

**Walsall Council**

# **Scrutiny Overview Committee**

Meeting to be held on: **7 February 2022 at 6.00 P.M.**

Meeting to be held via: **Council House and Microsoft Teams**

Public access to meeting via: <https://youtu.be/TOXdCU-efwE>

**MEMBERSHIP:**

Chair: Councillor Murray

Vice Chair: Councillor Nawaz

Councillor Ali  
Councillor P. Bott  
Councillor Harrison  
Councillor Hicken  
Councillor K Hussain  
Councillor Jeavons  
Councillor Rasab  
Councillor Samra  
Councillor Singh-Sohal

**LEADER OF THE COUNCIL:**

Councillor Bird

**PORTFOLIO HOLDERS:**

All



## ITEMS FOR BUSINESS

1.	<b>Apologies</b> To receive apologies for absence from Members of the Committee.	
2.	<b>Substitutions</b> To receive notice of any substitutions for a Member of the Committee for the duration of the meeting.	
3.	<b>Declarations of interest and party whip</b> To receive declarations of interest or the party whip from Members in respect of items on the agenda.	
4.	<b>Local Government (Access to Information) Act 1985 (as amended)</b> To agree that the public be excluded from the private session during consideration of the agenda items indicated for the reasons shown on the agenda (if applicable).	
5.	<b>Minutes</b> To approve and sign the minutes of the meetings held on 13 December 2021.	<u>Enclosed</u>
6.	<b>Covid-19 Infection and Vaccination Rates Update</b> To consider the latest data on Covid-19 infection and vaccination rates.	<u>Enclosed</u>
7.	<b>Corporate Plan Monitoring (Q2)</b> To report on the markers of success, covering the period July – September 2021, for the 2021 Corporate Plan.	<u>Enclosed</u>
8.	<b>Proposed Action Tracker for Overview and Scrutiny Committees</b> To review a proposed scrutiny recommendation tracker drafted for feedback and agreement by Members prior to rolling out across all Overview and Scrutiny Committees.	<u>Enclosed</u>
9.	<b>Feedback from Overview &amp; Scrutiny Committees</b> To receive any feedback from meetings of Overview & Scrutiny Committees since the last meeting. To also include items proposed for the next meeting of each Overview & Scrutiny Committee to inform planning of agendas.	<u>Enclosed</u>
10.	<b>Areas of Focus</b> To review the Committees Work Programme and the Forward Plans for Walsall Council and the Black Country Executive Committee.	<u>Enclosed</u>
11.	<b>Date of next meeting</b> To note that the date of the next meeting will be 15 March 2022.	



## PART 2 – PRIVATE SESSION

12.	<b>Domestic Abuse Services Delivery Model</b> <i>(Exempt information under Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972 (as amended))</i>  To consider and comment upon the Domestic Abuse Service Delivery Model and proposed contract awards.	<u>Enclosed</u>
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## **T Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012**

### **Specified pecuniary interests**

The pecuniary interests which are specified for the purposes of Chapter 7 of Part 1 of the Localism Act 2011 are the interests specified in the second column of the following:

<b>Subject</b>	<b>Prescribed description</b>
Employment, office, trade, profession or vocation	Any employment, office, trade, profession or vocation carried on for profit or gain.
Sponsorship	<p>Any payment or provision of any other financial benefit (other than from the relevant authority) made or provided within the relevant period in respect of any expenses incurred by a member in carrying out duties as a member, or towards the election expenses of a member.</p> <p>This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Regulations (Consolidation) Act 1992.</p>
Contracts	<p>Any contract which is made between the relevant person (or a body in which the relevant person has a beneficial interest) and the relevant authority:</p> <p>(a) under which goods or services are to be provided or works are to be executed; and</p> <p>(b) which has not been fully discharged.</p>
Land	Any beneficial interest in land which is within the area of the relevant authority.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the relevant authority for a month or longer.
Corporate tenancies	<p>Any tenancy where (to a member's knowledge):</p> <p>(a) the landlord is the relevant authority;</p> <p>(b) the tenant is a body in which the relevant person has a beneficial interest.</p>
Securities	<p>Any beneficial interest in securities of a body where:</p> <p>(a) that body (to a member's knowledge) has a place of business or land in the area of the relevant authority; and</p> <p>(b) either:</p> <p>(i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or</p> <p>(ii) if the share capital of that body is more than one class, the total nominal value of the shares of any one class in which the relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.</p>





## **Schedule 12A to the Local Government Act, 1972 (as amended)**

### **Access to information: Exempt information**

#### **Part 1**

#### **Descriptions of exempt information: England**

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes:
  - (a) to give any enactment a notice under or by virtue of which requirements are imposed on a person; or
  - (b) to make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.
8. Information being disclosed during a meeting of an Overview and Scrutiny Committee when considering flood risk management functions which:
  - (a) Constitutes a trades secret;
  - (b) Its disclosure would, or would be likely to, prejudice the commercial interests of any person (including the risk management authority);
  - (c) It was obtained by a risk management authority from any other person and its disclosure to the public by the risk management authority would constitute a breach of confidence actionable by that other person.



## **SCRUTINY OVERVIEW AND SCRUTINY COMMITTEE**

**13 December 2021 AT 6.00 P.M. AT THE COUNCIL HOUSE**

**Committee Members Present** Councillor Murray (Chair)  
Councillor Nawaz (Vice-Chair)  
Councillor Ali  
Councillor P. Bott  
Councillor Hicken  
Councillor Samra  
Councillor Singh-Sohal  
Councillor Murphy

**Officers** Simon Neilson – Executive Director (Economy, Environment and Communities)  
Stephen Gunther – Director – Public Health  
Kathryn Moreton – Head of Highways & Transport  
Matt Crowton – Transportation Major Projects & Strategy Manager  
Sharon Kelly – Director – Access & Inclusion  
Craig Goodall – Principal Democratic Services Officer  
Sian Lloyd – Assistant Democratic Services Officer

**Others in attendance** Angela Hosford – Head of Sprint Development - Transport for West Midlands  
Thomas Skidmore – Senior Manager – Sprint Development - Transport for West Midlands  
Jason Griffin – Head of Sprint Delivery - Transport for West Midlands  
Geraint Griffiths-Dale – Clinical Commissioning Group

**Portfolio Holders** Councillor Bird – Leader  
Councillor Andrew – Deputy Leader and Regeneration  
Councillor Perry – Deputy Leader and Resilient Communities  
Councillor M. Statham – Internal Services  
Councillor Towe – Education and Skills  
Councillor Craddock – Health and Wellbeing

### **353/21 APOLOGIES**

Apologies for absence were received on behalf of Councillors Harrison, K. Hussain, Jeavons and Rasab.

### **354/21 SUBSTITUTIONS**

Councillor Murphy substituted for Councillor Harrison.



## 355/21      **DECLARATIONS OF INTEREST AND PARTY WHIP**

There were no declarations of interest or party whip identified at this meeting.

## 356/21      **LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 (AS AMENDED)**

There were no items to be considered in private session.

## 357/21      **MINUTES**

A Member of the Committee asked for it be recorded that the £28,000 s106 money allocated to the Wards Keep site in Darlaston, for a healthy walking project, had not been completed. He explained that Clean and Green took a topslice of s106 funding received. He added a further comment about successful match funding that had been attracted to support other projects in the area including the ERDF Blue Network II Project.

