



Annual Report 2020/21 - Start Well Key Performance Metrics

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Performance Indicator	Higher/Lower is better	15/16	16/17	17/18	18/19	19/20	20/21	DOT	SN	GM	PH	NW	Eng	
Total Referrals to Social Care per 10,000 population	Lower is better	683.3	659	626.7	514.6	814.2	740.32	↑	638.2	659.8		584.3	544.5	
% of referrals to Social Care that are re-referrals	Lower is better	25.30%	22.90%	24.00%	24.10%	21.60%	30.40%	↓	20.9%	24.4%		22.6%	22.6%	
No of child protection plans per 10,000 population	Lower is better	40	38.3	29.4	32.9	55.1	67.33	↓	60.2	57.4		56.5	43.7	
% of children subject to a 2nd or subsequent child protection plan (Individual Quarter figures)	Lower is better	22.8%	18.6%	21.4%	23.8%	26.5%	26.2%	↑	18.3%	21.4%		22.0%	20.8%	
No of Children in Care per 10,000 population of children aged 0-17	Lower is better	72	65.8	70.6	66	77.8	95.33	↓	103.0	90.5		94.0	65.0	
Increase in the proportion of looked after children living in foster care within Wigan Borough	Higher is better	New indicators					81.6%	80.8%	→	Local indicators, no national comparative data available				
Increase in the number of looked after children achieving permanence via adoption or SGO	Higher is better						25.0%	28.0%	↑					
% of children leaving care who are adopted	Higher is better	23.00%	24.00%	22.15%	10.75%	18.46%	8.09%	↑	17.6%	11.6%		12.0%	12.0%	
A10 - Average time (in days) between a child entering care and moving in with its adoptive family	Lower is better	438	382	326	340	325	349	↑	373	397		391	367	
Number Early Helps opened in Liquid Logic (GM Def: Early Help Assessments completed in period)	Monitor Trend	722	1702	2202	2573	2132	2445	↑	Local indicators, no national comparative data available					
Early Help assessments per 10,000 population	Monitor Trend	New indicator			389.85	311.75	349.71	↑						
Number of episodes of Children reported Missing or Absent from Home or Care	Lower is better	834	1,090	848	906	1365	1156	↓						
Number of Individual Children reported Missing or Absent from Education	Lower is better	189	220	137	120	276		↓						
Place Holder - Care Leaver Outcomes - Suitable accommodation (Ages 19-21)	Higher is better	New indicators					95.0%	90.0%	↓	87.4%	86.7%		88.0%	85.0%
Place Holder - Care Leaver Outcomes - EET (Ages 19-21)	Higher is better						49.0%	41.3%	↓	44.6%	45.2%		45.0%	39.0%
% of 16-17 year olds are classed as NEET by 2020 (Y12-13 NEET _Unadjusted) (%)	Lower is better	4.70%	2.51%	2.80%	3.04%	4.14% (2020 latest figure)		↓	3.8%	3.5%		3.5%	2.8%	
For those aged 16 and 17, their combined NEET (not in education, employment or training) and not known % totals (new DfE focus)	Lower is better	-	9.00%	6.40%	8.79%	6.13% (2020 latest figure)		↑	5.2%	4.9%		5.6%	5.1%	
% of young people (age 16-17 academic age) in education or training to 18 (RPA)	Higher is better	93.2%	89.7%	91.2%	88.20%	90.33% (2020 latest figure)		↑	92.1%	92.9%		92.0%	92.7%	
% Good/outstanding schools	Higher is better	91%	91%	90%	91%	91%	91%	→	80%	85%		88%	85%	
School Readiness - Good level of development at age 5	Higher is better	67.0%	69.3%	68.6%	67.9%	No assessments due to Covid 19		↓						
Good level of development at age 5 with free school meal status	Higher is better	47%	49%	49%	50.6%			↑						
KS2 – children meeting expected standards	Higher is better	57%	66%	70%	67%			↓						
KS4 (GCSE) – Attainment 8 Score	Higher is better	50.6	46	45	45			↑						
KS4 (GCSE) – Progress 8 Score	Higher is better	-0.09	-0.15	-0.33	-0.31			↑						
First time entrants to the youth justice system (per 100,000)	Lower is better	331.7	241.6	163.9	134	104	94.5	↑				147.8	169.2	
Excess weight in 4-5 year olds	Lower is better	24.1%	23.6%	26.3%	26.8%	25.4%	Not Published yet	↓				25.2%	23.0%	
Excess weight in 10-11 year olds	Lower is better	35.7%	37.0%	36.2%	37.2%	38.6%		↓				37.4%	35.2%	
Hospital admissions caused by unintentional and deliberate injuries in children per 10,000 crude rate (aged 0-14)	Lower is better	121	104.1	100.8	112.7	112.8	117.7	↓				100.5	75.7	
Hospital admissions as a result of self-harm (10-24 years) (rate per 100,000)	Lower is better	700	606.5	692.5	761.4	807.6 (2019/20)	Not Published yet	↓				509.9	439.2	
Under 18 conceptions, rate per 1,000	Lower is better	24.8	23.1	23	18.7	21		↓				19.4	15.7	
Child Mortality rate per 100,000 (children aged 1-17 years)	Lower is better	16	18.5 (2015-17)		17.5 (2016-18)	15.2 (2017/19)		↑				12.6	10.8	



