



Annual Report 2021/22 - Live Well Key Performance Metrics

Performance Indicator	Higher/ Lower is better	15/16	16/17	17/18	18/19	19/20	20/21	21/22	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%	N/A	↓			10.3%	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%	N/A	↓			25.7%	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)	N/A	↓			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	N/A	↓			65.9%	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	N/A	↓			63.9%	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	N/A	↓			14.5%	13.9%
Smoking: self reported quitters per 100,000 population	Higher is better	1613	1423	2098	1773	1333	1168	N/A	↓			1898	1670
Tenancies sustained longer than 2 years	Higher is better	-	66%	-	-	86%	87%	88%	↑				
Average relet time (days with Void Repairs) (Change in indicator Methodology 20/21)	Lower is better	-	-	-	-	-	31	20	↑				
Average number of days spent in temporary accommodation	Lower is better	-	-	76.5	91.5	88	103.75	95	↑				
Number of applications active on the housing register at period end	Lower is better					9,038	10,365	12,475	↓				
Number of Homelessness contacts (Homelessness data for second half of 21/22)	Lower is better							3,205	↓				
Healthy Life Expectancy at birth - Males	Higher is better	59.2	61	60.5	61.1 (2016-18)	61.5 (2017/19)	77.5 (2018/20)	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)	81.2 (2018/20)	N/A	↑			62.2	63.5



Annual Report 2021/22 - Start Well Key Performance Metrics

Performance Indicator	Higher/ Lower is better	15/16	16/17	17/18	18/19	19/20	20/21	21/22	DOT	SN	GM	PH	NW	Eng	
Number of Individual Children reported Missing or Absent from Education	Lower is better	189	220	137	120	276	354	269	↑	Local indicators, no national comparative data available					
Place Holder - Care Leaver Outcomes - Suitable accommodation (Ages 19-21)	Higher is better	New indicators				95.0%	90.0%	89.2%	↓	87.4%	86.7%		88.0%	85.0%	
Place Holder - Care Leaver Outcomes - EET (Ages 19-21)	Higher is better					49.0%	41.3%	43.6%	↑	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%	4.34%	3.80%	3.10%	↑	3.9%	3.4%		3.3%	2.6%	
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%	8.41%	5.80%	4.20%	↑	5.1%	5.0%		4.5	4.3%	
% 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%	88.21%	91.10%	91.50%	↑	91.6%	92.2%		92.5%	93.2%	
% Good/outstanding schools	Higher is better	91%	91%	90%	91%	91%	91%	91%	→						
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		N/A	↓				68.9%		
Good level of development at age 5 with free school meal status	Higher is better	47%	49%	49%	50.6%			N/A	↑						
KS2 – children meeting expected standards	Higher is better	57%	66%	70%	67%			N/A	↓						
KS4 (GCSE) – Attainment 8 Score	Higher is better	50.6	46	45	45			N/A	↑						
KS4 (GCSE) – Progress 8 Score	Higher is better	-0.09	-0.15	-0.33	-0.31			N/A	↑						
First time entrants to the youth justice system (per 100,000)	Lower is better	331.7	241.6	163.9	134	104	94.5	137	↓				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 yet published	Not yet published	↓				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	N/A	↓				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)	971.7	N/A	↓				497.5	421.9	
Under 18 conceptions, rate per 1,000	Lower is better	24.8	23.1	23	18.7	21	N/A	N/A	↓				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)	11.2 (2018/20)	N/A	↑				11.5	10.3	



Annual Report 2021/22 - Age Well Key Performance Metrics

Performance Indicator	Higher/ Lower is better	15/16	16/17	17/18	18/19	19/20	20/21	21/22	DOT	CIPFA	GM	NW	Eng
Number of people requesting support from Adult Social Care	Lower is better	N/A	N/A	N/A	N/A	N/A	3545	3809	↓				
Tier 3 Safeguarding Alerts raised	Lower is better	N/A	N/A	N/A	N/A	1338	1200	1371	↓				
Better at Home Referrals	Lower is better	N/A	N/A	N/A	N/A	N/A	1557	1757	↓				
Better at Home % discharged via Pathway 1 - Supported to recover at home		N/A	N/A	N/A	N/A	N/A	63.8%	63.7%	N/A				
Proportion of older people (65+) 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%	88.0%	↑				
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	1590.3	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	854.2	660.1	893.3	N/A				
Proportion of service users in receipt of a community based services (%)	Higher is better	69.4%	69.3%	70.5%	72.0%	72.0%	75.1%	75.0%	↑				
Number of people receiving Home Care Packages at the end of the quarter	Lower is better	n/a	n/a	n/a	1450	1434	1688	1797	↑				
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	684.3	↑				
Ascof 1C(2A) - Proportion of people using social care who receive direct payments (%)	Higher is better	24.0%	26.9%	25.1%	24.5%	25.6%	23.1%	23.5%	↑				
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%	4.6%	4.7%	↑				
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%	92.3%	91.7%	91.2%	↓				
% nursing care beds rated good or outstanding by CQC	Higher is better	23.7%	60.3%	63.7%	63.5%	76.0%	68.0%	77.0%	↑				
% residential care beds rated good or outstanding by CQC	Higher is better	46.7%	92.9%	100.0%	94.0%	89.3%	93.0%	92.0%	↓				