It was agreed that the minutes were an accurate reflection of the information as presented at the last meeting but that an explanatory note would be included in the minutes of this meeting to provide clarity on this particular issue.

### **Resolved:**

**That the minutes of the meeting held on 9 November 2021, a copy having previously been circulated, be approved.**

## 358/21      **COVID-19 INFECTION AND VACCINATION RATES UPDATE**

The Portfolio Holder for Health and Wellbeing presented the update on Covid-19 in the Borough, acknowledging that this had been a period of lots of change and that a new variant of concern, Omicron, had now been detected in Walsall and was projected to become the dominant strain in the UK by the end of the month. He highlighted that this had further raised the importance of vaccinations and boosters and that anyone could still come forward to receive their vaccinations. In light of the high demand being experienced online he advised that lateral flow tests were also available from a number of pharmacies in the borough.

The Walsall Managing Director of the Black Country and West Birmingham Clinical Commissioning Group (the Managing Director) added that lots of planning had been completed over the past 24 hours to respond to the latest Government announcement that everyone over the age of 18 should be offered a booster jab so long as it has been 3 months since they received their second dose. The Managing Director advised that many GPs practices and the Saddlers Centre would be extending hours and remaining open 7 days a week to ensure that this would be possible and that he was confident that with stepping up the booster vaccination programme. He reiterated that urgent care would still be provided and that national guidance was awaited for other care services although it was expected that there may be some impact.



The Director of Public Health provided assurance that contact tracing had been completed and isolation was being monitored for all Omicron cases. He added that the mantra of hands, face, space and ventilation still applied and that measures should still be taken to reduce the spread of Covid-19 including working from home where possible, regularly testing and wearing face coverings in crowded indoor spaces. Regarding the vaccination of 12 – 15 year olds the Director of Public Health advised that vaccinations had been offered at all schools with the exception of one school which had declined this offer and that vaccines were also available at the Saddlers Centre. The rate of vaccinations in this age group was 35%. Follow up sessions were scheduled at several schools in the New Year and he also advised that there was still time for those in this age group to come forward to be vaccinated.

The Managing Director stated that pregnant women and those wishing to become pregnant were being offered vaccinations at dedicated clinics but at present the data collected did not provide specific figures as related to pregnant women so these could not be provided to the Committee at this point.

Following questions from the Committee the Director of Public Health confirmed that the return of vaccination buses was being considered but that due to the fact that it was now winter this may present different logistical issues and alternative offers may be considered preferable as a result. The Portfolio Holder for Health and Wellbeing underlined that 89% of the people in ICU in the borough are unvaccinated and this provided a very strong argument for vaccination. The Director of Public Health confirmed that data was available on a ward-by-ward basis which was used for operational planning and could be included in future reports to the Committee and that pregnant women could receive the vaccine in any trimester of pregnancy however it was recommended to have the vaccine as early as possible. The Managing Director confirmed that plans to work with volunteers were expected not just for the vaccination process but for a long time thereafter given the benefits that had been seen from their involvement.

#### **Resolved:**

**That the report be noted.**

#### **359/21 A34 SPRINT – WALSALL TO SOLIHULL – UPDATE ON PHASE 1 & 2**

The Head of Sprint Development for Transport for West Midlands presented an update on the progress on the delivery of Sprint to date and initial details regarding phase 2 of the delivery, including proposed vehicle and service changes. She advised the Committee that the full business case was approved by the Combined Authority in February 2020 and that the project had been broken into two phases to allow works to commence as soon as possible with the aid of several contractors. It was noted that the project would see a transport corridor linking Walsall directly with Solihull and would offer greater connectivity across the region and faster and more reliable journey times.

Members were presented with photographs of current works to illustrate what this looks like on the ground and it was emphasised that measures were in place to try and mitigate the effect on traffic with works on the carriageway being kept to a



minimum. The Head of Sprint Development highlighted that these works were being completed in partnership with Walsall Council and the same process had been followed as any other developer or indeed the Council itself as Highway Authority would have to go through in terms of obtaining permits and Traffic Regulation Orders.

She advised that a network of public liaison officers were in place to help local businesses understand the impact of the works, how that will affect them and what can be done to limit the impact, including maintaining access for customers and that a helpline number had been set up to allow all interested parties to contact Transport for West Midlands (TfWM) directly and find out what works were on going on in their local area.

Phase 2 of the Sprint works were due to go to the Combined Authority in January for approval, with the aim being delivery at end of 2022/early 2023. Following this the Head of Sprint Development advised phase 2 plans were to come back to the Council and go through Cabinet. This was expected to be in Spring/Summer 2022 dependent on decision made at Combined Authority level. Full details of scheme were still being worked up by TfWM in conjunction with Walsall Council but the Head of Sprint Development advised that a proportion of the 20 green hydrogen buses funded by Birmingham Council would be used on A34 corridor into Walsall and that these were zero emission vehicles to be in full operation by January. It was advised that the understanding was that the bus company intended to replace the 51 with Sprint but using the same network tickets as currently available.

Members of the Committee and the Leader of the Council raised concerns regarding the lack of progress on works and the poor communication of road closures which had led to widespread problems across Walsall. The Head of Sprint Development advised that before any works were commenced information is sought regarding gas, electric and water supplies to try and ensure works could proceed as planned but that if these were not charted correctly, as sometimes can be the case, this could lead to delays in works whilst designs were reconsidered to ensure they had no impact on these supplies. She added that safety was a paramount concern and to manage the flow of traffic and preserve access to properties this sometimes led to more traffic measures than it would appear, on the face of it, to be entirely necessary.

Following questions from Members of the Committee the Senior Manager for Sprint Development confirmed that the X51 bus service was intended to remain after the Sprint service had come into operation. He also advised that at present no more trees were intended to be cut down as part of phase 1. Phase 2 plans were still being finalised so he could not comment whether any trees would be removed as part of those works. It was noted that Sprint intended to provide larger vehicles to hold more passengers, offer more frequent buses as they complete the route at a faster speed and bolster cross-city connectivity and that there was not intended to be any premium for using Sprint but rather that it would retain the same pricing as the rest of the bus network.

The Transportation Major Projects & Strategy Manager advised Members of plans for Ablewell Street and Lower Rushall Street and confirmed that traffic modelling had



been completed which suggested that journey times with the new road design would be comparable or improved in comparison to the current layout.

The Deputy Leader and Portfolio Holder for Regeneration stated that he was of the opinion that the operator should have been introduced as a member of the partnership at an earlier stage, which may well have alleviated some of the issues experienced. He also noted that as a result of Sprint works there would be access to cleaner, faster journeys which was incredibly positive and this had not been highlighted to its full extent. He also advised that a charging point would be introduced on Bridge Street of which there were only a handful across the country.

**Resolved:**

**That:**

- 1. The progress being made on delivery of Sprint Phase 1 be noted, including engagement with businesses and residents during periods of disruption.**
- 2. To note the concern expressed by Members on the disruption caused by the works.**
- 3. A further update on Sprint be reported to this Committee in April 2022.**
- 4. Specific details be provided to the Committee regarding delays on works on Town Hill.**

**360/21 SCHOOL GATE PARKING**

Following a request from the Committee the Head of Highways & Transport presented a report detailing the council's approach to road safety outside schools. She highlighted that there had been a 30% reduction in the number of people killed or seriously injured on the roads in Walsall since 2017 and that the aim of the regional road safety strategy was to reach a 40% reduction on West Midlands roads by 2028. It was noted that whilst deaths and serious injuries continued to occur work on road safety would never be complete but that less than a third of serious incidents included children and took place at peak school times.

