

Corporate Performance Report 2023/24 - Quarter 3

Rag Rating

Green	On or better than target	DOT	Direction of travel - comparator to previous quarter and the same quarter in the previous year
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	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
The Best Start in Life for Children and Young People									
B3e	% of Schools 'Good' or 'Outstanding' OFSTED rating Special and alternative provision	Bigger is better	86%	5%	71% (31st Dec 2023)	71% (30th Sep 2023)	86% (31st Dec 2022)	Data for published Ofsted reports as at 31st December 2023. England 89%, West Midlands 80%. Please note that this data includes academies.	Children and Education
B6a	Rate of Children on a Child Protection Plan per 10,000 CYP population	Smaller is better	45	45.1 to 55	59	54.4	45.5	<p>The number of Children on a Child Protection Plan has increased in December 2023 to 501, now at a rate of 59 per 10,000, this is above Statistical Neighbour Average (48.6). The number of children subject to CP plans are being monitored closely by both the operational teams and Safeguarding Unit.</p> <p>Given the increase in numbers, the Director of Partnerships and Practice led a review of the children who had been made subject to a child protection plan. The analysis focused on threshold application and decision making. The review concluded that overall that threshold application was appropriate with evidence of timely decision making and also found that a higher number of large sibling groups entering onto a Child Protection Plan, 10 families and 48 Children who have started on a Child Protection plan were part of a sibling group of 4+ Children.</p> <p>However given the increase in child protection numbers, the director of operations has arranged a meeting between operations and the safeguarding unit to consider some of the wider issues which may be impacting on CP numbers, namely timely step down from CP following intervention, effectiveness of CIN planning and the impact of the intervention hub.</p>	Children and Education

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
B6c	% Care leavers that are NEET (aged 19-21)	Smaller is better	46.5%	46.6%-55%	58%	54%	61%	The number of Care Leavers not engaged in employment education and training has increased over the last quarter to 58% this is above West Midlands, England and SN averages for 2023. A Corporate Parenting Board has been set up and has an action plan, which includes how to improve performance for this indicator. The Corporate Parenting Strategy is being co-produced with young people and partners in readiness for March and an Emotional well-being pilot started in January. The Employment and Skills Team continue to attend sessions at METSEC where there is a young persons space, to develop relationships with care leavers and to update on support available. Links have been made with staff at Coventry Council, who have developed bespoke approaches to help young people, including residential trips to develop confidence, and effective use of their Post 16 Advisor in their Virtual School.	Children and Education
B8c	SCT Financial performance against budget	Bigger is better	£740k Annual Surplus	5%	£3,628K deficit	£207k Annual Deficit	£0k - breakeven	At the end of Q3 SCT are projecting a year end deficit of £3,628k against the Contract Sum, in real terms this is an overspend of £4,370k as there is an expectation for SCT to achieve a surplus of £740k by the end of the year. These projections are based on 9 months of activity and subject to change. Costs are being driven up by the increase of children placed in residential care (49 in March 2023 which has increased to 62 at the end of December 2024). There has also been an increase in the average unit cost of each placement; from £5,225 in 2022/23 to £6,035 2023/24 year to date, an increase of 16.2%. SCT has advertised a block contract for the provision of up to 9 residential care beds, across three homes, for Sandwell children. The tender invitation was issued at the end of September however only one provider submitted a bid and this was non-compliant. Discussions are taking place with SCT on what other transformation activity could be undertaken in respect of placements.	Children and Education

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B12b	Early Help - Referrals to Social Care with no evidence of Multi-Agency Early Help in the prior 12 months	Smaller is better	<70%	70.1%-75%	84%	77%	78%	This indicator has seen a decline in performance this quarter. Some of this may be risk aversion by partners making referrals due to the Christmas period. Taking into consideration those referrals that had an assessment completed and were either stepped down to early help or were "no further action", this decreases to 67% placing the indicator well within tolerance. EH Partnership will discuss at the next strategic group the definition of this indicator and this may result in a change as to how this indicator is presented from the new financial year.	Children and Education
B6d	% of 16s and 17s not in employment, education or training (NEET)	Smaller is better	1.75%	5%	2.10%	1.70%	1.70%	The increase in % NEET is a reflection of the national and regional trend as part of a Covid legacy. However, Sandwell's performance compares well with West Midlands (2.5%) England (2.7%) Statistical Neighbours (2.9%) and Black Country (2.0%). European Social Fund provision ended in October last year which provided keyworker posts and provision to remove barriers for young people further from the labour market. We will be using UK Shared Prosperity Funding from April to commission appropriate provision and fund a key worker post, but there has been a funding gap between November 2023 and March 2024. The team remains proactive and has been successful in working with one training provider to take additional trainees, whilst exploring options with other training providers and looking at how we can work closer together and increase access for Sandwell young people. It is worth noting that more than half our NEET young people are reporting emotional wellbeing and mental health issues.	Children and Education
B3c	% of Schools 'Good' or 'Outstanding' OFSTED rating Primary	Bigger is better	89%	5%	87% (31st Dec 2023)	87% (30th Sep 2023)	87% (31st Dec 2022)	Data for published Ofsted reports as at 31st December 2023. England 91%, West Midlands 89%. Please note that this data includes academies.	Children and Education

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B3d	% of Schools 'Good' or 'Outstanding' OFSTED rating Secondary	Bigger is better	80%	5%	79% (31st Dec 2023)	79% (30th Sep 2023)	79% (31st Dec 2022)	Data for published Ofsted reports as at 31st December 2023. England 83%, West Midlands 83%. Please note that this data includes academies.	Children and Education
B9e	Children in Care - Same Placement for 2+ years	Bigger is better	68%	60-68%	62%	64%	68.5%	339/547 Children in Care for over 2.5 years have been in same placement for 2+ years this has decreased slightly on the previous quarter. Fostering, commissioning and the Children in Care service are working with intervention hub to support Children with placement disruptions to ensure Children in Care have improved placement stability. We are working on long term matching within the Trust to ensure longer term stability of our Children in Care. We would therefore expect this PI to continue to remain in 'amber' for a number of months due to the size of the cohort of Children in Care.	Children and Education
B9f	Children in Care with 3+ moves (placement moves)	Smaller is better	9%	9-12%	9.2%	8.7%	8.9%	76 out of 829 Children in Care have had 3+ placement moves in last 12 months (see commentary above). 9.2% is in line with our comparators and below England Average of 10%. Again, we are working on long term matching within the Trust to ensure longer term stability of our Children in Care. We would therefore expect this PI to continue to remain in 'amber' for a number of months due to the size of the cohort of Children in Care.	Children and Education
B12c	Early Help - Number of Step Downs to Multi-Agency Early Help that do not return to Social Care within 12 months	Bigger is better	>80%	75%-79.9%	89%	79%	89%	This indicator is currently at its strongest position since Q2 2021-2022 with nearly 90% of step downs not returning to social care within 12 months	Children and Education
B6b	% children becoming subject of a CP Plan for the second or subsequent time (within two years)	Smaller is better	15%	15% to 22%	9.80%	22.00%	21.00%	The number of Children on a plan for 2nd and subsequent time within two years has decreased to 9.8% and better than target (15/152) this coincides with the reduction in re-referral rates over the quarter.	Children and Education

