Appendix 1 - Q1 Corporate Performance Report 2026/27

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

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	Benchmark	Commentary	Directorate
Growing up in Sandwell										
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	69% (AY 2026/27)	2ppts	Annual - Recent non validated data is showing 67.8% GLD. This is an increase of 6%	62% (AY 2024/25)	62% (AY 2023/24)	2024/25 AY: Regional 67% National 68% Stat Neigh: 64%	The non validated data show a 6% increase in GLD from 61.8% to 67.8%. Work is being done to analyse the data and identify key groups and subject areas. So far thi is showing an increase of around 5.7% for Literacy and 4.9% for Mathematical Development. This is significant progress to achieving the DfE target of 70.8% by 2028.	Children and Education
Children and young people have good levels of attendance at school										
G36	The rate of Secondary school permanent exclusions per 100 pupils	Smaller is better	0.25	5%	0.20 (AY 2024/25)	NA	0.22 (AY 2023/24)	2024/25 AY: Regional:0.25 National: 0.23 Stat Neigh: 0.32	This is an annual PI but the 2024/25 data is now available. Performance is better than target and better than benchmarking comparators.	Children and Education
G37	The rate of Secondary Pupils with 1 or more suspension per 100 pupils	Smaller is better	8	5%	7.23 (AY 2024/25)	NA	8.23 (AY 2023/24)	2024/25 AY: Regional: 7.84 National: 7.83 Stat Neigh:9.50	This is an annual PI but the 2024/25 data is now available. Performance is better than target and better than benchmarking comparators.	
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	51.9	47.2	40.7	March 2025: Regional:40.3 National:40.6 Stat Neighbour: 52.4	During Quarter 1, the number of children subject to a child protection plan increased from 418 to 443 an increase of 25 children (6.0%). The increase reflects higher levels of safeguarding activity during this period and a review to understand the contributing factors as to why there has been an increase in children protection registrations. Despite this increase, Sandwell's Child Protection rate of 50.0 per 10,000 children remains below the latest Statistical Neighbour average of 52.4 per 10,000, although it continues to be above the England average of 40.6 per 10,000. The Trust has identified this as an area for ongoing monitoring, alongside the increase in repeat Child Protection Plans, which rose to 17.65% in May 2026.	Children and Education
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	93	90.19	94.7	March 2025: Regional: 86 National: 67 Stat neighbour: 101	Performance is better than target this quarter.	
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%	8.30%	10.20%	March 2025: Regional: 10% National: 10% Stat Neighbour: 10.8 %	Performance is better than target this quarter.	
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										

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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 1853 HAF 6949 (1392 SEND) CF 96 Shape- 4,353	GP 1354 0 Shape - 517	GP 1708 HAF 4846 (589 SEND) CF 30 Shape-743	N/A	No quarterly targets are set for this PI, but it is monitored throughout the year. Performance is on track to achieve the annual target for Go Play, and is better than this time last year. HAF activity is delivered during the 3 main school holidays Easter, summer and winter, which is why the outturn was '0' for Q4. The Q1 figure reflects Easter and May half term and performance is better than this time last year. SHAPE engagement has been high this quarter and includes the SHAPE survey, youth forum sessions, safeguarding and transition days, the SEND Takeover Challenge, Interview panels, school conferences and SHAPE Your Talent.	Children and Education
G12b	Number of children and young people engaging in council led activities across the Youth Service (Explanatory note provided)	Bigger is better	Reach - 2375 SEND - 310 Detached - 12,983	5% 5% 0%	Reach of Young People: 1109 Reach of Declared SEND Young People: 132 Engagement of Young People through detached Youth Work: 4425	Reach of Young People: 477 Reach of Declared SEND Young People: 59 Engagement of Young People through detached Youth Work: 3,324	Reach of Young People: 645 Reach of Declared SEND Young People: 93 Engagement of Young People through detached Youth Work: 4,088	N/A N/A N/A	No quarterly targets are set for this PI, but it is monitored throughout the year. The service is on track to achieve annual targets at the end of Q1.	Children and Education
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	49,913	5%	50,609	50,068	49,419	N/A	The target for this quarter has been achieved. We were able to purchase more books at the end of 2025-26 because of a staffing underspend. Electronic magazines continue to increase; the take-up of eBooks is low compared to audiobooks, which is increasing.	Place (Property and Assets)
G14	The take up of free activities that are available in libraries for children under the age of 16 years old	Bigger is better	29,007	5%	32,792	2,282	2,111	N/A	The target for this quarter has been achieved. Continuing to make children the primary focus for activity. We have lost some external funding which previously helped us deliver activity, but have been successful with a bid to Arts Council England for £100,000 for activity and staffing resource for 2026-27.	Place (Property and Assets)
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%	838	905	798	Q4 2024/25: Regional average: 1,295	The number of young people accessing Early Help has decreased slightly. This is on trend for this time of the year where we see a decrease in support from Schools. Single agency support being provided to families has significantly increased over the time counterbalancing the decrease see in multi-agency support.	Children and Education

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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	86.70%	85.30%	87.94%	March 2024/25: Regional: 82.4% National: 85.7% Stat Neighbour: 84.5%	Single assessments completed within 45 working days remains on track and above target tolerance.	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										
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	46.1% (National average 2025)	5ppts	21.56%	12.52%	41.57%	2025 calendar year SEN2: Sandwell 29.8% Regional: 42.3% National 46.1% Stat Neigh: 61.5%	Demand remains high in this area and continues to increase (EHCP's have increased from 2799 in 2022/23 to 5125 in July 2026). Under SEND Transformation work, 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. To date, the size of the EHCP team has been increased with 16 additional staff and 2 team managers in place and there are plans to secure more permanent staff by September 2026. It has also been identified that there were delays with the Educational Psychologist Service that was affecting the output of services and therefore timeliness of drafting EHCPs. Work is taking place as part of the Transformation Programme to make changes to the service and maintain the most efficient way of working possible. As of Quarter 1, performance has improved to 21.56%, but is still well below average. The target is to improve performance to be above the national average by Autumn 2026.	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%	41.52 weeks	41.21	41.11	2025 calendar year SEN2 Exc Exceptions: Sandwell 35.3 Regional: 24.6 National 24.0 Stat Neigh: 20.7		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%	13.84%	Annual	N/A	TBC	This is an annual PI and the results are available in Q1. The target relates to the deadline for all children to have a named school by February each year for Year 2, Year 6 and Year 11 children and March for Post-16 young people. Annual review timeliness remains below target, impacting the ability to maintain up-to-date EHC Plans and support effective transition planning. Increased staffing capacity, including recent recruitment and further appointments planned by September 2026, is expected to improve performance. Delays in reviews can contribute to poorer post-16 outcomes; last year, 54 young people with EHC Plans became NEET after leaving Year 11. Improving transition planning and securing suitable post-16 placements are key priorities for 2026/27.	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	1.6%	Annual	TBC	TBC	This is an annual PI and the results are available in Q1. This PI is for information only.	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										