The Head of Highways & Transport highlighted a number of council initiatives designed to teach children how to be road safe, including the A\*STARS programme which was delivered in 90% of primary schools and 70% of secondary schools in the borough and focused on issues such as pedestrian training, safety in the car and 5 minute walk zones. She also provided information regarding the enforcement based approach followed by the council, highlighting that fourteen civil enforcement officers carried out foot patrols on a daily basis and two CCTV vehicles were deployed across the borough around peak school times. It was noted that there was a mandatory observation period that had to be adhered to before a ticket could legally be issued and as a result quite often vehicles were not able to be ticketed as they had not stopped for long enough.





With regards to road safety engineering, the Head of Highways & Transport emphasised that all scheme requests were recorded, assessed and categorised and referred to either Local Safety Schemes or the Promotion of Community Health and Safety programme dependent on the number of personal injury collisions that had taken place at the site over the previous three years. The Safe Routes to School programme reported to Cabinet annually was also discussed and the Head of Highways & Transport indicated that 70 potential schemes formed part of the 2021/22 version, of which 8 measures with a cost totalling just over £50,000 were scheduled for delivery within this financial year.

Due to the complex nature of the issue and its wide-reaching implications it was suggested that a working group be established to discuss specific options when Democratic Services had the capacity to support such a group.

Following questions from the Committee the Executive Director for Economy, Environment and Communities clarified that parking enforcement was outsourced to ABCOA so specific figures regarding number of officers located near schools on any given day were not currently available. He also added that parking enforcement was run at a subsidy and was not, as commonly thought, a source of income for the Council. The Head of Highways & Transport added that a proportion of the fourteen officers mentioned previously would be situated at schools and others would be in different locations such as council-owned car parks. A short discussion took place on the different powers of civil enforcement officers and the Police to manage traffic and parking. She also advised that given the fact that older Traffic Regulation Orders (TROs) were only available in physical copy there had not been sufficient time for figures relating to the number of TROs around schools to be collated. Following further questions she explained that road markings in the borough were inspected at least once a year with all safety critical defects corrected.

Following a question from a Member of the Committee relating to the Resilient Communities model the Deputy Leader and Portfolio Holder for Resilient Communities advised that they saw a number of anti-social behaviour related parking complaints and operated a joined-up approach with West Midlands Police. The Executive Director for Economy, Environment and Communities stated that parking in areas with TROs was a civil enforcement matter and so fell to the Council to enforce on such matters.

**Resolved:**

**That:**

- 1. A working group be established to consider school gate parking with the following Members:**
  - a. Councillors Ali, Hicken, Murray, Nawaz and Samra.**
- 2. The Committee be provided with specific figures regarding:**
  - a. the number of enforcement notices issued as a result of use of CCTV around schools;**
  - b. The number of civil parking enforcement officers on duty at different periods of the day.**



## 361/21     **SCRUTINY SURVEY RESULTS**

The Principal Democratic Services Officer presented the results of the Scrutiny Survey conducted in October 2021 following a request by the Scrutiny Overview Committee. He advised that 21 responses were received, of which 16 were from Members of an Overview and Scrutiny Committee and 5 were from non-Scrutiny Members. He reported that many aspects of the scrutiny process were identified as being good or very good.

Examples were given of areas which had been identified where improvements could be made including the budget-setting process which had received mixed reviews, training on items such legal issues, chairing meetings and questioning styles. Feedback was also received about managing the length of agendas to help facilitate effective meetings. It was noted that Members appeared to be happy with the level of support to the scrutiny process offered by officers.

Following a question from a Committee Member the Principal Democratic Services Officer advised that he believed there had been one call-in in the last twelve months but detailed information would be provided to the Committee.

There was a short discussion regarding a potential action tracker for use by scrutiny committees. The Principal Democratic Services Officer explained that good practice would be reviewed and a proposal brought to the Committee. Following a suggestion he agreed to consider the approach taken by the West Midlands Police and Crime Panel.

### **Resolved:**

#### **That:**

- 1. The Member Learning and Development Programme is enhanced to include training for Members on financial scrutiny, scrutiny legislation, chairing meetings and asking questions;**
- 2. Members be encouraged to request training on subject specific topics they would like training on;**
- 3. Due to mixed comments in relation to the scrutiny of the council's budget setting process, the Scrutiny Overview Committee review the existing approach and consider how it could be improved;**
- 4. A recommendation tracker be developed to assist systematic follow up of recommendations made by overview and scrutiny committees to monitor progress on specific actions and information requested at meetings;**
- 5. The importance of ensuring agendas for meetings are manageable is understood and that prioritisation is given to reports that require scrutiny rather than reports 'for noting';**





6. Further development of the scrutiny report template takes place to include model recommendations which encourage outcomes and avoid requesting that reports are noted; and
7. Information to be provided on the number of Call-Ins over the last 12 months.

#### 362/21      **FEEDBACK FROM OVERVIEW & SCRUTINY COMMITTEES**

The Committee noted the reports of the Chairs of the Overview & Scrutiny Committees on meetings of their Committees since 9 November as presented in the written report.

**Resolved:**

**That the report be noted.**

#### 363/21      **AREAS OF FOCUS**

The Committee considered its work programme and the Forward Plans of Walsall Council and the Black Country Joint Executive Committee.

A Member of the Committee raised questions regarding two items on the Council Forward Plan relating to Sale of Council Land in Blakenall and Contractor Procurement Strategy for Connected Gateway as it relates to the Future High Street Fund. The Executive Director (Economy, Environment and Communities) advised that he would ask for further details on these two items to allow the Committee to make a decision on whether they wished to consider them at a future meeting.

The following items were identified for the next meeting of the Committee:

- Update on Covid-19 infection and vaccination rates to include details of Covid memorial garden;
- Corporate Plan Monitoring (Q2);
- Domestic Abuse Services Delivery Model; and
- Chief Superintendent Phil Dolby of West Midlands Police to be requested to attend to discuss his priorities for the borough, gangs and serious violence, community policing and domestic abuse.

**Resolved:**

**That:**

1. The Areas of Focus and Forward Plan be noted;
2. It be requested that Members of the Scrutiny Overview Committee be invited to 18 January meeting of Economy and Environment Scrutiny and Overview Committee to take part in discussions on the Town Fund;



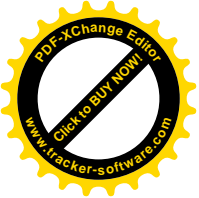
3. Further information be provided to the Committee if available in relation to forward plan items on Sale of Council Land in Blakenall and Contractor Procurement Strategy for Connected Gateway.

364/21     **DATE OF NEXT MEETING**

It was noted that the date of the next meeting would be 7 February 2022.

The meeting terminated at 8.55 p.m.

Chair: .....Date:.....



## Scrutiny Overview Committee

7 February 2022

Agenda  
Item No. 6

### Covid-19 Update

Ward(s):

Portfolios: Cllr Craddock

#### 1. Aim

To give a progress update on the current Covid-19 infection rates in Walsall and the vaccination uptake, including the booster.