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B8a	Permanent vacancy rate of social workers	Smaller is better	<37%	37.1%-43%	24.60%	27.40%	41%	The number of permanent social work vacancies continue to reduce, with turnover of staff also reducing, there are currently 49.4 vacancies across the social work establishment, if including agency the real vacancy rate is 11.96 workers (6.4%)	Children and Education
B9h	Children missing from placement and return interviews in time (based on accepting and completed within 72 hours)	Bigger is better	75%	65-75%	76.70%	80.90%	78.40%	Missing return interviews remains above target at 76.7%, the main reasons for missing return interviews going out of timescale are due to the following: difficulty in contacting family/placement, family refused return home interview, multiple attempts to contact family and young person.	Children and Education
B12a	Early Help - Number of Allocated Lead Professionals by Organization	Smaller is better and Bigger is better	Strengthening Families <60% Other Partners >40%	Strengthening Families 60.1%-65% Other Partners 35-39.9%	55% Strengthening Families 45% Other Partners	52% Strengthening Families Other Partners 48%	63% Strengthening Families 37% Other Partners	Slight increase in the number of Lead Professionals within Strengthening Families service but remains well below (better) than the same position a year ago at 8% lower.	Children and Education
B12d	Early Help - Number of Children/Young People receiving intervention	NA - dependent	900-1200	<>10% of the range	1061	1023	934	Indicator is comfortably within target. 580 young people open to Strengthening Families with 481 young people open to Multi-Agency Early Help. The highest position for a quarter 3 recorded.	Children and Education

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B11c	The number of Children who receive travel assistance (that is not transport to school)	Bigger is better	201 (year-end 2023/24)	5%	172 (Q3)	168 (1 Nov 23)	NA - New PI	<p>There is a year-end target for this PI and it is also being monitored quarterly.</p> <p>As of 31/12/2023, there were 971 on Transport and 172 receiving travel assistance (made up of 75 claiming parent mileage, 92 claiming a PTB and 5 with a travel pass). This compares to 848 on transport and 175 (made up of 63 claiming parent mileage, 108 claiming a personal transport budget and 4 with a travel pass) receiving travel assistance at the end of Q1. The number of pupils on Transport has increased since Q1. We continue to encourage parents wherever possible to not use transport but to claim mileage, a personal travel budget or travel pass to reduce overall costs. Increases in pupils using transport will inevitably impact on the budget, however, the service is working on a range of mitigations that have been shared with Cabinet and the Leadership Team.</p>	Children and Education
The Best Start in Life for Children and Young People - Annual PIs reported this quarter									
B5b	Percentage point gap between LA disadvantaged and not disadvantaged pupils nationally at KS2, achieving the expected standard in reading, writing and maths	Smaller is better	-21 (2023)	5%	-21 (2023 Revised) (annual data)	NA	-22.1 (2022 Revised)	Sandwell 2023 data indicates a 1.1 ppt reduction in the disadvantaged gap compared to 2022. Nationally the gap reduced by 0.5 to -22.4, in the West Midlands the gap reduced by 0.8 to -20.8.	Children and Education
B1	Percentage of children achieving a Good Level of Development in the Early Years Foundation Stage	Bigger is better	NA	5%	61% (2022/2023 AY Final)	NA	59% (2022)	Based on published data for summer 2023 Sandwell improved by 2 ppt when compared to 2022. National and Regional data also improved by 2 ppts between 2022 and 2023 to 67% and 66% respectively. A target of 62% has been set for 2023/24.	Children and Education

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L17b/ASCOF 4B	The proportion of section 42 safeguarding enquiries where a risk was identified and the reported outcome was that this risk was reduced or removed	Bigger is better	95%	92% (tolerance score)	94%	90%	NA - New PI	This PI is measured cumulatively. Performance has improved since Q2. Whilst we are still below target, the figure for October - December is 98% so performance at the end of Q4 overall should improve further. The actions taken following Q2 to support staff through surgeries, provide feedback from learning from performance validation meetings and also address practitioner knowledge have had a positive impact.	ASC
L18a/2D (formerly 2B)	The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into rablement/rehabilitation services	Bigger is better	68%	66% (tolerance score)	68.3% (Q2)	66% (Q1)	NA	Figure reported is for Q2 as the Q3 figure is not yet available. Performance in Q2 is slightly better than Q1, and is within target tolerance.	ASC
L14b/2E (formerly 1G)	The proportion of people who receive long-term support who are enabled to live in their home or with family	Bigger is better	70%	66% (tolerance score)	70%	70%	NA	This figure is an estimate based on October and November - awaiting full Quarters data.	ASC
L21b/6B	The percentage of adult social care providers rated good or outstanding by the Care Quality Commission	Bigger is better	70%	66% (tolerance score)	70%	70%	NA - New PI	Performance is on target. Performance has improved from 57% in Q4 2022/23.	ASC

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L1d	The number of learners engaged in the use of the Sandwell Language Network to support learning English and Health literacy.	Bigger is better	325	5%	325	586	NA	This PI is reported on a contract that runs Sept 2023-Aug 24. In Q2 it was reported that the annual target was achieved for the preceding contract year. For the period September 23 - Aug 24, the target is to reach 325 individual learners by delivering 20 employability booster sessions, 21 ESOL courses and 1x IELTS course. SLN is on track to meet annual targets with 325 learners enrolled for the year, 18 employability sessions and 26 ESOL courses started delivery with 2 additional planned to start in Qtr 2, 1x IELTS course started and 20 new volunteers engaged for the year. This PI will be reported on each quarter. Whilst some will inevitably not complete the course, other courses may be added if demand dictates. The performance figure may therefore decrease and increase throughout the year.	Public Health
L1b	Engagement of faith sector in Public Health work	NA	Set up faith sector boards and recruit Faith Sector and Inclusion Health Development Officer	NA	Complete	NA	NA	The Faith Sector and Inclusion Health Development Officer recruited has been recruited and the Faith Sector Board meetings have been set up and are held bi-monthly. Each of the larger faiths in Sandwell now represented at the Faith Sector Board. New metrics to capture ongoing engagement for this indicator will be established for 24/25.	Public Health
L1f	The release of the Healthy Aging App - directed at providing information in multiple languages	NA	To develop and release the Healthy Aging App	NA	Complete	NA	NA	The app has successfully been developed and released. The service is monitoring usage figures.	Public Health
L4b	LGBTQ+ needs assessment and Challenge fund to support outcomes.	NA	Set up the Challenge Fund and complete the Needs Assessment	TBC	Complete	NA	NA	The Needs Assessment has been completed. The Health Challenge Fund has allocated 5 small grants to CVS organisations. The service is looking at monitoring information for 2024/25.	Public Health