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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	2.6%	5%	2.90%	2.20%	2.40%	Q1 2026/27: 3.9% England 5.1% West Mids. 4.5% Statistical N. 4.2% Black Country	Performance is worse than target and 0.5% worse than this time last year. This is due to the challenging labour market and economic landscape with young people struggling to find employment opportunities. However, Sandwell still performs much better than benchmarking comparators. The Department for Education (DfE) have released the 2025/26 Annual %NEET/NK LA Score Card (which is based on average performance from December -February). Sandwell is ranked 10th in England with 2.4% NEET/NK. Benchmarking comparators are as follows: Statistical neighbour 4.6%, West Midlands 6.3% and England 5.7%.	Children and Education
G30	The number of work experience placements delivered in the Council	Bigger is better	300 (Annual)	5%	81	83	90	N/A	No quarterly targets are set for this PI, but performance is monitored. Work experience placements have been successfully deliver this quarter but the numbers are slightly less than this time last year. The main activity happens in July which will be reflected in figures for Quarter 2.	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	24.6% (2024/25)	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)
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	45.6% (2024/25)	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	9.6% (June 2026)	10% (March 2026)	9.5% (June 2025)	June 2026 Regional: 8% National: 5.7%	Source: Nomis	

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Living in Sandwell										
Clean, well maintained public spaces and assets										
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% detritus: 6.50% graffiti: 1.50% fly-posting: 0%	5% 5% 5% 5%	Available in Quarter 2	3.70% T3 (Dec-Mar) T3 (Dec-Mar) 6.20% T3 (Dec-Mar) 1.30% T3 (Dec-Mar) 0.60%	3.00% (T3 - Dec-Mar) 6.50% (T3 - Dec-Mar) 0.5% (T3 - Dec-Mar) 0.5% (T3 - Dec-Mar)	N/A	Reported Quarter 2 - T1 (April-July) , Reported Quarter 3 - T2 (August-November) and Reported Quarter 4 - T3 (December-March)	Place (Environment and Public Protection)
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%	55.45%	66.66%	82.57%	N/A	The target for this quarter has not been achieved. There were a high level of reports being received, impacting performance. There were 101 reports received (compared to 78 in Q4) of 45 were completed within SLA target timescale. The remaining 56 that missed the target timescale due to access issues have now been removed.	Place (Environment and Public Protection)
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%	92.89%	95.50%	97.43%	N/A	Target for this quarter has been achieved. There were 5497 reported tickets received of which 5106 were completed within the SLA target timescale. The 391 that failed were due to being logged out of service hours or access issues and quantity of reports, particularly Mondays where we received as high as 150 fly tipping reports over the weekend to clear within 4 hours on Monday morning. The 391 that failed have now been removed.	Place (Environment and Public Protection)
L8	The number of new trees planted	Bigger is better	*N/A	5%	N/A	500	210	N/A	*KPI outturn reporting to be paused for 2026/27 financial year due to the prolonged dry weather conditions. Planting would require extensive watering and maintenance to ensure tree survival, making it an inefficient use of both staff resources and fresh water. Planting will resume when conditions are more favourable to maximise establishment success and long-term value.	Place (Environment and Public Protection)
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%	106	143	372	N/A	Target for this quarter has not been achieved. There were 2966 missed bins in Q1 which were not remedied within 24 hours, which equates to 106 bins per hundred thousand collections not collected with the SLA. Missed bins collections are steadily coming down quarter by quarter and the outturn is an improvement compared to the same period last year and the previous quarter in 2025/26.	Place (Environment and Public Protection)
Safe and affordable homes										

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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%	5%	Stage 1: 73.08% Stage 2: 38.46%	Stage 1: 60% Stage 2: 33.33%	Stage 1: 66.67% Stage 2: 0%	N/A	Whilst still below target, performance is starting to improve despite a surge of suspected Houses in Multiple Occupation (HMO) which have required further investigation earlier in the year. Doorstep checks are being completed, and further enforcement action has been started where appropriate. Once investigations have been completed, this will result in either license income or enforcement penalties, which will provide additional funding to secure further capacity. However, recovery of income can be challenging, with a current recovery rate of around 20% since 2018. A business case to increase incapacity to recover more income and to provide additional capacity around HMO licensing will be presented to Senior Managers in September.	Place (Housing)
L15	The percentage of responsive repairs that have been completed on time	Bigger is better	95%	5%	Emergency 96.65%, Non-emergency 74.37%	Emergency 95.10% Non-emergency 77.63%	Emergency 94.94% Non-emergency 77.37%	Year End 25/26 LA/ALMO's >15k Median Emergency 94.3%/Non Emergency - 89.3% - Source Housemark July 26 .	Non - Emergency Combined routine and urgent repair performance Q1 was 74.37%. This metric is expected to fluctuate over the coming months as legacy out of date routine works are now being auto scheduled and completed alongside backlog repairs, which will affect the overall position. Recruitment is underway to enhance the Direct Labour Organisation to support repair demand and more robust contract management of contracts. Emergency Emergency repairs completed on time have increased to 96.65% for Qtr. 1 above target. Sandwell exceeded the 95% target for this metric for the 2025/26 year. RP02 measures performance from the point a case is reported to the point it is completed; however, no access does not pause the start to finish timeframe. As a result, appointments that are attended on time, but where access is not gained are currently recorded as late, which suppresses overall performance. Work is underway to develop a separate 'attended on time' metric to provide a more accurate reflection of operational delivery.	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	13	5%	17	7 (50 cumulative)	15	N/A	At the end of Q4 2025/26 the service fell short of year-end target of 60 empty properties returned into use by 10 but not only hit the Q1 target for this year but recovered 5 additional properties from the 2025/26 shortfall. The target was to bring back 200 properties over 5 years and as at June 2026 we have brought back a total of 113 properties, with 87 left to hit overall target in the next two years. The service is also started to issue more improvement notices 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.	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%	99.5%	99.7%	99.7%	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 (LGSR).	Place (Housing)

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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%	Year end 25/26 LA's and ALMO's >15k Median 100% (82.4% fully compliant) Source; Housemark July 26.	All Fire Risk Assessmenrs 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%	100%	100%	93.8%	Year end 25/26 LA/ALMO's >15k Median 100% (76.5% fully compliant) - Source Housemark July 26.	All communal area surveys are complete. As the requirement under 2012 regulations has now been satisfied.	Place (Housing)
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%	Year end 25/26 LA/ALMO's >15k Median 100% (88.2% fully compliant) - Source Housemark July 26.	All required safety checks are completed.	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%	Year End 25/26 LA/ALMO's >15k Median 100% (82.4% fully compliant) - Source Housemark July 26.	All servicing requirements under the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) are complete.	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%	81.6%	85.7%	N/A	Mid Year 25/26 LA/ALMO's >15k Median 96.58% National English Median 99.15%- Source Housemark Dec 25.	Following a review of the Domestic Electrical Installation Condition Report (DEICR) programme, discrepancies were identified between reported performance figures and the evidence available to support them. As a result, previously reported figures were found to be inaccurate. Responsibility for delivery of the DEICR programme has been transferred to the Head of Building Safety and Compliance, who now has direct oversight while work is undertaken to verify the accuracy and completeness of performance data. The wider electrical team is carrying out a detailed review to resolve any identified discrepancies. In addition, C365 has been established as the sole system for compliance reporting to support consistency, accuracy, and assurance in future performance monitoring.	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	3.89%	N/A	912 non decent / stock 27,576 (3.31%)	697 non decent / stock 27,642 (2.52%)	447 non decent / stock 27,820 (1.61%)	Year End 25/26 LA/ALMO's >15k Median 3.89% (6.7% fully compliant) - Source Housemark July 26.	19,816 properties have now had a stock condition survey. From stock condition data received non-decency sits at 894. 18 properties had category 1 damp & mould hazards in June resulting in 912 non-decent properties.	Place (Housing)