#### 2. Recommendations

That colleagues continue to play their part in the Local Authority and Partner management response to Covid-19 in Walsall and support the government messages for residents to get fully vaccinated.

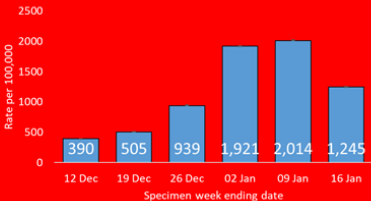
#### 3. Report detail

There are a number of components in relation to the response to the Covid-19 pandemic in Walsall to date. This report will cover several of these including:

- Barometer (5 key performance indicator overview)
- Outbreaks
- Testing / access to
- Vaccinations
- Schools / care homes
- Hospital situation

The **barometer** offers an overview of the current situation based on five key performance indicators and their RAG ratings (the defined parameters agreed regionally).

At present, all KPIs are rated as **RED** due to the high number of positive cases, recent trends, positivity (the proportion of those tested who are positive) and the situation awareness (community transmission) of positive cases across the borough.

	KPI	Latest Data	Comments	Source																																																								
1	Weekly incidence (number of new cases)	3,570 Cases (10th Jan to 16th Jan)	-38% increase in a week	UKHSA situation awareness explorer (last refreshed 24 Jan)																																																								
2	Weekly trends (rate per 100,000)	 <p>Rate per 100,000</p> <p>Specimen week ending date</p> <p>The rate is currently at 1245.1 per 100,000 population.</p> <p>Walsall ranked 22/309 English LTLAs</p> <p>Each bar represents a rate for positive cases over 7 days. RAG dependent on latest rate.</p>	UKHSA situation awareness explorer (last refreshed 24 Jan)																																																									
3	Weekly Positivity (% testing +ve PCR only)	27.3% (Pillar 1 & 2 combined)  as of 15th January	Benchmark: Birmingham & Black Country: 23.4% England: 20.2%	UKHSA situation awareness explorer (last refreshed 24 Jan)																																																								
4	Covid vaccine uptake (%)	<table><thead><tr><th>Age group</th><th>1st dose%</th><th>2nd dose%</th><th>Booster%</th></tr></thead><tbody><tr><td>12-15</td><td>44%</td><td>6%</td><td>100%</td></tr><tr><td>16-17</td><td>60%</td><td>38%</td><td>40%</td></tr><tr><td>18-29</td><td>68%</td><td>60%</td><td>46%</td></tr><tr><td>30-39</td><td>73%</td><td>68%</td><td>55%</td></tr><tr><td>40-49</td><td>82%</td><td>79%</td><td>68%</td></tr><tr><td>50-54</td><td>88%</td><td>87%</td><td>81%</td></tr><tr><td>55-59</td><td>90%</td><td>89%</td><td>85%</td></tr><tr><td>60-64</td><td>92%</td><td>91%</td><td>89%</td></tr><tr><td>65-69</td><td>93%</td><td>92%</td><td>92%</td></tr><tr><td>70-74</td><td>95%</td><td>95%</td><td>96%</td></tr><tr><td>75-79</td><td>96%</td><td>96%</td><td>96%</td></tr><tr><td>80+</td><td>96%</td><td>96%</td><td>95%</td></tr><tr><td>Overall</td><td>71.33%</td><td>65.72%</td><td>74.91%</td></tr></tbody></table>	Age group	1st dose%	2nd dose%	Booster%	12-15	44%	6%	100%	16-17	60%	38%	40%	18-29	68%	60%	46%	30-39	73%	68%	55%	40-49	82%	79%	68%	50-54	88%	87%	81%	55-59	90%	89%	85%	60-64	92%	91%	89%	65-69	93%	92%	92%	70-74	95%	95%	96%	75-79	96%	96%	96%	80+	96%	96%	95%	Overall	71.33%	65.72%	74.91%	<p>Black Country &amp; West B'ham CCG</p> <p>First dose: 67.25%</p> <p>Second dose: 61.70%</p> <p>Booster (3rd dose): 74.68%</p> <p>Note: Booster percentage denominator is the population <u>currently eligible</u> for the booster.</p>	IMS Reporting (last refreshed 24 Jan)
Age group	1st dose%	2nd dose%	Booster%																																																									
12-15	44%	6%	100%																																																									
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80+	96%	96%	95%																																																									
Overall	71.33%	65.72%	74.91%																																																									
5	Situation Awareness	RED	High community transmission and a range of exposures/outbreaks.	Daily UKHSA line list mapping / UKHSA outbreaks & issues / UKHSA LA Report (last refreshed on 24 Jan)																																																								

There are also two supplementary indicators offering an acute perspective in terms of inpatient numbers and the number of critical beds occupied due to Covid-19, both of which are high.

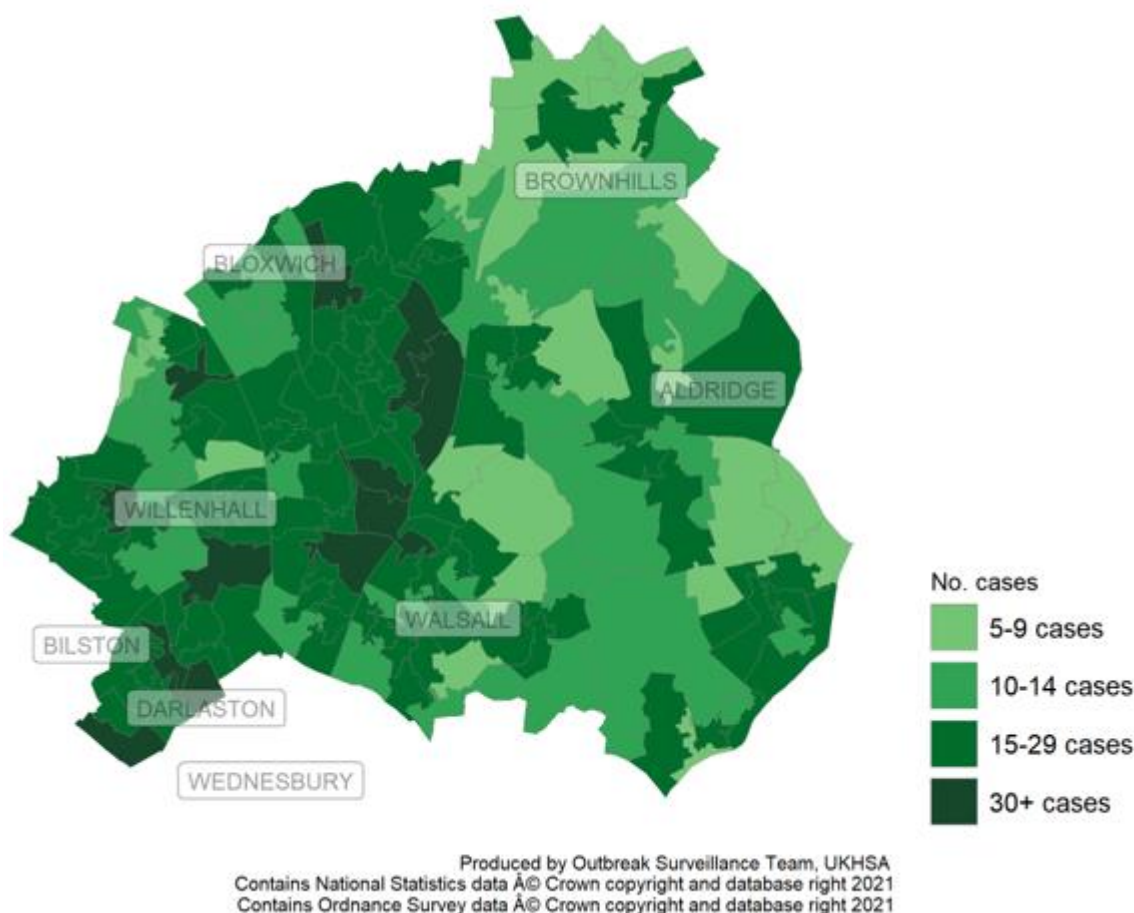
6	Walsall Hospital NHS Trust Inpatients	<p>Total number of confirmed COVID-19 inpatients</p>	80 confirmed COVID-19 inpatients	Daily Trust Sitrep (last refreshed on 24 Jan)
7	HDU/ITU Occupancy	<p>Patients in critical care with/without COVID-19</p>	5 HDU/ITU beds being occupied due to COVID-19.	Daily Trust Sitrep (last refreshed on 24 Jan)

