

Corporate Performance Report 2025/26

Rag Rating

Green	On or better than target
Amber	Worse than target but within target tolerance
Red	Worse than target and outside the target tolerance

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Growing up in Sandwell													
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
Children and young people are given the best start in life and are well prepared for school													
G1	Percentage of children achieving a good level of development (GLD) in the (Early Years Foundation Stage (EYFS) profile assessment at the end of the academic year in which they turn 5 years of age (Explanatory note provided)	Bigger is better	64% (AY 2024/25)	2ppts	Annual	Annual	Annual	Annual	62% (AY 2024/25)	62% (AY 2023/24)	2024/25 AY: Regional 67% National 68% Stat Neigh: 64%	Current performance for 2024/25 is 2 percentage points below target and unchanged from last year. Sandwell is performing below statistical neighbours, the region, and the national average, mainly due to stalled literacy progress, inconsistent school performance, and widening gaps for boys and disadvantaged children. Declines in Smethwick and Tipton offset improvements elsewhere, and high early developmental needs—especially in communication and language—continue to affect outcomes. Although several improvement initiatives are underway—such as WellComm training, Early Talk Boost, targeted practitioner coaching, and the “Moving the Box” pilot showing positive early results—these have not yet translated into improved performance at scale. The service is now working to better target groups with the largest gaps, such as boys, disadvantaged pupils, EAL learners, and children with SEND. Sandwell’s involvement in the West Midlands Combined Authority Design Sprint aims to strengthen system-wide working across health, education, and community partners to ensure more children are school-ready and able to achieve a Good Level of Development (GLD).	Children and Education
G2	The number of good quality childcare places, for children aged 0-4 of working parents, to enable them to take up their 30 hours funded place by September 2025. (Explanatory note provided)	Bigger is better	457 (September 2025)	5%	352	473	529	575	NA - Point in time	330 new places created	N/A	There has been a steady increase in the number of places available in Sandwell. With 1 new nursery opening and 2 childminders increasing their places.	Children and Education
G3	The number of 'wraparound' childcare places to enable all working parents of children aged 4-11 to have access to childcare during term if they require it, by September 2025. (Explanatory note provided)	Bigger is better	1444 (September 2025)	5%	252 full places and 57 extended places	311 full places and 57 extended places	433 (376 full places and 57 extended places)	N/A	N/A	449 (379 new places were funded 70 extended hours places secured)	N/A	Data is no longer collected for this aspect as the DFE initiative is no longer measured with MI data returns.	Children and Education
Children and young people make good progress at school from preschool to when they leave school age 16 – ambition to reach national standard													
G4	Educational Attainment: percentage of all pupils in Sandwell schools attaining the expected standard or above in reading, writing and maths at the end of Key Stage 2 (Year 6) (Explanatory note provided)	Bigger is better	60% (AY 2024/25)	2ppts	Annual	Annual	Annual	Annual	61% (AY 2024/25)	59% (AY 2023/24)	2024/25 AY: Regional: 62% National: 63% Stat Neigh: 61%	Based on Key Stage 2 2024/25 Academic year data, performance exceeds the target, is in line with statistical neighbour comparators, is 2 percentage points below the national benchmark and 1 percentage point below regional comparators. There was an increase in comparator (benchmark) performance data between provisional data (reported in Q2) and revised data as a result of the data being fully checked by schools.	Children and Education

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
G5	Educational Attainment: Percentage of all pupils in Sandwell schools achieving a Grade 5 (strong pass) or above in both English and Maths at the end of Key Stage 4 (Year 11). (Explanatory note provided)	Bigger is better	36% (AY 2024/25)	0ppts	Annual	Annual	Annual	Annual	34% (AY 2024/25)	35% (AY 2023/24)	2024/25 AY: Regional: 42% National: 45% Stat Neigh: 38%	Based on revised KS4 2024/25 Academic year data, performance is 2 percentage points below the target. Performance is 11 percentage points below the national benchmark, 8 percentage points below regional benchmark and 4 percentage points below the average for the statistical neighbour group. Performance in English at grade 5 or above was 55%, 17% above that in maths at 38%, with outcomes in English demonstrating an improving trend. Improving attainment in both subject areas remains a priority, but particularly in maths. A full evaluation of the 2025/26 measures will be completed at year end and reported in Q2. There has been an increased focus on KS3, particularly to support transition into secondary school. In maths, support includes collaborative work between three secondary schools with an external consultant, alongside a pilot in Tipton where Year 11 teachers support maths teaching in feeder primaries and secondary teachers observe primary lessons to inform KS3 practice. The Teaching and Learning network, led by Staffordshire Research School, has been supporting schools to use evidence-based approaches, with three of five sessions delivered so far. Metacognition is a key focus in Rowley Regis and is being extended across Sandwell through tailored professional development groups. In addition, St Michael's secondary school runs vocational subject networks for Level 2 BTEC and WJEC courses, and a new Vocational Senior Leaders network has been launched to address gaps in senior leadership expertise. Links with Sandwell College are being developed, with plans to expand support to KS5 and to additional vocational pathways and exam boards.	Children and Education
G27	Educational Attainment: percentage of disadvantaged pupils in Sandwell schools achieving a Grade 5 (strong pass) or above in both English and Maths at the end of Key Stage 4 (Year 11). (Explanatory note provided)	Bigger is better	24% (AY 2024/25)	1ppt	Annual	Annual	Annual	Annual	23% (AY 2024/25)	23% (AY 2023/24)	2024/25 AY Regional: 26% National: 26% Stat Neigh: 25%	Based on revised KS4 2024/25 Academic year data, performance is 1 ppts below the target but within tolerance. Performance is 3ppts below national, 3 ppts below regional and 2 ppts below the average for the statistical neighbour group. Performance for the disadvantage group is relatively stronger when compared to performance for the KS4 cohort overall.	Children and Education
G26	Educational Attainment: percentage of disadvantaged pupils in Sandwell schools attaining the expected standard or above in reading, writing and maths at the end of Key Stage 2 (Year 6)	Bigger is better	49% (AY 2024/25)	2ppts	Annual	Annual	Annual	Annual	50% (AY 2024/25)	48% (AY 2023/24)	2024/25 AY Regional: 50% National: 48% Stat Neigh: 51%	Based on 2024/25 Academic year data, performance for the disadvantaged group at Key Stage 2 exceeds the target and National and regional Comparators. Performance for the Statistical neighbour group is 1 percentage point higher.	Children and Education
G6	Placeholder for replacement for '% of Schools 'Good' or 'Outstanding' OFSTED rating All Schools' (OFSTED is the Office for Standards in Education, Children's Services and Skills)	Bigger is better	NA	NA	NA - measure discontinued and alternative under review	NA	NA	Reports published for 5 schools in the new framework. Most grades are at the standard of expected, although achievement is the one grade that has changed to 'needs attention' in two schools	Not enough information to judge.	88% (31 Aug 2024)	N/A	This measure has been discontinued. The new school inspection and assessment system in England, which was implemented from November 2025, replaces single-word summative judgments—like "Outstanding" or "Good"—with a detailed Report Card system. This change aims to provide a more nuanced, transparent, and less punitive picture of school performance. Inspectors will assess schools on six core areas: Curriculum and Teaching, Achievement, Inclusion, Attendance and Behaviour, Personal Development and Wellbeing, Leadership and Governance. Safeguarding is now graded separately as either Met or Not. The new system cannot be compared to the old judgement system. There have been 5 schools in Sandwell with reports published under the new framework since November 2025. Most schools may not be inspected on the new framework for 4 years.	Children and Education
Children and young people have good levels of attendance at school													
G7	Percentage of Sandwell primary school pupils classified as persistently absent (missing 10% or more of morning or afternoon sessions) during the academic year.	Smaller is better	16%	1ppt	Annual	Annual	Annual	Annual	15.5% (2024/25 AY)	16.6% (AY 2023/24)	2024/25 AY: Regional: 13.9% National: 13% Stat Neigh: 15.1 %	Please note that the figures do not include PRUs or Special Schools. Performance is better than target and persistent absence has reduced by 1.1ppts since last year but is not yet in line with benchmark figures. The Council has dedicated Schools Attendance Support Officers for each school and they regularly visit to discuss individual cases. Strategies and support are also provided to improve attendance. This can include parent meetings, multi-agency support and workshops in schools. This support is expected to further improve performance for the academic year 2025/26.	Children and Education

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
G8	Percentage of Sandwell secondary school pupils classified as persistently absent (missing 10% or more of morning or afternoon sessions) during the academic year.	Smaller is better	25.10%	1ppt	Annual	Annual	Annual	Annual	24.3% (2024/25 AY)	27.3% (AY 2023/24)	2024/25 AY: Regional: 23.8% National: 23.4% Stat Neigh: 26.0%	Please note that the figures do not include PRUs or Special Schools. Performance is better than the target and persistent absence has reduced by 3ppts since last year which is a big improvement. The gap between Sandwell and the national benchmark is reducing. The Council has dedicated Schools Attendance Support Officers for each school and they regularly visit to discuss individual cases. Strategies and support are also provided to improve attendance. This can include parent meetings, multi-agency support and workshops in schools. This support is expected to further improve performance for the academic year 2025/26.	Children and Education
G34	Percentage of sessions attended by Sandwell primary school pupils over the academic year	Bigger is better	94.40%	0.25ppt	Annual	Annual	Annual	Annual	94.5% (2024/25 AY)	94.1% (AY 2023/24)	2024/25 AY: Regional: 94.6% National: 94.8% Stat Neigh: 94.5%	Please note that the figures do not include PRUs or Special Schools. Primary school attendance is better than the target and in line with statistical neighbours, and is close to Regional and National performance. The Council has dedicated Schools Attendance Support Officers for each school and they regularly visit to discuss individual cases. Strategies and support are also provided to improve attendance. This can include parent meetings, multi-agency support and workshops in schools. This support is expected to further improve performance for the academic year 2025/26.	Children and Education
G35	Percentage of sessions attended by Sandwell secondary school pupils over the academic year	Bigger is better	92.00%	0.25ppt	Annual	Annual	Annual	Annual	91.9% (2024/25 AY)	90.9% (AY 2023/24)	2024/25 AY: Regional: 91.7% National: 91.6% Stat Neigh: 91.0%	Please note that the figures do not include PRUs or Special Schools. Secondary school attendance is slightly below the target but within tolerance and is better than national, regional and statistical neighbours performance. The Council has dedicated Schools Attendance Support Officers for each school and they regularly visit to discuss individual cases. Strategies and support are also provided to improve attendance. This can include parent meetings, multi-agency support and workshops in schools. This support is expected to further improve performance for the academic year 2025/26.	Children and Education
G36	The rate of Secondary school permanent exclusions per 100 pupils	Smaller is better	0.25	5%	Annual	Annual	Annual	Annual	Not yet available	0.22 (AY 2023/24)	2023/24 AY: Regional: 0.28 National: 0.25 Stat Neigh: 0.38	Data for 2024/25 Full Academic year has not yet been published, Due November / December 2026	Children and Education
G37	The rate of Secondary Pupils with 1 or more suspension per 100 pupils	Smaller is better	8	5%	Annual	Annual	Annual	Annual	Not yet available	8.23 (AY 2023/24)	2023/24 AY: Regional: 7.84 National: 7.83 Stat Neigh: 10.37	Data for 2024/25 Full Academic year has not yet been published, Due November / December 2026	Children and Education
Children and young people in Sandwell are able to grow up in a safe, stable loving home													
G9	Rate of Children on a Child Protection Plan at the end of each quarter (Rate per 10,000) (Explanatory note provided)	Smaller is better	45	<55.0%, >45.0	46.4	47.2	48.9	47.2	NA - Point in time	40.7	March 2025: Regional: 40.3 National: 40.6 Stat Neighbour: 52.4	Child Protection numbers have decreased from 433 in December 2025 to 418 at end March 2026. The current rate of 47.2 per 10,000 is below the Statistical Neighbour Average of 52.4, but above the England Average of 40.6. We had seen a steady upward trajectory since July 2025 from 387 to 437 in February, but a reduction of 19 Children on a plan in March 2026. During this period there have been 392 registrations (where children are listed on the Child Protection Register (CPR) as they are at risk from or suffering significant harm) in comparison to 257 July 2024 to 314 March 2025. The biggest increase was between September and December 2025 where 204 Children registered on a Child Protection (CP) plan in comparison to 95 at the same period in the previous year. Operational Service and Quality Assurance service are taking the following actions in relation to the increase in CP Plans: •Reviewing all Children on a Child Protection Plan over 15 months and those over 2+ years •Principal Independent Chairs focusing on Children registering on a CP Plan between the periods of September 2025 through to December 2025 to ensure robust planning and decision making for those children, in readiness for their 6 monthly CP conference (a formal, multi-agency meeting held when there are serious concerns about a child's safety or well-being). •The measures which have put in place since January and March 2026 between the operational service and Quality Assurance Service (QAS), with more robust challenge and oversight has seen CP registrations reduce to a lower position than the same time in previous year (142 last year, 116 this year).	Children and Education (SCT)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
G10	Rate of Children in Care at the end of each quarter (Rate per 10,000 children) (Explanatory note provided)	Smaller is better	94	<100.0, >94.0	94.7	93.05	93.12	90.19	NA - Point in time	94.7	March 2025: Regional: 86 National: 67 Stat neighbour: 101	The number of children we care for has decreased from 825 in December 2025 to 799 in March 2026. The current rate of children we care for is now at 90.2 per 10,000 which is below Statistical Neighbour average of 101 (**please note under 18 population has increased to 88,593). Both entrants and exits to care are below our Statistical Neighbour comparators, England and West Midlands averages	Children and Education (SCT)
G11	The percentage of children and young people we care for, who have had 3 or more placement moves (Foster, Family, Residential or other) in the last 12 months.	Smaller is better	9%	<12.0%, >9.0%	8%	8.7%	9.1%	8.30%	NA - Point in time	10.20%	March 2025: Regional: 10% National: 10% Stat Neighbour: 10.8%	As of the end March 2026, 66 Children and Young People had 3+ moves in last 12 months (66 out of 799 children we care for). This is the lowest (best) performance since July 2025, and better than all comparator groups (England, SN and West Midlands Averages).	Children and Education (SCT)
Children and young people are supported to lead happy and healthy lives with access to a range of opportunities for positive activities, play and having fun													
G12a	Number of children and young people engaging in council led activities across Sandwell via Go Play, HAF, SHAPE and Child Friendly Sandwell Activity (Explanatory note provided)	Bigger is better	Go Play - Annual target 3418 (10% of population 6-12 years (34,182)) (unique) reported quarterly HAF - Annual target 30% eligible population 7,050 (23,500 Free School meal children) (unique) reported June/Oct/Feb Shape and CF - Annual target 11,894 (10% of population 0-25 years) (attendances) reported quarterly	5%	GP 1708	GP 1463	GP 1928	GP 1354	6,453	1,964 (Q4) 12,363 (Annual)	N/A	The target for Go Play has been met in 2025/26. There was a reduction in the core funding associated with this area which resulted in a reduction in required outputs compared to last year. The annual target for HAF has also been achieved. HAF activity is delivered during the 3 main school holidays Easter, summer and winter and therefore no HAF activity with children and young people was delivered in Quarter 4. There has been a reduction in the attendance of HAF sessions compared to 2024/25 because of reduced engagement activity which was supported by an FTE marketing, communications and engagement post. Due to the uncertainty of continued external funding was post was shared between family hubs and HAF for 2024/2025 and this significantly impacted on engagement with schools and families. The target for Shape and Child Friendly activity has not met target, however, the outturn is 21% higher than 2024/25 (7,468).	Children and Education
					HAF 4846 (589 SEND)	HAF 7800 (1121 SEND)	HAF 3066 (451 SEND)	0	15,712	HAF 2,492 (83 SEND) (Q4) HAF 25,908 (Annual)			
					CF 30 Shape-743	SHAPE - 6594	SHAPE - 1,047 CF UK Parliament week - 88	Shape - 517	9,019	SHAPE 787 (Q4) 7,468 (Annual)			
G12b	Number of children and young people engaging in council led activities across the Youth Service (Explanatory note provided)	Bigger is better	Reach - 2220 (7% of target population) SEND - 290 (7% increase on last year) Detached - 12,134 (7% increase on last year)	5%	Reach of Young People: 645	Reach of Young People: 937	Reach of Young People: 432	Reach of Young People: 477	Reach of Young People: 2491	Reach of Young People: 354 (Q4) 2074 (Annual)	N/A	The reach target of 7% of target population has been exceeded. Reach of declared SEND young people is on target. Engagement of young people through detached youth work has seen a significant increase. This is due to a number of externally funded detached projects creating additional capacity for detached work.	Children and Education
					Reach of Declared SEND Young People: 93	Reach of Declared SEND Young People: 91	Reach of Declared SEND Young People: 50	Reach of Declared SEND Young People: 59	Reach of Declared SEND Young People: 293	Reach of Declared SEND Young People: 45 (Q4) 271 (Annual)	N/A		
					Engagement of Young People through detached Youth Work: 4,088	Engagement of Young People through Detached Youth Work: 4,401	Engagement of Young People through detached Youth Work: 3,675	Engagement of Young People through detached Youth Work: 3,324	Engagement of Young People through detached Youth Work: 15,493	Engagement of Young People through detached Youth Work: 3,188 (Q4) 11,340 (Annual)	N/A		
G13	The number of physical and electronic items including books, audiobooks, magazines and comics issued by libraries to children under the age of 16 year old	Bigger is better	Q4 - 47726 Annual - 197,892	5%	49,419	57,112	48,030	50,068	204,629	Q4: 46,394 Annual: 176,992	N/A	This quarters target and year-end targets have both been achieved. In this quarter, increased targeted working with schools by taking mobile library into schools, especially where schools cannot visit the library. In addition, there was an increase in book spend using the underspend in premises budget.	Place (Environment)
G14	The take up of free activities that are available in libraries for children under the age of 16 years old	Bigger is better	Q4 - 2,138 Annual - 8,269	5%	2,111	2,344	2,237	2,282	8,974	Q4: 2,117 Annual: 8,187	N/A	This quarters target and year-end targets have both been achieved. In this quarter, increased focus on children's family activities, using Public Health funding (£20k), increased "cub tales" 0-1yr activities in 5 libraries, using remainder of Covid Fund money.	Place (Environment)
G15	The percentage of schools (including primary, secondary and specialist provision) that have achieved the Emotional Health Wellbeing charter mark awarded by Sandwell MBC (Explanatory note provided)	Bigger is better	80%	5%	Annual	Annual	Annual	Annual	Not yet available	72% (annual 24/25)	N/A	2025/26 data due end of September 2026.	ASC and Health (Public Health)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
G16	The number of early years settings (a childcare or educational setting that provides care and learning experiences for children from birth to age five) that have achieved the Emotional Health Wellbeing charter mark awarded by Sandwell MBC	Bigger is better	7 new Early Years settings per year, 14 at the end of 2024/25	5%	Annual	Annual	Annual	Annual	Not yet available	9 (annual 24/25)	N/A	2025/26 data due end of September 2026.	ASC and Health (Public Health)
Children, young people and their families receive the right support, in the right place, at the right time													
G18	The number of children and young people receiving Early Help intervention (providing support to children, young people, and families as soon as a problem emerges or before a problem escalates)	Within the range	900-1200	<>10%	798	727	882	905	NA - Point in time	913	Q4 2024/25: Regional average: 1,295	Quarter 4 performance has continued to improve and now sits at 905 young people receiving intervention/support at an Early Help level. A continued focus on this alongside Lead Professionals and Early Help Assessment completion has been maintained through the Additional Family Help team and the Family Help board helping partners refocus on their efforts to engage families. Success rates of families accessing Early Help and not returning to the service within 12 months continue to be high at 78% in March 2026 and average 77% throughout 2025-2026.	Children and Education
G19	Out of the total number of Single Assessments completed (a process where a social worker evaluates a child's needs and the family's capacity to meet those needs), the percentage of assessments completed within 45 working days from the referral date.	Bigger is better	85%	>70.0%, <85.0	87.94%	75.90%	85.90%	85.30%	83.40%	86.4% (Q4) 78.3% (Annual)	March 2024/25: Regional: 82.4% National: 85.7% Stat Neighbour: 84.5%	The percentage of single assessments completed within 45 working days increased from 78.1% in February 2026 to 85.3% in March 2026 (349/409), above target. This is in line with England (85.7%), and above Statistical Neighbour (84.5%) and West Midlands Averages (82.4%). Performance in relation to new assessments is at 88.7% (267/301), with review assessments on current open children at 75.9% (82/108).	Children and Education
All children and young people have the same opportunities to achieve their full potential and are supported by adults, including parents and carers, to establish high aspirations													
G20	Educational Attainment: Percentage of Sandwell children in care achieving the expected standard or above in reading, writing, and maths at the end of Key Stage 2 (Year 6).	Bigger is better	N/A	2ppts	Annual	Annual	Annual	Annual	44% (2024/25 Ay)	52% (AY 2023/24)	2024/25 AY: Regional: 36% National: 35% Stat Neigh: 33%	Performance at key stage 2 though below previous academic year, remains comparatively strong for this cohort (above all benchmarks). Target tolerances are not necessarily appropriate, given the small numbers for each percentage point and the special educational needs specific to each cohort.	Children and Education
G21	Educational Attainment: Percentage of Sandwell children in care achieving Grade 5 (strong pass) or above in both English and Maths at the end of Key Stage 4 (Year 11).	Bigger is better	N/A	2ppts	Annual	Annual	Annual	Annual	13% (2024/25 AY)	8.2% (AY 2023/24)	2024/25 AY: Regional: 9.5% National: 7.9% Stat Neigh: 6.5%	Performance at key stage 4 continues to improve and remains above national benchmarks. Target tolerances are not necessarily appropriate, given the small numbers represented for each percentage point and the impact of special educational needs specific to each cohort.	Children and Education
G22	Educational Attainment: Percentage of pupils with an Education, Health and Care Plan (EHCP) in Sandwell schools achieving the expected standard or above in reading, writing, and maths at the end of Key Stage 2 (Year 6)	Bigger is better	8% (AY 2024/25)	1ppts	Annual	Annual	Annual	Annual	5% (AY 2024/25)	7% (AY 2023/24)	2024/25 AY: Regional: 7% National: 9% Stat Neigh: 7%	Based on KS2 2024/25 Academic year data for pupils with an EHCP, performance is 3 percentage points below the target. Performance is 4 percentage points below the national benchmark, 2 percentage points below regional benchmark and 2 percentage points below the average for the statistical neighbour group.	Children and Education
G23	Educational Attainment: Average Attainment 8 score for pupils with an Education, Health and Care Plan (EHCP) in Sandwell schools at the end of Key Stage 4 (Year 11). (Attainment 8 measures the average achievement of pupils across eight GCSE or equivalent qualifications.)	Bigger is better	14.0 (AY 2024/25)	1 points	Annual	Annual	Annual	Annual	15.5 (AY 2024/25)	12.8 (AY 2023/24)	2024/25 AY: Regional: 13.3 National: 14.8 Stat Neigh: 11.9	Based on revised KS4 2024/25 Academic year data for pupils with an EHCP, performance is 1.5 points above the target. Performance is 0.7 points above the national, 2.2 points above regional and 3.6 points above the average for the statistical neighbour group.	Children and Education
G24	Educational Attainment: Percentage of pupils receiving Special Educational Needs (SEN) Support in Sandwell schools achieving the expected standard or above in reading, writing, and maths at the end of Key Stage 2 (Year 6).	Bigger is better	22% (AY 2024/25)	1ppts	Annual	Annual	Annual	Annual	24% (AY 2024/25)	21% (AY 2023/24)	2024/25 AY: Regional: 26% National: 29% Stat Neigh: 27%	Based on revised 2024/25 Academic year data, performance for the SEN Support group at Key Stage 2 exceeds the target and is 2 percentage points below regional Comparators. Performance is 5 percentage points below the national benchmark and 3percentage points below the Statistical neighbour group.	Children and Education
G25	Educational Attainment: Average Attainment 8 score for pupils receiving Special Educational Needs (SEN) Support in Sandwell schools at the end of Key Stage 4 (Year 11). (Attainment 8 measures the average achievement of pupils across eight GCSE or equivalent qualifications.)	Bigger is better	31 (AY 2024/25)	1 point	Annual	Annual	Annual	Annual	28.3 (AY 2024/25)	28.6 (AY 2023/24)	2024/25 AY: Regional: 32.6 National: 33.8 Stat Neigh: 29.9	Based on revised KS4 2024/25 Academic year data for pupils receiving SEN Support, performance is 2.7 points below the target. Performance is 5.5 points below national, 4.3 points below regional and 1.6 below the average for the statistical neighbour group.	Children and Education

