



Annual Report 2019/20 - Start Well Key Performance Metrics

Performance Indicator	Higher/Lower is better	15/16	16/17	17/18	18/19	19/20	DOT	SN	GM	NW	Eng
Total Referrals to Social Care per 10,000 population	Lower is better	683.3	659	626.7	514.6	814.2	↓	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%	21.57%	↑	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	↓	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%	↓	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	↓	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%	→	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%	↓				
% of children leaving care who are adopted (Individual Quarter figures)	Higher is better	23.00%	24.00%	22.15%	10.75%	18.46%	↑	17.6%	11.6%	12.0%	12.0%
A1, Average time between a child entering care and moving in with its adoptive family (adopted only)	Lower is better	581	528	467	457	342	↑	433	399	414	412
Number Early Helps opened in Liquid Logic (GM Def: Early Help Assessments completed in period)	Monitor Trend	722	1,702	2,202	2,573	2,132	↓	Local indicators, no national comparative data available			
Early Help assessments per 10,000 population	Monitor Trend	New indicator			389.85	311.75	↓				
Number of CSE contacts (with a contact reason of CSE concern)	Lower is better	210	439	479	387	368	↑				
Number of episodes of Children reported Missing or Absent from Home or Care	Lower is better	834	1,090	848	906	1365	↓				
Number of Individual Children reported Missing or Absent from Education	Lower is better	189	220	137	120	276	↓	Local indicators, no national comparative data available			
Place Holder - Care Leaver Outcomes - Suitable accommodation	Higher is better	New indicators				95.0%	↑				
Place Holder - Care Leaver Outcomes - NEET/EET	Higher is better	New indicators				49.0%	↓	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%	↓	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%	↑	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%	88.46%	90.33%	↑	92.1%	92.9%	92.0%	92.7%
% Good/outstanding schools	Higher is better	91%	91%	90%	91%		→	80%	86%	87%	86%
School Readiness - Good level of development at age 5	Higher is better	67.0%	69.3%	68.6%	67.9%	Nov-20	↓	70.5%	68.6%	68.9%	71.8%
Good level of development at age 5 with free school meal status	Higher is better	47%	49%	49%	50.6%	Nov-20	↑	55.3%	55.0%	54.0%	57.0%
KS2 – children meeting expected standards	Higher is better	57%	66%	70%	67%	Sep-20	↓	64.5%	65.2%	65.0%	65.0%
KS4 (GCSE) – Attainment 8 Score	Higher is better	50.6	46.2	45.3	45.4	Oct-20	↑	44.7	44.8	45.5	44.7
KS4 (GCSE) – Progress 8 Score	Higher is better	-0.09	-0.15	-0.33	-0.31	Oct-20	↑	-0.18	-0.23	-0.18	
First time entrants to the youth justice system (per 100,000)	Lower is better	331.7	241.6	163.9	134	104	↑	245	251	241	224
Excess weight in 4-5 year olds	Lower is better	24.1%	23.6%	26.3%	26.8%	2020	↓	24.8%	23.6%	24.4%	22.6%
Excess weight in 10-11 year olds	Lower is better	35.7%	37.0%	36.2%	37.2%	2020	↓	36.8%	36.0%	35.9%	34.3%
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	2020	↓	106.6	137.9	129.5	96.1
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	2020	↓	562	484	517	444
Under 18 conceptions, rate per 1,000	Lower is better	24.8	23.1	23	18.7	2020	↑	24.9	21.8	21.7	16.7
Child Mortality rate per 100,000 (children aged 1-17 years)	Lower is better	16	18.5 (2015-17)		17.5 (2016-18)	2020	↑	13.2	14.1	13.3	11