The **outbreaks / exposures** currently occurring in Walsall continue to suggest a proportion of residential dwelling transmission which the local Test & Trace team act upon as soon as data is received.

Mapped positive case data is monitored regularly, with the latest Lower super output Area (LSOA) level map demonstrating the impact across the borough (see below).

All LSOAs across the borough are affected, with pockets of higher cases (30+, within Willenhall North, Willenhall South, Darlaston South, parts of Bloxwich East, Blakenall, Birchills, Pleck and St Matthew's.

COVID-19 cases (Pillars 1 and 2 combined) in most recent 7-day period (17 January to 23 January 2022), by Walsall LSOA

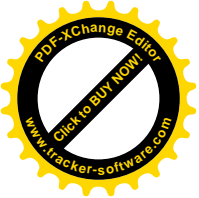


Source – PHE LA report

In relation to **testing** in Walsall, rates had been steadily and seemed to have peaked in January 2022, and are declining increasing (this mirrors regional and national trends also and could be a factor of changed testing policy).

Tests: daily individuals tested per 100,000 population - 7-day moving average





There continues to be the message locally and nationally to test regularly, with various options available – home testing or an LFT test centre. Generally, uptake has been good, but particularly so to the north and north-east of the borough.

As part of the response / management of Covid-19, schools and care homes have been a particular focus. The Public Health on call cell has been operational since the summer 2020, 7 days a week, and has supported / advised / guided almost 9,600 contacts, with the majority being from care homes and educational settings.

**Contact details for this service – [walsall.healthprotection@nhs.net](mailto:walsall.healthprotection@nhs.net) (01922) 658065**

### **Vaccination**

Overall vaccination uptake/coverage is now being monitored at System and Place levels against the NHSE targets. According to the latest published NHS England figures, weekly uptake percentages at system level are as follows:

<https://www.england.nhs.uk/statistics/statistical-work-areas/covid-19-vaccinations/>

#### **First dose % (using ONS denominators)**

<b>Age group</b>	<b>BCWB</b>	<b>England</b>
<b>80+</b>	92.1	93.2
<b>75-79</b>	96.1	100
<b>70-74</b>	97.0	96.1
<b>65-69</b>	97.0	97.1
<b>60-64</b>	98.9	99.8
<b>55-59</b>	94.2	97.8
<b>50-54</b>	94.3	95.4
<b>45-49</b>	88.5	90.8
<b>40-44</b>	91.2	94.1
<b>35-39</b>	83.2	89.5
<b>30-34</b>	77.3	87.8
<b>25-29</b>	68.8	81.3
<b>18-24</b>	70.1	80.5



### Second dose % (using ONS denominators)

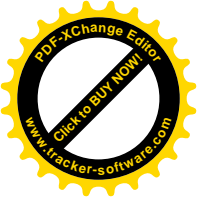
Age group	BCWB	England
80+	91.3	92.5
75-79	95.2	100
70-74	96.0	95.3
65-69	95.5	95.9
60-64	97.0	98.3
55-59	92.0	96.0
50-54	91.5	93.1
45-49	84.9	87.9
40-44	85.8	90.1
35-39	77.0	84.4
30-34	69.6	81.2
25-29	60.4	73.9
18-24	60.1	71.1

### % of cohort (not just those eligible) who have had a booster or 3rd dose (using ONS denominators)

Age group	BCWB	England
80+	85.0	88.0
75-79	90.2	97.9
70-74	89.7	91.3
65-69	86.4	90.1
60-64	83.8	89.2
55-59	75.3	84.2
50-54	70.7	78.6
45-49	58.1	68.7
40-44	52.8	65.1
35-39	41.9	55.2
30-34	33.1	48.1
25-29	25.5	39.2
18-24	22.7	34.3

The BCWB ICS has delivered 2,438,567 vaccines since December 2020 (<https://www.england.nhs.uk/statistics/statistical-work-areas/covid-19-vaccinations/>), an enormous achievement which has meant that those most vulnerable were protected early from the serious effects of COVID-19. The BCWB CCG is working with Local Authority Public Health colleagues in each of the five places to ensure that we are reaching into communities, using local champions to support people with the right information upon which to make decisions around





the vaccine and we have a large number of vaccination sites to ensure good access to the service. All this great work will continue.

Our teams have contacted everyone eligible to urge anyone aged 18 or over who has not yet had their vaccine to walk in or book at a local site. In addition, following the Government's acceptance of the JCVI recommendations the NHS is now putting plans in place to vaccinate over 12s. This is being handled via the Saddlers Centre Team in Walsall who have arranged at least one visit for every secondary school for the 1<sup>st</sup> dose. Arrangements for vulnerable 5 to 11 year olds are currently being planned to start from the end of January 2022 via the Saddlers Centre.

The NHS is urging expectant mums to get the Covid-19 vaccine after new data shows the overwhelming majority of pregnant women hospitalised with the virus have not had a jab. Vaccination clinics have been arranged on site in each maternity unit so that the vaccine can be offered during antenatal appointments to women and their families. The overarching message is to reassure pregnant women that Covid-19 vaccines are the safest and best way to protect them and their baby from severe illness and premature birth. Any pregnant women who have questions or concerns about the vaccine can speak to their GP, midwife or obstetrician to get more information and advice. Even if they have previously declined the vaccine, they can book an appointment to get their jab on the NHS National Booking Service website or call 119 between 7am and 11pm.

The Booster vaccination programme has been delivered from the same combination of the MVS at the Saddlers Centre, GP LVSs and Community Pharmacists. Coverage to date is shown in the third table above.

### **Monitoring current vaccination inequalities**

We are now reporting regularly overall vaccination coverage and inequalities at Borough and Ward/Middle Layer Super Output (MSOA) resident population levels. The latter is important as it will allow tracking of the impact of CCs and practice interventions in small areas. We use small area (LSOA) Index of Multiple Deprivation (IMD) scores summarised into quintiles and deciles to report coverage by deprivation.