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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%	228	237	243	Qtr3 25/26 per 1000 properties Sandwell - 1.81, National Average - 5.49, West Midlands Average - 3.35	The service has achieved the target in Quarter 1 and has plans in place to further reduce the need for Temporary Accommodation over 2026. As of July 2026, there were 5 households in Temporary Accommodation awaiting a property to be ready to let (allocated to them but in final stages of works). The number of households in Temporary Accommodation has reduced over 2025/26 and in 2026/27 to date and this is expected to further reduce with the abolishment of section 21 evictions, a "no-fault" eviction tool used by private landlords in England to end an assured shorthold tenancy without giving a reason. These currently account for around 1 in 4 homelessness presentations.	Place (Housing)
L21	Percentage of duties owed where homelessness was prevented	Bigger is better	65%	5%	77.5%	86.6%	82.5%	Qtr3 25/26 Sandwell - 60.0%, National Average - 43.1%, West Midlands Average - 43.7%	We are consistently and considerably exceeding the various benchmark positions. 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 Temporary Accommodation 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)
L41	The Number of families in B&B over 6 weeks	Smaller is better	30	5%	48	35	91	Qtr3 25/26 per 1000 properties Sandwell - 0.59, National Average - 0.05, West Midlands Average - 0.22	The service missed target in Q1 and had a stretch target in place to eradicate the unlawful use of B&B accommodation (over 6 weeks) by the end of August 2026 with around 20% of the mitigation model still to be delivered. The figure for this measure may appear to have increased compared to previous quarter, however, the previous measure excluded any families who were placed due to having their accommodation ended that was provided by the Home Office when they were successful in their asylum application. This was a decision made by MHCLG that these would be excluded. The definition and approach has since changed and this has affected the figure we report to MHCLG. They are aware that this is not a real term increase as this change has impacted all councils. At the time of providing the commentary, there were 5 households in TA awaiting a property to be ready to let (allocated to them but in final stages of works) and an additional 10 self contained TA units in the final stages of handover. This will impact in July and would reduce those in B&B over six weeks to around 20 households, a significant drop from a peak of 94. There are also 45 additional PRS temporary accommodation units being sourced as part of a new contract set up in 2025.	Place (Housing)
Improve outcomes for local people on local issues										
L23	The number of library visits in person	Bigger is better	Q1 - 168,478	5%	187,992	194,312	166,810	N/A	The target for this quarter has been achieved. Libraries remain well-used by people who struggle with cost of living. We have seen a large increase in the use of the mobile library service as it is working with Family Hubs throughout Sandwell.	Place (Property and Assets)
L24	The number of community activities and events held in libraries or online	Bigger is better	Q1 - 39,950 Annual - 179,324	5%	51,610	3,584	3,236	N/A	The target for this quarter has been achieved. The number of activities we've been able to offer has increased by 11% over last year, but the number attending is 29% over, due in part to some large events and use of the mobile library by Family Hubs going into schools.	Place (Property and Assets)
L25	The number of physical and electronic items including books, audiobooks, magazines and comics issued by libraries for adults	Bigger is better	Q1 - 59,027 Annual - 250,471	5%	64,097	64,059	58,443	N/A	The target for this quarter has been achieved. We were able to purchase more books at the end of 2025-26 because of a staffing underspend. Electronic magazines continue to increase; the take-up of ebooks is low compared to audiobooks, which is increasing.	Place (Property and Assets)
Residents have resilience to achieve real change in financial circumstances										

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	Benchmark	Commentary	Directorate
L29	The total number of people assisted by the Welfare Rights Service to claim additional benefits	Bigger is better	Q1 - 2,500	5%	2,576	3232 (9773)	2,097	N/A	The Welfare Rights Team delivered a strong Quarter 1 performance, exceeding all key performance targets despite ongoing staffing challenges, including vacancies and periods of sickness absence. Against a target of £2.5 million, the team secured £2,835,010.22 in financial gains for residents, exceeding the target by £335K (13.4%). The team also surpassed its resident engagement target, supporting 2,576 residents against a target of 2,500. These results reflect the team's resilience, professionalism and continued commitment to delivering high-quality welfare and income maximisation support to Sandwell residents. The performance achieved has made a significant contribution to improving household income and financial resilience across the borough, whilst maintaining service delivery during a challenging period. The focus for Quarter 2 will be to build on this positive performance, sustain service quality and continue maximising outcomes for residents.	Place (Housing)
L30	The total value of benefits awarded assisted by the Welfare Rights Service	Bigger is better	Q1 - £2.5m	5%	£2,835,010	£3,493,536 (£15,487,635)	£2,963,396	N/A		Place (Housing)
Residents in all parts of the borough have the skills and resources to access digital services										
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	64%	62%	61%	N/A	Self-service via MySandwell continues to attract more contact than all other channels combined, accounting for 64% of all measured contact. The services driving this digital uptake are primarily booking appointments at the tip, making payments, and scheduling bin-day reminders. The largest prospect for further digital growth (channel shift) is with Housing Repairs contact, which is significantly the largest reason customers call the council. However, operational challenges - specifically relating to repairs attendance for reported defects and longer-term scheduled maintenance performance - make channel shift challenging. Following recent appointment of contractors to reduce backlogged repairs being chased, it is hoped to see related contact reduce into future quarters. The Digital Team continues to progress with plans to develop functions that will maximise channel shift for housing repairs contact, working in partnership with the Repairs service.	Assistant Chief Executive
Contextual Measures										
L34	The total number of crimes reported to the Police in Sandwell	Smaller is better	Information Only	N/A	8,764	8,281	8,659	N/A	Overall crime levels have remained relatively stable, with a modest year-on-year increase of 1.4%. Violence Against the Person continues to account for the largest proportion of recorded crime (42%) while the most significant emerging pressure this quarter is the increase in hate crime offences (43%).	Place (Environment and Public Protection)
L35	The total number of domestic abuse incidents reported to the Police in Sandwell	Smaller is better	Information Only	N/A	1,648 Crime 984 Non-Crime	1,615 Crime 1,051 Non-Crime	1341 crime 905 Non-Crime	N/A	Domestic abuse crime remained relatively stable at 1,648 offences, a 2.0% increase from the previous quarter (1,615) but a 2.3% reduction compared with quarter 1 2025/26 (1,687). Repeat domestic abuse continues to reduce, continuing the downward trend seen since September 2025.Domestic abuse non-crime incidents reduced by 6.4%, falling from 1,051 to 984.	Place (Environment and Public Protection)
L36	The number of domestic abuse cases referred to the Multi-Agency Risk Assessment Conference (MARAC) (Explanatory note provided)	Smaller is better	Information Only	N/A	192	208	222	Operation Willowbay Q2: Region - 2188 Birmingham: 979 Coventry: 307 Dudley: 176 Solihull: 120 Walsall : 173 Wolverhampton: 194	There was a 7.7% decrease in cases compared to the previous quarter (Q4 2025/26) and a 13.5% decrease in comparison to quarter 1 2025/26. This is not replicable of reported crime statistics, but only cases classified as high risk go to MARAC, which suggests that there have been more reported standard/medium risk incidents. We anticipate a likely increase across next quarter (Q2) due to World Cup (research indicates increase within domestic abuse incident regardless of outcomes of the event. However, not all incidents are reported.	Place (Environment and Public Protection)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	Benchmark	Commentary	Directorate
L37	The percentage of children in poverty in Sandwell	Smaller is better	N/A	N/A	Annual	Annual	Annual	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	6.6% (June 2026)	6.8% (March 2026)	6.9% (May 2025)	June 2026: Regional: 5.3% National: 3.9%	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	
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	£670.80	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	26.8% (March 2026)	27.5% (December 2025)	29% (December 2024)	March 2026: West Midlands: 21.9% Great Britain: 20.9%	This metric includes students, those looking after the family/home, retirement and those that are classed as temporary and long term sick. Source: Nomis	