Annual Report 2019/20 - Live Well Key Performance Metrics

Performance Indicator	Higher/Lower is better	15/16	16/17	17/18	18/19	19/20	DOT	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%	Published in 2021	↓		8.2%	7.8%
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	↑		19.6%	19.7%
PHOF 4.10 - Suicide rate (per 100,000 population)	Lower is better	12.1	11	11.2	12.3 (2016-18)	Published in 2021	↓		10.4	9.6
PHOF 2.12 - Percentage of adults(18+) classified as overweight or obese	Lower is better	64.9%	71.2%	68.7%	70.5%	Published in 2021	↓	64.2%	64.9%	62.3%
PHOF 2.13i - Percentage of physically active adults	Higher is better	62.2%	63.4%	61.8%	64.3%	Published in 2021	↑	64.8%	65.6%	67.2%
% of adults reporting a long term musculoskeletal (MSK) condition	Lower is better	19.9%	21.5%	21.6%	20.9%	Published in 2021	↑	17.6%	19.1%	16.9%
PHOF 2.14 - Prevalence of smoking among persons aged 18 years and over (%)	Lower is better	18.7%	17.7%	15.6%	15.50%	Published in 2021	↑	16.2%	14.7%	14.4%
Smoking: self reported quitters per 100,000 population	Higher is better	1613	1423	2098	1773	Published in 2021	↓		2040	1894
The number of repeat applications for welfare support	Lower is better	538	280	204	658	510	↑			
The number of Council Housing tenants evicted in the period due to rent arrears	Lower is better	-	11	59	76	92	↓			
Proportion of Former Tenant Arrears collected	Higher is better				2.51%	N/A				
Adults reported 'missing to GMP in the period	Lower is better	732	919	1,087	1,222	1,676	↓			
Number of suicides reported to GMP in the period	Lower is better				N/A	30 (Q2 missing)	N/A			
The number of domestic homicides crimed in the period	Lower is better				0	0	→			
Repeat Domestic Abuse incidents (within 12 months)	Lower is better	539	659	745	2,409	1305 (Q1 missing)	N/A			
Reported ASB as a rate per 1000 population	Lower is better	40.54	38.98	27.35	24.59	N/A	N/A			
Reported crime as a rate per 1000 population	Lower is better	60.77	69.78	76.92	76.24	N/A	N/A			
Confident Families (Number of families identified)	Higher is better	1,080	1,800	2,100	2,685	3,077	↑			
The number of residents admitted to hospital on a non-elective basis in the period	Lower is better				39,612	31,573	↑			
The number of residents attending A&E (excluding planned)	Lower is better				147,003	125,887	↑			
Number of police incidents	Lower is better	78,951	78,409	72,503	64,998	N/A	N/A			
Number of applications active on the housing register at period end	Monitor trend	4,863	5,388	5,662	8,957	9,038	N/A			
Average number of bids per letting	Monitor trend	N/A	38	48	76	101	N/A			
Sustainable tenancies - % of ended tenancies that last longer than 2 years	Higher is better	N/A	66.0%	70.0%	72.0%	86.0%	↑			



Annual Report 2019/20 - Age Well Key Performance Metrics

Performance Indicator	Higher/Lower is better	15/16	16/17	17/18	18/19	19/20	DOT	GM	NW	Eng
Adults with long term social care support per 10,000 population (snapshot as at period end)	Monitor trend	145.7	141.3	146.3	154.8	156.0	⇒			
Adults of a working age with long term social care support per 10,000 population (snapshot as at period end)	Monitor trend	70.2	72.4	77.0	83.3	84.8	⇒			
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				
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%	↑		82%	80%
Proportion of service users in receipt of a community based service (%)	Higher is better	69.4%	69.3%	70.5%	72.0%	72.0%	⇒		73.0%	
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	↑		724	580
Ascof 1C(2A) - Proportion of people using social care who receive direct payments (%)	Higher is better	24.0%	26.9%	25.1%	24.5%					
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%	5%
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%					
% nursing care beds rated good or outstanding by CQC	Higher is better	23.7%	60.3%	63.7%	63.5%	76.0%	↑			76.0%
% residential care beds rated good or outstanding by CQC	Higher is better	46.7%	92.9%	100.0%	94.0%	89.3%	⇒			85.0%
Healthy Life Expectancy at birth - Males	Higher is better	59.2	61	60.5	61.1 (2016-18)	Published in 2021	↑	60.9	61.6	63.4
Healthy Life Expectancy at birth - Females	Higher is better	61	61.9	62.6	61.7 (2016-18)	Published in 2021	↓	60.8	62.5	63.9



Annual Report 2019/20 - Environment Key Performance Metrics

Performance Indicator	Higher/Lower is better	15/16	16/17	17/18	18/19	19/20	DOT	SN	GM	NW	Eng
% of waste recycled	Higher is better	42.2%	43.7%	47.3%	51.5%	52.7%	↑	=1 in Nearest Neighbour UU See WDF reports	=3 GM/ See WDF reports		Est 53.0% for 19/20 which is above ave 45%
Number of recorded reports of fly tipping	Lower is better	1,786	2,139	1,670	1,705	927	↑				
Borough cleanliness score (LAMS Survey) (litter free)	Higher is better					84%					
% of bins collected first time Total (Black, Brown, Blue, Green)	Higher is better	99.97%	99.38%	99.89%	99.91%	99.98%	↑				
Number of environmental education sessions delivered in schools	Higher is better				53	114	↑				
KSI (Killed, Seriously Injured) Casualties (road traffic accidents)	Lower is better	73	64	77	75	90	↓	Wigan - 21 KSI casualties per 100,000 head of population between 2014-16	25 KSI casualties per 100,000 head of population between 2014-16	40 KSI casualties per 100,000 head of population between 2014-16	39 KSI casualties per 100,000 head of population between 2014-16
% of minor highway repairs completed on time	Higher is better	82%	83%	69%	53%	68%	↑				
Journey time reliability/congestion measure (mph)	Higher is better	19.00	18.00	17.60	18.00	18.00	→				
Average roadside Nitrogen Dioxide (NO2) concentration in Wigan (ug/m3)	Lower is better	22	19	21	18	17	↑				
% of responsive repairs carried out right first time	Higher is better			94%	92%	93%	↑				
Average relet time (days with Void Repairs)	Lower is better			28	25	19	↑				
Tenant satisfaction with the overall repairs service	Higher is better	95%	94%	94%	94%	94%	→				
% of urgent repairs completed within government time limits	Higher is better	99%	99%	99%	98%	99%	↑				