Uptake in the Black/Black British ethnic group and mixed / multiple ethnicity is still low in Short Heath, Streetly and Willenhall North. Similarly, uptake in the Other/Unknown ethnic groups is low in Birchills and Pelsall.

As noted in previous reports first and second dose coverage is highest in the White and Asian major ethnic groups, and much lower in other ethnic groups.

A variety of methods have and are being used in a bid to improve uptake. Including grassroots outreach within local communities by the Community Champions, vaccine buses have targeted local pockets of low uptake, targeted advertising via social media and radio, direct messaging via schools and other education partners, Walsall FC players filmed, vox pops produced of people getting vaccinated, videos with health professionals, toolkit for workplaces, information and reassurance in





multiple community languages, and frequent press releases and local media appearance.

### **Service detail**

On 30 November, the government set out its ambition to offer all eligible adults the chance to get their top-up/booster jab by the end of January. In response to the emerging threat of the Omicron variant, the target was brought forward with the aim of offering all eligible adults a booster by the New Year. This target was met.

The campaign led to a huge increase in vaccination rates, with over 8 million top-up jabs administered in just over 2 weeks in England (a 45% increase), between 12 December and the end of December. This increase was mirrored in Walsall with significant increased activity at the Saddlers Centre, and GP LVSs.

The task is more challenging for any Places which are not affluent and/or mainly White British. Motivating younger people to get vaccinated will be an added challenge as they frequently perceive themselves to be at low risk. To make vaccination as convenient as possible, the Saddlers Centre vaccination service has extended its opening hours to 7.30am-8pm, seven days a week, while vaccinations are also offered at selected local pharmacies, and GP-led sites.

Vaccinations are being delivered from an increasing number of local GP surgeries as an alternative to a single LVS within each PCN. This has led to some people coming forward for their first dose at their local GP practice who had previously not visited the LVS. The process of delivering the vaccination from more GP surgeries will continue and this will mean that having a single LVS in each PCN may no longer be necessary.

There is currently some uncertainty as to whether there will be a fourth Booster Programme. This is leading to some consideration of the future of the MVS at the Saddlers Centre because such a large site may no longer be viable depending upon the degree to which the programme can be delivered from a combination of GP surgeries, Community Pharmacists and perhaps a smaller clinic site. The outcome of these considerations will be reported at the next Committee.

Finally, the impact of Covid-19 has / is having from an acute (**hospital**) perspective. The KPIs on inpatients and critical care bed occupancy have increased and although managing at present, with the pending flu season, careful planning will continue in line with the messaging to encourage residents to take up their offer of a flu vaccination as well as the Covid-19 booster.

As a Local Authority, collaborative joint working will continue to ensure the best possible outcomes for Walsall residents.



#### 4. **Financial information**

Public Health has received funding of £9.558m in relation to the 'Contain Outbreak Management Fund', this funding is being used to support the Local Authority's direct response to COVID-19. This funding has been used to support the following to date:

- Walsall's vaccination programme including the vaccination bus initiative and operational costs for various sites across the borough
- Walsall's COVID testing programme including maintenance and operational costs for various sites across the borough
- Contract tracing, COVID administration and an extended Health Protection Team
- Support to maintain outbreaks with Adult Social Care and educational settings.

In addition to the above further funding is from DHSC to support the Lateral Flow Testing regime across the borough. This funding is based on actual costs incurred and is reimbursed through monthly submissions. Forecast funding for April 2021 to December 2022 is £0.960m.

#### 5. **Reducing Inequalities**

The impact Covid-19 has had on Walsall residents as well as staff continues, however there will come a time where it will ease and the learning from this pandemic can be put into perspective. Some of this work, such as the recent resident survey and the enablement of remote working is already taking place.

In addition to responding to this pandemic, the organisation continues to work hard on reducing inequalities in Walsall be that through the refresh of the Joint Strategic Needs Assessment (JSNA) to identify focussed priorities; through other corporate strategies such as the Corporate Plan and through the transformation work.

A link to our Walsall JSNA, can be accessed via the [Walsall Insight website - JSNA](#)

#### 6. **Decide**

Response to the pandemic continues amongst Partners with a management approach as opposed to a containment approach. Those key organisations and Partners continue to meet regularly as part of IMT to work collaboratively and will continue to do so at present.

There are also weekly Outbreak Plan meetings involving a broad range of colleagues across the Local Authority and Walsall Healthcare NHS Trust. These meetings have a core agenda and cover - Business insight, risks, schools, local businesses, care homes, regulatory services, local test and trace and communications.

Regular meetings across the region also assist with future decision-making.



## 7. Respond

High level COVID-19 messaging continues to be shared across a wide range of channels, including website, social media, and newsletters, as well as community networks across a range of partners and trusted voices in the Walsall community.

## 8. Review

Covid-19 is reviewed regularly through a vast number of avenues and throughout the hierarchy of the organisation.

Key general information is available on the Walsall Council website - [HERE](#) and a Covid-19 data dashboard, updated weekly (usually every Tuesday), is available [HERE](#).

### Background papers

Key links to Covid-19 related intelligence include:

- [Walsall Council](#)
- [gov.uk website](#)

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## **Scrutiny Overview Committee**

**Agenda  
Item No. 7**

**7 February, 2022**

### **Corporate Plan: Markers of Success Quarter 2**

**Ward(s)** All

**Portfolios:** All

#### **Report:**

Attached at Appendix 1 is a report to Cabinet from 15 December 2021 that reports on the markers of success, covering the period July – September 2021, for the 2021 Corporate Plan.

The 2021/22 Corporate Plan was published on 01 April 2021. The Corporate Plan was a one-year refresher to the 2018/21 publication due to the impact of COVID-19 on resources and capacity. The refreshed version presents Walsall's intention to continue focusing on five (5) priorities - EPICC<sup>1</sup> (first introduced in the 2018/21 publication).

These priorities are underpinned by 10 outcomes (two outcomes per priority) and each outcome has two Markers of Success.

These 20 Markers of Success are the tools to measure progress over the year, which equips the Council, Walsall residents and businesses to review and monitor performance throughout the year.

To ensure progress is measurable towards our outcomes over the year (2021/22) on achievements to the given outcomes and will be reported to Cabinet on a quarterly basis.

#### **Recommendations:**

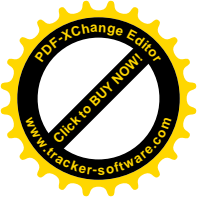
**That the Committee consider progress with the markers of success.**

#### **Contact Officer:**

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[Stephen.gunther@walsall.gov.uk](mailto:Stephen.gunther@walsall.gov.uk)

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<sup>1</sup> Economic growth, People, Internal focus, Children, Communities



## Cabinet – 15 December 2021

### Cabinet Report - Corporate Plan: Markers of Success Q2

**Portfolio:** Councillor Mike Bird

**Related portfolios:** All

**Service:** Policy & Strategy Unit

**Wards:** All

**Key decision:** Yes

**Forward plan:** Yes

#### 1. Aim

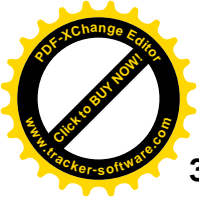
- 1.1 To report on Quarter 2 of the 2021/22 Corporate Plan Markers of Success – highlighting achievements for that period; identified interdependencies and any support requirements to ensure the Markers are met.