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G28	The percentage of Education Health and Care Plans (EHCP) completed within 20 weeks, excluding agreed exceptions for all age groups, from referral date	Bigger is better	50.3% (National average 2024)	5ppts	41.57%	15.65%	28.02%	12.52%	24.64%	Q4: 32.3% Annual: 23%	2023 calendar year: Regional: 48.4% National 48.4% Stat Neigh: 53.7%	Demand remains high in this area and performance is expected to fluctuate until wider SEND transformation work is underway. So far the focus has been understanding where delays happen and what needs to change to improve the speed of our services. The next stage of the programme will focus on designing and testing improvements across the end-to-end EHC Needs Assessment process over the summer and evaluating the expected impact on the Corporate Performance Indicators. Initial plans include: •Further increasing the size of the EHCP team so that we can better meet the increase in demand for EHC Needs Assessments and ensure children and young people get the support they need quicker.	Children and Education
G38	The average number of weeks taken for a statutory assessment to determine if a child or young person requires special education needs (SEN) support.	Smaller is better	20 weeks	5%	41.11	57.82	35.99	41.21	46.42	NA	NA	•Identifying and trialling ways to complete Educational Psychologist assessments more quickly, while maintaining high standards of quality. •Improving how our front-line and administrative teams work, so that parents, carers and schools receive clear and timely responses. •Strengthening the quality of our data so we can better track progress, manage cases and ensure accountability across our services.	Children and Education
G39	The rate of phased transfers (moving a child or young person with an Education, Health and Care (EHC) plan, from one educational phase to another, typically between early years settings, primary to secondary school, or secondary school to post-16 provision) completed in time.	Bigger is better	95%	5%	Annual	Annual	Annual	Annual	TBC	N/A	TBC	TBC	Children and Education
G40	The percentage of Early Years children (aged 4 and due to turn 5 in the next academic year) starting school with an Education, Health Care Plan (EHCP)	N/A	N/A	N/A	Annual	Annual	Annual	Annual	TBC	TBC	TBC	There is no target for this PI, it is for monitoring only. Number of Children = 37. Figure of non-SEN population needed for calculation	Children and Education
Children and young people have the right skills and support to take the next step in their life, and are well prepared for adulthood													
G29	The percentage of 16 and 17 year olds not in employment, education or training/ or with an unknown activity status (not known) (NEET/NK)	Smaller is better	Q4 - 2.6% Connexions Annual Target - 4.5% (Dec - Feb)	5%	2.40%	4.50%	4.20%	2.20%	Not yet available	Q4: 2.1% Annual: 4.5%	Q4 2025/26: 13.4% England 11.8% West Mids. 12.1% SN 9.0% Black Country	For Quarter 4 in Sandwell, NEET was 1.5% and NK was 0.7% to give a combined figure of 2.2%, compared to 5.5% for National, 5.2% for West Midlands and 4.3% for Statistical Neighbours. Sandwell is on track to be in the top 20 performing Local Authorities when DfE release the data. DfE data on Annual LA Performance (average of Dec-Feb) not available yet. 2025/26 annual performance was 3.3% combined %NEET/NK.	Children and Education
G30	The number of work experience placements delivered in the Council	Bigger is better	275 (Annual)	5%	90	129	7	83	309	Annual: 274	N/A	There has been a change in the dates that schools have requested which has meant that we have been able to support more requests. There has also been an increase in the number of teams that are able to support the programme with placements.	Children and Education
Contextual Measures													
G31	Proportion (percentage) of children in Reception (usually aged 4 to 5 years old) who are overweight or obese on measurement of their body mass index (BMI) (explanatory note provided)	Smaller is better	N/A	N/A	Annual	Annual	Annual	Annual	24.6% (2024/25)	24.2% (2023/24)	2024/25: Regional: 24.4% National: 23.5%	The number of children measured in Sandwell in 2024 to 2025 was 4,295 in reception, a participation rate of 94.2%. Of those measured, 24.6% of children in reception (aged 4 to 5 years) were overweight or living with obesity. National analysis has highlighted the persistent inequalities that exist in child obesity with children from the most deprived areas of England being twice as likely to be living with obesity compared with those from the least deprived areas. The Public Health Team are taking a proactive, evidence approach to reducing obesity in local communities focused on improving healthy eating and encouraging exercise. Source: Public Health Outcomes Framework	ASC and Health (Public Health)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
G32	Proportion (percentage) of children in Year 6 who are overweight or obese on measurement of their body mass index (BMI) (explanatory note provided)	Smaller is better	N/A	N/A	Annual	Annual	Annual	Annual	45.6% (2024/25)	44.6% (2023/24)	2024/25: Regional: 38.9% National: 36.2%	The number of children measured in Sandwell in 2024 to 2025 was 4580 in year 6, a participation rate of 90.4%. Of those measured, 45.6% of children were overweight or living with obesity. National analysis has highlighted the persistent inequalities that exist in child obesity with children from the most deprived areas of England being twice as likely to be living with obesity compared with those from the least deprived areas. The Public Health Team are taking a proactive, evidence approach to reducing obesity in local communities focused on improving healthy eating and encouraging exercise. Source: Public Health Outcomes Framework	ASC and Health (Public Health)
G33	The number of 18-24 year olds in receipt of Universal Credit (for the reason of being unemployed, based on administrative data from the benefits system and reported by the Office for National Statics (NOMIS)).	Smaller is better	N/A	N/A	9.5% (June 2025)	10% (September 2025)	9.7% (December 2025)	10% (March 2026)	NA - Point in time	9.7% (March 2025)	March 2026 Regional: 8.1% National: 5.8%	Source: Nomis	