Annual Report 2019/20 - Growth Key Performance Metrics

Performance Indicator	Higher/Lower is better	15/16	16/17	17/18	18/19	19/20	DOT	SN	GM	NW	Eng
Number of affordable homes built (cumulative)	Higher is better	110	216	317	297	369	↑				
Amount of funding secured to deliver housing (cumulative)	Higher is better			£9,109,844	£9,303,033	£9,012,556	↓				
Unemployment rate (ILO definition)	Lower is better	5.0%	4.9%	4.3%	4.1%	3.6%	↑	5.1%	4.6%	4.1%	4.2%
Employment rate (ILO definition)	Higher is better	77.1%	76.5%	75.6%	75.1%	77.2	↑	72.6%	72.8%	73.8%	74.5%
Number of business engagements per month	Higher is better		74	62	83	90	↑				
Number of businesses supported to grow digitally	Higher is better		24	50	66	63	↓				
New business start-ups	Higher is better					1,125.00	N/A				
% of jobs below the living wage	Lower is better	28.4%	32.1%	28.9%	31.5%	22.6%	↑		23.8%	24.4%	23.8%
Town centre footfall (Wigan and Leigh Markets) COMMERCIALY SENSITIVE INFORMATION	Higher is better			4,546,314	4,405,536	4,034,038	↓				
Planning applications completed in a timely manner	Higher is better			95.5%	88.4%	97.6%	↑				
Planning applications completed in a timely manner - Major (<13 weeks)	Higher is better	90.5%	96.9%	89.9%	92.9%	100.0%	↑	92.0%	90.0%	90.0%	86.0%
Planning applications completed in a timely manner - Minor (<8 weeks)	Higher is better	94.5%	97.4%	96.6%	79.7%	98.4%	↑	90.0%	86.0%	88.0%	87.0%
Planning applications completed in a timely manner - Other (<8 weeks)	Higher is better	96.6%	98.5%	95.6%	94.5%	98.8%	↑	92.0%	89.0%	87.0%	90.0%
% of plans checked in time (25 working days)	Higher is better	98.1%	86.3%	48.3%	87.7%	91.4%	↑				
% of all planning applications requiring an extension of time	Lower is better	0.0%	0.0%	31.3%	41.0%	24.3%	↑				
% of planning appeals that are upheld	Lower is better	0.0%	0.0%	20.8%	0.0%	20.0%	↓				
Total number of additional homes completed (net)	Higher is better	639	817	923	1214	1367	↑	629	486	386	502
% of new development on brownfield register	Higher is better	0.0%	0.0%	66.0%	49.0%	37.0%	↓				
Total ha of employment land developed. Figure in ha not ha2 as previously stated	Higher is better	N/A	N/A	N/A	N/A	2.98ha	N/A				
% vacant market stalls	Lower is better	0%	42%	39%	37%	47%	↓				
Number of apprenticeship starts	Higher is better				2,250	2,850	↑				
Number of residents qualified to NVQ level 4	Higher is better			26.8%	27.9%	26.9%	↓			35.5%	
Number of jobs in the borough	Higher is better			124,000	124,000	127,000	↑				
% of jobs paid above the national living wage	Higher is better			70.7%	68.5%	77.4%	↑	72.3%	76.2%	75.6%	77.1%
% of business births surviving 2 years (business survival rate)	Higher is better			73.5%	73.5%	70.1%	↓	71.8%	69.0%	70.8%	71.4%
Median annual pay (gross)	Higher is better				£22,122	£22,888	↑	£21,489	£22,565	£22,658	£24,298
% increase in occupation of identified town centre core	Higher is better			2%	0%	1.2%	↑				
Increase in number of residential units in town centre	Higher is better				39	24	↓				