#### 2. Summary

- 2.1. The 2021/22 Corporate Plan was published on 01 April 2021. The Corporate Plan was a one-year refresher to the 2018/21 publication due to the impact of COVID-19 on resources and capacity. The refreshed version presents Walsall's intention to continue focusing on five (5) priorities - EPICC<sup>1</sup> (first introduced in the 2018/21 publication).
- 2.2. These priorities are underpinned by 10 outcomes (two outcomes per priority) and each outcome has two Markers of Success.
- 2.3. These 20 Markers of Success are the tools to measure progress over the year, which equips the Council, Walsall residents and businesses to review and monitor performance throughout the year.
- 2.4. To ensure progress is measurable towards our outcomes over the year (2021/22) on achievements to the given outcomes and will be reported to Cabinet on a quarterly basis.
- 2.5. This Paper is the report on the Markers of Success, covering the period July – Sept 2021 (i.e. Quarter 2)

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<sup>1</sup> Economic growth, People, Internal focus, Children, Communities



### 3. Recommendations

- 3.1. That Cabinet note the overall improved performance from Q1 relating to the period July – Sept 2021, being the 2<sup>nd</sup> quarter of 2021/22
- 3.2. That Cabinet note the achievements, identified interdependencies and support required set out in the report

### 4. Report detail - know

#### **Context**

- 4.1. The 2021/22 Corporate Plan is a refreshed version of the 2018/21 edition, which was published as a one-year edition due to the disruption that the COVID-19 pandemic created to all services locally, nationally and globally.
- 4.2. A three-year Plan will be published to cover 2022-25 in April 2022, following the updating and completion of the JSNA and allowing for an improved, more informed understanding of the impact of COVID-19 on our local community and the actions the Council will need to take to mitigate these impacts.
- 4.3. The 2021/22 Corporate Plan sets out 5 areas of focus (EPICC), 10 outcomes and 20 markers of success to assess progress in delivery of the plan.
- 4.4. The first quarter report introduced the Council to the first three months' directorates' performance relating to the agreed areas of focus (see priorities and aimed outcomes below)

#### **Council Corporate Plan priorities**

- 4.5. The five Corporate Plan priorities and ten outcomes:

Priorities:	Outcomes:
1. <b>E</b> conomic Growth for all people, communities and businesses	1. Creating an environment where businesses invest and everyone who wants a job can access one
	2. Education, training and skills enable people to fulfil their personal development
2. <b>P</b> eople have increased independence, improved health and can positively contribute to their communities	3. People live a good quality of life and feel that they belong
	4. People know what makes them healthy and they are encouraged to get support when they need it
3. <b>I</b> nternal focus. All council services are efficient and effective	5. Internal services deliver quality and adapt to meet the needs of customer facing services
	6. Services are efficient and deliver value for money

4. <b>C</b> hildren have the best possible start and are safe from harm, happy, healthy and learning well	7. Children thrive emotionally, physically, mentally and feel they are achieving their potential
	8. Children grow up in connected communities and feel safe everywhere
5. <b>C</b> ommunities are prospering and resilient with all housing needs met in safe and healthy places.	9. Housing meeting all people's needs - is affordable, safe and warm
	10. People are proud of their vibrant town, districts and communities

4.6. Each Measure of Success has an agreed baseline (see Dashboard, column D - Appendix 1), which has been presented to CMT and reviewed by Audit [08 July]. These baselines are the 'point zero' from which this year's Outcomes will be measured. Each quarter, a template questionnaire (see Appendix 2) will be completed and signed off by a director, which will then populate the Dashboard.

4.7. In accordance with the information provided and populated in the Dashboard, we can confirm that submissions have been received from all directorates in Q2, which evidence that performance and delivery has improved since Q1:

	<b>Qtr 2</b>		<b>Qtr 1</b>
<b>Red</b>	<b>8%</b>	% MoS did not achieve target	12%
<b>Amber</b>	<b>42%</b>	% MoS were close to achieving target	45%
<b>Green</b>	<b>50%</b>	% MoS met / exceeded target	39%
<b>White</b>	<b>0%</b>	% did not submit data/information	3%

4.8. The Key Achievements highlighted in Appendix 3 demonstrate the directorates ongoing determination in providing a quality service by identifying and remedying gaps, thus working towards the Council's Aim to reduce inequalities and support residents and staff in maximising their potential.

4.9. The identified interdependencies (see Appendix 4) highlight the directorates' focus on developing partnerships, internally and externally, to optimise service delivery

### ***Risk management***

4.10. Risks have been identified with regards to submitting quarterly and updating data for the agreed quarterly returns:

- Incomplete / current data unavailable,
- Resource constraints e.g. staffing,
- Unexpected demands from COVID e.g. having to redirect capacity to support the repercussions of this ongoing outbreak and the focus on ensuring all residents are double (booster) vaccinated



- 4.11. Directors have identified what actions they will be taking next quarter to achieve the Marker and what additional support is required to meet their ambition.

#### ***Financial implications***

- 4.12. There are no specific financial implications of this report.

#### ***Legal implications***

- 4.13. There are no direct legal implications from this report.

#### ***Procurement Implications/Social Value***

- 4.14. There are no direct procurement implications from this report.

#### ***Property implications***

- 4.15. There are no direct property implications from this report.

#### ***Health and wellbeing implications***

- 4.16. Achieving the Outcomes published will contribute significantly to having a positive impact on the health and wellbeing of our residents and staff. Therefore, it is imperative that the Measures of Success are closely monitored to ensure total achievement for all.

#### ***Staffing implications***

- 4.17. There are no direct staffing implications from this report.

#### ***Reducing Inequalities***

- 4.18. The implications for and ability to reducing inequalities were considered when agreeing the Measures of Success in the 2021/22 Corporate Plan. Every successful Outcome will contribute to reducing inequalities in the Borough and supporting residents and staff desires to maximise their potential.

#### ***Climate Change***

- 4.19. There are no direct implications to climate change from this report.

#### ***Consultation***

- 4.20. Council directors discuss the Measures of Success at Directors' Group and submit the data for the quarterly Returns, which populates the Dashboard and appendices.

### **5. Decide**

Cabinet agrees to the continuation of reviewing and reporting on the Markers of Success in this format on a quarterly basis in order for the Council to monitor the





Outcomes outlined in the 2021/22 Corporate Plan, which will inform Cabinet on the 2022-25 forward plan.

6. **Respond**

Progress on Markers of Success is currently monitored through the Corporate Management Team on a quarterly basis prior to submission to Cabinet.