Corporate Performance Report 2025/26

Living in Sandwell													
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
Clean, well maintained public spaces and assets													
L1	The percentage of residents, who are satisfied with street cleaning service, as outlined in our annual Residents Survey	Bigger is better	68%	5%	Annual	Annual	Annual	Annual	69%	68%	57% (2024 LGA Benchmark)	The outturn was 1% above the Council target which is an improvement of 1% from last years outturn and 12% above the national LGA benchmark target of 57% (October 2024). This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides. Rubbish and litter remains the main neighbourhood concern, mentioned by one in three (33%) in the survey results .	Place (Environment)
L2	Improvement in street and environmental cleanliness: Litter Improvement in street and environmental cleanliness: Detritus Improvement in street and environmental cleanliness: Graffiti Improvement in street and environmental cleanliness: Fly-posting (Explanatory note provided)	Smaller is better	litter: 2.50%	5%	3.00% (T3 - Dec-Mar)	4.5% T1 (April-July)	3.00% T2 (Aug-Nov)	3.70% T3 (Dec-Mar)	N/A	3.00% (T3 - Dec-Mar)	N/A	The target for this period has not been achieved. The bin strikes in Birmingham has significantly affected fly tipping – with a doubling of fly-tip instances within 500 of the Birmingham border. This has included substantial contamination of litter bins, reducing available capacity and likely resulting in increased littering. Work is ongoing with the Enforcement team to address the issue.	Place (Environment)
			detritus: 6.50%	5%	6.50% (T3 - Dec-Mar)	6.5% T1 (April-July)	T2 (Aug-Nov) 6.2%	T3 (Dec-Mar) 6.20%	N/A	6.50% (T3 - Dec-Mar)		The target for this period has been achieved. This year has seen a positive impact in reducing detritus levels across the borough. The decision to bring the weed-spraying programme in house has enabled better management of weed growth and more effective dig-out works. Building on a strong start in 2026, we are looking to drive further reductions during 2026/27.	
			graffiti: 1.50%	5%	0.5% (T3 - Dec-Mar)	0.5% T1 (April-July)	T2 (Aug-Nov) 0.00%	T3 (Dec-Mar) 1.30%	N/A	0.5% (T3 - Dec-Mar)		The target for this period has been achieved. Overall, graffiti levels across the borough remain low; however, a slight increase has been observed towards the end of the year.	
			fly-posting: 0%	5%	0.5% (T3 - Dec-Mar)	0.5% T1 (April-July)	T2 (Aug-Nov) 0.00%	T3 (Dec-Mar) 0.60%	N/A	0.5% (T3 - Dec-Mar)		The target for this period has not been achieved. Flyposting levels increased due to marketing material from Kayes Fun Fair. This has been escalated to the events team for investigation.	
L3	The percentage of household waste recycled and composted (Blue and Green bins) (Explanatory note provided)	Bigger is better	31%	5%	Annual	Annual	Annual	Annual	34.97% (provisional unaudited figure)	26.8% (2023/24)	2023/24: Stat neighbours: 37.17% England : 41.83%	There has been a significant improvement in the outturn compared to last year which is almost certainly due to the introduction of alternate weekly collections. Collecting residual waste fortnightly rather than weekly halves bin capacity which in turn drives residents to recycle more of their waste and in particular there has been a large increase in the number of residents participating in the food waste recycling service. The final audited figures will be available in June (Quarter 1 2026).	Place (Environment)
L4	The weight in kilograms (kg) of residual waste per household (Black bins) (Explanatory note provided)	Smaller is better	600Kg	5%	Annual	Annual	Annual	Annual	591.27 kg per HH (provisional unaudited figure)	655.60kg (2023/24)	2023/24 average per household: Stat neighbours: 514.12kg England 467.18kg	There has been a significant improvement in the outturn compared to last year which could be due to several factors including the introduction of alternate weekly collections which reduces residual waste bin capacity, residents buying less goods because difficult economic climate and reductions in the amount of packaging used by manufacturers and retailers. Further improvements could be achieved through promoting waste minimisation to residents. The final audited figures will be available in June (Quarter 1 2026).	Place (Environment)
L5	The percentage of recyclable waste, not sent for recycling due to contamination (non recyclable waste put in recyclable waste bins) (Explanatory note provided)	Smaller is better	15%	5%	Annual	Annual	Annual	Annual	N/A	N/A	N/A	This outturn is not available as it was calculated by OFLOG (Office for Local Government) which has now closed. (https://www.gov.uk/government/organisations/office-for-local-government)	Place (Environment)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
L6	The percentage of reports received about hazardous waste on contract maintained public land that were made safe within 4 hours and removed within 24 hours (of being reported)	Bigger is better	90%	5%	82.57%	80.61%	85.11%	66.66%	N/A	83.15%	N/A	Target for this quarter has not been achieved. In total there were 78 case being reported of those 26 failures not able to be made safe within 4 hours and all were removed within the 24 hours. This is due to crews having issues with access or on call through the evening and unable to gain access where specialist equipment needed to be utilised.	Place (Environment)
L7	The percentage of reports received about fly tips on contract maintained public land that were removed within 24 hours (of being reported)	Bigger is better	90%	5%	97.43%	98.36%	97.86%	95.50%	N/A	98.30%	N/A	The target for this quarter has again been achieved although seeing higher than usual numbers again being reported with a total of 4470 fly tips logged of which 4269 (95.50%) were cleared within the 24 hour timeframe meaning that 201 which missed the target (4.50%).	Place (Environment)
L8	The number of new trees planted	Bigger is better	Q4 - 514 Annual - 1428	5%	210	125	585	500	1,420	Q4: 1,425 Annual: 2,103	N/A	Both Quarter 4 and the year-end targets were very slightly missed but were within the 5% tolerance level set. In this quarter a total of 500 trees were successfully planted across the borough as part of our ongoing commitment to enhancing local green infrastructure. These plantings included standard-size trees (approximately 6 feet tall), which were installed in highway verges across all six towns, as well as within a range of parks and open spaces, including Britannia Park, Tivdale Park, Red House Park, and Haden Hill Park. In addition to these locations, several housing sites also benefited from multiple new tree plantings, helping to improve local environments and support long-term canopy cover. We also carried out planting of tree whips, creating new pockets of woodland and contributing to increased biodiversity and habitat creation on the Yew tree estate. The year-end target was missed by 8 trees but the service overachieved last year on planting, so the goal of 10,000 trees by 2030 is still well on target.	Place (Environment)
L9	The number of missed bins reports that have not been remedied within 24 hours (per 100,000 collections)	Smaller is better	80 per 100,000	5%	372	489	233	143	N/A	427	N/A	The target for this quarter has not been achieved. However, there has been a significant reduction for this indicator throughout 2025/26 as alternative weekly collection crews have learnt new rounds and the service is starting to stabilise, although work is ongoing. The Council continues to work hard with Serco to make sure the service is running as efficiently as effectively as possible.	Place (Environment)
Quality green spaces													
L10	The percentage of residents satisfied with green spaces as outlined in our annual Residents Survey.	Bigger is better	78%	5%	Annual	Annual	Annual	Annual	73%	78%	73% (2024 LGA Benchmark)	The Council target has not been achieved (5% under) and is 3% lower than last years outturn. However, the National LGA benchmark target of 73% (October 2024) have been achieved. This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides.	Place (Environment)
Residents Feel Safe in their communities during the day and at night													
L12	The percentage of residents that feel safe in the day as outlined in our annual Residents Survey.	Bigger is better	92%	5%	Annual	Annual	Annual	Annual	92%	91%	91% (2024 LGA Benchmark)	The Council target and the National LGA benchmark target of 91% (October 2024) have been achieved. This measure is part of the Sandwell Council Residents' Survey carried out July 2025.	Place (Environment)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
L13	The percentage of residents that feel safe at night as outlined in our annual Residents Survey.	Bigger is better	65%	5%	Annual	Annual	Annual	Annual	65%	63%	71% (2024 LGA Benchmark)	The Council target and the National LGA benchmark target of 65% (October 2024) have been achieved. This measure is part of the Sandwell Council Residents' Survey carried out July 2025.	Place (Environment)
Safe and affordable homes													
L14	The percentage of Properties owned by private landlords reported as not having safe living conditions either resolved positively or processed to legal action within processing times. (Explanatory note provided)	Bigger is better	75%	N/A	Stage 1: 66.67% Stage 2: 0%	Stage 1: 100% Stage 2: 50%	Stage 1: 87.5% Stage 2: 87.5%	Stage 1: 60% Stage 2: 33.33%	N/A - point in time	Stage 1: 55% Stage 2: 100%	N/A	The fall in performance is due to high caseload volumes. The service has seen a surge in suspected Housing in Multiple Occupation (HMOs) which require investigation. Cases are progressing but not at the speed the service needs to hit target. Due to an influx in demand a small backlog of 80 suspected HMO cases are awaiting allocation where we have done doorstep checks and believe further enforcement is needed. Available capacity is being considered to make use of the licensing role to reduce the immediate enforcement demands. Once HMO licensing reports are investigated this will result in either license income or enforcement penalties, which will provide additional funding to secure further capacity.	Place (Housing)
L15	The percentage of responsive repairs that have been completed on time	Bigger is better	95%	5%	Emergency 94.94% Non-emergency 77.37%	Emergency 95.62% Non-emergency 77.36%	Emergency 95.56% Non-emergency 78.41%	Emergency 95.10% Non-emergency 77.63%	N/A - point in time	Emergency 90.6% Non-emergency 75.7%	Year end 2024/25 Local Authorities Low Cost Rented accommodation Median -Emergency 94.9%/Non - Emergency - 84% - Source - Regulator of Social Housing November 25/ Mid Year 25/26 LA/ALMO's >15k Median Emergency 97.1%/Non Emergency - 91.2% - Source Housemark Dec 25.	Work on addressing the backlog (cases of 18 months +) is being undertaken by Seddons and should be complete by October 2026. Repairs that are 18 months and under are picked up by the Service. There have been a number of vacancies which are being recruited to, which have also impacted performance. It is anticipated that the service will have caught up on the demand and will be able to hit targets for both emergency and non emergency repairs by December 2026. With regards to non emergency repairs, performance dipped slightly in Q4. This reflects seasonal winter pressures, with operational focus prioritising emergency repairs and safety-critical works, impacting routine delivery times. The performance demonstrates improvements comparative to 2024/25 outcomes (performance was 71.49% in Q1 of 2024/25 and has steadily increased) reflecting the improvement journey. However there is still progress to be made to achieve the target. With regards to emergency repairs, the Council has achieved above the 95% target consistently since Q2 - the system measures performance from case reported to case completed, but no access does not extend the start-to-finish times. As a result, appointments that are attended on time but where access is not granted are currently scored as late, impacting the overall performance figures.	Place (Housing)
L16	The number of long term empty privately owned properties that the council have assisted to be brought back into use.	Bigger is better	Q4 - 15 Annual - 60	5%	15	14 (29 cumulative)	14 (43 cumulative)	7 (50 cumulative)	Annual: 50	41	N/A	Whilst the service has fallen short of year-end target, 50 empty properties returned into use in this financial year is still an achievement given the extent of work and lead in time needed. The target was to bring back 200 properties over 5 years and as at March 2026 we have brought back a total of 96 properties, with 104 left to hit overall target in the next two years. The service has shifted more into enforcement territory this year with improvement notices being served for empty homes which will see a number of penalties being issued this year and acts as the foundation to the next stages of our policy around utilising enforcement tools effectively. The service has already brought four properties back into use in April so are confident that the shortfall will be more than covered in the new financial year.	Place (Housing)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
L17	The percentage of Tenants who are satisfied with the overall service provided, that have taken part in the annual Tenant Satisfaction Survey	Bigger is better	67%	5%	Annual	Annual	Annual	Annual	66%	67%	Year end 2024/25 Local Authorities Low Cost Rented accommodation Median 68.5% - Source - Regulator of Social Housing November 25 / Mid Year 25/26 LA/ALMO's >15k Median 66.5% - Source Housemark Dec 25	Satisfaction with repairs, safety and maintenance remain the biggest driver of overall satisfaction. Measures aimed at improving this such as reducing the repairs backlog and stock condition surveys to identify investment needs are well underway, and should impact future Tennant Satisfaction Measures (TSM) survey results.	Place (Housing)
L18a	The percentage of gas safety checks that have been completed in in council owned housing properties (Explanatory note provided)	Bigger is better	100%	0%	99.7%	99.6%	99.7%	99.7%	N/A - point in time	99.90%	Year end 2024/25 Local Authorities Low Cost Rented accommodation Median 99.9% - Source - Regulator of Social Housing November 25 / Mid Year 25/26 LA/ALMO's >15k Median 99.90% (9.1% fully compliant) - Source Housemark Dec 25	All non- compliant cases are going through the Legal/Access process to ensure we get access and complete the Landlord Gas Safety Record.	Place (Housing)
L18b	The percentage of fire safety checks that have been completed in council owned housing properties (Explanatory note provided)	Bigger is better	100%	0%	100%	100%	100%	100%	N/A - point in time	100.00%	Year end 2024/25 National English Median - 100% (76.3% of organisations are fully compliant) Large LA's and ALMO's >15k 100% (66.7% fully compliant) Source; Housemark July 25.	All Fire Risk Assessments (FRA's) are complete, the operation of the programme on a rolling basis always ensures a fully compliant position.	Place (Housing)
L18c	The percentage of asbestos safety checks that have been completed in communal areas of council owned housing properties (Explanatory note provided)	Bigger is better	100%	0%	93.8%	100%	100%	100%	N/A - point in time	34.10%	Year end 2024/25 Local Authorities Low Cost Rented accommodation Median 100% - Source - Regulator of Social Housing November 25 / Mid Year 25/26 LA/ALMO's >15k Median 100% (71.4% fully compliant) - Source Housemark Dec 25.	All communal area surveys are complete with the requirement under 2012 regulations now been satisfied. Business as usual will allow for continually compliance.	Place (Housing)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
L18d	The percentage of water safety checks that have been completed in council owned housing properties (Explanatory note provided)	Bigger is better	100%	0%	100%	100%	100%	100%	N/A - point in time	100%	Year end 2024/25 Local Authorities Low Cost Rented accommodation Median 100% - Source - Regulator of Social Housing November 25 / Mid Year 25/26 LA/ALMO's >15k Median 100% (100% fully compliant) - Source Housemark Dec 25.	Performance is maintained at 100%.	Place (Housing)
L18e	The percentage of passenger lifts in communal areas of council owned stock that have had a safety check carried out (Explanatory note provided)	Bigger is better	100%	0%	100%	100%	100%	100%	N/A - point in time	100%	Year end 2024/25 Local Authorities Low Cost Rented accommodation Median 100% - Source - Regulator of Social Housing November 25 / Mid-Year 25/26 LA/ALMO's >15k Median 100% (85.7% fully compliant) - Source Housemark Dec 25	Current performance is 100%.	Place (Housing)
L18f	The percentage of 5 yearly electrical safety checks that have been completed in council owned housing properties with a satisfactory report	Bigger is better	100%	0%	N/A	N/A	93.5%	85.7%	N/A - point in time	97.50%	Mid Year 25/26 LA/ALMO's >15k Median 96.58% National English Median 99.15%- Source Housemark Dec 25.	From Quarter 3, the method for calculating this indicator was updated. Previously, all properties with an electrical safety certificate—whether or not remedial work was identified as part of the process, was accepted as valid. From Quarter 3, only properties where all remedial work identified is confirmed as completed, will be deemed compliant. Work is progressing to confirm that all remedial works are completed and until that time, properties affected are deemed unsatisfactory. Therefore, the compliance rate will reduce temporarily until all data can be verified and outstanding works completed. This is expected to be achieved by October 2026.	Place (Housing)
L19	The percentage of homes that are owned by the council that do not meet the standard called Decent Homes (Proxy measure) (Explanatory note provided)	Smaller is better	0%	N/A	447 non decent / stock 27,820 (1.61%)	590 non decent / stock 27,771 (2.12%)	726 non decent / stock 27,702 (2.62%)	697 non decent / stock 27,642 (2.52%)	N/A - point in time	293 non decent / stock 27,892 (1.1%)	Year end 2024/25 Local Authorities Low Cost Rented accommodation Median 3.2% - Source - Regulator of Social Housing November 25 / Mid Year 25/26 LA/ALMO's >15k Median 4.25% - Source Housemark Dec 25.	This is a proxy measure whilst stick condition surveys are completed. In total, 17,826 properties have now had a stock condition survey. From stock condition data received non-decency sits at 673. 24 properties had category 1 damp & mould hazards in February resulting in 697 non-decent properties.	Place (Housing)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
L20	The total number of Sandwell households who have approached the council as homeless who have been placed in Temporary Accommodation by the council, whilst they await a permanent home	Smaller is better	250	5%	243	265	251	237	N/A - point in time	243	Qtr2 25/26 per 1000 properties Sandwell - 1.87, National Average - 5.48, West Midlands Average - 3.47	The service achieved target in Q4 and has plans in place to further reduce the need for temporary accommodation (TA) over 2026. At the time of providing the commentary, there were 8 households in TA awaiting a property to be ready to let (allocated to them but in final stages of works). The number of households in TA has reduced over 2025/26 with a change from a steadily growing trajectory to a reduction over the course of around 12 weeks and this is expected to further reduce as we enter Q2 due to the abolishment of section 21 evictions, which account for around 1 in 4 homelessness presentations.	Place (Housing)
L21	The percentage of Sandwell households who have approached the council as they are at risk of losing their home, that the council have successfully stopped from becoming homeless	Bigger is better	65%	5%	82.5%	80.3%	83.5%	86.6%	82.6%	Q4: 75.1% Annual: 68%	Qtr. 2 25/26 National Average - 53.4%, West Midlands Average - 55.2%	The service is consistently and considerably exceeding the various benchmark positions. The service had seen some fluctuation in this measure over the course of 2024 with the main issue being addressing data quality issues. These impacted heavily in late 2023 and early 2024 which did not properly reflect the success of our prevention led model. The data quality issues do still exist to a lesser extent but the outcome is now a more truer reflection of performance. The service prides itself on the customer centred model and this has not just meant we perform well on this national measure but that we also have a TA rate per 1000 households a third of the national average. This is solely down to successful prevention. It is important to note that the service can only successfully prevent homelessness where someone presents to us early and as such, this figure only accounts for around 40% of presentations, with a large number presenting when already roofless and as such, there is no opportunity for prevention.	Place (Housing)
Improve outcomes for local people on local issues													
L23	The number of library visits in person	Bigger is better	Q4 - 187,162 Annual - 712,563	5%	166,810	184,385	173,488	194,312	718,995	Q4: 185309 Annual: 730,288	N/A	This quarters target and year-end target have been achieved. In this quarter, continuing use of welcoming spaces and more activities, especially at larger libraries, have led to higher visits.	Place (Environment)
L24	The number of community activities and events held in libraries or online	Bigger is better	Q4 - 3511 Annual -12,894	5%	3,236	3,301	3,446	3,584	13,567	Q4: 3476 Annual: 12,766	N/A	This quarters target and year-end target have been achieved. In this quarter, the use of Household Support Fund, Covid Fund, Public Health redirect money to sustain levels of activity.	Place (Environment)
L25	The number of physical and electronic items including books, audiobooks, magazines and comics issued by libraries for adults	Bigger is better	Q4 - 63,496 Annual - 244,990	5%	58,443	66,534	58,955	64,059	247,991	Q4: 63,741 Annual: 246,473	N/A	This quarters target and year-end target have been achieved. In this quarter, there was an increased spend on electronic stock from underspend on premises.	Place (Environment)
L26	The number of visits to Community Hubs (these provide face-to-face support and resources to residents, and are a central point for various council services, community groups, and partner organisations)	Bigger is better	NA	NA	633	372	530	464	1999	441 - Q4 1,853 - Annual	N/A	The Community Hubs continue to run out of West Bromwich Library on a Tuesday and Blackheath Library on a Wednesday. The main customer queries being addressed continue to be in relation to Housing and Repairs, Council Tax and Revenues & Benefits.	Assistant Chief Executive
L27	The number of customers seen at the One Stop Shop	Information	NA	NA	11,344	12,934	11,900	10,431	N/A	Q4: 8414 Annual: 10,655	N/A	For 2025/26 the figures are higher when compared with last year and this is due to the team at the One Stop Shop beginning to record walk in enquiries. These don't require the customer to wait to see an advisor but are still dealt with by the team. (*The figure for Quarter 2 has been revised from 12,105 to 12,934, this was due to a data updating issue)	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
L28	The top 3 services that customers want to speak to the council about at the One Stop Shop	Information	N/A	N/A	Council Tax: 3,519, Housing: 2,959, Revs and Bens: 569	Council Tax: 3,403, Housing: 2,849, Revs and Bens: 661	Council Tax: 2,903, Housing: 2,435, Revs and Bens: 531	Council Tax: 2,952, Housing: 2,533, Environment: 655	N/A	Council Tax: 3,352, Housing: 3,186, Environment: 662	N/A	Revenues, Benefits and Council Tax saw a small increase in Q3, though lower than usual due to reduced recovery activity in December when no Council Tax courts took place. Footfall in March was also lower than expected because the main billing run was delayed by a week and compounded by Royal Mail delays, meaning some billing-related contact is expected to shift into April 2026. Most customer contact continues to relate to billing queries and recovery issues, with an increase in disputes around enforcement. Some of this stems from landlords not managing property liabilities correctly. Face-to-face appointments for vulnerable customers have increased, with higher take-up in recent weeks. Contact levels are expected to rise in April and across Q1, driven by the closure of the Hardship Fund and its replacement by the Crisis and Resilience Fund. National publicity and broader eligibility criteria are likely to generate additional contact, including from customers who have not previously qualified for support.	Assistant Chief Executive
Residents have resilience to achieve real change in financial circumstances													
L29	The total number of people assisted by the Welfare Rights Service to claim additional benefits	Bigger is better	10,000	5%	2,097	4424 (2,327 in Q2)	6541 (2117 in Q3)	3232 (9773)	9773	Annual: 10,861	N/A	Performance is currently below target, largely due to DWP backlogs extending benefit awards and reducing the volume of review activity. Output has also been temporarily affected by the rollout of a new case management system and associated staff training, alongside capacity pressures from long-term staff absences and recruitment challenges. Despite these issues, the team remains committed to maintaining service delivery and prioritising mandatory training to ensure a high-quality service for residents.	Place (Housing)
L30	The total value of benefits awarded assisted by the Welfare Rights Service	Bigger is better	£20m	5%	£2,963,396	£7,843,900 (£3,713,166.44 in Q2)	£11,944,099.03 (£4,100,199.03 in Q3)	£3,493,536 (£15,487,635)	£15,487,635	N/A	N/A	The Welfare Rights Team delivers significant value that is not fully reflected in corporate KPIs. Specialist officers provide expert advocacy, including tribunal representation, protecting residents from unfair outcomes and financial hardship. Recent successful challenges prevented almost £64,000 in repayments across two cases. Beyond casework, the team offers holistic, person-centred support, helping residents access grants, funding, and wider services. This approach leads to measurable improvements in financial confidence, emotional resilience, and mental wellbeing. Wellbeing scores show an average increase from 5.50/10 before intervention to 7.53/10 after support, demonstrating the service's broader social impact and its contribution to improving quality of life for Sandwell residents.	Place (Housing)
Residents in all parts of the borough have the skills and resources to access digital services													
L31	The percentage of residents who feel confident to complete basic tasks in the online world as outlined in our annual Residents Survey	Bigger is better	N/A	5%	Annual	Annual	Annual	Annual	85%	84% (Sandwell 2024 Resident Survey)	N/A	Performance against this measure in 2025 (85%) is 1% higher than last year (84%). The question asked was 'Do you experience any particular barriers or difficulties in accessing the internet?'. This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides.	Assistant Chief Executive
L33	The percentage of contacts that have been made to the council through MySandwell (an online account that allows customers to manage service requests and accounts with the Council)	Bigger is better	N/A	N/A	61%	62%	62%	62%	NA - Point in time	56%	N/A	The most significant change is significantly more automated bin-day reminders being sent to customers, following AWC changes. There are now 20 variations of reminder emails sent post AWC, as opposed to 5 before (Monday, Tuesday, Wednesday Thursday, Friday for all Sandwell previously, but now week 1 & week 2 collections alternating Recycling and General). Developed by the Digital Transformation Team in support of the AWC project, this is completely automated so required no human intervention and deflects significant contact (people having to ask when their bins are, and deflecting complaints about bin schedule confusions), has helped to minimise missed bin collections and has supported the return to usual customer experience ratings for bins and waste mentioned above.	Assistant Chief Executive
Contextual Measures													