Annual Report 2020/21 - Live Well Key Performance Metrics

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Performance Indicator	Higher/Lower is better	15/16	16/17	17/18	18/19	19/20	20/21	DOT	CIPFA	GM	NW	Eng
PHOF 2.23iii - % People with a low self reported happiness score	Lower is better	7.6%	7.8%	7.6%	9.5%	N/A	11.6%	↓				9.2%
PHOF 2.23iv - % People with a high self reported anxiety score	Lower is better	16.9%	21.6%	20.6%	17.1%	Published in 2021	26.3%	↓				24.2%
PHOF 4.10 - Suicide rate (per 100,000 population)	Lower is better	12.1	11	11.2	12.3 (2016-18)	Published in 2021	13.6 (2018-20)	↓			10.7	10.4
PHOF 2.12 - Percentage of adults (18+) classified as overweight or obese	Lower is better	64.9%	71.2%	68.7%	70.5%	73% (2019/20)	N/A	↓				62.8%
PHOF 2.13i - Percentage of physically active adults	Higher is better	62.2%	63.4%	61.8%	64.3%	60.7% (2019/20)	N/A	↓			67.3%	66.4%
PHOF 2.14 - Prevalence of smoking among persons aged 18 years and over (%)	Lower is better	18.7%	17.7%	15.6%	15.50%	17% (2019)	N/A	↓			14.5%	13.9%
Smoking: self reported quitters per 100,000 population	Higher is better	1613	1423	2098	1773	Published in 2021	530	↓			2040	1894
Tenancies sustained longer than 2 years	Higher is better	-	66%	-		86%	87%	↑				
Average relet time (days with Void Repairs) <i>(Change in indicator Methodology 20/21)</i>	Lower is better	-	-	-	-	-	31	N/A				
Average number of days spent in temporary accommodation	Lower is better	-	-	76.5	91.5	88	103.75	↓				
Healthy Life Expectancy at birth - Males	Higher is better	59.2	61	60.5	61.1 (2016-18)	61.5 (2017/19)	N/A	⇒			61.7	63.2
Healthy Life Expectancy at birth - Females	Higher is better	61	61.9	62.6	61.7 (2016-18)	62 (2017/19)	N/A	⇒			62.2	63.5



Annual Report 2020/21 - Age Well Key Performance Metrics

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Performance Indicator	Higher/Lower is better	15/16	16/17	17/18	18/19	19/20	20/21	DOT	CIPFA	GM	NW	Eng
Referrals to adult social care per 100,000 population	N/A	-	9,072.8	7,548.2	7,478.1	7,523.5	6,672.1	N/A				
Referrals to adult social care from hospital per 100,000 population	N/A	-	1,939.5	2,379.5	2,114.2	2,150.2	1,673.8	N/A				
Delayed transfer of care per 100,000 population attributable to Social Care	Lower is better	1.8	3.2	2.5	Published in 2020	Suspended	Suspended	N/A				
ASCOF 2B(1) - The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	Higher is better	80.9%	93.4%	90.8%	88.0%	91.5%	81.0%	↓				
People aged 18+ receiving long term support per 100,000 population (SNAPSHOT)	N/A	1,457.9	1,412.5	1,463.0	1,547.3	1548.4	1576.9	N/A				
People aged 18-64 receiving long term support per 100,000 population (SNAPSHOT)	N/A	702.1	723.5	778.9	832.3	84.8	660.1	N/A				
Proportion of service users in receipt of a community based service (%)	Higher is better	69.4%	69.3%	70.5%	72.0%	72.0%	75.1%	↑				
Permanent admissions of people aged 65+ to res/nursing per 100,000 population (BCF)	Lower is better	714.2	616.4	701.0	734.1	697.0	567.5	↑				
Ascof 1C(2A) - Proportion of people using social care who receive direct payments (%)	Higher is better	24.0%	26.9%	25.1%	24.5%	N/A	23.1%	↓				
ASCOF 1E - % working age adults with a Learning Disability receiving social care support who are in paid employment	Higher is better	3.6%	1.9%	3.1%	4.0%	4.8%	4.6%	↓				
ASCOF 1G - % working age adults with a Learning Disability receiving social care support who are living independently	Higher is better	86.2%	87.0%	94.1%	95.1%	N/A	91.7%	↓				
% nursing care beds rated good or outstanding by CQC	Higher is better	23.7%	60.3%	63.7%	63.5%	76.0%	68.0%	↓				
% residential care beds rated good or outstanding by CQC	Higher is better	46.7%	92.9%	100.0%	94.0%	89.3%	93.0%	↑				