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L4c	Inclusive cycling programme	Bigger is better	Successful delivery of the programme	TBC	Complete	NA	NA	The programme was successfully delivered and now has ceased. A provider is being appointed for the summer of 2024 to deliver learn to ride sessions as part of the Cycle More Sandwell Programme and the service is looking at how this can be monitored through performance indicators.	Public Health
L6a	Towns based awareness of Public Health offer/ Stronger Sandwell - meetings held	Bigger is better	6 meetings are held each quarter for the 6 Towns in the borough	5%	6	NA	NA	6 town meeting in Q3 (aim for a PHDO Network Meeting in each town each Q) average attendance each meeting stands at 20.	Public Health
L8	Greenspace utilisation (physical activity in parks and open spaces)	Bigger is better	1 session per week for each of the 6 towns	5%	10 weekly sessions on offer across the 6 towns	NA	NA	In Q3 there were 10 weekly physical activity sessions on offer in parks and open spaces, with 597 participants attending.	Public Health
L1e	The targeting of the health checks at those most in need (% of checks delivered)	Bigger is better	100% (12,000 checks) (over 2 years - no quarterly target)	5%	17.6% (2,115) Cumulative	1,753 (revised)	NA	The NHS Health Check contract is over two years (Feb 2023 - Feb 2025 + possible 1 year) with a 6,000 Health Checks per year. Health Check performance is being managed by a Remedial Action Plan (RAP) for the 1st year whereby underachieved PBR target for contract Year 1 can be accessed in contract Year 2. This is caveated that all block target for year 1 and year 2 must be completed prior to any PBR being claimed. Overall target for the 2 years is 12,000 Health Checks. The underachieved target is partially due to the delays in the installation of the Software system within GP clinical systems.	Public Health
L3	We will continue to push for improved vaccine take up, childhood vaccines, flu season and COVID boosters	Bigger is better	90%	5%	NA	NA	NA	Information not available	Public Health

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L2	Number of grants provided concerning Vision 2030, Better Mental Health and Healthy Lifestyles	Bigger is better	NA	NA	Mental Health - 10 Vision 2030 and Healthy Lifestyles - 25	7	NA	No targets are set for this indicator. As of Q3, there are 10 active Better Mental Health grants operating across the Borough. Under Vision 2030 and Healthy Lifestyles there are 25 operational awards (June: 9 awards, Sept: 10 awards, Dec: 6 awards).	Public Health
L5b	Grants to the SCVO around child wellbeing, Grants for child wellbeing for special school mental health and wellbeing	Bigger is better	NA	NA	Q3 - NA	Over £100K	NA	A target is not applicable for this PI. In Q3 pre-procurement is being undertaken for grant to support headteachers and senior leaders wellbeing for additional 70k investment towards this indicator in Q4.	Public Health
L7	Sandwell Stride programme (volunteer-led walking scheme) and digital App based walking offer	Bigger is better	NA	5%	1,465	NA	NA	A target is not applicable for this indicator. Walk attendances for Oct – Dec 2023 were 1,465 with an average weekly attendance of 112. One new weekly walk started at Brandhall Community Hub.	Public Health
Stong Resilient Communities									
C14/ NI195a,b,c,d	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly-posting).	Smaller is better	litter - 2.50% detritus - 6.50% graffiti - 1.50% fly-posting - 0%	5%	Litter - 6% Detritus - 9% Graffiti - 1% Flyposting - 0% (Aug - November 2023/24)	litter - 4% detritus - 7% graffiti - 1.50% fly-posting - 0% (Apr -July 2023/24)	NA	This PI is measured 3 times a year and is provided by SERCO: April-July, August-November, December-March. The % of litter and detritus has increased by 2% since last quarter, although graffiti has reduced by 0.5%.	Borough Economy

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C7a	The number of library visits in person	Bigger is better	163,125 (491,250 cumulative)	5%	153,150 (474,159 cumulative)	163,278 (321,009 cumulative)	NA - New PI	<ul style="list-style-type: none"> • Issues of library books were down 19% against target – cuts to stock budget and increases to the cost of books (UK inflation, global rise in the cost of paper, distribution) mean we are unable to buy as many copies as in previous years. 46% of library custom is to borrow a book (Adult PLUS, 2019). • A charge to reserve books was introduced in 2023-24. This has seen a reduction in the number of reservations being placed (and therefore, collection and return visits). 62% drop in the number of reservations placed in Q3 compared to 2022-23. • Since Covid, we have lost many experienced staff. Existing staff are required to relocate at short notice to other libraries. Whilst the number of activities being held is up against target, compared to pre-Covid levels it is running at around 70%. • The lack of staff capacity has impacted on the levels of outreach work to promote the service and the development of new partnerships to provide activity in libraries. • Some libraries were above target (Blackheath, Bleakhouse, Brandhall, Smethwick, Stone Cross, Tipton), and there is a general correlation with the number of activities being held in those libraries. <p>The service is developing plans to impact visitor numbers moving forwards, particularly individuals libraries where visitor numbers have dropped.</p>	Borough Economy
C5a	The number of Friends Groups working in Partnership with The Council	Bigger is better	Q3 - 10	5%	10	9	NA - New PI	All of the groups across the borough have signed a partnership agreement with the Council and work to support Friends Groups is in development.	Borough Economy
C7c/L2	Under 16 issue figures (physical & electronic to include books, audiobooks, magazines & comics) (c)	Bigger is better	51000 (139,000 cumulative)	5%	73,731 (159,733 cumulative)	44,169 (86,002 cumulative)	44,462 (144,015 cumulative)	The under 16s issue figures are on track. Book borrowing is promoted at all children's activities which may have impacted the increase in issues since Q2.	Borough Economy