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
L34	The total number of crimes reported to the Police in Sandwell	Smaller is better	N/A	N/A	8,659	8,547	8,448	8,281	33,921	Q4: 8045 Annual: 32,970	N/A	The quarter 4 outturn is the lowest figure compared to previous quarters. By year-end, total recorded crime in Sandwell remained broadly stable, with volumes consistent with earlier quarters and comparable to the same period last year. The overall picture suggests sustained stabilisation rather than significant fluctuation, with no single crime type showing unexpected growth. Ongoing partnership activity and monitoring continue to support community safety and resident confidence.	Place (Environment)
L35	The total number of domestic abuse incidents reported to the Police in Sandwell	Smaller is better	N/A	N/A	1341 crime 905 Non-Crime	1761 crime1023 Non-Crime	1728 Crime1011 Non-Crime	1,615 Crime 1,051 Non-Crime	6,791 Crime 3,990 Non-Crime	Q4 : 1,612 Crime 934 Non-Crime Annual: 6,451 Crime 3,732 Non-Crime	N/A	By year end, domestic abuse incidents reported to the Police in Sandwell remained broadly stable across both crime and non crime categories, with quarter 4 levels consistent with earlier quarters. Overall volumes reflect sustained demand rather than significant reduction, highlighting the ongoing hidden nature of domestic abuse and continued confidence in reporting. Partnership monitoring and support provision continue to focus on risk, repeat victimisation, and service capacity. Sandwell's Domestic Abuse crime (6791) contributes to 20% of all reported crime (33291). We know that domestic abuse is an under-reported crime, with estimates suggesting less than 24% of incidents are reported to the Police.	Place (Environment)
L36	The number of domestic abuse cases referred to the Multi-Agency Risk Assessment Conference (MARAC) (Explanatory note provided)	Smaller is better	N/A	N/A	222	209	226	208	865	Q4: 182 Annual: 749	Operation Willowbay Q2: Region - 2188 Birmingham: 979 Coventry: 307 Dudley: 176 Solihull: 120 Walsall : 173 Wolverhampton: 194	The outturn for quarter 4 has seen a decrease from the previous quarter, although an increase against the same quarter of the previous year. This has continued the increasing pattern noted across all quarters throughout 2025/26 (Q1 = 22.5%^ ; Q2 = 13%^; Q3 = 12.5%^; Q4 = 14.3%^). This spiked in Q1, with Q2 – Q4 presenting more consistently, averaging a 13.2% increase. However, when adding Q1 to this, we observe a 15.5% increase across the year. This is despite reported domestic abuse crime decreasing by 5%. Only high-risk referrals are submitted to MARAC, via robust risk assessments. The vast majority of referrals accepted to MARAC are from Police responding to this crime, which suggests that presenting risk levels within such reports are increasing in severity. However, we acknowledge the variable contributory factors highlighted in quarter 3 narrative, which may also contribute to this increase. The next year (2026/27) ought to provide a more realistic overview of any increase/decrease, with a consistent response across the two years in line with the MARAC Operating Protocol.	Place (Environment)
L37	The percentage of children in poverty in Sandwell	Smaller is better	N/A	N/A	Annual	Annual	Annual	Annual	42.6% (2023/24)	47% (2022/2023)	2023/2024 National:31%	Child Poverty in Sandwell is significantly higher than other areas of the country. The Council is undertaking work to understand how well we are tackling poverty and deprivation as part of the Aspiration work, looking at what our data and intelligence tells us, and what we need to do differently in the future to address the root causes of poverty. https://endchildpoverty.org.uk/child-poverty-2025/	
L38	The percentage of people claiming benefits for the reason of being unemployed (based on administrative data from the benefits system and reported by the Office for National Statics (NOMIS)) (Explanatory note provided)	Smaller is better	N/A	N/A	6.9% (May 2025)	6.7% (September 2025)	6.6% (December 2025)	6.8% (March 2026)	NA - Point in time	7.5% (March 2025)	March 2026: Regional: 5.3% National: 4%	This metric shows the number of claimants as a proportion of resident population of area aged 16-64. The Claimant Count is the number of people claiming benefit principally for the reason of being unemployed. Source: Nomis	

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
L39	The median income (earnings) per week for people living in Sandwell (as reported by the Office for National Statics (NOMIS)) (Explanatory note provided)	Bigger is better	N/A	N/A	Annual	Annual	Annual	Annual	£670.80 (2025)	£649.50 (2024)	2025: Regional: £731 National: £766.60	This metric shows the median earnings in pounds for employees living in the area who are on adults rates of pay and whose pay was not affected by absence. Figures for earnings come from the Annual Survey of Hours and Earnings (ASHE). The ASHE is based on a 1 per cent sample of employees, information on whose earnings and hours is obtained from employers. The survey does not cover self-employed. Source: Nomis	
L40	The number of people of working age who are neither employed nor actively seeking employment (as reported by the Office for National Statics (NOMIS)) (Explanatory note provided)	Smaller is better	N/A	N/A	29% (December 2024)	29.4% (June 2025)	27.9% (September 2025)	27.5% (December 2025)	NA - Point in time	29% (December 2024)	December 2025: West Midlands: 21.8% Great Britain: 20.8%	This metric includes students, those looking after the family/home, retirement and those that are classed as temporary and long term sick. Source: Nomis	

Corporate Performance Report 2025/26

Healthy Sandwell													
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
People to lead healthy lives in their community and live well for longer													
H1	The quality of life of people who use social care services as outlined by the Adult Social Care Outcomes Framework 1a (Explanatory note provided)	Bigger is better	19.5	19 (tolerance value)	Annual	Annual	Annual	Annual	19.4	19.3	2024/25 19.0 - England Average	Performance is just below target for this indicator, and has improved since last year.	ASC and Health
H2	The proportion of people using social care, who receive self-directed support, and those receiving direct payments , as outlined by the Adult Social Care Outcomes Framework 3D (Explanatory note provided)	Bigger is better	18%	16.5% (tolerance value)	15%	15%	15%	15% <i>(Provisional)</i>	NA - point in time	16%	2024/25 24.5% (Direct Payments) England Average	Since Direct Payment (DP) Practice Panels were introduced in November 2024, requests for DPs have been subject to greater scrutiny. This has strengthened checks on eligibility, individual circumstances, and whether a DP is the safest and most appropriate option. As a result, some existing DPs have been converted to commissioned services to reduce risk, and some new requests have not progressed. This short-term reduction in DP numbers was expected. Over time, the strengthened approach should improve confidence and consistency in decision-making, helping social workers identify eligibility earlier and offer DPs more appropriately—supporting more sustainable uptake in future. Performance monitoring is being improved, with a Steering Group to resolve issues with DP tracking and strengthen oversight. The overall direction of travel is: Short term: DP numbers remain lower due to increased scrutiny. Medium to long term (2026/27): Earlier, more confident decision-making should support more appropriate and sustainable DP use—though choosing a DP remains the resident's choice. To provide better analysis on this, there service is adding a new button into the system which monitors DP's that are offered to all residents, and which people declined. This will help us identify why people may not be taking up the offer. There were 6 DP Panels in Q4 where 97 cases were discussed. Of these, 70 were existing DPs, and 27 were new. At the end of March there were 424 people using Direct Payments.	ASC and Health
H3	The percentage of residents self-reporting improvement in their wellbeing following engagement	Bigger is better	80%	5%	Annual	Annual	Annual	Annual	86%	82%	N/A	Please note: despite achieving the target, we need to caveat that we have experienced data quality issues through the year with Providers finding it difficult to use the WEMWBS measurement tool for various reasons. We are in the process of establishing a research project with the HDRC exploring measurement tools and their effectiveness and appropriateness for use within Sandwell's diverse population. This indicator therefore may change in the future.	ASC and Health (Public Health)
Peoples needs for care and support are reduced or prevented through early intervention and prevention programmes													
H5	The proportion of people who received short-term social care services during the year, who previously were not receiving social care services and where no further request was made for ongoing support, as outlined by the Adult Social Care Outcomes Framework 2A (Explanatory note provided)	Bigger is better	60%	54% (tolerance value)	57%	56%	55%	Published result TBC	NA - Cumulative	51%	2024/25 77.1% - England Average	Published result TBC	ASC and Health
H6	The proportion of people and carers who use social care services, and have found it easy to find information about social care services and/or support as outlined by the Adult Social Care Outcomes Framework 3C.	Bigger is better	61% (carers) 69% (people who use services)	56% / 64% (tolerance value)	Annual	Annual	Annual	Annual	64.8% people who use services 60% Carers	65.3% people who use services 50.4% carers	2024/25 67.8% - England Average (People who use services only)	Performance for this indicator is below target, but within target tolerance. The results for this indicator are sourced from the Adult Social Care Survey. The service is in the process of analysing this survey to understand the results. Following this a focus group will be set up to do further research, so measures can be put in place to improve performance in the future.	ASC and Health

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
H7	Number of NHS Health Checks delivered (Explanatory note provided)	Bigger is better	4,280 (annual)	5%	0	0	162	279	441	Q4: 40 Annual: 2,221	N/A	Delivery has improved quarter on quarter, with 279 NHS Health Check completed in Q4 compared with 162 Health Checks in Q3 (61% increase). By Quarter end, 18 GP practices (42%) of the 43 signed up have gone live, with 9 GP practices actively delivering Health Checks be end of March 2026. Uptake is expected to improve as larger practices, with higher delivery capacity become fully operational. Insurance issues affecting larger practices have been resolved, through contract and insurance amendments for smaller practices are ongoing and expected to be addressed in the next quarters. This is a new service delivery model which has required significant set-up, including IT systems, contracting with 47 GP practices across Sandwell, ensuring compliance with right levels of insurance, staff training and assurances about data and clinical governance. Overall, while the target remains off-track and some major issues with insurance levels, there is a clear improvement from Q4 with delivery risks being resolved ad the foundations for increased delivery are now in place.	ASC and Health (Public Health)
H8	The percentage of community alarm alerts responded to within 1 hour	Bigger is better	100%	5%	100%	100%	100%	100%	100%	Q4: 100% Annual: 100%	N/A	Performance continues to hit the 100% target.	ASC and Health
H9	The number of adults completing a National Health Service Tier 2 weight management programme. (Explanatory note provided)	Bigger is better	75% Completions from referrals	5%	2% (495 referred, 10 completers)	28% (530 referred, 45 completers)	38.1% (341 referred, 130 completers)	0% (0 referred, 0 completers)	13.5% 1366 referrals / 185 completers	Q4: 0.5% (398 were referred in Q4 and there were 2 12 week completers) Annual: 11.8% (1,816 referrals over 2024/25 and there were 215 completers)	N/A	The contract with the Tier 2 provider concluded on 31 January 2026. Referrals into the programme ceased in November 2025, with the remaining duration of the contract focused solely on enabling individuals already enrolled to complete the 12-week intervention. The outcomes presented in this final report again reflect the consistently poor performance observed throughout the contract period. These results further validate the decision to adopt a new, innovative approach to Adult Weight Management (AWM). Plans for the future of AWM are well established, and the new service was officially launched in the last week of April 2026.	ASC and Health (Public Health)
People remain as independent as possible for as long as possible and lead fulfilled lives (re-ablement)													
H10	The proportion of Older people (65 and over) who were still at home 91 days after discharge from hospital, as outlined by the Adult Social Care Outcomes Framework 2D.	Bigger is better	68%	66% (tolerance value)	55.2%	55.6%	TBC	TBC	N/A	55.7%	TBC	Significant change in definition means that the results for Q1 and Q2 have been revised to reflect the published results (including this time last year). This means that the targets set are now not valid and will have to be re-set.	ASC and Health
H11	The % of new homes built by the Council , as part of their new build programme, that meet accessible and adaptable standards (Explanatory note provided)	Bigger is better	100%	5%	Annual	Annual	Annual	Annual	100%	100%	NA	The council new build programme continues to meet its target to deliver new homes that meet accessible and adaptable M4(2) building regulation standards.	Place (Regeneration and Growth)
H12	The proportion of people who receive long-term support, who live in their own home or with family, as outlined by the Adult Social Care Outcomes Framework 2E.	Bigger is better	Part 1 - 88% Part 2 - 70%	66% (tolerance value)	Part 1 - 88% Part 2 - 68%	Part 1 - 88% Part 2 - 67%	Part 1 - 87% Part 2 - 67%	Part 1 - 87% Part 2 - 66% (provisional)	NA - Cumulative	Part 1 88% - LD service users aged 18-64; Part 2 - 69% - all clients aged 65+	2024/25: England average : 81.4% for Part 1. England average : 66.3% for Part 2	This PI is in two parts: part 1 - the proportion of people who received long term support with a primary support reason of learning disability, who live in their home or with family (people aged 18 to 64) part 2 - the proportion of people who received long term support who live in their home or with family (people aged 65 and over). Performance is below target, but within target tolerance. Performance is also above the England average for part 1, and just below the England average for part 2.	ASC and Health
Carers feel supported in carrying out their caring role													
H13	The average Quality of Life score for carers as outlined by the Adult Social Care Outcomes Framework 1C. (Explanatory note provided)	Bigger is better	7.4	7 (tolerance value)	Biennial	Biennial	Biennial	Biennial	7.0	N/A	2023/24: England Average: 7.3	Whilst performance is below target for these PIs, there has been an improvement for overall satisfaction of carers with social services compared to 2023/24 (measure is biennial). Supporting carers is an area for improvement in Sandwell,	ASC and Health