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Healthy Sandwell										
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	Benchmark	Commentary	Directorate
People to lead healthy lives in their community and live well for longer										
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)	Published Result TBC	15%	15%	2024/25 24.5% (Direct Payments) England Average	Published Result TBC	ASC and 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	62%	56% (tolerance value)	Published Result TBC	62%	58%	2024/25 77.1% - England Average	Published Result TBC	ASC and Health
H7	Number of NHS Health Checks delivered (Explanatory note provided)	Bigger is better	1,070 (quarterly) 4,280 (annual)	5%	1,364	279	281	N/A	Mobilisation of the NHS Health Check's new service model continues. To date, 31 GP practices (72.1% out of 43 GP practices in Sandwell) have fully mobilised and either actively delivering Health Checks or are ready to commence delivery. During this quarter, 1364 eligible residents were offered an NHS Health Check which reflects the ongoing rollout of invitation processes across GP practices and provides a strong foundation for increasing future uptake. Performance has also been affected by delays in the completion of blood tests due to capacity pressures within local phlebotomy services. We are working with GP providers and system partners to address these challenges and support improved service delivery.	ASC and Health (Public 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%	26% (188 referred, 49 completers)	0% (0 referred, 0 completers)	2% (495 referred, 10 completers)	N/A	The new Weight Management Service has been redesigned and is delivered in house and so far, there have been 188 referrals since starting the service and 49 who have completed the 12-week programme. All completers improved outcomes aligned to new NHS England and NICE guidance relating to Tier 2 outcome metrics. However, given performance is below target, Public Health will work to reduce the drop out rate and remodel the service. This is part of a wider approach to reducing obesity in the borough as set out in the Healthy Weight Strategy to improve long term outcomes.	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	56%	53% (tolerance value)	Published Result TBC	56.8% (Q3 25/26)	55.2%	2024/25 60.7% - England Average	Latest available result is for Q3 ending 31/12/2025. The results for this PI can no longer be calculated locally, so the Council is dependent on the published results for this measure	ASC and Health

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	Benchmark	Commentary	Directorate
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%	Part 1 - 85% Part 2 - 67%	Published Result TBC	Part 1 - 88% Part 2 - 67%	Part 1 - 88% Part 2 - 68%	2024/25: England average : 81.4% for Part 1. England average : 66.3% for Part 2	Published Result TBC. 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).	ASC and Health
Residents are protected from harms to their health and wellbeing										
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%	95% (tolerance value)	95%	97%	99%	2024/25: England Average: 91.2%	Performance is below target for Quarter 1, but within the target tolerance. There is an action plan that is regularly monitored through the Adult Social Care Directorate Management Team meeting to monitor this.	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)	94%	97%	96%	N/A	Performance is below target but is within the target tolerance.	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%	0 (All Sites are Currently Compliant: Target met)	0 (All Sites are Currently Compliant: Target met)	0	TBC	As reported to Defra in June 2026 in the council's Annual Status Report of air quality monitoring, the number of sites that are non-compliant with the National NO2 air quality objective (40 ug/m3 per annum) remains at zero. It is expected that this will continue as NO2 levels fall further. It should be noted however that the annual objective for NO2 refers to a legal threshold rather than a health threshold. Therefore to reduce the health burden associated with air pollution it will be necessary to reduce NO2 to a much lower level than the UK's legal threshold.	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	400 Learners (2025/26 Academic Year)	10%	523	433	522	N/A	Annual targets set only, but PI outturns monitored each quarter. As this programme aligns to the academic year the data relates to quarter of SLN monitoring April - June 2026. This quarter 92 new learners enrolled on courses, with a rolling total of 523 learners engaged Q1-Q3. In addition, this quarter has seen: Number of ESOL courses started: 3 Number of volunteers engaged: 4 Number of Guided Learning Hours delivered: 734.5 Number of employability sessions delivered: 28 Number of sessions delivered by Volunteers: 43.5	ASC and Health (Public Health)
Contextual Measures										