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C7b/L3	The % of Meaningful gifting of Booktrust packs	Bigger is better	95%	5%	95%	95%	NA - was Annual	Meaningful gifting of Bookstart packs – this is an annual indicator which is monitored throughout the year and will be reported at year end.	Borough Economy
C7d/L4	The number of community activities & events held in libraries or online (c)	Bigger is better	1,750 (5,250 cumulative)	5%	2,456 (7,426 cumulative)	2,528 (4,970 cumulative)	1843 (4,549 cumulative)	Number of community activities and events held in libraries or online per quarter – on track, partly supported by external funding to pay for activities.	Borough Economy
C7e/L6	The number of PC sessions held in libraries (c)	Bigger is better	22,000 (63,000 cumulative)	5%	30,154 (108,530 cumulative)	35,193 (78,376 cumulative)	39,491 (68,779 cumulative)	Number of PC sessions held in libraries – on track. Anecdotal evidence suggests users carrying out job searches and accessing MySandwell.	Borough Economy
C10a	Forge Mill Farm Education Visits (students)	Bigger is better	2,100 (6,300 cumulative)	5%	2,206 (5,737 cumulative)	2,535 (3,531 cumulative)	NA - New PI	Education visits to Forge Mill Farm had a slow start this year but it now performing at an improved level due to the significant work undertaken to attract Education providers to the facility.	Borough Economy
C10b	Forge Mill Farm Income (admissions, events, other & education)	Bigger is better	£373,310	5%	£428,681.00	£294,709	NA - New PI	Forge Mill Farm has developed performance across all income strands and is now performing above target, with the new Education Barn capital project in development.	Borough Economy
C16a	Total recorded crime in Sandwell	Smaller is better	No target	5%	8,960	9,111	NA - New PI	Total recorded crime in Sandwell has dropped slightly in Q3 compared with Q2.	Borough Economy
C16b	Domestic Abuse incidents in Sandwell reported to police	Smaller is better	No target	5%	1,649 Crime / 967 Non-crime	2,812 Crime / 1,068 Non-crime	NA - New PI	The number of domestic abuse incidents has reduced in Q3 compared to Q2 (both crime and non-crime). However the number of cases referred to the MARAC has increased.	Borough Economy

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C16c	The number of cases referred to MARAC	Smaller is better	No target	5%	294	238	NA - New PI	<p>MARAC cases saw a 28.4% increase in 2022/23, in comparison to the previous year. This includes a repeat rate of 49%, which is above the Safelives recommendation of 28-40%.</p> <p>MARACs are regionally coordinated through the Office of Police and Crime Commission. Sandwell have responded to the high demand as a local partnership with a contingency plan that is enabling additional MARACs to be held. These challenges are reflected across the West Midlands region, with partnering Local Authorities experiencing similar demands. The Office of Police and Crime Commission (OPCC) are working with partner local authorities on a shared case management system and triage. The OPCC also provide LAs with a budget for Domestic Homicide Reviews (DHRs). With the scope of these reviews being increased, Sandwell has seen an increase in the number of DHRs requested and the current funding allocated by the OPCC is no longer covering these costs. This is being reviewed currently with the OPCC regionally and is subject to a national government consultation.</p>	Borough Economy

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CP74 / HM02	Percentage of homelessness cases successfully prevented (under Homelessness Reduction Act duty)	Bigger is better	65%	5%	51.5%	57.6%	67.1%	This figure is below target due to the challenging housing market and the volume of cases that are presenting very late in the process. The housing market is at its most challenging for securing longer term alternative accommodation for our clients. The turnover of council properties has seen a 30% reduction over the last 12 months (meaning there are less properties becoming available) and the accessibility and affordability of private rented properties it at its lowest point in years. This is in part due to affordability issues and also due to the very buoyant market. The service works very hard in securing properties for our clients and has one of the best offers in the country as recognised by the National Resident Landlord Association (NRLA). The increase to LHA rates in April 2024 will help bridge this gap but the market will remain very challenging for a number of years to come. Our Q3 performance on homelessness prevention is below target but we did see improvements in November and December months which suggests we should see performance recover in Q4.	Housing
CP79 / PRS07	Number of long term empty homes brought into use (c)	Bigger is better	Q3-10	5%	3	NA - C	2	As per previous updates, there was a delay in attracting and recruiting the right person for this role. The new officer has been in post since September 2023 and is making good progress but has required a lead in time to understand Sandwell and the challenges around the agenda. Performance has improved with 2 new properties brought back into use in Q3 compared to 1 in Q2 and none in previous quarters. Whilst this is slower pace than intended when the target was set at the start of the year (again due to recruitment delays), we expect performance to improve exponentially and to recover to projected levels by the end of Q2 of 2024/25.	Housing

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H12 / HC2	The % of current tenancies with a live valid Home Check in place (in the last 3 years) (c)	Bigger is better	Q3-30%	5%	21.90%	17.60%	8.60%	The rate at which Home Checks are completed has increased from Q1 to Q2 (up by 460) but not to the level to meet target. Additionally temporary resources (an additional Coordinator and six Housing Advisors) should come online in Q4 and will be in place for six months, which will enable Housing Services Officers to focus more of their time on Home Checks.	Housing
CP78b/SLM054	The total number of people assisted by Welfare Rights Service to claim additional benefits (c)	Bigger is better	Q3-8250	5%	7521	NA - C	9609	The number of residents assisted by Welfare Rights in Qtr 3 is below target by 178 (RAG rated 'RED') based on a target of 2750 per quarter. This is due to the increase in complex cases which is resulting in officers having to spend more time on each case. The team are still working overtime which has been introduced within the service to support the increasing number of residents and the service has recruited two new members of staff into temporary posts which will increase the support to residents. This did not hinder performance on the monetary gains for the quarter as the service were successful in gaining £5,386,275 for residents, which was above target. Welfare Rights also are the lead agency for preparing and providing representation for Tribunal appeals, of which there are significantly more which take additional time to prepare and represent.	Housing
H14 / RM3	The percentage of properties with a Domestic Electrical Installation Condition report (DEICR) under 5-years old (or in legal resolution)	Bigger is better	100%	5%	95.35%	93.31%	82.71%	Historic no-access cases are seeing a positive impact following new processes we have introduced. Further work is being done on re allocating internal resource to deal with the backlog.	Housing

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
H14 / BS01	Gas Safety Checks - Proportion of homes for which all required gas safety checks have been carried out	Bigger is better	100%	5%	99.39%	99.45%	99.40%	<p>There are 152 properties without a valid Landlords Gas Safety Certificate.</p> <p>There are still ongoing issues with the contractor in getting the correct amount of resources to fulfil the number of Landlords Safety checks needed. We are working with them to resolve this without compromising the quality of works carried out and ensuring that appliances are serviced correctly & safely.</p> <p>Resources are being brought into Sandwell but need an induction period to ensure they are up to the standard we require. An improvement has already started since work recommenced on Sandwell as we are now at 110 addresses non-compliant which is an compliance rate of 99.55%.</p>	Housing
H8 / RS04	Rough sleepers bi-monthly count outturn	Smaller is better	Q3 -3	5%	0	5	3	The service continues to perform well in supporting rough sleepers	Housing
H14 / BS02	Fire Safety Checks - Proportion of homes for which all required fire risk assessments have been carried out	Bigger is better	100%	5%	100.00%	81.43%	NA - New PI	<p>All relevant sites that fall under the Fire Safety Order currently have a Fire Risk Assessment in place. The intention is to undertake periodic reviews (high risk - 12 months, other risk - 3 years) to ensure the FRA remain suitable and sufficient. Due to the completion of the BSR data collation and verification for the Building Safety Regulator that was due in on the 1 October 2023, we are 11 FRA reviews down on our internal review target for October but we have programmed to catch up in Q4. Low rise blocks FRA reviews have been paused for a short period to allow capacity to develop Building Safety Cases.</p>	Housing