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
H14	Overall satisfaction of carers with social services (for them and for the person they care for) as outlined by the Adult Social Care Outcomes Framework 1E (Explanatory note provided)	Bigger is better	39%	N/A	Biennial	Biennial	Biennial	Biennial	37.0%	28.4% (2023/24)	2023/24: England Average : 36.7%	significant progress has been made in 2025/26. This includes a dedicated centralised carers service that has been launched providing advice and guidance, emotional support and practical help tailored to individuals as well as Digital support tools (Bridgit app) and a wider support offer (support and respite, carer assessments and personal budgets and training and advice).	ASC and Health
H15	The proportion of carers who report that they have been involved in discussions about the person they care for as outlined by the Adult Social Care Outcomes Framework 3B	Bigger is better	71%	N/A	Biennial	Biennial	Biennial	Biennial	72.00%	66.7% (2023/24)	2023/24: England Average : 66.4%	Evidence of improvements is evidenced through this indicator, which is above target and shows significant improvement from 2023/24).	ASC and Health
Residents are protected from harms to their health and wellbeing													
H16	The proportion of people who use services who feel safe as outlined by the Adult Social Care Outcomes Framework 4A.	Bigger is better	77%	73% (tolerance value)	Annual	Annual	Annual	Annual	78.20%	76.70%	2024/25: England Average: 70.1%	Performance is above target and has improved since last year.	ASC and Health
H17	The proportion of section 42 safeguarding enquiries (concerns of abuse or neglect experienced by an adult with care and support needs who is unable to protect themselves) where a risk was identified and the reported outcome was that his risk was reduced or removed as outlined by the Adult Social Care Outcomes Framework 4B	Bigger is better	98%	93% (tolerance value)	99%	97%	97%	97%	97%	98%	2024/25: England Average: 91.2%	Performance is just below target for year end 2025/26, but withing the target tolerance. Revised benchmarking data will be available in the Q1 report.	ASC and Health
H18	Of the number of individuals or their representatives who were asked what their desired outcomes were, and outcomes were expressed, the percentage that felt that they were fully or partially achieved	Bigger is better	96%	90% (tolerance value)	96%	97%	97%	97%	N/A cumulative	98%	N/A	Performance is above the target for 2026/26.	ASC and Health
H19	Number of sites that are non-compliant with the National NO2 air quality objective (40 ug/m3 per annum) (Explanatory note provided)	Smaller is better	0	5%	Annual	Annual	Annual	Annual	All Sites are Currently Compliant: Target met	0	TBC	Data is updated annually. Revised historic data show that the target has been met for the last 3 years. If the target is met for 5 years in total, then Sandwell can request revocation by Defra of its Air Quality Management (AQMA) status. Next update is due June 2026	ASC and Health (Public Health)
Health outcomes for Sandwell's most vulnerable groups are improved and health inequalities are reduced													
H21	Number of Non-English speaking residents who complete a English Language community programme/course through the Sandwell Language Network	Bigger is better	325 Learners (2024/25 Academic Year) 400 Learners (2025/26 Academic Year)	10%	522	525 (end of 24/25 AY)	359	433	548	400 Learners (AY - 2023/24 Annual figure)	N/A	These are accumulated learner numbers. The annual (2025/26) figure of 548 includes two quarters from last academic year (Mar 25 - Aug 25) and two quarters from this academic year (Sept 25 - Feb 26).	ASC and Health (Public Health)
Contextual Measures													
H22	Proportion (percentage) of Adults aged 19 and over who are physically active (doing at least 150 minutes of moderate-intensity physical activity per week)	Bigger is better	N/A	N/A	Annual	Annual	Annual	Annual	No new data, new data set due May 2026	48.5% (Nov 23-Nov 24 (released April 25)	Nov 23 - Nov 24 National: Active 64% (Inactive 25% - Fairly active 11%)	Data available from the Adult Active Lives Survey data. This is an annual data set so no new data will be available until May 2026. Although the latest Active Lives survey data has not yet been released, it is important to note that initiatives such as Active Green Spaces, walking and cycling programmes, leisure redirects, the Physical Activity Framework, and Sport England's Place-Based Expansion, along with other related projects and workstreams, continue to have a positive impact on physical activity levels across Sandwell.	ASC and Health (Public Health)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
H23	Proportion (percentage) of children and young people (age 5 - 18 years) that are physically active (participating in an average of 60 minutes or more of sport and physical activity every day.)	Bigger is better	N/A	N/A	Annual	Annual	Annual	Annual	59.6% (2024/25)	38.9% (released Dec 2023)	N/A	In 2024/25, 59.6% of children aged 5 to 16 in Sandwell (around 31,500 children), are achieving the recommended 60 minutes or more of physical activity each day. This data is from the Active Lives Survey and it indicates that Sandwell is performing strongly in relation to children's physical activity, with the borough now ranked among the top ten local authorities nationally. This represents the highest level recorded in the past five years and the second highest since 2017, placing Sandwell 9th out of 247 local authorities in England. These results are promising although survey methods are not fully robust, this does highlight the collective efforts of the Public Health team, Council, schools, families, leisure services, community organisations and local partners in supporting children to be more active and to enjoy the benefits of physical activity and programmes such as Choices Team, Active Green Spaces, Cycling programmes	ASC and Health (Public Health)
H24	Percentage of adults that are current cigarette (only) smokers	Smaller is better	In line with national average	N/A	Annual	Annual	Annual	Annual	16.8% (2024)	17.7% (2023) (released Oct 2024)	National: 10.4% (2024)	Please note that due to revisions to the source data the Department of Health and Social Care have revised figures for this measure for the years 2020 to 2023. The information reported in Q3 will differ from that given previously. Smoking prevalence in Sandwell in 2024 is similar to that in 2023 and remains higher than the national average. In April 2025 a new provider started delivering smoking cessation services in Sandwell. The provider is aiming to be a visible presence in Sandwell with stop smoking clinics in accessible venues across the borough. Online digital support is also now available. The new service has already delivered more 4 week quits in its first year of delivery compared to previous years of delivery -during 2025/26 the new service achieved 939 quits compared to 795 quits during 2024/25 - also note a full year's outturn is not yet known given the 4 week quit lag so this is the latest figure available as of April 2026-the 939 figure is therefore likely higher.	ASC and Health (Public Health)
H30	Percentage of people that have quit smoking 4 weeks after their quit date	Bigger is better	In line with or better than National average	N/A	Annual	Annual	Annual	Annual	58.2% (2024/25)	62.7% (2023/24)	National: 53.6% (2024/25) West Midlands: 42.3% (2024/25)	Please note that this is a national indicator which has been discontinued. Figures given are for the proportion of people who set a quit date who successfully quit smoking. Data available from Fingertips annually. The latest data shows that while there has been a reduction in the proportion of those who set a quit date who quit smoking, current levels are higher than both the national and regional average. In April 2025 a new provider started delivering smoking cessation services in Sandwell. The provider is aiming to be a visible presence in Sandwell with stop smoking clinics in accessible venues across the borough. Online digital support is also now available. The new service has delivered more 4 week quits in its first year of delivery compared to previous years of delivery -during the period March 2025 to April 2026, the new service achieved 1,004 quits compared to 795 quits during the previous year.	ASC and Health (Public Health)
H31	Percentage of women actively smoking at time of delivery (birth of child)	Smaller is better	In line with or better than National average	N/A	Annual	Annual	Annual	Annual	7.1% (298 decrease) (2024/25)	8.9% (latest data release Nov 2024)	National: 6.1% (2024/25)	Data available on Fingertips annually. Next update is in Q2 2026/27. The local Healthy Pregnancy Service provides ongoing behavioural support and NRT throughout pregnancy to support smoking cessation and improve healthier lifestyle choices. For those that engage with the incentive scheme, support continues up until three months after birth. In 2025/26, 126 accepted the service, of which 67 are actively taking part in the incentive scheme. As situations in pregnancy do change, to date 65 have set a quit date and 40 (32%) have successfully achieved a four week quit.	ASC and Health (Public Health)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
H32a	Percentage of people that have successfully completed drug treatment for dependency on opiate based drugs	Bigger is better	In line with or better than National average	N/A	3.83% (37) (latest data released May 2025)	4.25% (41 people) (12 months to June 2025)	4.6% (46 people) (12 months to October 2025)	4.5% (45 people) (12 months to Jan 2026)	N/A - point in time	4.5% (12 months to Jan 2025)	National: 5.6% (12 months to Jan 2026)	Whilst still below the national average, year-to-date performance has increased from 3.8% in Q1. In 2025/26 Sandwell Public Health provided grant funding to 12 community organisations to develop projects to support people with their recovery. The projects compliment drug treatment services delivered by Cranstoun. Having gone live on 1 July 2025 they include cooking, gardening, employment support, physical activity and well-being sessions. In September 2025 we started work to develop a Lived Experience Recovery Organisation (LERO) run by and for those in or working towards recovery in Sandwell. We anticipate that in the future the LERO will provide peer support and create a visible recovery community across Sandwell. Please note that government are moving away from successful completions as a measure of the efficacy of substance misuse services, instead looking at a new measure which also considers in treatment benefits such as reduced problematic substance use and a reduction in acute housing need.	ASC and Health (Public Health)
H32b	Percentage of people that have successfully completed drug treatment for dependency on non opiate based drugs	Bigger is better	In line with or better than National average	N/A	26.4% (102 people) (12 months to March 2025)	25.4% (94 people) (12 months to June 2025)	21.0% (80 people) (12 months to October 2025)	20.4% (80 people) (12 months to Jan 2026)	N/A - point in time	26 % (12 months to Jan 2025)	National: 29.4% (12 months to Jan 2026)	Performance is below the national average and a decrease compared to previous quarters. In 2025/26 Sandwell Public Health provided grant funding to 12 community organisations to develop projects to support people with their recovery. The projects compliment drug treatment services delivered by Cranstoun. Having gone live on 1 July 2025 they include cooking, gardening, employment support, physical activity and well-being sessions. In September 2025 we started work to develop a Lived Experience Recovery Organisation (LERO) run by and for those in or working towards recovery in Sandwell. We anticipate that in the future the LERO will provide peer support and create a visible recovery community across Sandwell.	ASC and Health (Public Health)
H32c	Percentage of people that successfully completed treatment for alcohol dependency	Bigger is better	In line with or better than National average	N/A	30.5% (189 people) (12 months to Mar 2025)	30.2% (178 people) (12 months to June 2025)	30.6% (181 people) (12 months to October 2025)	29% (175 people) (12 months to Jan 2026)	N/A - point in time	32% (12 months to Jan 2025)	National: 35.8% (12 months to Jan 2026)	Whilst below the national average, performance has remained consistent throughout the year. Substance misuse services continue to work with drinkers who require intensive and often long-term support. In 2025/26 Sandwell Public Health provided grant funding to 12 community organisations to develop projects to support people with their recovery. The projects compliment clinical drug treatment services delivered by Cranstoun. Having gone live on 1 July 2025 they include cooking, gardening, employment support, physical activity and well-being sessions. In September 2025 we started work to develop a Lived Experience Recovery Organisation (LERO) run by and for those in or working towards recovery in Sandwell. We anticipate that in the future the LERO will provide peer support and create a visible recovery community across Sandwell.	ASC and Health (Public Health)
H33	Rate of deaths per 100,000 of population caused by drug misuse (three consecutive years combined and shown as one value)	Smaller is better	In line with or better than National average (5.1 per 100,000 pop)	N/A	Annual	Annual	Annual	Annual	Annual measure: 1.7 per 100,000 pop (2022-24)	Annual measure: 1.6 per 100,000 pop (2021-23)	National average: 5.8 per 100,000 pop (2022-24)	Data available annually from Fingertips. Latest data was released in October 2025. Deaths from drug misuse in Sandwell have seen a slight increase from 1.6 per 100,000 population for the period 2021-23 to 1.7 for 2022-24 despite ongoing risks from potentiated supplies (containing synthetic opioids). Over the same period deaths from drug misuse in England have increased from 5.5 to 5.8. Drug related deaths in Sandwell continue to be significantly lower than both the national and regional average. Our treatment services continue to deliver drugs prevention, early intervention, harm reduction and specialist treatment to reduce harm from drugs, as well as sharing intelligence across key partners.	ASC and Health (Public Health)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
H34	Percentage of people who have had the following vaccinations : Measles, mumps and rubella – (MMR) – 1st and 2nd dose Human Papillomavirus (HPV) Meningococcal (ACWY strains) (MeN/ACWY)	Bigger is better	In line with or better than National average	95% MMR Meet national benchmarks	Q4 2023/24 MMR 1 dose - 24 months - 88.3% MMR 1 dose - 5 years - 92.2% MMR 2 dose - 5 years - 81.9% HPV and Men ACWY Annual (data released November)	Q1 2024/25 MMR1 dose at 24 months - 86.1% MMR1 dose at 5 years - 90.4% MMR2 dose at 5 years - 75.6% HPV and Men ACWY data is not released	Q4 2024-25 MMR1 dose at 24 months 88.3% MMR1 dose at 5 years 92.2% MMR2 dose at 5 years 81.9% Annual data HPV females 63.3% HPV males 58.8% Men ACWY - 47.9%	Q3 Oct - Dec 2025 MMR1 dose at 24 months 85.3% MMR1 dose at 5 years 89.8% MMR2 dose at 5 years 76.4% Annual data - No new data HPV female 63.3% HPV male 58.8% ACWY data 47.9%	NA- point in time	MMR 1 dose – 24 months – 86.9% MMR 1 dose – 5 years – 90.2% MMR 2 dose – 5 years – 79.4% HPV 1 dose -12/13 years (F)- 50.1% HPV 1 dose - 12/13- (M) - 53.3% HPV 2 dose - 13/14- (F) - 47.2% HPV 2 dose - 13/14- (M) - 43.6% (2023/24) Men ACWY - 53.5% (2021/222)	2023/24: England values: MMR 1 dose – 24 months - 88.9% MMR 1 dose – 5 years – 91.9% MMR 2 dose – 5 years – 83.9% HPV 1 dose -12/13 years (F)- 71.3% HPV 1 dose - 12/13- (M) - 65.2% HPV 2 dose - 13/14- (F) - 62.9% HPV 2 dose - 13/14 - (M) - 56.1% Men ACWY - 73.0% (2023/24)	New data released March 2026 from COVER - for MMR data. HPV and ACWY - annual data has previously been released.	ASC and Health (Public Health)
H35	The number of people tested per 100,000 of the population (under 24 years) for Sexually Transmitted Infections (excluding chlamydia)	Bigger is better	In line with or better than National average	N/A	Annual	Annual	Annual	Annual	4001 (2024)	3940 (2023)	2024: National average: 4089	Data released June 2025 shows an increase in STI testing rates in Sandwell from 2023 (3940 per 100,000) to (4001 per 100,000) in the same period in 2024. Sandwell is performing well compared to the West Midlands average rate (3060 per 100,000) and moving closer to the national average rate (4089 per 100,000) in 2025. Considerable communications are undertaken to make the public aware of the importance of STI testing and ways to test (home testing and in clinical settings). Source: Fingertips Next update June 2026.	ASC and Health (Public Health)
H36	The estimated number of households (percentage) that are classed as being in fuel poverty (at least 10% of the household income is spent on maintaining a satisfactory level of heating for the occupants)	Smaller is better	N/A	N/A	Annual	Annual	Annual	Annual	18.5% (2023)	22% (2022)	2023: West Mids.: 16.7% England - 11.4%	Fuel poverty has decreased from 2022. This is in line with the regional and England figures which have also decreased by from 19.6% and 13.1% respectively. Next update August 2026	ASC and Health (Public Health)
H37	The number of deaths for infants under 1 year olds for every 1,000 live births	Smaller is better	N/A	N/A	Annual	Annual	Annual	Annual	7.4 (2022-2024)	7.1 (2021-2023)	2022-24: England: 4.2 West Midlands: 6.1	The number of deaths for infants under 1 year olds for every 1,000 live births has increased from 6.1 (2020 - 2022), above the national and regional average. Source: Fingertips The infant mortality rate in Sandwell is higher than the national average and a programme of system wide work is underway to reduce this. This includes a deep dive analysis conducted by the Health Economics Unit on Sandwell infant mortality data, to strengthen understanding of local drivers, and inform development of a Black Country Infant Mortality Strategy and local Sandwell action plan. A new public health intervention has also been commissioned, namely the Healthy Pregnancy Service to tackle the two main risk factors for infant mortality: smoking in pregnancy and obesity in pregnancy. This service is supported by close partnership working with Sandwell and West Birmingham NHS Hospital Trust. Sandwell public health team are working with the Local Maternity and Neonatal System (LMNS) on two other priority areas: preconception care and early booking for antenatal care, both supported by the Healthy Babies programme in Family Hubs. The LMNS supports partnership working including listening to and working with women and families and reviewing findings from the national maternity investigation and Child Death Overview Panel to ensure learning informs ongoing action. Structural racism has been identified as an area for action from the recent maternity investigation.	ASC and Health (Public Health)
H38	The average number of years a person is expected to live in good health, free from any significant limitations in daily life	Bigger is better	N/A	N/A	Annual	Annual	Annual	Annual	Women: 51.3 Men: 52.7 (2022/2024)	Women: 54.8 years Men: 55.5 years (2021-23)	2022-2024: England - 61.3 West Midlands - 60.9	The average number of years a person is expected to live in good health, free from any significant limitations in daily life has decreased since the last reporting period. This is in line with the national trend which has also seen a decrease. In 2018-20 the data was as follows : Women: 60.5 years Men: 61.6 years	ASC and Health (Public Health)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
H39	The number of deaths for people with severe mental illness that prematurely die before the age of 75, per 100,000 of the population	Smaller is better	N/A	N/A	Annual	Annual	Annual	Annual	133.3 (2021-2023)	144.5 (2020-2022)	2021-23: West Mids.: 115.1 England: 110.8	Improving the physical health of those with severe mental illness (SMI) is a core recommendation in the Sandwell Better Mental Health Strategy with work progressing. Smoking prevalence and smoking related deaths are higher amongst those with SMI. Working with our Black Country counterparts, we have introduced an extended offer for smoking cessation providing a larger supply of quit aids such as vapes, for a longer period of use, to meet the needs of people with SMI in mental health hospitals.	ASC and Health (Public Health)