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	Benchmark	Commentary	Directorate
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	56.3% (20245/25)	Annual	48.5% (2023/24)	2024/25 National: Active 67.3% West Midlands: 63.4%	Physical activity programmes continue to progress, with strengthened partnerships through Active Wellbeing and Exercise Referrals. Physical Activity Frameworks completed, Sport England Place Expansion application submitted, and Cycle More Sandwell and Adaptive Cycling contracts now live.	ASC and Health (Public Health)
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	59.6% (2024/25)	38.9% (released Dec 2023)	TBC	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	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 1,004 quits compared to 795 quits during 2024/25. Annual measure released Dec 2025– no updated data available until approx. Dec 2026	ASC and Health (Public Health)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	Benchmark	Commentary	Directorate
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	58.2% (2024/25)	62.7% (2023/24)	National: 53.6% (2024/25) West Midlands: 42.3% (2024/25)	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 the proportion of smokers who set a quit date who successfully quit smoking is higher (and therefore better) 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. Annual measure released Dec 2025– no updated data available until approx. Dec 2026	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	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. Quarter one data not currently available and will be reported in quarter two monitoring. In 2026/27, the Significant Others element of the incentive scheme was introduced. Partners are now eligible to receive incentives if the pregnant woman remains smoke-free throughout pregnancy and continues to do so up to three months postnatally following the birth of their baby.	ASC and Health (Public Health)
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	4.3% (43 people) (12 months to March 31st 2026)	4.5% (45 people) (12 months to Jan 2026)	3.8% (37 people) (12 months to March 31st 2025)	National: 5.7% (12 months to 31st March 2026)	Whilst performance remains below the national average, there has been progress from last year's outturn. Work is underway with the community treatment provider to strengthen pathways through treatment and recovery and improve completion rates. This includes a targeted improvement plan focused on treatment progression, recovery support and ensuring people receive the right interventions at the right time. Public Health continues to invest in a range of community recovery activities which complement specialist treatment and support longer-term recovery outcomes Please note that government are moving away from successful completions as a measure of the efficacy of substance use 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	19.3% (77 people) (12 months to 31st March 2026)	20.4% (80 people) (12 months to Jan 2026)	26.4% (102 people) (12 months to 31st March 2025)	National: 29.7% (12 months to 31st March 2026)	Performance remains below the national average and has reduced compared to previous quarters. Work is underway with the community treatment provider to review treatment pathways, improve engagement and treatment progression, and support more individuals to successfully complete treatment. Alongside specialist treatment, a range of community-based recovery activities continue to provide additional support to people moving towards sustained recovery.	ASC and Health (Public Health)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	Benchmark	Commentary	Directorate
H32c	Percentage of people that successfully completed treatment for alcohol dependency	Bigger is better	In line with or better than National average	N/A	31.7% (187 people) (12 months to 31st March 2026)	29% (175 people) (12 months to Jan 2026)	30.5% (189 people) (12 months to 31st March 2025)	National: 35.8% (12 months to 31st March 2026)	Whilst below the national average, performance has remained consistent throughout the year. Work is underway with the community treatment provider to strengthen treatment pathways and support more people to achieve positive recovery outcomes. Services continue to work with individuals who often require intensive and longer-term support, whilst community recovery initiatives provide additional opportunities to build recovery capital and maintain positive change.	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 measure - due to updated October 2026	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)
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 2025/2026 <u>0-5 years vaccines</u> MMR1 at 24 months - 84.3% MMR1 at 5 years - 91.9% MMR2 at 5 years - 80.2% <u>Teenage vaccines - 2024/25</u> Men ACWY - 13/14 - 72.1% Men ACWY - 14/15 - 66.8% HPV - 12/13 (F) - 65.8% HPV - 12/13 (M) - 61.7% HPV -13/14 (F) - 64.8% HPV - 13/14 (M) - 59.9% HPV - 14/15 (F) - 52.2% HPV - 14/15 (M) - 52.9%	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)	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)	2024/25 England values: MMR 1 dose – 24 months - 88.9% MMR 1 dose – 5 years – 91.9% MMR 2 dose – 5 years – 83.7% HPV - 12/13 years (F)- 71.1% HPV - 12/13- (M) - 67.0% Men ACWY - 75.1% (2024/25)	Q4 2025/26, MMR data was released end of June. Data reporting is at least six months behind. MMR remains lower than the England average and has decreased since Q1 2025/26. Promotional work is ongoing to increase MMR Secondary school vaccines are reported by school years rather than cumulatively. HPV will be reported for male and female with one vaccinate dose. This data is reported annually and is at least 18 months behind - 2025/26 data will be release in 2027. Teenage vaccination rates continue to steadily increase and just slightly lower than England average.	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	4135 (2026)	3929 (2025)	3929 (2024)	2025: National average: 4012 West Mids: 3222	Data released June 2026 shows an increase in STI testing rates in Sandwell from 2024 (3929 per 100,000) to (4134 per 100,000) in the same period in 2025. Sandwell is testing at rates above the West Midlands average rate (3222 per 100,000) and the national average rate (4012 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) and this is evident in the testing rate. Source: Fingertips Next update June 2027.	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	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)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	Benchmark	Commentary	Directorate
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	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 which includes development of a Black Country Infant Mortality Strategy and local Sandwell action plan. A local infant mortality group has also been established, terms of reference have been agreed. The Healthy Pregnancy Service, a public health intervention has now been delivering support to local expectant parents over the past 15 months, the service tackles 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. Next update October 2026 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, this work is also supported by the Healthy Babies workstream which is part of the wider Best Start Family Hubs programme. 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. Public Health is also supporting the improvement plan following the findings from the 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	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)
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	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)

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Thriving Economy in Sandwell										
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	Benchmark	Commentary	Directorate
Residents and businesses are well connected and have a good travel experience in the borough										
T6	The number of road safety improvement schemes delivered	Bigger is better	3	5%	3	27	Annual: 20	NA	Quarter 1 Commentary: Target achieved for this quarter. The schemes completed were: 1. Jowetts Lane Traffic Calming Scheme 2. Silvertrees Estate 20mph Zone 3. Newton Road/Monksfield Avenue Traffic Signal/crossing facility installation	Place (Economy and Regeneration)
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%	96%	97.30%	99.00%	NA	Performance on target in spite of very challenging weather in the early part of the year.	Place (Economy and Regeneration)
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	150	5%	157	211	162	N/A	The target has been achieved. This quarter, the team supported 157 businesses through light touch business support, providing guidance, information, signposting, and referrals to help businesses access business support. This included responding to enquiries, sharing information on funding, events and business growth opportunities, and connecting businesses with relevant specialist services. While light touch support typically involves short-term interactions rather than intensive one-to-one support, it plays an important role in helping businesses address immediate needs, make informed decisions, and access further support where required.	Place (Economy and Regeneration)
T10	The Number of businesses receiving Financial Assistance or Grants	Bigger is better	Annual - 20 (Q3: 5, Q4: 15)	5%	N/A	52	0	N/A	Reported Q3 and Q4	Place (Economy and 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%	Not Available	100% (7 out of 7)	90% (9 out of 10)	NA	The planning technicians are currently 4 weeks behind and the planning applications are not up to date, for quarter 1.	Place (Economy and 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	335	873	494	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	91,224	141,602	113,820	N/A	The stats provided were taken from the quarterly performance monitoring reports. Desktop and direct contact assessments are undertaken to ensure organisations are delivering against performance indicators.	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 2.5% Serco 1.9%	N/A	N/A	This is reported in Quarter 2 and Quarter 4.	Place (Economy and Regeneration)
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	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	Benchmark	Commentary	Directorate
T28	The number of externally organised events delivered through event application	Bigger is better	Information Only	N/A	42	6	51	N/A	In Quarter 1 there are a variety of religious events hosted throughout Sandwell by various community groups. These include Eid Prayer and Vaisakhi Nagar Kirtan. Both religious celebrations take place across the Borough's parks and green spaces and the Vaisakhi events often involving a moving procession through the streets of Sandwell with rolling road closures. The reason for the reduction of the events compared to this time last year is likely due to some events such as community fun days, football tournaments and Motown Nights not taking place during this period. This is either because they have booked later in the year or decided not to host their event this year.	Place (Environment and Public Protection)
T29	The number of event attendees at externally organised events (estimated)	Bigger is better	Information Only	N/A	69,098	1,560	75,017	N/A	As there has been less external event applications, there is a reduction in event attendees at external events, which is expected. Furthermore, a Kabaddi event which took place in May last year that attracted between 1,100 and 1,800 attendees did not take place this year. The reason for the organisers not re-booking the Kabaddi event is unknown but it is likely due to the organisational restructure which meant certain local and regional bodies suspended operations in parts of India for some time and some UK organisations adopting the same approach.	Place (Environment and Public Protection)
T30	The number of council organised events	Bigger is better	Information Only	N/A	3	4	2	N/A	Sandwell Valley Visitor Centre organised their Dog Show on 19 April, Public Health hosted seven Men's Mental Health Walks across seven parks throughout June, and the Events Team delivered Armed Forces Day on 27 June 2026.	Place (Environment and Public Protection)
T31	The number of event attendees at Council organised events (estimated)	Bigger is better	Information Only	N/A	2510	370	800	N/A	The Dog Show saw a significant amount of people (approx. 2,000) attend with lots of attendees bringing their pet dogs to either enjoy the event or compete in the dog show. The Men's Mental Health Walks expected approx. 30 people at each walk and the Armed Forces Day had approximately 300 people attend throughout the day at Oldbury Civic Square.	Place (Environment and Public Protection)
T32	The number of visits to leisure centres (Kore)	Bigger is better	Q1 - 685,334 Annual - 2,500,000	5%	670,281	600,431	671,073	N/A	The target has not been achieved although the outturn is within the 5% tolerance level. This is mainly due the recent heatwave has affected leisure centre visits to all sites.	Place (Property and Assets)
T32a (NEW)	The number of visits to leisure centres (West Bromwich Leisure Centre)	Bigger is better	Q1 - 90,232 Annual - 350,000	5%	85,490	N/A	N/A	N/A	The target has not been achieved mainly due the recent heatwave which has affected leisure centre visits to all sites.	Place (Property and Assets)
T33a	The number of Arts and cultural events delivered in libraries	Bigger is better	Q1 - 370 Annual - 1769	5%	428	448	415	N/A	The target for this quarter has been achieved. A 2% rise in the number of sessions, despite loss of external funding to run activity. A 13% increase in the number attending activities. An Arts Council Grant of £100k will begin in quarter 2/3 this year to help with the loss of the other external funding.	Place (Property and Assets)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	Benchmark	Commentary	Directorate
T33b	The number of Arts and cultural events delivered in museums	Bigger is better	Q1 - 118 Annual - 598	5%	93	49	125	N/A	The target for this quarter has not been achieved as the service was unable to open Bromwich Hall until the middle of July so missed out on a number of events here. Staffing and long term sickness have also meant that the service has limited the number of small activities on sites. The larger events such as the 1940s event and the Green Man have been as successful as ever and well attended. The heatwave in May during half term did lead to some cancellations and modifications for some events.	Place (Property and Assets)
Contextual Measures										
T34	The number of new business births/deaths	Bigger is better	N/A	N/A	Births: 355 Deaths: 330 (Q2 calendar year)	Births: 415 Deaths: 400 (Q1 calendar year)	Births: 370 Deaths: 315 (Q2 calendar year)	(Q2 Calendar Year) Black Country: Dudley – B: 300, D: 315 Walsall – B: 260 , D: 280 Wolverhampton – B: 260, D: 270	Source: Economic Intelligence Unit (ONS)	Place (Economy and Regeneration)
T35	Number of total jobs in Sandwell	Bigger is better	N/A	N/A	Annual	125,000 (2024)	127,000 (2023)	2024: Walsall : 98,000 Dudley : 106,000 Wolverhampton : 111,000	Source: Nomis	Place (Economy and 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	No new data	No new data	£21,021 (2023)	2023: Black Country: £20,565 UK: £36,103	Source: Economic Intelligence Unit (ONS)	Place (Economy and 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	73.2% (March 2026)	72.5% (December 2025)	67.3% (2024)	March 2026: West Midlands: 78.1% Great Britain: 79.1%	Source: Nomis	Place (Economy and Regeneration)
T38	The total number of new homes built in Sandwell (Council built and other/private market homes)	Bigger is better	614	5%	Annual	No new data	615	TBC	The year end figures will be available in Autumn 2026 following the completion of annual monitoring over the summer.	Place (Economy and Regeneration)