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
H14 / BS03	Asbestos Safety Checks - Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	Bigger is better	100%	5%	100%	92.35%	NA - New PI	Regulation 4 re-inspections surveys completed August 2023.	Housing
CP77a / HIA2	Home Improvement Agency - Number of Disabled Facilities Grants (DFG's) approved (c)	Bigger is better	Q3 - 207	5%	210	NA - C	440	Target met. However, the overall performance for the approval of Disabled Facilities Grants continues to be impacted by a lower than anticipated referral level from the Council's Occupational Therapy Service. A new supplier for lifts and hoists has been appointed and the backlog of cases that resulted from a previous supplier entering administration is being addressed.	Housing
CP77b / HIA3	Number of DFG's certified as complete (c)	Bigger is better	Q3 - 165	5%	262	NA - C	272	Target exceeded. The Home Improvement Agency has put significant resources into agreeing final accounts with suppliers. The result of this work means that the number of Disabled Facilities Grants that have been certified as complete is higher than anticipated. This work will continue in QTR4 as final accounts are agreed and grants can be certified as complete.	Housing
H14 / BS04	Water Safety Checks - Proportion of homes for which all required legionella risk assessments have been carried out	Bigger is better	100%	5%	100.00%	100.00%	NA - New PI	The figures come from the Compass system (procured corporate water safety database) which is managed and reviewed by the SMBC Corporate Water Safety Group (includes contractor representation) Housing currently have 71 sites on the portfolio. All 71 have a current water hygiene risk assessment in place.	Housing
H14 / BS05	Lift Safety Checks - proportion of homes for which all required communal passengers lift safety checks have been carried out	Bigger is better	100%	5%	100.00%	100.00%	NA - New PI	Each communal passenger lift receives a regular thorough examination at 6-monthly intervals by a third party insurance company to ensure compliance, no current issues with this process.	Housing

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
CP76 / PRS04	No. of private sector properties reported to be in state of disrepair with a positive resolution (c)	Bigger is better	NA	NA	246	NA - C	571	Cases are being kept open in duty longer due to increased demand and complexity of cases coming through. The service has also seen an increase in landlords reporting difficulty in accessing their properties to carry out repair works which delays our response times. The service has been working very hard since the redesign (Q1 of the year) to ensure we increase resources in line with the proposed model and have just reached full establishment across the board. The time taken to secure the new staff and the mobilisation of a new operating model led to fewer cases being closed in a timely manner, however, we expect this to improve exponentially during Q4. We are currently addressing this with robust training and embedding of the new operating principles and practice.	Housing
Quality Homes in Thriving Neighbourhoods - Annual PIs reported this quarter									
H1/H17/TP05	Satisfaction that home is safe (Tenant satisfaction survey)	Bigger is better	78%	5%	77%	NA	76% Yr. 22/23	Over three-quarters of tenants (77%) are satisfied that their home is safe, this being up marginally from 2002 (76%). 16% are dissatisfied with their homes safety. Tenants who do not feel safe were asked to explain why and what could be improved, and 433 tenants made comments. Dealing with outstanding or forgotten repairs attracted the most comments (19%) followed closely by damp and Mould issues. (Annual - results are from the Tenant Satisfaction Survey)	Housing
H17 / TP04	Satisfaction that home is well maintained (Tenant satisfaction survey)	Bigger is better	75%	5%	71%	NA	73% Yr. 22/23	71% of tenants feel their home is well maintained with a fifth being dissatisfied. Satisfaction in this area has fallen 2% since 2022. (Annual - results are from the Tenant Satisfaction Survey)	Housing

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
H17 / TP01	Satisfaction with the overall service provided (Tenant satisfaction survey)	Bigger is better	70%	5%	74%	NA	68% Yr. 22/23	Around three-quarters of tenants (74%) are satisfied, although fewer are very satisfied (35%) than fairly satisfied (39%). Just 16% of tenants are dissatisfied with the overall services provided and a further 11% are neither satisfied or dissatisfied. When looking at the results from previous surveys, satisfaction was around 80% from 2011 through to 2017. However, in 2022 this took a dip to 68% but in the current survey it has recovered somewhat to 74%. Sandwell Council operates over six towns within its district but shown here are only those areas where 20 or more responses were received, and the Sandwell PFI properties are excluded, but reported separately.	Housing
A Strong and Inclusive Economy									
E7b	Business receiving Financial Assistance or Grants	Bigger is better	60	5%	17 (Q3 - 15)	2	37	Despite a temporary delay in grant administration due to policy refinement, we successfully awarded 15 grants this quarter. It's encouraging to note that we have a robust pipeline of businesses eagerly expressing their interest in applying for grants and now the process is established we anticipate administering the remaining 52 grants and financial assistance in Quarter 4.	Regeneration
E7a	The number of Businesses supported (c)	Bigger is better	260	5%	276 (Q3 - 178)	98	187	The Q3 target has been achieved. Forecast to meet or exceed target by end of financial year. 276 achieved, 44 required next quarter to achieve end of year target.	Regeneration
E11a	The number of work experience placements (c)	Bigger is better	100	5%	129	NA - C	NA	This indicator is measured by calendar year. In 2023 129 young people have been supported into work experience placements against a target of 100. Whilst only 4 of these were in Q3 (Q4 of the calendar year) a high number were delivered in Q1 (38) and Q2 (78). The team will set a new target for 2024.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
E10	Employment rate (nomis)	Bigger is better	NA	5%	70.2% (Oct 22 - Sep 23)	64.7% (Apr 22 - Mar 23)	64% (Oct 21 - Sep 22)	Data provided is the latest available. In Sandwell, of the 74.5% of people economically active, 70.2% are employed. For the West Midlands, 78.4% are economically active with 74.8% in employment and for Great Britain, 78.8% are economically active, with 75.8% in employment. The employment rate in Sandwell had been on a downward trajectory since March 2021 when it peaked at 74%; however the last two quarters have shown an increase.	Regeneration
E11b	The number of supported internships	Bigger is better	TBC	5%	NA	NA	NA	This PI is under development.	Assistant Chief Executive
E11c	Number of apprentices	Bigger is better	TBC	5%	50	51	NA - was annual	Marginal reduction of 1 apprentice compared to Q2	Assistant Chief Executive
E11d	The number of graduates on the Sandwell Management Graduate Programme	Bigger is better	TBC	TBC	7	1	NA - was annual	5 out of the 7 Graduates have been recruited on the Sandwell Graduate Programme from Oct-23.	Assistant Chief Executive
E1	% of council spend spent locally (Finance PI)	bigger is better	TBC	NA	38%	38%	NA	Council spend spent locally has remained the same as in Q2	Finance
E2	Money spent directly with suppliers in Sandwell	bigger is better	TBC	NA	£45,033,525	£38,851,914	NA	The money spent directly with suppliers in Sandwell has increased compared to Q2.	Finance