Annual Report 2021/22 - Environment Key Performance Metrics

Performance Indicator	Higher/ Lower is better	15/16	16/17	17/18	18/19	19/20	20/21	21/22	DOT	SN	GM	NW	Eng
% of waste recycled	Higher is better	42.2%	43.7%	47.3%	51.5%	52.7%	53.0%	53.0%	⇒	1		3 UA	
Number of recorded reports of fly tipping	Lower is better	1,786	2,139	1,670	1,705	927	952	2,156	↓				
Average roadside Nitrogen Dioxide (NO2) concentration in Wigan (ug/m3)	Lower is better	22	19	21	17	19	15	N/A	↑				
% of bins collected first time	Higher is better	-	-	-	99.91%	99.89%	99.90%	99.92%	↑				
2019 Boroughwide emissions (tCO2)	Lower is better	-	-	-	-	3.9%	3.9%	N/A	⇒				
Wigan Council emissions	Lower is better	-	-	-	-	-	14%	N/A					
Average relet time (days with Void Repairs)	Lower is better	-	-	-	-	-	31	20	↑				
% of minor highway repairs completed on time	Higher is better	82%	83%	69%	53%	68%	87.50%	87.10%	⇒				



Annual Report 2021/22 - Growth Key Performance Metrics

Performance Indicator	Higher/ Lower is better	15/16	16/17	17/18	18/19	19/20	20/21	21/22	DOT	SN	GM	NW	Eng
Employment rate (ILO definition)	Higher is better	77.1%	76.50%	75.6%	74.6%	77.2%	77.4%	N/A	↑	72.3%	71.6%	72.9%	75.1%
Number of affordable homes built (gross)	Higher is better	110	216	317	291	369	334	335	↑				
Total number of additional homes completed (net)	Higher is better	639	817	923	1,214	1,367	1,439	1,228	↓	No comparator data			
Planning applications completed in a timely manner	Higher is better	-	-	95.5%	88.4%	95.8%	96.6%	96.0%	↓				
% of jobs below the living wage	Lower is better	28.4%	32.1%	28.9%	31.5%	27.7%	24.3%	24.6%	↑				
Number of business engagements per month	Higher is better	-	-	-	-	409	706	103	↓				
Number of businesses supported to grow digitally per month	Higher is better	-	-	-	-	63	69	63	↓				
New business start-ups	Higher is better	-	-	-	-	-	1,355	1,370	↑		21,535	42,975	340,045
Number of apprenticeship starts	Higher is better	-	-	-	-	2,276	1,837	N/A	↓				



Annual Report 2021/22 - Enablers Key Performance Metrics

Performance Indicator	Higher/ Lower is better	15/16	16/17	17/18	18/19	19/20	20/21	21/22	DOT	SN	GM	NW	Eng
Council Tax Collection Rate (21/22 Liability collected) (%)	Higher is better	95%	95.14%	95.63%	95.70%	96.03%	95.32%	94.91%	↓		94.87	95.75	97.02
Business Rate Collection Rate (%)	Higher is better	97.12%	98.00%	99.00%	97.87%	97.18%	96.02%	96.20%	↑		96.94	97.42	98.07
Processing times for new housing benefit claims (days)	Lower is better	46	26	21	18	14	14	14	→				
Supporting Families (Number of families identified)	N/A	1,080	1,800	2,100	2,685	3,077	3,322	3,822	N/A				
Number of Domestic Abuse referrals to IDVA (Change in indicator methodology 20/21)	Lower is better	-	-	-	-	-	1,384	1,249	↑				
Number of Domestic Abuse referrals to Wigan Borough DA Service (Change in indicator methodology 20/21)	Lower is better	-	-	-	-	-	New indicator	2,001	N/A				
Neighbour ASB (Change in indicator methodology 20/21)	Lower is better	-	-	-	-	-	1,505	1,421	↑				
Neighbour noise (Change in indicator methodology 20/21)	Lower is better	-	-	-	-	-	836	675	↑				
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	0	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%	6.56%	↓				
% 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%	13.23%	↓				
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	£61,614,808	↓				
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	£18,484,011	↓				