Thriving Economy in Sandwell													
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
Residents and businesses are well connected and have a good travel experience in the borough													
T1	The percentage reduction in people killed and seriously injured in road traffic incidents	Bigger is better	Reduction of 5%	1%	Annual	Annual	Annual	Annual	Increase of 12% (150 people) (2024)	Increase of 11% (133 people) (2023)	N/A	There has been a 12% rise in those Killed or Seriously Injured compared to the previous year, relating to 150 people. The Council has a dedicated team focused on reducing road casualties through a combination of road safety engineering schemes, education initiatives, and close partnership working with enforcement agencies, neighbouring authorities, and regional partners across the West Midlands. The recent rise in casualties reflects a trend seen both regionally and nationally, and significant work is underway to understand the factors driving this increase. Targeted interventions have already contributed to an indicative reduction in serious casualties, and it is hoped this positive trend will continue. However, given the time lag in the data, the impact of this will not be seen until the 2025 figure is available in Q1 2026, and the 2026 figure, not available until Q1 2027. The Police have also noted that changes allowing people to self-register road casualties online may have artificially inflated reported numbers in recent years. A regional investigation is ongoing to determine the true causes of the increase, and further clarity will be available once this work is complete.	Place (Environment)
T2	The percentage of Sandwell 'A' roads that should be considered for maintenance (Sandwell Council does not have responsibility for motorways) (Explanatory note provided)	Smaller is better	2%	1%	Annual	Annual	Annual	Annual	1.80%	2%	N/A	The annual target is set by the Department for Transport (DfT) and approved by the Council. The condition of Sandwell's A class roads has improved from 1.9% red risk to 1.8% red risk in the year.	Place (Environment)
T3	The percentage of Sandwell 'B and C' roads that should be considered for maintenance (Explanatory note provided)	Smaller is better	2%	1%	Annual	Annual	Annual	Annual	2%	2%	N/A	The annual target is set by the Department for Transport (DfT) and approved by the Council. The condition of Sandwell's B class roads have shown an improvement in the length in red risk condition from 3.2% in 2023/24 to 2.4% in 2025/26. The condition of our C Roads has shown a similar improving trend, with a reduction in both the percentage length of red risk condition from 2% to 1.1% and amber condition from 18.8% to 13.4%.	Place (Environment)
T4	Percentage of unclassified roads (minor roads not part of the A or B network) that require urgent maintenance or resurfacing	Smaller is better	22%	5%	Annual	Annual	Annual	Annual	22%	22%	NA	The annual target is set by the Department for Transport (DfT) and approved by the Council. The condition of Sandwell's unclassified roads has improved by 1 percentage point in the year from 23% red risk in 2024/25 to 22% in 2025/26. Focused investment from 2026/27 will further improve the condition of these roads.	Place (Environment)
T5	Annual National Highways and Transportation Survey Results: Public satisfaction with National Highways and Transport Services	Bigger is better	Upper quartile	NA	Annual	Annual	Annual	Annual	Upper Quartile	Upper Quartile/ 3rd Nationally	Comparison of results against those that participate	The NHT survey results for 2025 confirm that Sandwell Council significantly outperforms other Councils for Highway Maintenance on a national basis. Sandwell were ranked 4th nationally out of 111 local authorities for road condition, dealing with potholes and for the speed of repair to damaged roads and in the top 10 nationally for a range of other Highway Maintenance activities	Place (Environment)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
T6	The number of road safety improvement schemes delivered	Bigger is better	Quarter 4 - 3 Annual - 12	5%	3	3	5	16	27	Annual: 20	NA	Both the Quarter 4 and year-end target have been achieved. The schemes completed this quarter were: 1. Cherry Tree Avenue and surrounding roads, Yew Tree. Traffic calming. 2. Newton Road / Monksfield Avenue, Great Barr. New traffic signals and pedestrian crossing points. 3. Thimblemill Road, Oldbury / Smethwick. Traffic Calming. 4. Springfield Road (Pap Bridge), Rowley. New traffic signals. 5. A457 Oldbury Road, Oldbury. Speed limited reduction and electronic signage. 6. Galton Road, Bearwood. Traffic calming and new zebra crossing. 7. Boscobel Road, Tipton. New access way .8. Wrights Lane, Old Hill. Public Right of Way upgrade, new steps and resurfacing. 9. Upper Chapel Street / Britannia Street, Tividale, Oldbury. Pedestrian dropped crossings. 10. Moor Street, Wednesbury. Pedestrian dropped crossings. 11. Waterloo Road / Sycamore Road, Smethwick. Bollards. 12. A34 Birmingham Road, Great Barr. Bollards. 13. Gladstone Street, West Bromwich. Bollards and improved signage. 14. Beeches Road, Rowley Regis. Bollards. 15. Rood End Road, Oldbury. Bollards to protect school crossing patrol. 16. Bleakhouse Road / Edinburgh Road, Oldbury. Keep Clear markings.	Place (Environment)
T7	The percentage of reported pot holes that require urgent attention, that have been temporarily or permanently repaired within 5 days	Bigger is better	95%	5%	99.00%	98.60%	98.50%	97.30%	N/A	99.00%	NA	The outturn for this quarter remains ahead of target despite a four-fold increase in the number reported potholes due to the severe weather in January 2026.	Place (Environment)
Encourage a positive environment where businesses and our community and voluntary organisations are supported to grow and investment into the borough is maximised, creating job opportunities for local residents													
T9	The number of Businesses receiving support/advice (Explanatory note provided)	Bigger is better	Q4 - 76 Annual - 456	5%	162	210	199	211	782	Quarter 4: 219 Annual: 815	N/A	The target for this quarter has been exceeded. The team provided support to 211 businesses. The majority of enquiries during this period came from pre-starts and start-ups, accounting for 82 (39%) of all enquiries. A further 62 (30%) related to financial assistance, while 41 (19%) sought general business support and guidance. The remaining 26 (12%) of enquiries covered a range of areas, including Decarbonisation Net Zero (DNZ), relocation, environment, property or expansion, other council services, social value initiatives, product innovation, workforce development and supply chain support.	Place (Regeneration)
T10	The Number of businesses receiving Financial Assistance or Grants	Bigger is better	Q4 - 15 Annual - 40	5%	0	0	16	52	68	Quarter 4: 46 Annual: 108	N/A	The target set for this quarter has not only been met but significantly exceeded by 37. The annual target has also been achieved and exceeded by 28 with 68 businesses successfully awarded a total of £867,878.87 during the year demonstrating strong uptake and demand for business support. This figure reflects a combined allocation of both Small and Medium-sized Enterprise (SME) grants and Start-Up grants, highlighting the programme's reach across established businesses as well as new enterprises. The level of funding distributed indicates a positive economic impact and underscores the effectiveness of the grant schemes in supporting local business growth and development.	Place (Regeneration)
T11	The percentage of major planning applications that have been received and a decision has been made on time (Explanatory note provided)	Bigger is better	90%	5%	90% (9 out of 10)	100% (6 out of 6)	100% (11 out of 11)	100% (7 out of 7)	97% (33 out of 34)	Annual: 100% (35 out of 35)	NA	The service as substantially exceeded both the Council target and the national target of 60% for all planning decisions this quarter and for 2025/26.	Place (Regeneration)
T12	The Number of social value delivery plans entered into as part of Council Contracts (Explanatory note provided)	Bigger is better	15	15%	Annual	Annual	Annual	Annual	24	29	NA	The annual target has been achieved and exceeded by 9. Over the past year, we developed 24 new social value delivery plans arising from planning obligations and newly identified projects. We actively managed 72 contracts, of which 13 have now been successfully completed. In addition, we provided ongoing support to a range of other projects and contracts by developing monitoring sheets and working closely with lead officers and contract partners to help capture and evidence the social value outcomes achieved.	Place (Regeneration)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
T13	The number of new apprenticeships created through social value initiatives or delivery plans (as part of Council Contracts)	Bigger is better	50	5%	Annual	Annual	Annual	Annual	46	77	NA	The target has not been achieved with a shortfall of 4 apprenticeships. Compared with previous years, there have been fewer contracts and projects, along with a reduction in high-value schemes. The challenging economic climate has had a noticeable impact on partners' ability to offer apprenticeships. In this context, achieving this level of apprenticeship delivery has been particularly challenging.	Place (Regeneration)
T14	The number of new jobs created through social value initiatives or delivery plans as part of Council Contracts	Bigger is better	50	5%	Annual	Annual	Annual	Annual	116	84	NA	A total of 116 new jobs were created this year through our social value partners, exceeding both our target and expectations. This is very positive news for the area and its residents. However, it may also suggest that, in the current climate, partners are more confident in recruiting directly into job roles rather than committing to longer-term apprenticeship opportunities.	Place (Regeneration)
T16	The number of volunteers working in Voluntary and Community sector (VCS) organisations commissioned by the Council	Bigger is better	N/A	N/A	494	544	633	873	2544	Q4 - 762 Annual - 2570	N/A	The stats provided were taken from the quarterly performance monitoring reports where organisations are required to report against the total number of volunteers worked within the organisation to deliver funded services/activities.	Assistant Chief Executive
T17	The number of people supported by Voluntary and Community Sector (VCS) organisations commissioned by the Council	Bigger is better	N/A	N/A	113,820	94,442	56,161	141,602	406025	Q4 - 132,069 Annual - 472,782	N/A	The stats provided were taken from the quarterly performance monitoring reports where organisations are required to report against the total number of volunteers worked within the organisation to deliver funded services/activities. The 66k reduction is due to 2 community centres not currently receiving funding, another having major building works that has reduce footfall and 1 organisation moved from a grant to a contract in 25-26.	Assistant Chief Executive
Sandwell will be a net zero council by 2030 and a net zero borough by 2041													
T18	Ratio of diesel to lower emission vehicles in fleet (Serco & Corporate)	Bigger is better	7.5% Annual target only	5%	N/A	Council: 3.1%, Serco: 4%	N/A	Council 2.5% Serco 1.9%	NA- point in time	Council: 2.5%, Serco: 1.9%	N/A	The year-end target has not been achieved. The Council corporate fleet review is continuing as part of the transformation programme, with data gaps previously identified now rectified. The review is now focused on optimum fleet sizing. The Council is preparing to commission the depot feasibility study and design for electrification. Due to manufacturer recalls, Serco's light goods vehicle transition was delayed from January 2026 until April 2026. This is now underway, and as of May 2026, 41% of Serco's fleet are electric vehicles.	Place (Environment)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
T19	A percentage reduction in carbon emissions within Council owned properties, buildings and land and across the wider borough	Bigger is better	8% reduction in corporate emissions and 4% reduction in wider borough	5%	Annual	Annual	Annual	Annual	8.8% reduction in corporate emissions (2023-2024) 6.8% reduction in wider borough (2023)	N/A	TBC	Carbon emissions for the corporate estate reduced by 1,724 tonnes CO2e or 8.8% between 2023 and 2024. Whilst a significant year on year reduction, it is below the required 2,691 tonnes CO2e emissions required to meet the 7.1% reduction against the 2016 benchmark of 37,683 tonnes CO2e (which is why this PI has been rated as 'amber'). Overall we are behind the line to meet the 2030 net zero target by 10.2%. The challenging target was adversely affected by CO2 emissions from the electricity grid increasing, these will drop again in 2025 and additional projects, such as heat pump installations and fleet electrification, will continue reducing emissions. Carbon emissions for Sandwell Borough are based on the latest UK government information for 2023 where CO2e emissions reduced by 90 kilo tonnes CO2e or 6.8% from 2022. A reduction of 64.7 kilo tonnes CO2e emissions are required to meet the 4% reduction against the 2016 benchmark of 1,617 kilo tonnes CO2e (again, which is why this PI has been rated as 'amber'). Overall we are behind the line to meet the 2041 net zero target by 5.6% or 64.9 kilo tonnes CO2e. Borough emissions are heavily influenced by central government strategy and we continue to work with partner agencies in areas such as business and transport, to continue reducing the boroughs emissions.	Place (Regeneration)
T20	The number of on-street residential electrical vehicle charging points installed	Bigger is better	74	5%	Annual	Annual	Annual	Annual	48	14	N/A	A private sector ChargePoint operator that was appointed by the Black Country authorities in 2024. They were contracted to deliver 74 charge points during 2024/25 but none were delivered. An extension until March 2026 was granted to deliver the 74 charge points but the contractor did not meet that target. By December 2025 only to 48 charge points were delivered. The decision was taken by the four BC authorities to deliver no further charge points through this contract so the remaining 26 will not now be delivered. Further funding is now available and the outstanding 26 charge points will be delivered as part of a yet to be confirmed new contract that will deliver further units over several years.	Place (Regeneration)
T21	The number of homes built achieving M(4)2 standard and an Energy Performance Certificate rating of B as a minimum (Explanatory note provided)	Bigger is better	100%	5%	Annual	Annual	Annual	Annual	100%	100%	N/A	The council house new build programme continues to achieve its target of 100%. All 67 were built to accessible and adaptable standard (M4(2)) and had a minimum EPC rating of B.	Place (Housing)
Good homes that are well connected													
T22	The number of new council homes built annually as part of the Council house new build and the high rise programme	Bigger is better	58	5%	Annual	Annual	Annual	Annual	67	14	N/A	The Council house new build programme achieved its target (67 units).	Place (Regeneration)
T23	The number of council homes where the energy efficiency has been improved or there has been measures taken to improve, that will support a reduction in residents energy bills	Bigger is better	625	5%	Annual	Annual	Annual	Annual	603	22	N/A	Performance is below target but within target tolerance for this indicator.	Place (Housing)
T24	The number of residents satisfied with the local area as a place to live as outlined in the annual Residents Survey	Bigger is better	82%	5%	Annual	Annual	Annual	Annual	83%	82%	74% (2024 LGA Benchmark)	Performance against this measure in 2025 (83%) is higher than last year (82%) and the target has been achieved. This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides.	Assistant Chief Executive
A thriving cultural, heritage, arts and leisure offer													

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
T28	The number of externally organised events delivered through event application	Bigger is better	N/A	N/A	51	33	5	6	95	Quarter 4 - 3 Annual - 111	N/A	The number of externally organised events during this quarter is typically lower than in other quarters due to the time of year, with poorer weather meaning it is not the usual outdoor events season. However, the number of externally organised events doubled during this quarter due to religious events such as Eid and Range Barse. This increase occurred because Eid events were delivered by two separate external organisers at different locations across Sandwell, specifically in Tipton and Smethwick. In addition, two new events were held at Oldbury and Wednesbury markets. The funfair associated with the Eid in Smethwick also submits a separate event application, as it operates on additional dates as a standalone organiser.	Place (Environment)
T29	The number of event attendees at externally organised events (estimated)	Bigger is better	N/A	N/A	75,017	75,027	7,950	1,560	159,554	Quarter 4 - 1970 Annual - 144,726	N/A	Although the number of externally organised events doubled in Q4 compared to the same period last year, the smaller scale of these events resulted in lower attendance figures. For example, a new event, Range Barse, was a small scale religious event. However, total attendance across externally organised events over the course of the year has increased significantly compared to last year, largely due to the popularity of events held in Q2 and favourable summer weather, which contributed to higher attendance at outdoor events.	Place (Environment)
T30	The number of council organised events	Bigger is better	N/A	N/A	2	1	16	4	23	Quarter 4 - 1 Annual - 27	N/A	There were 3 additional Council organised events delivered during Q4 this year, following a request from Cabinet Members for location specific events, such as the event held at Britannia Park, Rowley Regis, to celebrate the opening of the regenerated park. It is anticipated that there will be an increase in Council led events next year, supported by increased staffing capacity. The Events Team is currently planning events for July and August 2026; subject to their success, these events may be delivered on an annual basis.	Place (Environment)
T31	The number of event attendees at Council organised events (estimated)	Bigger is better	N/A	N/A	800	150	22,843	370	24,163	Quarter 4 - 90 Annual - 28,791	N/A	Although there were a greater number of Council led events in Q4 compared to the previous year, these primarily comprised smaller, local community events delivered across various towns within Sandwell, including Rowley Regis, Langley and Oldbury. In addition, Holocaust Memorial Day has increased in scale over the past two years, resulting in higher attendance. It is anticipated that overall event attendance will increase significantly next year compared to this year, due to the return of larger scale events such as Pride and the introduction of a new summer event.	Place (Environment)
T32	The number of visits to leisure centres (Sandwell Leisure Trust)	Bigger is better	Q4 - 482,850 Annual - 2,334,668	5%	671,073	624,944	551,532	600,431	2,447,980	Quarter 4 - 638,534 Annual - 2,436,416	N/A	The target for this period has been achieved and exceeded the projected number of visits by 117,581 (24.3%). The target for the year has therefore exceeded the projected outturn by 113,312 (4.8%). Kore (formerly Sandwell Leisure Trust) have attributed this to a successful marketing campaign in January 2026, along with the launch of the Reformer Pilates studio at Wednesbury Leisure Centre in February 2026.	Place (Environment)
T33a	The number of Arts and cultural events delivered in libraries	Bigger is better	Q4 - 405 Annual - 1,620	5%	415	462	427	448	1,752	Quarter 4 - 461 Annual - 1,723	N/A	This quarters target and year-end target have been achieved. In this quarter, Rekindle, Covid and Public Health funding was used to sustain activity levels.	Place (Environment)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
T33b	The number of Arts and cultural events delivered in museums	Bigger is better	Q4 - 80 Annual - 598	5%	125	195	130	49	499	Quarter 4 - 79 Annual - 592	N/A	This quarters target and year-end target have not been achieved. In this quarter the closure of Bromwich Hall (formerly Manor House), due to restoration/building work, has resulted in no half term or Easter activities or open days. However, attendances for the activities that were held in this quarter have increased. Due to these issues and issues in quarter 3 have resulted in the year-end target not being achieved.	Place (Environment)
Contextual Measures													
T34	The number of new business births/deaths	Bigger is better	N/A	N/A	Births: 370 Deaths: 315 (Q2 calendar year)	Births: 405 Deaths: 320 (Q3 calendar year)	Births: 385 Deaths: 325 (Q4 calendar year)	Births: 415 Deaths: 400 (Q1 calendar year)	NA - Point in time	Births: 450 Deaths: 415 (Q1 calendar year)	(Q1 Calendar Year) Black Country: Dudley – B: 290, D: 295 Walsall – B: 285 , D: 270 Wolverhampton – B: 295, D: 305	Source: Economic Intelligence Unit (ONS)	Place (Regeneration)
T35	Number of total jobs in Sandwell	Bigger is better	N/A	N/A	Annual	Annual	Annual	125,000 (2024)	NA - Point in time	127,000 (2023)	2024: Walsall : 98,000 Dudley : 106,000 Wolverhampton : 111,000	Source: Nomis	Place (Regeneration)
T36	Gross Value Added (the value of goods and services produced in an economy, industry, or sector) total/per head/employee	Bigger is better	N/A	N/A	Annual	Annual	Annual	No new data	NA - Point in time	£21,021 (2023)	2023: Black Country: £20,565 UK: £36,103	Source: Economic Intelligence Unit (ONS)	Place (Regeneration)
T37	The number of people in employment as a percentage of all people aged 16-64 (employment rate)	Bigger is better	N/A	N/A	69.9% (March 2025)	70.6% (June 2025)	72.1% (September 2025)	72.5% (December 2025)	NA - Point in time	67.3% (2024)	December 2025: West Midlands: 78.2% Great Britain: 79.2%	Source: Nomis	Place (Regeneration)
T38	The total number of new homes built in Sandwell (Council built and other/private market homes)	Bigger is better	614	5%	Annual	Annual	Annual	Annual	Available October 2026	615	TBC	The year end figures will be available in Autumn 2026 following the completion of annual monitoring over the summer.	Place (Regeneration)

Corporate Performance Report 2025/26

One Council One Team													
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
High quality inclusive services for all of our customers													
O1	The average time it takes to speak to an advisor for calls to the Revenue and Benefits Contact Centre Average	Smaller is better	9 mins - Q4 6 mins - Annual	5%	6 minutes and 4 seconds	7 Minutes 42 seconds	7 Minutes 37 seconds	4 minutes 20 seconds	6 minutes 5 seconds	Q4: 4 minutes 54 seconds Annual: 4 minutes 38 seconds	N/A	Performance is better than target in Q4, despite an increase in face to face contact, electronic contact and more calls taken in the call centre. Increased contact was largely in response to Council Tax recovery. Good performance has been possible because staffing resource was more stable in Q4 with less sickness and new staff joining the team, which saw an impact from the later part of January through to the end of March. In addition, the service has recruited into 3 vacancies and the staff will start training in May, providing required resource throughout the summer. The main billing period was delayed by one week and some of the expected March footfall will roll over into the first quarter of the new financial year.	Finance and Transformation
O2	The percentage of customers that have ended their call before speaking to an advisor for calls to the Revenue and Benefits Contact Centre	Smaller is better	9%	5%	11.50%	10.50%	10.40%	4.30%	9.20%	Q4: 10% Annual: 7.8%	N/A		Finance and Transformation
O3	The average time it takes to speak to an advisor for calls to the Adult Social Care Contact Centre	Smaller is better	30 Seconds	5%	1 min 41 sec	3 minutes	2 min 5 sec	29 Seconds	1 min 49 sec	Q4: 1 min 35 sec Annual: 1 min 35 sec	N/A	This improvement has been achieved following the introduction of the new, user-friendly Blue Badge System, now available through online. The new system allows service users to complete applications and upload all required documentation at the point of submission.	ASC and Health
O4	The percentage of customers that have ended their call before speaking to an advisor for calls to the Adult Social Care Contact Centre	Smaller is better	6%	5%	7.28%	9.16%	6.29%	1.46%	6.05%	Q4: 7.7% Annual: 6.79%	N/A	As a result, there has been a reduction in inbound calls to the contact centre, enabling the team to focus more effectively on answering other call types within the 30-second target. These changes have also contributed to a reduction in abandoned call rates, which have decreased from 6.29% in Q3 to 1.46% in Q4. Although our overall annual performance is still worse than target, the improvements seen in Quarter 4 provide confidence that in 2026/27, this can be maintained.	ASC and Health
O5	The percentage of customers that have ended their call before speaking to an advisor for calls to the corporate contact centre	Smaller is better	8%	5%	3.39%	9.64%	15.16%	12.27%	10.42%	Q4: 7.30% Annual: 7.18%	N/A	Performance was worse than target in Q4. There has been an increase in the number of calls taken by 6.6% compared to Q4 in 2024/25. The main 3 areas where there was an increase were Environmental (41.09%) due to the introduction of the alternate weekly bin collections, Housing (22.14%) with customers calling regarding private sector disrepair due to Awaab's Law and enquiries regarding Houses in Multiple Occupation (HMO's), and Highways (20.61%) with customers chasing previous enquiries, reporting potholes and enquiries regarding parking restrictions. Overall, calls about Repairs remain the highest volume of calls received (49.75%), however 48.48% of the calls received are avoidable, chasing repairs already reported.	Assistant Chief Executive
O6	The average time it takes to speak to an advisor for calls to the Corporate Care Contact Centre	Smaller is better	3 minutes 30 seconds	5%	1 minutes 17 seconds	3 minutes 23 seconds	5 minutes 35 seconds	4 minutes 45 seconds	3 minutes 46 seconds	Q4: 2 minutes 13 seconds Annual: 2 minutes 39 seconds	N/A	There have also been a large number of vacancies in Q4 which has impacted performance. Following interviews in October 2025, one candidate started in January and two more started in March. Further interviews were held in January and February, April and May to fill 8.6 FTE vacancies. Also, during Q4, adverse weather conditions on the 9 January meant 17.2 FTE advisors didn't report to work which impacted performance.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
O7	The percentage of customers who were happy with the service given when speaking to an advisor for calls to the corporate contact centre (Explanatory note provided)	Bigger is better	95%	5%	100%	99.57%	99.55%	99.51%	N/A	100%	N/A	99.51% of customers who completed the survey confirmed they were happy with the service provided by the Contact Centre advisors. 87.70% confirmed that their enquiry had been resolved on the day, 8.85% didn't answer this question and the remaining 3.49% said no. The main reasons why their enquiry wasn't resolved was that they were waiting for further action to be carried out by the service area or had requested a call back. The 2 top areas were Repairs and Tenancy Management.	Assistant Chief Executive
O8	The average number of days taken to process Housing Benefit New Claims	Smaller is better	25 days	5%	24.5 days	26.3 days	20.83 days	26.08 days	25.4	Q4: 26 days Annual: 27 days	National average Q3 25/26: 20 days	Working-age customers who require assistance with their rent are required to claim Universal Credit. Consequently, Housing Benefit is now only applicable to: -Customers of State Pension age, or -Customers residing in Temporary Accommodation or Specified (Supported) Exempt Accommodation (SEA).	Finance and Transformation
O9	The average number of days taken to process Housing Benefit Changes in Circumstances	Smaller is better	8 days	5%	9.54 days	12.58 days	7.51 days	2.63 days	8.2	Q4: 3 days Annual: 6 days	National average Q3 25/26: 8 days	Claims for SEA can take significantly longer to process. This is because the local authority must first validate that the accommodation meets the criteria for SEA status and then assess whether the rent levels are eligible and reasonable. This additional verification process inevitably leads to an increase in the time taken to process Housing Benefit claims. Whilst performance is above target, it is within the target tolerance. Performance for Changes in Circumstances remains below target in Q4.	Finance and Transformation
O10	The percentage of Subject Access Requests (SARs) that are responded to within timescales (Explanatory note provided)	Bigger is better	90%	80%-90%	52 % (61 received)	60% (82 Received)	50% (88 received)	36% (82 received)	50 % (313 received)	Q4: 68 % (78 received) Annual: 74% (295 received)	N/A	There has been a 12% increase on the number of SAR's received during 2025 / 2026 compared to 2024/2025. A Directorate breakdown is as follows ACE - 6 - 100% Place - 31 - 45% Children & Education - 18 - 33% Adult Social Care & Health - 13 - 31% Finance & Transformation - 14 - 0%	Finance and Transformation
O11	The percentage of Freedom of Information (FOI) requests that are responded to within timescales (Explanatory note provided)	Bigger is better	90%	80%-90%	71 % (324 received)	67% (329 received)	70% (322 received)	70% (354 received)	70% (1329 received)	Q4: 74% (326 received) Annual: 81% (1,087 received)	N/A	There has been a 22% increase on the number of FOI's received during 2025 / 2026 compared to 2024/2025. A Directorate breakdown is as follows Place - 211 - 79% ACE - 19 - 63% Finance & Transformation - 55 - 60% Adult Social Care & Health - 36 - 58% Children & Education - 33 - 48%	Finance and Transformation