A Connected and Accessible Sandwell

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
A2d/DSS5	The number of road safety improvement schemes (c)	Bigger is better	10	5%	12 (3 in Q3)	9 (6 in Q2)	N/A - New PI	We are above target for this indicator. Schemes completed in quarter 3 were: <ul style="list-style-type: none"> o Road Safety Scheme – Oakham Road, Tividale - Updated electronic signage, new central refuges and associated road markings to help tackle concerns raised regarding speed vehicles as number of loss of control accidents. o Hallens Drive, Wednesbury – Installation of permanent Speed Cushions to deter Road racing where road casualties had been recorded. Installed in partnership with WM Police. Replaced temporary bolt down cushions. o Melbourne Road, Smethwick - Installation of drop kerbs and tactile paving to assist visually impaired road users. 	Borough Economy
One Team One Council									
O1b	Average working days lost per employee due to sickness absence (FTE)	smaller is better	6.21 days	5%	8.8 days	NA - C	8.28 days	In Q3 an average of 8.8 working days were lost per employee due to sickness compared to 8.28 days during the same period last year. Stress, depression, mental health related sickness remain as the leading cause of sickness. Working days lost for short term sickness reduced by 16%, whilst long term sickness increased by 20% compared to Q3 last year. 4 of the 9 Directorates achieved a reduction in sickness compared to last year (ASC, Children and Education, Housing, Law and Governance), but performance for all Directorates was above the 6.21 day target.	Assistant Chief Executive
O1n	Number of new formal grievance cases	smaller is better	4 per quarter	5%	7	5	NA - was annual	Q2 was 5. Cumulative for year to-date (Q1-Q3) is 20 compared to 32 at the end of Q4 last year.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
O8e	Adults Contact Centre Average Wait Measure	Smaller is better	30 seconds	5%	1 Min 14 Sec	1 min 27 secs	49 Seconds	<p>The average wait time has reduced from the last quarter by 13 seconds.</p> <p>The service is unable to manage the demand within the current structure/resources available. Additional resources have been allocated on a temporary basis, which expires March 2024 and due to the temporary nature have proved difficult to recruit to. This is compounded by absences and vacancies at present. Adults are currently looking for a transformation partner. The holistic programme will take a look at the numbers using the service and the processes that are being followed.</p>	ASC
O8g	Revs and Bens Contact Centre Average Wait Measure	Smaller is better	3 minutes 30 seconds	5%	4mins 40 seconds	6 mins 38 secs	9 mins 42 secs	<p>Both the abandonment rate and average wait time have significantly improved on the last quarter and compared to the same time last year and the abandonment rate is better than target. We have took on some additional staff who have come out of their 6 week training and this has helped to improve the current performance. Whilst waiting to speak to an advisor residents are being sent links to the website to encourage self-service and also we are also promoting the live chat facility in an effort to reduce the number of calls.</p>	Finance

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
O8p	% of stage 1 complaints responded to in 10 working days (excl. ASC) (also service standard)	Bigger is better	90%	5%	73% (65% cumulative)	68% (60% cumulative)	NA	Q3 Performance is below target at 73%, although there has been an improvement since Q2 (68%) and Q1 (52.29%). The areas of concern are Children and Education (30%), the Children's Trust (37%) and Housing (63%). The Customer Feedback Team (CFT) continue to assist all directorates to respond promptly to corporate complaints within a 10-day timeframe and there is an increased focus on this across the organisation that is driving improvement. This improvement also focuses on the quality of the response, including resolving queries at the first point of contact. For Q3 the average time taken to respond to stage 1 complaints (excl. ASC) was 10 days, a reduction from 14 days in Q2.	Assistant Chief Executive
O4c	Average satisfaction rating from members using the Councillor portal	Bigger is better	4.5 / 5	5%	3.93/5	4.54/5	3.98	In Q3 there were 27 Cllr ratings. Of these, 6 were given a 1 or 2 star rating. Of these 6, 2 were given a low rating because of officer management of the case and 4 were given a low rating because of the quality of the final response.	Assistant Chief Executive
O8l	SARs compliance with timescales	Bigger is better	95%	5%	62.07%	50.00%	71%	The compliance rate for SARs is being significantly impacted by the volume of requests for Housing Disrepair claims whereby the documents required to make a HDR claim are being requested through the SAR process. Excluding SARs made for HDR claims the compliance rate would be 77%. SARs for HDR claims make up 23% of all SARs received in Q3 (16 out of 70). Processes have been implemented to prevent the need for the documents required for a HDR claim being requested under a SAR. Improvements should be seen in our future quarterly performance.	Finance
O11b	Variance from budget - Housing Revenue Account	smaller in better	0%	0.5%	£1.120m overspend	£0.596m overspend	(£0.719m) underspend	The gross budget for the HRA is £141,159,600. The current forecast is a £1.120m overspend. There is an ongoing review to find ways to mitigate this overspend.	Finance

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
O8h	Corporate Contact Centre Abandonment Rate	Smaller is better	8%	5%	8.07% (11% cumulative)	9.09%	17.44%	A breakdown of Q3 figures is as follows: 7.30% (Contact Centre), 18.35% (Rents), 6.67% (Call out). The cumulative figures are: 11% (Overall), 10.23% (Contact Centre), 20.29% (Rents), 6.56% (Call out). For Q3 the Contact Centre and Call Out have achieved the target but the Rents Team are above the target. The Contact Centre are not responsible for the calls received by Rents and Call Out as these are managed differently.	Assistant Chief Executive
O8n	FOI compliance with timescales	Bigger is better	95%	5%	92%	83%	78%	<p>Performance figures for December 2023 have achieved a 96% compliance rate which is the first time the Council has met or exceeded our performance target of 95% .</p> <p>Similarly, our Q3 performance is the Councils best ever performing Quarter.</p> <p>Directorate breakdown as follows:</p> <ul style="list-style-type: none"> * Adult Social Care - 7 Met, 6 Missed, 0 Open - 13 in Total = 54% * Children & Education - 25 Met, 7 Missed, 0 Open, 32 in Total = 78% * Housing - 41 Met, 4 Missed, 0 Open, 45 in Total = 91% * Finance - 27 Met, 2 Missed, 0 Open, 29 in Total = 93% * Borough Economy - 68 Met, 1 Missed, 0 open, 69 in Total = 99% * Regen and Growth - 27 Met, 0 Missed, 0 Open, 27 in Total = 100% * Business Strategy and Change - 23 Met, 0 Missed, 23 in Total = 100% * Law and Governance - 11 Met, 0 Missed, 11 in Total = 100% * Public Health - 5 Met, 0 Missed, 5 in Total = 100% * Corporate Enquiries - 4 Met, 0 Missed, 0 Open, 4 in Total = 100% 	Finance