Corporate Performance Report 2026/27

One Council One Team										
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	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	Smaller is better	6 minutes	1 minute tolerance	6minutes 59 seconds	4 minutes 20 seconds	6 minutes and 4 seconds	N/A	The main billing period ran over into April, impacting demand in Q1. However, while the wait time increased, the abandonments rate fell by 2.5% compared to the same period last year. Face to face contact has increased in Q1 (2,476) compared to Q1 last year (2,137) as well as live chat/chat bot (3,749 in Q1 25/26 and an increase to 15,589 in Q1 26/27). An upgrade was negotiated to live chat in March 2026, which means a figure is now depicted on every Council web page to assist customers, which has driven the significant increase. Live chat, which is queries just for Revenues and Benefits has increased from 409 for Q1 in 25/26, to 485 in Q1 26/27. Whilst telephone contact has decreased (12,597 in Q1 25/26 compared to 10,509 in Q1 26/27), the calls that do get answered by advisors are more complex and take longer to answer, as the more straightforward queries are being picked up through other channels. In addition, staff are being redirected to face to face contact (which always takes priority over the phones) and to answering live chat. Finally, vacancies are still being filled in the contact centre and over Q2 and Q3 this should improve as staff complete training and another staff member returns from long term sick leave.	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	8.00%	5%	9%	4.30%	11.50%	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	TBC	TBC	N/A	29 Seconds	1 min 41 sec	N/A	Contact Centre PIs under review.	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	TBC	TBC	N/A	1.46%	7.28%	N/A		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%	21.45%	12.27% (10.42% cumulative)	3.39%	N/A	Q1 performance targets for abandonment rate and wait time were not achieved due to a combination of increased demand, staffing pressures, and additional service commitments. Call volumes rose by 19.71% compared to the same period last year, with significant increases in Environmental calls (44.76%), mainly relating to missed bins, replacement bins, and garden waste subscriptions, and Repairs calls (19.71%), where over 63% of contacts were customers chasing existing repair requests. Service performance was also affected by the team's ongoing support for other council services, including staffing Community Hubs, assisting the One Stop Shop during periods of high footfall, supporting the Elections Team with voter ID requests, and handling calls for Boscobel.	Assistant Chief Executive
O6	The average time it takes to speak to an advisor for calls to the Corporate Contact Centre	Smaller is better	3 minutes 30 seconds	5%	8 minutes 51 seconds	4 minutes 45 seconds (3 minutes 46 seconds cumulative)	1 minutes 17 seconds	N/A	In addition, the team continued to experience staffing shortages, with 6.66 FTE vacancies remaining during the quarter. Recruitment activity took place in April, May, and July, while all advisors also undertook refresher training in June to prepare for the implementation of the new telephone system at the end of the month	Assistant Chief Executive
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%	99.67%	99.51%	100%	N/A	99.67% of customers who completed the survey confirmed they were happy with the service delivered by the Contact Centre. 84% confirmed that their enquiry had been resolved on the day, 14.17.% didn't answer this question and the remaining 1.8% 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.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	Benchmark	Commentary	Directorate
O8	The average number of days taken to process Housing Benefit New Claims	Smaller is better	25 days	3 days	27.36 days	26.08 days	24.5 days	National average Q3 25/26: 20 days	The processing times for Housing Benefit (HB) new claims and Council Tax Reduction (CTR/CIC) have increased due to a rise in workload and a backlog of cases extending over several weeks. In particular, Supported Exempt Accommodation (SEA) claims are more complex and take longer to assess and process. The ongoing migration of customers to Universal Credit (UC) has also impacted performance. Housing Benefit is now largely restricted to customers residing in Temporary Accommodation and those living in Supported Exempt Accommodation. These claims typically require additional verification and assessment, resulting in longer processing times. In addition, the reduction in the overall number of claims received means that a higher proportion of the remaining caseload consists of these more complex claim types, which has contributed to the increase in average processing times.	Finance and Transformation
O9	The average number of days taken to process Housing Benefit Changes in Circumstances	Smaller is better	8 days	3 days	8.94 days	2.63 days	9.54 days	National average Q3 25/26: 8 days		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%	38% (78 received)	38% (76 received)	52 % (61 received)	N/A	A Directorate breakdown is as follows: Finance and Transformation (8) - 54% ACE (8) - 50% Place (36) - 46% ASC and Health (8) - 14% Children and Education (13) - 8%	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%	62% (323 received)	71% (352 received)	71 % (324 received)	N/A	A Directorate breakdown is as follows: ACE (17) - 81% Place (168) - 71% Finance and Transformation (70) - 69% Adult Social Care and Health (33) - 33% Children and Education (31) - 13%	Finance and Transformation
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%	10.85 days (of 1495 complaints, 733 met the target)	11.33 days (of 1,468 complaints, 868 met the target)	8.91 days	N/A	A Directorate breakdown is as follows: Adult Social Care (1): 8 days* (Public Health: 8 days) Assistant Chief Executive (26): 7.81 days (Corporate Customer: 8.48 days, Democratic & Member Services: 3.50 days, HR & OD: 1 day) Children & Education (99) : 16.85 days (Children & Education: 16.85 days) Finance & Transformation (177): 8.20 days (Finance: 13 days, Revenues & Benefits: 8.29 days, Registration Services: 7.88 days, Legal & Assurance: 5.67 days, ICT & Transformation: 1 day) Place (1192): 10.82 days (Environment: 11.38 days, Housing: 10.19 days, Regeneration & Growth: 6 days) *The 8 days only relates to Public Health complaints, but they are part of the Adult Social Care executive directorate. Complaints allocated to Adult Social Care specifically are excluded from this KPI as the processes relating to timescales are measured differently.	Assistant Chief Executive
O13	The average number of working days for Councillor enquiries to be responded to	Smaller is better	10 working days	5%	7.78 days (of the 1536 enquiries, 1204 met the target)	7.51 days (of the 1664 enquiries, 1347 met the target)	7.84 days	N/A	A Directorate breakdown is as follows: Adult Social Care (34) : 14.84 days (Public Health: 4.33 days, Adult Social Care: 15.76 days) Assistant Chief Executive (16) : 3.19 days (Corporate Customer: 3.19 days) Children & Education (30) : 15.06 days (Children & Education: 15.57 days, Children's Trust: 10 days) Finance & Transformation (68) : 7.22 days (Finance: 6.5 days, Revenues & Benefits: 7.75 days, Registration Services: 5.5 days, Legal & Assurance: 3.4 days) Place (1293): 7.5 days (Environment: 7.49 days, Housing: 7.83 days, Regeneration & Growth: 5.86 days)	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	Benchmark	Commentary	Directorate
O14	The average number of working days for MP enquiries to be responded to	Smaller is better	10 working days	5%	10.42 days (of the 597 enquiries, 359 met target)	9.38 days (of the 632 enquiries, 410 met target)	11.41 days	N/A	A Directorate breakdown is as follows: Adult Social Care (16): 16.81 days (Adult Social Care: 16.81 days) Assistant Chief Executive (1) : 2 days (Democratic & Member Services: 2 days) Children & Education (43) : 18.51 days (Children & Education: 18.51 days) Finance & Transformation (22): 13.55 days (Finance: 16 days, Revenues & Benefits: 13.75 days, Registration Services: 7 days) Place (465): 9.4 days (Environment: 9.78 days, Housing: 9.38 days, Regeneration & Growth: 6.8 days) No directorate recorded (21) : 10.05 days.	Assistant Chief Executive