Annual Report 2019/20 - Enablers Key Performance Metrics

Performance Indicator	Higher/Lower is better	15/16	16/17	17/18	18/19	19/20	DOT	SN	GM	NW	Eng
Council Tax Collection (in year) - %	Higher is better	95%	95.14%	95.63%	95.70%	95.41%	↓				
Business Rates Collection - %	Higher is better	97.12%	98.00%	99.00%	97.87%	97.18%	↓				
Treasury Management (% interest earned compared to the 7 day London Interbank Bid Rate LIBID rate)	Higher is better	0.57%	0.57%	0.21%	0.82%	0.81%	↑				
Payment of invoices (Average of Days to Pay from Scanned Date)	Lower is better	17	11	8.11	10.52	7.59	↑				
Payment of invoices (Average of Days to Pay from Invoice Date)	Lower is better				34.79	33.65	↑				
Debt Outstanding as a Proportion of Sales Orders Raised (<12 Months)	Lower is better				8.96%	7.78%	↑				
Care Proceedings – File open to substantive action within 14 working days	Higher is better	100%	100%	96%	100%	100%	→				
Freedom of Information Requests Responded to Within the Statutory Deadline of 20 Working Days (Corporate)	Higher is better	90.85%	80.85%	85.23%	89.30%	87.67%	↓				
Repudiation Rate of Statutory Insurance Claims	Higher is better				81%	76%	↓				
Number of Searches Carried Out	Higher is better				2528		N/A				
Disposal of buildings and land (£) Cumulative	Higher is better	£ 4,800,000	£ 4,700,000	£ 3,200,000	£ 2,291,807	£ 983,040	↓				
Predicted number of housing units to be developed on sites that we've sold	Higher is better				121	41	↓				
Income from investment estate – (rental income)	Higher is better				£ 1,286,288	£ 919,722	↓				
Number of Cat A buildings occupied	Higher is better				35	35	→				
Total cost of reactive maintenance	Lower is better				£ 380,025	£ 904,315	↓				
Total number of contracts on the contracts register	Higher is better				417	538	↑				
Number of contracts let in the last 12 months	Higher is better				67	113	↑				
% of contracts let with a minimum of 10% social value	Higher is better				Working on methodology	Working on methodology	N/A				
Value of business awarded to Wigan business	Higher is better				£ 34,584,276	AGMA unable to provide	N/A				
Value of business awarded to charities	Higher is better				£ 4,126,852	AGMA unable to provide	N/A				
Value of business awarded to SME's (Small Medium Enterprises)	Higher is better				£ 50,261,199	AGMA unable to provide	N/A				
Payroll error rate (based on number of emergency payments) (Total)	Lower is better	0.39%	0.28%	0.23%	0.33%	0.27%	↑				
Payroll error rate (based on number of emergency payments) (HRESC)	Lower is better	0.10%	0.08%	0.07%	0.10%	0.06%	↑				
Payroll error rate (based on number of emergency payments) (Manager)	Lower is better	0.25%	0.17%	0.12%	0.17%	0.35%	↓				
New starter notifications received within target by GM Pension Fund	Higher is better	91.10%	94.20%	97.20%	96.00%						
Early leaver notifications received within target by the GM Pension Fund	Higher is better	76.00%	87.70%	92.20%	90.00%						
New starter notifications received within target by GM Pension Fund - Combined Authority Figures	Higher is better	77.30%	77.10%	79.80%	89.00%						
Early leaver notifications received within target by the GM Pension Fund Combined Authority Figures	Higher is better	55.30%	58.10%	63.20%	69.00%						
My Account Registrations	Higher is better	49,202	80,005	117,988	151,666	184,875	↑				
P1/P0 IT incidents resolved outside SLA timeframe (<= 4 hours) (Integer measure)	Lower is better	5	5	3	3	4	↑				
% of P3 IT incidents resolved within SLA timeframe (<= 16 hours)	Higher is better	96%	93%	94%	93%	95%	↑				
% of P4 IT incidents resolved within SLA timeframe (<= 36 hours)	Higher is better	97%	95%	97%	95%	95%	→				
Satisfaction with IT services - Response Rate	Higher is better	9.36	9.27	9.52	9.66	9.65	→				
Processing times for new benefit claims	Lower is better	46	26	21	18	14	↑				
Housing benefit - Total LA Error under Lower Threshold	Higher is better	£ 89,199	£ 68,223	£ 257,512	£ 255,962	£ 160,767	↑				
Number of followers on Facebook	Higher is better		19,388	25,897	30,604	34,542	↑				
Number of followers on Twitter	Higher is better		21,753	25,985	29,900	32,658	↑				
Number of followers on Instagram	Higher is better		2,969	3,596	5,963	7,936	↑				
Satisfaction with IT services (net promoter score)	Higher is better				9.66	9.65	→				