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
O11c	Council Tax Collection (c)	bigger is better	78.62%	5%	78.14%	NA	78.62%	Collection is slightly down on last year but the difference is reducing each month. Recovery has been affected by the cost of living crisis and we have an extra 2000 residents since April now paying over 12 months so more Council tax will be received in Feb/March 24. Recovery document numbers being issued have been increased and in January we have just awarded over £300k in Council tax support (out of the funding for 23/24) so this should help to reduce the difference to the target between now and the end of March.	Finance
O11d	Business Rates Collection rates (c)	bigger is better	81.67%	5%	80.81%	NA	81.67%	Collection is slightly down on last year but the difference is reducing each month and 22/23 collection rate was significantly affected/improved by £6m in Covid payments put onto business rates accounts at the end of 21/22. The difference was over 3.5% in April 24, and it is now at its lowest less than 1%. Recovery documents issued are up to date, and we expect the difference to continue to reduce until the end of the financial year.	Finance
O11a	Variance from budget - General Fund	smaller is better	0%	0.5%	(£2.985m) underspend	£1.222m overspend	(£1.824m) underspend	The gross budget for the General fund is £733.967m. The current forecast is a (£2.985m) underspend.	Finance
O3	Completion of the Audit and Assessment against the Equality Framework for Local Government (completed by June/July).	NA	July completion	NA	Completed	NA	NA	Audit and Assessment to be considered by LT on 8 Aug. Following this audit further performance measures will be consider and developed as part of the LGA Equalities Framework.	Assistant Chief Executive
O1m	Number of new formal disciplinary investigations	smaller is better	8 per quarter	5%	4	3	NA - was annual	Q2 was 3. Cumulative for year to-date (Q1-Q3) is 11 compared to 21 at the end of Q4 last year.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
O8d	Adults Contact Centre Abandonment Rate	Smaller is better	6%	5%	4%	5.84%	3.00%	<p>Performance is better than target. However, long term absences remain an issue with an average of 7 agents off sick each month throughout the whole quarter. Vacancies remain to 3 and adverts have been placed with agency's however we are struggling to attract the calibre we require for a Contact Centre coupled with knowledge of Adult Social Care. Requests have also been submitted to HR for agency staff as our current temp agent finishes on 31/03/2024. There has been a new starter in the team, who underwent training throughout Nov/Dec.</p> <p>Agents at home and a few within the office are reporting Internet issues affecting LAS and the Blue Badge system, in regards to the speed and when trying to key from tab to tab. This affects the agents overall time when trying to wrap up a call as they often have to restart either the application or on occasion the laptop.</p>	ASC
O8f	Revs and Bens Contact Centre Abandonment Rate	Smaller is better	8%	5%	5.60%	8.57%	12.98%	<p>Both the abandonment rate and average wait time have significantly improved on the last quarter and compared to the same time last year and the abandonment rate is better than target. We have took on some additional staff who have come out of their 6 week training and this has helped to improve the current performance. Whilst waiting to speak to an advisor residents are being sent links to the website to encourage self-service and also we are also promoting the live chat facility in an effort to reduce the number of calls.</p>	Finance