O16	The average score given from customers who have visited the One Stop Shop (Explanatory note provided)	Bigger is better	4 out of 5	5%	4.84 (1,181 surveys)	4.86 (4,173 surveys)	4.87	N/A	These are a selection of the positive comments provided by customers: “Thank you for your help”, “Very good”, “Very happy”, “Excellent”, “10 out of 10”.	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%	4.7 (41,923 ratings)	4.64 (160,081 ratings)	4.64 (36,392 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%	4.30 (5,059 ratings)	4.23 (15,741 ratings)	4.35 (3,269 ratings)	N/A	As far as end-to-end customer experience (rating after service provided), 82% of the total customer ratings resulted in an experience rating of 4 or 5 stars, representing a very positive reflection of the services rated. Attendance at the tip continues to drive the greatest positive impact on customer experience, along with other waste services and Housing Repairs, all receiving a 4 or 5-star average – other than ‘Missed Collections’ (see below). Areas for Improvement -Missed bin collections attracted the most negative feedback during the reporting period, with 59% rated 1 or 2 stars across 358 ratings, with ‘Not resolved to my satisfaction’ cited as the main reason. -Potholes and street maintenance & Street Obstruction are other services with high levels of negative feedback. Of the 122 ratings left for these services, an average of 75% rated their experience 1 or 2 stars. Similarly, with Tree Requests, 86% of the 30 ratings were 1 or 2 stars. -The primary reason for these low ratings is "Not resolved to my satisfaction"	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	58%	10%	58.4%	56.80%	56.30%	63% Median for West Midlands METs (Infinistats 2024-25)	Performance has improved compared to both the last quarter and this time last year and is above the yearend target.	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%	20.9%	20.50%	22.50%	21.7% Median for West Midlands METs (Infinistats 2024-25)	Performance has improved compared to the last quarter but remains below the target.	Assistant Chief Executive
O22	The percentage of top 5% of earners who have a disability employed by the Council	Bigger is better	5%	10%	5.0%	5.30%	3.80%	4.0% Median for West Midlands METs (Infinistats 2024-25)	Performance has reduced compared to the last quarter but remains in-line with the new (increased from 4% to 5%) yearend target.	Assistant Chief Executive
O23	The percentage Disabled employees employed by the Council	Bigger is better	5%	10%	4.4%	4.40%	4.20%	9.5% Census 2021 (Sandwell Economically Active Population (16+)	Performance has improved slightly compared to this time last year but remains below the yearend target.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	Benchmark	Commentary	Directorate
O24	The percentage Ethnic Minority employees employed by the Council	Bigger is better	27%	10%	26.9%	26.70%	26.50%	41.1% Census 2021 (Sandwell Economically Active Population (16+)	Performance has improved compared to both last quarter and this time last year and is just short of the yearend target.	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%	1.00%	£0.623m overspend	0.3% (underspend)	0.30%	N/A	General Fund forecast outturn variance from budget as of Q1 is £0.623m (Overspend)	Finance and Transformation
O26	The percentage variance from the agreed budget for the Housing Revenue Account	Smaller is better	0%	0.00%	(£2.448m) (Underspend)	0.70%	0.10%	N/A	HRA forecast outturn variance from budget as of Q1 (£2.448m) (Underspend)	Finance and Transformation
O27	The percentage of Council Tax collected	Bigger is better	27.40%	1%	26.9%	93.19%	27.62%	National average 2024/25: 95.9%	Quarter 1 performance for Council Tax collection illustrates ongoing challenges. A number of measures are being undertaken to improve collection and reduce Council tax arrears. These include proactive customer engagement through Telsolutions text and email campaigns before formal recovery stages, increased welfare support and referrals to maximise income and provide early assistance, greater use of data segmentation to distinguish financial hardship from deliberate non-payment, impending introduction of robotic process automation to reduce administrative workloads, recruitment of three fixed-term officers to address recovery backlogs and increase customer engagement, expanded use of legal remedies, including charging orders and bankruptcy where proportionate and a consistent, evidence-based approach to debt write-offs while retaining recovery opportunities where circumstances change. These initiatives combined with new staff starting in July should see an improvement into Quarter 2 and Quarter 3.	Finance and Transformation
O28	The percentage of Business Rates collected	Bigger is better	28.70%	1%	31.2%	94.74%	30.33%	National average 2024/25: 97.3%	Performance is above target and this is encouraging given the challenges in legislation changes going into 2026/27. The service will sustain efforts into Q2/Q3 to maximise revenue.	Finance and Transformation
O29	The percentage of housing rent collected (including arrears from previous years) (Explanatory note provided)	Bigger is better	95.60%	5%	97%	96.94%	96.11%	Year End 2024/5 - National Median 97.82%/ English LA's and ALMOS >10k stock Median 97.09% Source; Housemark July 25	Quarter 1 performance has remained strong, exceeding the 95.60% profile target. The team are continuing to take a proactive and customer-focused approach to income collection with early intervention a key priority. Officers are actively engaging with customers at the earliest signs of financial difficulty to prevent arrears from escalating and continue to maximise access to financial assistance and support schemes, helping customers to sustain their tenancies and maintain regular payments. Strong partnership working with advice and support agencies has ensured customers receive timely guidance and practical assistance.	Place (Housing)
O54	Level of outstanding general (sundry) debtor accounts in arrears	Smaller is better	Less than £25.0m by March 2027	N/A	£29.6m	NA - new PI	NA - new PI	NA	The target for this PI is to reduce from £29.0m (March 2026) to less than £25.0m by March 2027. The Sundry debtor accounts in arrears at the end of Quarter 1 is £29.6m.	Finance and Transformation
O30	Level of council tax accounts in arrears	Smaller is better	£66.4m or below	N/A	£79.9m	NA - new PI	NA - new PI	NA	The target for this PI is to remain at £66.4m or below as per the value of accounts in arrears at March 2026. The forecast for year end level of accounts in arrears, as at Quarter 1 is £79.9m.	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	44%	5%	44%	47.00%	42.40%	2024/25 West Midlands: 52% Statistical Neighbour: 47.4% LOF Statistical Neighbour: 51% England: 54%	The percentage of young people in EET has increased in Q1 compared to this time last year and is expected to increase in Q2 when the new academic year starts. Sandwell's performance remains below benchmarking comparators and this remains an area of focus for the Council. The new EET strategy is in development and includes actions around engagement. The strategy will go to Corporate parenting board in September. The new youth guarantee funding (an £820 million government initiative backed by an additional £1 billion investment to tackle youth unemployment which guarantees education, training, or paid work placements for young people (aged 18–24) on Universal Credit to help transition them into sustained employment now includes apprenticeships) which will make it easier for the Council to engage with businesses to generate more opportunities.	Children and Education
O33	Care experienced young people 19-25 in Employment, Education and Training (EET)	Bigger is better	44%	5%	44%	44.30%	41.90%	N/A (DfE Measures 17-18 and 19-21 year olds as benchmarking data)		Children and Education