Annual Report 2020/21 - Environment Key Performance Metrics

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Performance Indicator	Higher/Lower is better	15/16	16/17	17/18	18/19	19/20	20/21	DOT	SN	GM	NW	Eng
% of waste recycled	Higher is better	42.2%	43.7%	47.3%	51.5%	52.7%	53.0%	↑				
Number of recorded reports of fly tipping	Lower is better	1,786	2,139	1,670	1,705	927	952	↓				
Average roadside Nitrogen Dioxide (NO ₂) concentration in Wigan (ug/m ³)	Lower is better	22	19	21	18	19	15	↑				



Annual Report 2020/21 - Growth Key Performance Metrics

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Performance Indicator	Higher/Lower is better	15/16	16/17	17/18	18/19	19/20	20/21	DOT	SN	GM	NW	Eng
Employment rate (ILO definition)	Higher is better	77.1%	76.50%	75.6%	74.6%	77.2%	77.4%	↑				
Number of affordable homes built (gross)	Higher is better	110	216	317	291	369	334	↓				
Total number of additional homes completed (net)	Higher is better	639	817	923	1,214	1,367	1,429	↑	No comparator data			
Planning applications completed in a timely manner	Higher is better	-	-	95.5%	88.4%	95.8%	96.6%	↑				
% of jobs below the living wage	Lower is better	28.4%	32.1%	28.9%	31.5%	27.7%	24.3%	↑		7th lowest in GM		



Annual Report 2020/21 - Enablers Key Performance Metrics

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Performance Indicator	Higher/Lower is better	15/16	16/17	17/18	18/19	19/20	20/21	DOT	SN	GM	NW	Eng
Council Tax Collection (in year) - %	Higher is better	95%	95.14%	95.63%	95.70%	95.41%	95.32%	↓				
Business Rates Collection - %	Higher is better	97.12%	98.00%	99.00%	97.87%	97.18%	96.21%	↓				
Processing times for new housing benefit claims (days)	Lower is better	46	26	21	18	14	14	⇒				
Confident Families (Number of families identified)	N/A	1,080	1,800	2,100	2,685	3,077	3,322	↑				
Total number of Domestic Abuse cases <i>(Change in indicator Methodology 20/21)</i>	Lower is better	-	-	-	-	-	6,745	⇒				
The number of repeat applications for welfare support	Lower is better	538	280	204	658	510	Paused due to pandemic	N/A				
Total number of ASB cases <i>(Change in indicator Methodology 20/21)</i>	Lower is better	-	-	-	-	-	3,519	⇒				
The number of Wigan and Leigh Housing tenants evicted in the period due to rent arrears	Lower is better	-	11	59	76	92	Paused due to pandemic	N/A				
Total arrears (current) as % of debit (HRA Stock)	Higher is better	2.49%	2.99%	3.33%	3.79%	4.52%	5.60%	↓				
% of WALH tenants with more than 7 weeks of (gross) rent arrears as a % of WALH tenants (HRA Stock)	Lower is better	5.12%	6.13%	7.7%	9.1%	11.3%	12.8%	↓				
Value of business awarded to Wigan businesses	Higher is better	Not yet recorded	Not yet recorded	Not yet recorded	£ 34,584,276	N/A	£ 80,100,000	↑				
Value of business awarded to charities	Higher is better	Not yet recorded	Not yet recorded	Not yet recorded	£ 4,126,852	N/A	£ 27,900,000	↑				