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
O8i	Corporate Contact Centre Average Wait Measure	Smaller is better	3 minutes 30 seconds	5%	3 mins 11 secs	3 mins, 39 secs	8 minutes 29 seconds	Performance is better than target and significantly better than the same point last year. A breakdown of Q3 figures is as follows: 3 mins 11 secs (Contact Centre), 3mins, 8 secs (Rents), 2 mins 41 secs (Call out) The cumulative figures are: 4 mins 11 secs (Overall), 4 mins 17 secs (Contact Centre), 3 mins 3 secs (Rents), 2:mins 32 secs (Call out)	Assistant Chief Executive
O11e	Sundry Debt Collection (c)	bigger is better	79.87%	5%	88.84%	NA	79.87%	Collection is up compared to last year. Performance for 23/24 is measured allowing 14 days for payment which wasn't the case for 22/23	Finance
O11f	Prior year Council Tax collection (c)	bigger is better	93%	5%	94%	NA	94.00%	Collection has improved and is on target	Finance
O11g	Prior year Business Rates Collection (c)	bigger is better	96%	5%	98%	NA	98.00%	Collection has improved and is on target	Finance
O11h/SI66a	Rent collected as a % of rent due (including arrears brought forward)	bigger is better	Q3 - 94.35%	5%	94.69%	95.34%	94.51%	The quarter three outturn of 94.69% has exceeded the profile target of 94% and is an improvement on the same period last year at 94.51%, however it is slightly down on the quarter two this year. To maintain performance the service will continue to focus on early intervention and work with partner agencies to identify customers most in need of additional financial support.	Finance
O11i	% of invoices paid on time	bigger is better	95%	5%	98%	98%	NA	Performance is better than target	Finance
O4b	Members to undertake a minimum of 10 hours of development annually	Bigger is better	NA	5%	40.2% (Municipal Year)	NA	NA- new	A data quality issue has been identified with regards to this PI and historical data is inaccurate. A target of 65% is proposed for Q4.	Assistant Chief Executive
O4e	No. of Standards Complaints	Smaller is better	NA	NA	1	4	NA	The nature of the complaints are low level. No specific trends emerging.	Assistant Chief Executive
O1c	The percentage of top 5% of earners that are women	Bigger is better	TBC	TBC	52.60%	52.90%	NA - was annual	Marginal reduction compared to the previous quarter of 52.9%.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
O1d	The percentage of top 5% of earners from black and minority ethnic Communities	Bigger is better	TBC	TBC	23.60%	24.00%	NA - was annual	Marginal reduction compared to the previous quarter of 24.0%.	Assistant Chief Executive
O1e	The percentage of top 5% of earners who have a disability	Bigger is better	TBC	TBC	2.20%	1.80%	NA - was annual	Marginal increase compared to the previous quarter of 1.80%.	Assistant Chief Executive
O1g	The percentage Disabled employees	Bigger is better	TBC	TBC	4.60%	4.50%	NA - was annual	Marginal increase compared to the previous quarter of 4.50%.	Assistant Chief Executive
O1h	The percentage Ethnic Minority employees	Bigger is better	TBC	5%	25.90%	25.60%	NA - was annual	Marginal increase compared to the previous quarter of 25.60%.	Assistant Chief Executive
O1i	The percentage leavers from Sandwell Council (aligned to WME definition from 2021/22 onwards).	smaller is better	TBC	5%	6.90%	5.00%	NA - was annual	Q2 outturn was 5.0%. The 2022/23 year-end outturn was 10.1%. The year-end outturn for 2023/24 will be compared with the available benchmark for WM Authorities.	Assistant Chief Executive
O1j	The percentage new starters to Sandwell Council (include apprentices)	Bigger is better	TBC	5%	9.70%	6.70%	NA - was annual	The Q2 outturn was 6.70%. The 2022/23 year-end outturn will be compared with outturn for 2022-23 (10.9%)	Assistant Chief Executive
O1o	Employee Engagement Score (overall)	Bigger is better	TBC	TBC	60%	NA	63%	Minus 3% compared to the 2022 Employee Survey. The overall response rate for the 2023 employee survey was 50% compared to 61% in 2022.	Assistant Chief Executive
O1p	I am proud to work for the council	Bigger is better	TBC	TBC	67%	NA	68%	Minus 1% compared to the 2022 Employee Survey.	Assistant Chief Executive
O1q	I would recommend this council as a good place to work	Bigger is better	TBC	TBC	62%	NA	65%	Minus 3% compared to the 2022 Employee Survey.	Assistant Chief Executive
O1r	I feel a strong sense of belonging to this council	Bigger is better	TBC	TBC	53%	NA	59%	Minus 6% compared to the 2022 Employee Survey.	Assistant Chief Executive
O1s	Considering everything, I am satisfied to be working for this council	Bigger is better	TBC	TBC	71%	NA	72%	Minus 1% compared to the 2022 Employee Survey.	Assistant Chief Executive
O1t	This council motivates me to do more than is normally required in my work	Bigger is better	TBC	TBC	46%	NA	52%	Minus 6% compared to the 2022 Employee Survey.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
O4d	Member PDPs completed	Bigger is better	80%	5%	NA	27% (Q4 22/23)	NA	No Member PDPs have been completed to date this year. The approach to Member PDPs will be reviewed and these will be completed following the election in May. As part of the redesign of the Member Development Plan and induction process, further work will continue to complement these plans and ensure that a process for members to identify their learning needs are created, including capturing their current skills and aligning this to suitable roles.	Assistant Chief Executive
O5d	Number of surveys conducted through the Sandwell Consultation Hub	Bigger is better	TBC	TBC	67 surveys (Q3 23/24)	47 surveys (Q1 23/24)	NA	This PI is reported in Q1 and Q3. In Q3 the breakdown is as follows: ACE: 16, Children & Education: 14, Housing: 9, Regeneration & Growth: 13, Public Health: 5, Borough Economy: 4, Finance: 4, ASC: 1, L&G: 1. The Consultation Hub, Citizenspace, is becoming more embedded across the organisation and training is being delivered across all Directorates.	Assistant Chief Executive
O8a	Contact by Channel (c)	NA - awaiting strategy	NA	NA	T: 430,204 (134,185) MS: 625,206 (204,135) F2F: 41,753 (13,051) Email: 35,356 (11,804)	T: 296,019 (143,869) MS: 421,071 (186,825) F2F: 28,702 (14,199) Email: 23,542 (11,971)	T: 460,460 (154,097) MS: 583,660 (176,258) F2F: 42,951 (12,836) E: 33,680 (11,245)	Figures are provided for information only. The general trend is a decrease in contact by telephone and an increase in My Sandwell. Email and face to face contact remain consistent.	Assistant Chief Executive
O8b	% Contact by channel (c)	NA - awaiting strategy	NA	NA	T: 38% MS: 55% F2F: 4% Email: 3%	T: 38% MS: 55% F2F: 4% Email: 3%	T: 44% MS: 50% F2F: 4% E: 3%		Assistant Chief Executive
O8c	Satisfaction from process submissions (out of 5)	Bigger is better	NA - Establishing baseline	NA	4.57 out of 5 (86,838 ratings)	4.58 out of 5 (67,834 ratings) (cumulative)	NA	No major changes to any process ratings which suggest processes remain stable and meeting residents needs and expectations as far as ratings on submission.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
O8j	The number of Ombudsman Cases Upheld	Smaller is better	NA	NA	Housing Ombudsman:1, Local Government Ombudsman 2	Housing Ombudsman: 4 , Local Government Ombudsman: 6	NA	There are fewer cases in Q3 compared to Q2. The figures provided are for information only.	Assistant Chief Executive
O8k	SARs volumes	Smaller is better	NA	NA	76	75	38	There is no target for the number of SARs received as this can't be controlled. Figures are provided as information only.	Finance
O8m	FOI volumes	Smaller is better	NA	NA	258	274	239	There is no target for the number of FOIs received as this can't be controlled. Figures are provided as information only.	Finance
O8o	Numbers of complaints received	Smaller is better	NA	NA	908 (2,786 cumulative)	861 (1,883 cumulative)	NA	Figures are provided as information only. Figures are not comparable to this time last year because of changes in methodology.	Assistant Chief Executive
O8q	Numbers of stage 1 and stage 2 Complaints upheld	Smaller is better	NA	NA	27% (26% cumulative)	22% (25% cumulative)	NA	Figures are provided as information only. Figures are not comparable to this time last year because of changes in methodology.	Assistant Chief Executive
O8r	Number of MP Enquiries received	Smaller is better	NA	NA	567 (1,869 cumulative)	584 (1,247 cumulative)	495 (1,669 cumulative)	Figures are provided as information only	Assistant Chief Executive
O8s	Numbers of compliments received	Bigger is better	NA	NA	105 (323 cumulative)	106 (218 cumulative)	92 (272 cumulative)	Figures are provided as information only	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Performance	DOT (Short term - last quarter)	DOT (long term - same point last year)	Commentary	Directorate
O8t	Satisfaction with Member Enquiries - the average satisfaction rating of a response	Bigger is better	NA - Establishing baseline	NA	4.22 (87 ratings)	4.35	New KPI	Satisfaction rates are good. 85% of cases were rated 4 or 5 stars, with Borough Economy and Housing amassing the vast majority of ratings (71 of the 87). Where 3 stars or below were left, the "quality of the final response" was most cited, as the reason for the lesser rating, followed by "officer management of the case". The proportion of cases councillors are rating is still very low, over 6,000 enquiries have been received year-to-date. Despite the system being improved to contain the link to rate a case within the confirmation email (no need to login to the portal to rate) only 87 have been rated. Attendance is taking place by corporate customer to all Town Members Board Meetings, where members are being prompted to rate their cases so we can base improvement on evidence – help us to help them.	Assistant Chief Executive
O8u	Lessons learnt from Complaints	NA	NA	NA	265 complaints looked in to in Q3	170 complaints looked into in Q2	NA	Out of the 265 complaints that were looked at in quarter 3 only 20 (7.5%) had any lessons learnt evidence attached to the investigation.	Assistant Chief Executive