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	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	15	16	9	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	13	1	14	12	8	N/A	Performance remains above target. The Apprenticeship campaign across the Council has been a significant contributor to improved performance.	Children and Education
O36	Work experience placements in the Council completed by Children in Care	Bigger is better	12	1	2	7	11	N/A	No quarterly targets are set for this PI, but performance is monitored. Work experience placements will primarily be delivered in July which will be reflected in figures for Quarter 2.	Children and Education
An employer of choice with an engaged, high performing workforce										
O42	Average working days lost per employee due to sickness absence (Full-time equivalent)	Smaller is better	2.55	5%	3.01	11.76	2.66	10.30 The Year end Median for West Midlands Authorities (Infinistats 2024-25)	The average working days lost per employee have increased by 0.35 days compared to this time last year. To address this, an enhanced absence dashboard has been introduced providing greater workforce, financial and root cause insight. Senior Absence Sponsors in each directorate have been established to strengthen leadership accountability and ownership of attendance outcomes. A targeted absence deep dive within Adult Social Care has been completed, resulting in directorate-led action planning and focused problem solving. In addition there have been targeted Occupational Health and Wellbeing interventions, including health checks, manager support sessions and intensive support for employees with high absence levels. Stress-related absence occurrences reduced from 152 to 140 cases, indicating early positive impact from preventative wellbeing interventions.	Assistant Chief Executive
O43	Percentage of working days lost due to sickness absence	Smaller is better	5%	5%	5.55%	5.20%	4.91%	3.4% CIPD Health & Wellbeing At Work Survey 2023	The increase in the percentage of working days lost broadly reflects the rise in average working days lost.	Assistant Chief Executive
O44	Percentage of Employee annual reviews completed	Bigger is better	80%	10%	74% (2026) Annual	84% (2025) Annual	N/A	N/A	The actual number of appraisal reviews completed this year was 2,756, representing a completion rate of 74%, compared with 84% reported last year. However, only 18% of last year's reported figure was captured in Fusion; the remaining 56% was reported through Directorate Management Teams. At Directorate level, the strongest improvement was in Public Health, improving by +25 percentage points. Adult Social Care also improved to an impressive 90%, while most other Directorates reduced compared with 2025. Although there has been a significant improvement in data capture through Fusion, a considerable amount of manual intervention was still required to turn the data into meaningful insights. This is due to a current lack of consistency in the naming conventions used when uploading annual appraisal documents to Fusion.	Assistant Chief Executive
O45	Percentage staff turnover (the rate at which employees leave an organisation and are replaced by new hires)	Smaller is better	8%-12%	5%	1.9%	8.30%	1.60%	11.4% Median for West Midlands Authorities (Infinistats 2024-25)	A broadly healthy turnover range for many core council workforces is around 8%–12%. Sandwell's current turnover rate suggests no cause for concern.	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	4%-6%	5%	1.0%	4.30%	0.80%	6.19% Median for West Midlands Authorities (Infinistats 2024-25)	Approximatley half of all turnover is voluntary.	Assistant Chief Executive
Clear and transparent decision making and effective governance (data driven)										

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2025/26)	Benchmark	Commentary	Directorate
O48	Percentage of elected members with Personal Development Plans (PDPs)	Bigger is better	Q1 - 0%	5%	N/A	56%	N/A	N/A	Performance Development Plan (PDP) meetings with elected members were successfully re-introduced in 2025/26 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										
O50	The response rate for the annual SHAPE Survey (Explanatory note provided)	Bigger is better	3,000	5%	3832 (2026)	2552 (2025) Annual	2751 (2024)	N/A	This is an annual PI and the results are available in Q1. In total, 43 out of 99 primary and special schools were represented. 22 out of 29 secondary, special and Sandwell College were represented. This is the highest number of responses to date and the highest number of schools represented to date.	Children and Education
O51	The number of Schools across Sandwell engaging with the Council (Explanatory note provided)	Bigger is better	65%	5%	57%	57% of schools were engaged	100%	N/A	No quarterly targets set for this PI, but it is monitored throughout the year. In total, 48% of primary schools (48 out of 99 primary schools were engaged). These numbers include special schools. 86% of secondary schools were engaged (25 out of 29 secondary, special schools and Sandwell College).	Assistant Chief Executive

Corporate Performance Report - Explanatory notes

CP reference	CP Indicator	Notes
Growing up in Sandwell		
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.

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		

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.
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.
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.
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.