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
O12	The average number of working days for stage 1 complaints to be responded to (excluding any that are about Adult Social Care) (Explanatory note provided)	Smaller is better	10 working days	5%	8.91 days	10.80 days	10.36 days	11.33 days (of 1,468 complaints, 868 met the target)	23.08 days	Q4: 12.88 days Annual: 13.55 days	N/A	A Directorate breakdown is as follows: Public Health: 8 days (1 complaint) ACE: 7.92 days (26 complaints) (Corporate Customer: 7.91 days (23 complaints) Democratic & Member Services: 5 days (1 complaint), HR & OD: 9.5 days (2 complaints)) Finance & Transformation: 8.90 days (168 complaints) (ICT & Transformation: 21.5 days (2 complaints), Revenues & Benefits: 9 days (155 complaints), Finance: 6.29 days (7 complaints), Registration Services: 3.67 days (3 complaints), Legal & Assurance: 3 days (1 complaint)) Children & Education: 19.21 days (103 complaints) Place: 11.07 days (1170 complaints) (Regen & Growth: 6.71 days (14 complaints), Environment: 15.10 days (603 complaints), Housing: 6.77 days (553 complaints)).	Assistant Chief Executive
O13	The average number of working days for Councillor enquiries to be responded to	Smaller is better	10 working days	5%	7.84 days	8.02 days	9.64 days	7.51 days (of the 1664 enquiries, 1347 met the target)	10.04 days	Q4: 6.85 days Annual: 7.56 days	N/A	A Directorate breakdown which includes the total number of enquiries is as follows: Adult Social Care: 12.71 days (39 enquiries) (Adult Social Care: 13.24 days (36 enquiries), Public Health: 6 days (3 enquiries)) ACE: 4 days (6 enquiries) (Corporate Customer: 3.8 days (5 enquiries), HR&OD: 5 days(1 enquiry)). Children & Education: 14.65 days (51 enquiries) (Children & Education: 14.79 day (49 enquiries), Children's Trust: 11 days (2 enquiries)). Finance & Transformation: 10 days (73 enquiries) (Revenues & Benefits: 10.70 days (63 enquiries), Finance: 10 days (2 enquiries), Registration Services: 4.86 days(7 enquiries), Legal & Assurance: 1 days (1 enquiry) Place: 7 days (1495 enquiries) (Housing: 6.67 days (587 enquiries), Regen & Growth: 5.69 days (88 enquiries), Environment: 7.38 days(820 enquiries)).	Assistant Chief Executive
O14	The average number of working days for MP enquiries to be responded to	Smaller is better	10 working days	5%	11.41 days	10.51 days (12.69 days)	11.24 days (12.68 days)	9.38 days (of the 632 enquiries, 410 met target)	12.39 days	Q4: 11.81 days Annual: 11.87 days	N/A	A Directorate breakdown which includes the total number of enquiries is as follows: Adult Social Care: 10.89 days (19 enquiries) ACE: 1.50 days (2 enquiries) (Democratic & Member Services: 1.50 days) Children & Education: 12.38 days (66 enquiries) Finance & Transformation: 9 days (24 enquiries)(Revenues & Benefits: 9 days (23 enquiries), Finance: 9 days (1 enquiry)). Place : 8.99 days (521 enquiries) (Housing: 8.98 days (265 enquiries), Regen & Growth: 6.89 days (35 enquiries), Environment: 9.34 days (221 enquiries)).	Assistant Chief Executive
O15	The percentage of complaints received that are at stage 2 (Explanatory note provided)	Smaller is better	N/A	N/A	6.09%	9.72%	8.72%	12.98%	10.57%	Annual: 9.69%	N/A	No target just provided as information only to see how many of our complaints received are at stage 2.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
O16	The average score given from customers who have visited the One Stop Shop (Explanatory note provided)	Bigger is better	4 out of 5	N/A	4.87	4.88 (2,574 surveys)	4.86 (3,433 surveys)	4.86 (4,173 surveys)	4.86 (4,173 surveys)	Q4: 4.87 Annual: 4.87	N/A	These are a selection of the positive comments provided by customers: "Excellent", "Good", "Thanks for your help", "Very good", "Very helpful".	Assistant Chief Executive
O17	The average score given from customers who have sent an enquiry or request to the council using MySandwell (an online portal and mobile app for the residents of the Sandwell to access and manage their council services)	Bigger is better	4 out of 5	5%	4.64 (36,392 ratings)	4.64 (69,682 ratings)	4.65 (82,203 ratings)	4.64 (160,081 ratings)	NA- Cumulative	4.59 (103,992 ratings)	N/A	Process ratings show no major changes, suggesting that processes are stable and continue to meet residents' needs and expectations at the point of submission.	Assistant Chief Executive
O18	The average score given from customers when their enquiry has been closed and was sent to the council using MySandwell	Bigger is better	4 out of 5	5%	4.35 (3,269 ratings)	4.37 (7,133 ratings)	4.22 (11,229 ratings)	4.23 (15,741 ratings)	NA- Cumulative	4.37 (11,317 ratings)	N/A	As expected, customer experience ratings have returned to usual standards in Q4, following Q3 reduced performance attributed to service changes to bins (Missed Collections and changes to 2-weekly collections.	Assistant Chief Executive
O19	The percentage of customers who were satisfied as outlined in the annual Resident Satisfaction Survey	Bigger is better	66%	5%	Annual	Annual	Annual	Annual	72%	65%	56% (2024 LGA Benchmark)	The Council target and the National LGA benchmark target of 56% (October 2024) have been achieved. This measure is part of the Sandwell Council Residents' Survey carried out July 2025.	Assistant Chief Executive
The Council understands and works with the community and has a diverse and engaged workforce representative of the local community													
O20	The percentage of top 5% of earners that are women employed by the Council	Bigger is better	55%	10%	56.30%	56.30%	55.80%	56.80%	NA - point in time	55%	63% Median for West Midlands METs (Infinitats 2024-25)	At the end of Q4, women represented 56.8% of the Council's top 5% earners, exceeding the year-end target of 55% and showing improvement compared with the previous year.	Assistant Chief Executive
O21	The percentage of top 5% of earners from black and minority ethnic communities employed by the Council	Bigger is better	25%	10%	22.50%	21.90%	22.40%	20.50%	NA - point in time	23%	21.7% Median for West Midlands METs (Infinitats 2024-25)	Employees from black and minority ethnic communities made-up 20.5% of the Council's top 5% of earners as at the end of Q4. Performance was below the year-end target of 25% and lower than the previous year, with 41 ethnic minority employees from this group compared with 45 at the end of 2024/25. Overall, Sandwell's position is broadly in line with the median level of ethnic minority representation within the top 5% of earners across West Midlands Metropolitan Authorities, which is just under 22%.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
O22	The percentage of top 5% of earners who have a disability employed by the Council	Bigger is better	4%	10%	3.80%	4.40%	4.90%	5.30%	NA - point in time	4.00%	4.0% Median for West Midlands METs (Infinitats 2024-25)	In 2025–26, 5.3% of the Council's top 5% of earners identified as disabled. This was above the year-end target of 4% and represented an increase from 8 employees at the end of the previous year to 11 employees in 2025–26.	Assistant Chief Executive
O23	The percentage Disabled employees employed by the Council	Bigger is better	5%	10%	4.20%	4.30%	4.40%	4.40%	NA - point in time	4.20%	9.5% Census 2021 (Sandwell Economically Active Population 16+)	The percentage Disabled employees for 2025-26 was 4.4%, which is slightly lower compared to the previous year and below the yearend target of 5%. However, the actual number of Disabled employees at the end of this year was 181 and this is an increase of 10 compared to the previous year.	Assistant Chief Executive
O24	The percentage Ethnic Minority employees employed by the Council	Bigger is better	27%	10%	26.50%	27.00%	26.70%	26.70%	NA - point in time	26.50%	41.1% Census 2021 (Sandwell Economically Active Population 16+)	The Council's ethnic minority representation for the year 2025-26 was 26.7%, which is unchanged from the previous quarter and just short of the yearend target of 27%. The actual number of ethnic minority employees (based on assignment count) was 1095 which is an increase of 11 compared to the previous year.	Assistant Chief Executive
A sustainable financial strategy and frameworks to enable controlled and coherent delivery of the council's priorities													
O25	The percentage variance from the agreed budget for the General Fund	Smaller is better	0%	0.50%	0.30%	0.01% (underspend)	0.20% (underspend)	0.3% (underspend)	N/A	-0.45%	N/A	The General Fund has a Gross Budget of £824.055m. There is a £2.741m underspend in Q4, resulting in a 0.3% variance.	Finance and Transformation
O26	The percentage variance from the agreed budget for the Housing Revenue Account	Smaller is better	0%	0.50%	0.10%	1.48%	3.62%	0.70%	N/A	-4.08%	N/A	The Housing Revenue Account (HRA) has a Gross Budget of £153.687m. There is a £1.0984m overspend in Q4, resulting in a 0.7% variance.	Finance and Transformation
O27	The percentage of Council Tax collected	Bigger is better	96.00%	1%	27.62%	52.29%	76.83%	93.19%	NA - Cumulative	94.61%	National average 2024/25: 95.9%	Reduced in year collection can be seen due to the ongoing impact of cost of living, alongside an increase in actual net collectable debit. The Council's arrears are significant and with a reduction against in year collection this continues to grow, this is a large challenge going into 2026/27 and one of Revenues and Benefits main projects. The Council continues to support residents who are struggling to pay Council Tax through instalments plans or revised payment schedules, to apply for Council Tax reduction where they are eligible and/or other financial support where available, including future work with funding from the Crisis and Resilience Fund. The Telsolutions project went live in May 2026, which introduced proactive engagement with residents via SMS text and email to advise of missed payments prior to recovery notification being issued,. The service will expand on this project into 2026.	Finance and Transformation
O28	The percentage of Business Rates collected	Bigger is better	95.60%	1%	30.33%	57.84%	81.47%	94.74%	NA - Cumulative	94.00%	National average 2024/25: 97.3%	0.74% increase on previously year which is an additional revenues of est £944K, net collectable arrears position is currently stable.	Finance and Transformation

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
O29	The percentage of housing rent collected (including arrears from previous years) (Explanatory note provided)	Bigger is better	97.00%	5%	96.11%	96.57%	96.49%	96.94%	NA - Cumulative	96.91%	Year End 2024/5 - National Median 97.82%/ English LA's and ALMOS >10k stock Median 97.09% Source; Housemark July 25	The income target for the period was missed by £81k. Universal Credit income received on Thursday 2nd April (last working day before year end) totalled £107,132 and, had this been posted, the target would have been achieved. However, due to current internal processes, Universal Credit income is not posted on the day it is received. Cash collection performance this year represents an improvement on the previous year, which closed with a 96.91% outturn. This demonstrates continued progress in overall collection effectiveness. We will continue to undertake targeted cash collection campaigns aimed at maximising income. In addition, we will use available data to identify areas of pressure, enabling resources to be directed to those areas where they are most needed.	Place (Housing)
O30	Debt servicing costs as a % of net revenue budget (Explanatory note provided)	Smaller is better	9.74%	5%	9.74%	9.28%	9.22%	8.60%	NA - point in time	11.23%	NA	Performance remains below target for this indicator.	Finance and Transformation
An outstanding corporate parent, with all of the young people in our care reaching their full potential													
O32	Care experienced young people 19-21 in Employment, Education and Training (EET) (Explanatory note provided)	Bigger is better	49%	5%	42.40%	47.82%	43.80%	47.00%	NA - Cumulative	46.80%	2024/25 West Midlands: 52% Statistical Neighbour: 47.4% England: 54%	Care Experienced EET continues to be a priority focus for the corporate parenting board. The current Youth Employment trailblazer programme is targeting 18-21 year olds and providing paid work placements which have supported positive outcomes into apprenticeships and jobs for the group. Work is ongoing to support the period of transition for young people to improve stability to allow them to take up opportunities available to them. A multi-agency strategy workshop was held on 5 May bringing together key partners from across Sandwell to strengthen outcomes for Children We Care For and Care Experienced young people in relation to education, employment, and training (EET). Young people were central to the session, sharing personal journeys and contributing directly to discussions about barriers and potential improvements. Their insights strongly shaped the emerging priorities which are:	Children and Education
O33	Care experienced young people 19-25 in Employment, Education and Training (EET)	Bigger is better	45.00%	5%	41.90%	43.40%	42.10%	44.30%	NA - Cumulative	43.40%	N/A (DfE Measures 17-18 and 19-21 year olds as benchmarking data)	1. Earlier Preparation for the World of Work 2. Clear and Transparent Progression Pathways 3. Raising Aspirations and Awareness 4. Extending the Reach of Services 5. Increasing EET Participation Rates 6. Early Progression Planning (From Age 16) 7. Guaranteed Opportunities 8. Wraparound Support 9. Transition to Adulthood A first draft of the strategy and proposed priorities is due to be presented at Strategic Corporate parenting board in June. It is then proposed the draft strategy will be shared with Corporate Parenting board in September for consultation.	Children and Education

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
O34	The number of apprenticeships filled borough wide by Care experienced Young People and Children in Care	Bigger is better	20	1	9	12	17	16	NA - Cumulative	17	N/A	Apprenticeship pathways are showcased to young people at the chill and chat sessions. There continues to be more opportunities than young people coming forward for them. How to increase the number of apprenticeships filled was covered at the multi agency workshop on the 5th May. Implementation of the new strategy under the Corporate Parenting Board will include measures to improve this measure.	Children and Education
O35	The number of apprenticeships filled at the Council by Care experienced young people and Children in Care	Bigger is better	10	1	8	9	11	12	NA - Cumulative	6	N/A	The target has been achieved for 2025/26. The Apprenticeship campaign across the Council has been a significant contributor to performance this year.	Children and Education
O36	Work experience placements in the Council completed by Children in Care	Bigger is better	12	1	Annual	Annual	Annual	Annual	7	11	N/A	The target has not been achieved in 2025/26. Work experience placements are offered for Care experienced young people who request them. Sometimes individuals will complete multiple placements.	Children and Education
An employer of choice with an engaged, high performing workforce													
O40	Employee Engagement Score (from the Employee Engagement Survey) (Explanatory note provided)	Bigger is better	66%	5%	Annual	Annual	Annual	Annual	68%	60% (2023/24)	64% 2023 Employee Survey benchmark comparator provided by BMG	The overall employee engagement score from the recent employee survey conducted by BMG was 68% which is a return to the pre-pandemic level and is better than the benchmark average of 66%. Each of the five measures of engagement have improved since the previous survey.	Assistant Chief Executive
O53	The number of entry level apprentices starting at the Council	Bigger is better	100 (2025-26)	10%	10	18	47	102	NA - cumulative	N/A	N/A	Since the launch of the Apprenticeship Recruitment Campaign in April 2025, 102 apprentices have been recruited. By the end of the 2025/26 financial year, 94 had started in post, with the remaining eight commencing employment in April 2026, exceeding the year-end target of 100 apprentices.	Assistant Chief Executive
O42	Average working days lost per employee due to sickness absence (Full-time equivalent)	Smaller is better	8.7	5%	2.66	6.27	9.12	11.76	NA - point in time	10.63	10.30 The Year end Median for West Midlands Authorities (Infinitats 2024-25)	The average number of working days lost due to sickness in 2025/26 was 11.76, compared with 10.63 in 2024/25. This is an increase of 1.14 days and is above the year-end target of 10.6 days. As 2025/26 is the first full year of reporting through Oracle Fusion, some of this increase will reflect improved recording and reporting. Performance this year for Sandwell Council was above the set benchmark median of 10.3 days for the West Midlands Metropolitan Authorities.	Assistant Chief Executive
O43	Percentage of working days lost due to sickness absence	Smaller is better	5%	5%	4.91%	5.52%	5.37%	5.20%	NA - point in time	4.70%	3.4% CIPD Health & Wellbeing At Work Survey 2023	The percentage of working days lost due to sickness was 5.37% compared to 4.7% last year and reflects the increase in average working days lost.	Assistant Chief Executive
O44	Percentage of Employee annual reviews completed	Bigger is better	80%	10%	Annual	Annual	Annual	Annual	89% (2025) Annual	N/A	N/A	Annual reviews take place between April and June each year and reporting for this measure will be undertaken once the Annual review window closes at the end of Jun-26.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
O45	Percentage staff turnover (the rate at which employees leave an organisation and are replaced by new hires)	Smaller is better	15% or less	5%	1.60%	3.60%	6.20%	8.30%	NA - point in time	7.90%	11.4% Median for West Midlands Authorities (Infinitats 2024-25)	The percentage staff turnover for this year was 8.3% and slightly up from last year, but remains well below the median for all West Midlands Authorities (11.4%) and the median for the neighbouring MET Authorities (12.0%)	Assistant Chief Executive
O46	The number of employees who leave the Council voluntarily, as a percentage of the total number of employees that leave the Council (Voluntary turnover)	Smaller is better	10% or less	5%	0.80%	1.80%	3.00%	4.30%	NA - point in time	3.80%	6.19% Median for West Midlands Authorities (Infinitats 2024-25)	The percentage voluntary staff turnover for the year 2025-26 was 4.3% which is a slight increase compared to last year, but remains within the benchmark median for All West Midlands Authorities (6.19%) and the neighbouring West Midlands MET Authorities (4.6%)	Assistant Chief Executive
Clear and transparent decision making and effective governance (data driven)													
O47	Percentage of Council Staff / Members who have completed child rights training (Explanatory note provided)	Bigger is better	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	A training delivery plan is being developed for Child Friendly that will include Child Rights Training. This will be incorporated into existing induction and training plans for staff.	Assistant Chief Executive
O48	Percentage of elected members with Personal Development Plans (DPDs)	Bigger is better	50%	TBC	N/A for Q1	18% (13)	56% (28 in Q3, 41 this year to date)	56%	NA - point in time	N/A	N/A	Performance Development Plan (PDP) meetings with elected members were successfully re-introduced this year with a 56% uptake. The next round will take place in July 2026, followed by a second round during the December to February period to feed into the Member Development Programme for the following year. A targeted approach will be taken to encourage participation to ensure regular engagement with elected members on the Council's member development programme through a training needs analysis and identifying areas for improvement in member support. The process will continue to be reviewed and improved to ensure it provides a platform for members to engage and provide feedback on their role as elected member and, in return, use the feedback to evaluate and improve member induction, development and associated support.	Assistant Chief Executive
All of our residents, including our children and young people, are active participants in influencing change – through being listened to, their opinions are heard and valued													
O49	The number of residents who think Sandwell Council acts on the concerns of local residents as outlined in our annual Residents Survey	Bigger is better	NA - target to be set for 2026	5%	Annual	Annual	Annual	Annual	62%	56% (2024)	53% (2024 LGA Benchmark)	Performance against this measure in 2025 (62%) is 6% higher than last year (56%). This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides.	Assistant Chief Executive
O50	The response rate for the annual SHAPE Survey (Explanatory note provided)	Bigger is better	2,500	N/A	Annual	Annual	Annual	Annual	2552 (2025) Annual	2751 (2024)	N/A	Performance is above target but worse than last year. This is because the survey went out nearly a month later this year because of a new way we have undertaken to do the surveys. We now assign leads for each of the topic areas and the leads wanted more time to develop the questions. However, anything over 2,500 is considered a good response rate.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	Q4 Performance	Annual	This Time Last Year (Q4 2024/25)	Benchmark	Commentary	Directorate
O51	The number of Schools across Sandwell engaging with the Council (Explanatory note provided)	Bigger is better	80% Schools in the borough (annual target)	5%	CF - 4 SHAPE - 34	SHAPE - 47	SHAPE - 32	SHAPE - 20	57% of schools were engaged	100%	N/A	Over the 12 months young people from 23 secondary schools (including special schools) (out of 28) have been engaged as well as 47 (out of 93) primary schools. The reduction in engagement is for a number of reasons. The SHAPE team has taken a lead role in co-production for the SEND Transformation Programme. This has been a key corporate priority, resulting in more focused engagement with SEND pupils, particularly within special schools. In addition, many of our forum representatives, although resident in Sandwell, now attend colleges outside the borough, which has affects direct engagement figures with local schools. There have also been school staffing changes, particularly among student voice leads. This has required the team to rebuild relationships and re-establish points of contact across a number of schools. Despite these challenges, overall engagement with young people has remained strong, but has not consistently translated into engagement at an individual school level. Looking ahead, as wider council services increase their direct engagement with children and young people, the SHAPE team's role will become more strategic and enabling. As part of the Elevating Youth Voices Strategy more work is planned with school councils, which may impact performance in 2026/27.	Assistant Chief Executive
O52	The number of staff that have undertaken Children's rights impact assessments training (Explanatory note provided)	Bigger is better	N/A	N/A	N/A	N/A	1	1	1	N/A	N/A	A training delivery plan is being developed for Child Friendly that will include Children's Rights Impact Assessments. This will be incorporated into existing induction and training plans for staff.	Assistant Chief Executive

Corporate Performance Report - Explanatory notes

CP reference	CP Indicator	Notes
Growing up in Sandwell		
G2	The number of good quality childcare places, for children aged 0-4 of working parents, to enable them to take up their 30 hours funded place by September 2025.	Eligible working families can apply for 30 hours of childcare to use from the term after their child turns 9 months until they reach school age. This can be used for 38 weeks per year (term-time only), which equates to 1,140 hours annually. Parents may be able to stretch these hours across more weeks (e.g. Fewer hours per week for more weeks). Local authorities have a legal duty under the Childcare Act 2006 to ensure there are enough childcare places, including for the 30 hours funded childcare entitlement, so far as is reasonably practicable for working parents. Local authorities conduct assessments and collaborate with childcare providers and schools to identify and meet demand, ensuring sufficient places are available to eligible parents who need them.
G3	The number of 'wraparound' childcare places to enable all working parents of children aged 4-11 to have access to childcare during term if they require it, by September 2025.	Wraparound childcare refers to before and after-school care for school-age children, typically aged 5–14 (or up to 18 for children with SEND), designed to support working parents by covering the hours when schools are not in session.
G9	Rate of Children on a Child Protection Plan at the end of each quarter (Rate per 10,000)	A Child Protection Plan is put in place when a child is assessed as being at risk of significant harm (from neglect, abuse, or other forms of maltreatment) following a child protection conference. The plan outlines: Actions to protect the child; Services the child and family will receive; Responsibilities of professionals involved.
G10	Rate of Children in Care at the end of each quarter (Rate per 10,000 children)	These are children who are formally looked after by a local authority, including those in foster care, in children's homes or residential care, placed with extended family (kinship care), Under interim or full care orders and accommodated voluntarily under Section 20 of the Children Act 1989.
G12a	Number of children and young people engaging in council led activities across Sandwell via Go Play, HAF, SHAPE and Child Friendly Sandwell Activity	Go Play Sandwell is a Sandwell Council-funded project offering free, inclusive play sessions for children aged 6-12 (and up to 16 with special needs) at various indoor and outdoor venues, including community centres, libraries, and parks, across the borough. HAF is the UK's Holiday Activity and Food programme, a government-funded initiative providing free activities and meals for children eligible for benefit-related free school meals during the Easter, Summer, and Christmas holidays. SHAPE is a Child's Voice Initiative designed to listen to children and young people in Sandwell. It focusses on the 5 Every Child Matters Outcomes; Staying Safe, Being Healthy, Enjoying & Achieving, Making a Positive Contribution and Economic Wellbeing. Child Friendly Sandwell is Sandwell Council's commitment to becoming a UNICEF Child Friendly Community, meaning it prioritizes children's rights and well-being in decision-making and services to create a safe, fair, and welcoming environment for children and young people to thrive.
G12b	Number of children and young people engaging in council led activities across the Youth Service	This indicator has 3 sections: Reach of Young People, Reach of Young People with declared Special Educational Needs and Disabilities and Engagement of Young People through detached Youth Work, which is youth work that takes place in the communities where the young people are (streets, parks and other public areas).
G31 and G32	Proportion (percentage) of children in Reception (usually aged 4 to 5 years old) who are overweight or obese on measurement of their body mass index (BMI) Proportion (percentage) of children in Year 6 who are overweight or obese on measurement of their body mass index (BMI)	Children are classed as overweight if their BMI is centile greater than or equal to the 85th centile but less than the 95th centile (i.e. overweight but not living with obesity), classed as obese if their BMI centile greater than or equal to the 95th centile, and severely obese if their BMI centile is greater than or equal to 99.6.
Living in Sandwell		
L2	Improvement in street and environmental cleanliness: Litter; Detritus; Graffiti; Fly-posting	Sites are inspected across the borough three times a year (July, November and March) and graded. This information is then used to calculate the levels of cleanliness for each category. Further information can be found at: https://www.gov.uk/government/publications/code-of-practice-on-litter-and-refuse
L14	The percentage of Properties owned by private landlords reported as not having safe living conditions either resolved positively or processed to legal action within processing times	This performance indicator monitoring's the timely and effective handling of housing disrepair complaints from tenants. A positive outcome can mean a landlord makes the necessary repairs to resolve the disrepair, or formal action such as serving a statutory notice or commencing legal proceedings is taken within the council's expected timeframe, leading to a resolution of the complaint.

CP reference	CP Indicator	Notes
L18a - L18f	The percentage of gas safety checks that have been completed in in council owned housing properties The percentage of fire safety checks that have been completed in council owned housing properties The percentage of asbestos safety checks that have been completed in communal areas of council owned housing properties The percentage of water safety checks that have been completed in council owned housing properties The percentage of passenger lifts in communal areas of council owned stock that have had a safety check carried out The percentage of 5 yearly electrical safety checks that have been completed in council owned housing properties	These checks show how the council is keeping homes safe by completing inspections that are required in the key areas of building safety (gas, fire, asbestos, water, electric and lifts). The council has to complete these checks and they are reported as part of the Tenant Satisfaction Measures which show how the council is performing for the homes that our tenants live in.
L19	The percentage of homes that are owned by the council that do not meet the standard called Decent Homes	This is the percentage of homes that are owned by the council's housing service that do not meet the Decent Homes Standard, which sets out the minimum standards for social housing.
L36	The number of domestic abuse cases referred to the Multi-Agency Risk Assessment Conference (MARAC)	A Multi-Agency Risk Assessment Conference (MARAC) is a meeting where representatives from various agencies (such as police, probation, housing, and health) share information on high-risk domestic abuse cases to create a coordinated action plan to reduce harm to the victim and increase their safety. Anyone aged 16 or over can be referred to MARAC. The government definition of domestic abuse acknowledges that young people can be both victims and perpetrators. A MARAC perpetrator can be a partner from an intimate relationship, a sibling, parent, adult child, grandparent, in-law or step family member. For more information, please see https://www.sandwell.gov.uk/domestic-abuse/multi-agency-risk-assessment-conference-marac
L38	The percentage of people claiming benefits for the reason of being unemployed (based on administrative data from the benefits system and reported by the Office for National Statics (NOMIS))	The Claimant Count is the number of people claiming benefit principally for the reason of being unemployed. This is measured by combining the number of people claiming Jobseeker's Allowance (JSA) and National Insurance credits with the number of people receiving Universal Credit principally for the reason of being unemployed. Claimants declare that they are out of work, capable of, available for and actively seeking work during the week in which the claim is made.
L39	The median income (earnings) per week for people living in Sandwell (as reported by the Office for National Statics (NOMIS))	This data set provides information about earnings of employees who are working in an area, who are on adult rates and whose pay for the survey pay-period was not affected by absence. The Annual Survey of Hours and Earnings (ASHE) is based on a sample of employee jobs taken from HM Revenue & Customs PAYE records. Information on earnings and hours is obtained in confidence from employers. ASHE does not cover the self-employed nor does it cover employees not paid during the reference period.
L40	The number of people of working age who are neither employed nor actively seeking employment (as reported by the Office for National Statics (NOMIS))	People who are neither in employment nor unemployed. This group includes, for example, all those who were looking after a home or retired.
Healthy Sandwell		
H2	The proportion of people using social care, who receive self-directed support, and those receiving direct payments, as outlined by the Adult Social Care Outcomes Framework 3D	Self Directed Support is where an individual takes responsibility for managing their own support arrangements. A direct payment is a way for individuals to arrange and pay for their own care and support services, rather than relying on the council to directly provide them.
H5	The proportion of people who received short-term social care services during the year, who previously were not receiving social care services and where no further request was made for ongoing support, as outlined by the Adult Social Care Outcomes Framework 2A	Short-term social care services are temporary support to individuals to allow regular caregivers a break or to help regain independence after a hospital stay or illness.
H7	Number of NHS Health Checks delivered	NHS Health Checks are a free health assessment offered to adults aged 40-74 without certain pre-existing conditions. Local authorities have a duty to make sure all eligible persons are offered an NHS Health Check every 5 years. These checks are designed to help prevent conditions such as heart disease, stroke, type 2 diabetes, kidney disease, and certain types of dementia.
H9	The number of adults completing a National Health Service Tier 2 weight management programme.	NHS Tier 2 weight management programmes are structured, free, 12-week programmes for adults with a BMI over 30 (or 27.5 for Black, Asian, and minority ethnic groups) who also have related health conditions like diabetes or hypertension. In Sandwell the programme is by the Council (although it is currently contracted to another provider) and it provides a combination of nutritional guidance, physical activity support, and behavioural change strategies, either digitally or face-to-face. The programme serves as the second level in a broader tiered care pathway for obesity management in the UK
Thriving Economy in Sandwell		

CP reference	CP Indicator	Notes
T9	The number of Businesses receiving support/advice	The Council have Business Support Advisors who assist businesses with a wide range of requests including Business Advice, Commercial Property advice, Environmental Management, Expansion/Growth/Relocation, Financial Assistance, Land and Property, Product Innovation, Social Value/Community Benefits, and Start-Up support.
T11	The percentage of major planning applications that have been received and a decision has been made on time	The statutory period is 13 weeks for applications for a major development, unless an application is subject to a Environmental Impact Assessment, in which case a 16-week period applies. An application is considered major if it falls into any of the following categories: •10 or more dwellings •A site area of 0.5 hectares or more (if the number of dwellings is unknown) •Minerals or waste developments •Wind turbines and renewable energy projects (in some cases) •Infrastructure projects (e.g. roads, pipelines, etc.)
One Council One Team		
O7	The percentage of customers who were happy with the service given when speaking to an advisor for calls to the corporate contact centre	All customers contacting the Corporate Contact Centre are asked to take part in a Satisfaction Survey at the end of the call. For those customers who do opt in are asked 'Are you happy with the service we provided today? This measures how happy customers are with the overall experience of their interaction with the advisor / council service. Providing a score between1-5 (1= Very dissatisfied / 2 = Dissatisfied 3 = Neutral 4 = Satisfied 5 = Very satisfied)
O10	The percentage of Subject Access Requests (SARs) that are responded to within timescales	Under UK Data Protection Law (UK GDPR) Organisations must respond to Subject Access Requests within one calendar month of receipt. This period can be extended by up to two additional months if the request is complex or numerous, but the individual must be informed within the first month.
O11	The percentage of Freedom of Information (FOI) requests that are responded to within timescales	Under the Freedom of Information Act (FOIA), Public authorities must respond to Freedom of Information requests within 20 working days of receipt. This deadline can be extended by a further 20 working days (40 working days in total) if the requested information falls within the scope of a qualified exemption and additional time is required to consider the public interest test. The public interest test is a process that considers the public interest in releasing or withholding the requested information. Where this extension is required, the customer will be informed of this.
O12	The average number of working days for stage 1 complaints to be responded to (excluding any that are about Adult Social Care)	Customers or residents are able to complain to the council if they are unhappy with the standards of service, actions or lack of actions by the council, its own staff or those acting on its behalf which affect individuals or groups of individuals. All complaints have a date when they should be completed by. This is measuring the average number of working days taken to resolve a customer's initial complaint, known as a stage 1 complaint. Any Adults Social Care Stage 1 complaints are not included.
O15	The percentage of complaints received that are at stage 2	If a customer or resident is dissatisfied with the response of the Stage 1 Complaint they can request that this is reviewed by an investigating officer who has not had any previous involvement with their complaint, this is known as a Stage 2 Complaint. This measures the % of complaints where customers / residents are not satisfied with the outcome of a Stage 1 complaint.
O16	The average score given from customers who have visited the One Stop Shop	All One Stop Shop Customers are asked to rate the service they have received before they leave. This measures how happy customers are with the overall experience of their interaction with the advisor / council service that day. This measures the average rating provided. Scores are between1-5 (1= Very dissatisfied / 2 = Dissatisfied 3 = Neutral 4 = Satisfied 5 = Very satisfied).
O29	The percentage of housing rent collected (including arrears from previous years)	This is the housing rent collected by Sandwell as a percentage of all rent that is due to be paid by housing tenants. It includes any rent not paid from previous years.
O30	Debt servicing costs as a % of net revenue budget	Debt servicing costs are the expenses incurred from interest payments on borrowed money, which varies with interest rates and inflation
O32	Care experienced young people 19-21 in Employment, Education and Training (EET)	In Sandwell, a care experienced young person is a child or young person who has been in the care of the local authority at any stage of their life, or is currently in care. This includes those in foster care, residential homes, kinship care, or under a supervision order.
O47	Percentage of Council Staff / Members who have completed child rights training	Staff and elected Members undertake this training to understand the United Nations Convention on the Rights of the Child, which outlines children's rights to survive, grow, participate, and fulfil their potential.
O50	The response rate for the annual SHAPE Survey	The SHAPE Survey is an annual online survey sent to schools and colleges for children and young people aged 9 – 18 years to consult with young people on various topic areas that affect them in today's society. The survey is completed every year and is completed online. The SHAPE Programme is a Child's Voice Initiative designed to listen to children and young people in Sandwell. It focusses on the 5 Every Child Matters Outcomes; Staying Safe, Being Healthy, Enjoying & Achieving, Making a Positive Contribution and Economic Wellbeing.
O51	The number of Schools across Sandwell engaging with the Council	This measure looks at engagement through SHAPE, a Child's Voice Initiative designed to listen to children and young people in Sandwell. It focusses on the 5 Every Child Matters Outcomes; Staying Safe, Being Healthy, Enjoying & Achieving, Making a Positive Contribution and Economic Wellbeing. It also includes engagement through Child Friendly Activity, which references Child Friendly Sandwell, the Council's commitment to becoming a UNICEF Child Friendly Community, meaning it prioritizes children's rights and well-being in decision-making and services to create a safe, fair, and welcoming environment for children and young people to thrive.

CP reference	CP Indicator	Notes
O52	The number of staff that have undertaken Children's rights impact assessments training	The UNICEF UK Child Friendly Cities & Communities programme has produced a child rights impact assessment (CRIA) template, with accompanying guidance and advice, specifically for local government and partners – offering a standard tool through which to measure the impact of local policies or services on children's rights. A child rights impact assessment is a tool that helps make sure children's rights are considered when making decisions. It can be used when planning services, setting budgets, creating policies, solving problems, and designing or reviewing programs. A child rights impact assessment shows what children and young people should be able to expect from the local council and its partners. It looks at plans or proposals from a child's point of view and checks how they affect children based on their rights under the United Nations Convention on the Rights of the Child.