7. **Review**

Quarterly updates will be collated and presented to Cabinet:

Q2:	December 2021
Q3:	March 2022
Q4:	June 2022
Annual Review:	tbc

**Background papers** - none

**Annexes:**

Appendix 1	Q2. Markers of Success Dashboard
Appendix 2	Example of Quarterly Questionnaire template
Appendix 3	Q2 Key Achievements
Appendix 4	Q2 Identified Interdependencies

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
Kerrie Allward  
Executive Director  
Adult Social Care, Public Health & Hub














17 November 2021

Councillor Bird  
Leader of the Council

XX November 2021

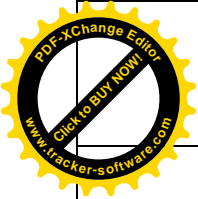
**CORPORATE PLAN MARKERS OF SUCCESS DASHBOARD**

PRIORITIES	OUTCOMES	MARKERS OF SUCCESS	BASELINE	Lead	Qtr 1 : Apr - Jun 2021	Comment / Progress achieved to date	Submitted Report	Qtr 2 : Jul - Sept 2021	Comment / Progress achieved to date	Submitted Report	Qtr 3 : Oct - Dec 2021	Comment / Progress achieved to date	Qtr 4 : Jan - Mar 2022	Comment / Progress achieved to date
Overall Aim: Inequalities are reduced and all potential maximised														
ECONOMIC - Growth for all people, communities and business	1. Creating an environment where businesses invest and everyone who wants a job can access one	1. Businesses accessible to staff, suppliers and customers. Transport networks free from defects and congestion.	Free from defects Highway condition – as per 2019/20:	Deborah Hindson		% of safety inspections completed on time – 100% % of Cat 1 emergencies completed on time (via Tarmac) – 100%			Highway safety inspections completed on time = 100% Emergency defects attended to within 1 hour = 96.2% Number of Urgent traffic signal faults repaired within time by contractor (%) = 100% Number of Non-Urgent traffic signal faults repaired within time by contractor (%) = 99% Traffic signal inspections completed on time = 100%					
		2. A combination of low unemployment figures and high vacancy figures	Walsall Universal Credit Claimant Data (source: NOMIS March 2021) shows 15,380 claimants	Philippa Venables		During the Quarter 1 period a total of 355 local people enrolled to our Walsall Works programme with a majority of these being Universal Benefit Claimants who have been displaced due to Covid ie on furlough, made redundant or have left education without an offer of employment.		Walsall Universal Credit Claimant Data (source: NOMIS October 2021) shows a reduction in claimants since the last quarter. The current UC claimant count has dropped to 12,640 claimants from 15,310 claimants in late March 2021.						
	EMSI Walsall Unique Job Posting Analytics (source: EMSI April 2021) shows 5,512 unique vacancy postings		Philippa Venables		We support these clients by enrolling them to our Walsall Works programme which resulted in a total of 133 local people being supported to access employment, training, apprenticeships and paid work placements, as set out in the table in the attachment.		The volume of unique Walsall Job Postings identified at the start of this financial year, shows an increase in unique job postings to 5,512 vacancy postings							
	2. Education, training and skills enable people to fulfil their personal development	3. Partnership working with businesses to offer apprenticeships, graduate programmes and training programmes for those wishing to re-enter the workforce	Walsall Apprentices on Programme (source: BC Data Cube April 2021) shows 2186 apprentices (averaging 547/qtr) The total number of apprenticeships from Walsall who have started or participating in an apprenticeship are set out below across levels in the period August 2020- April 2021 were • Apprenticeships Starts – 1350 (1800/yr = averaging @ 450/qtr) • Apprenticeship Participation – 3590	Philippa Venables		<b>Apprenticeships on Programme:</b> During the Quarter 1 period a total of 355 local people enrolled to our Walsall Works programme with a majority of these being Universal Benefit Claimants who have been displaced due to Covid ie on furlough, made redundant or have left education without an offer of employment. We found that a significant volume of these were young people who have left university and looking for their first employment, so they would not have been suitable to apply for apprenticeship vacancies. In the quarter of the 133 people supported into a positive outcome but only 5 of these were apprenticeships.			During the Quarter 2 period a total of 567 local people enrolled to our Walsall Works programme with a majority of these being Universal Benefit Claimants who have been displaced due to Covid ie on furlough, made redundant or have left education without an offer of employment. In the quarter of the 200 people supported into a positive outcome but only 2 of these were into apprenticeships that were known to us. At the next quarter, a position for the last full academic year will be presented					
			Walsall Council Kickstart Gateway Profile (source: DWP April 2021) shows a profile of 150 work placements			<b>Kickstart Placements – Walsall Council Gateway.</b> As a Kickstart Gateway Organisation We have secured 150 work placement pledges from local private sector employers and in the first quarter we recruited approximately 40 placements into these roles. The current performance on our Gateway is set out in the attachment		In the second quarter we recruited young people into 40 placements into these roles.						
		4. Increase in local supported employment and educational opportunities for residents who have additional needs. Numbers of folk from hard to reach groups helped into training	New business registrations and closures (Nomis) Business Engagements (Source Evolutive CRM & Walsall Works Records)		Business Engagements (Source Evolutive CRM & Walsall Works Records). Business and Employer Engagements led by the Walsall Works team resulted in 71 new vacancies being sourced and promoted in the quarter. <b>Business Engagement Numbers:</b> Walsall Council's Business Growth Team have recorded 84 business engagements on a range of issues for Q1 2021. The most common business engagement in Q1 2021 was general Business Support (40), followed by Access to Finance (31) and Sites & Premises inquiries (8).		Business Engagements (Source Evolutive CRM & Walsall Works Records) Business and Employer Engagements led by the Walsall Works team resulted in 78 new vacancies being sourced and promoted in the quarter. Walsall Council's Business Growth Team logged 111 enquiries with 82 businesses during Q2 2021. Mid-September also saw another of the team's engagement days in Walsall Wood. The team continue to deliver the AIM for Gold programme and currently have 28 enrolled on the programme at least at P13 (three hours of support) stage. The latest news for the programme sees a 50% intervention rate for businesses interested in capital investment.							
					The BC Impact Programme continues to identify and support 16-29 years olds who present with complex backgrounds and barriers ie health. The programme continues to provide dedicated support to young care leavers, young offenders, those with SEND, poor physical and mental health. A lifetime review of the data shows the average breakdown of participants as: • 1.9% homeless • 2.1% care leavers • 3.0% ex offenders • 10.3% lone parents • 31.3% health barriers, of which one third were those with mental health issues		The Employment and Skills Team delivers on approx 70% of the performance targets for the <b>BC Impact programme</b> . Since the programme inception, 4436 enrolments which have resulted in a total of 2461 interventions and 1328 outcomes achieved (of which 55 young people have gone into apprenticeships). <b>16-25 year olds (total) Outcomes:</b> <b>Education = 414</b> <b>Employment = 540</b> <b>Apprenticeship = 55</b> <b>Traineeship = 92</b> We have already achieved our targets for support key groups such as leavers but continue to service the needs by providing a dedicated Employment Advisor lead for the Probation Service, Youth Justice Team, Transitional Leaving Care, Adult Social Care, Teenage Pregnancy Unit, Sure Start Centres, Refugee Migrant Centre and many other community organisations.							
	PEOPLE have increased independence, improved	3. People live a good quality of life and feel that they belong	5. Increase in people accessing reablement opportunities. Less number of vulnerable residents who are in statutory services or having out of area placements	The number of people who received reablement during 20-21 = 1674 (averaging 419/qtr) (Note: we will include the previous year's outturn of 1165 as a further bench mark and caveat as 2020/21 may be an outlying year for this measure so use this figure as last measure recorded)	Paul Gordon / Karen Jackson		441 people accessed reablement during quarter 1 The reablement review is taking place – and we are at the midpoint of the review			350 people accessed reablement during quarter 2				
6. Increase numbers of residents not requiring ongoing services and living independently in the community. Information and advice is accessible and signposting at the front door of community services			The number of contacts "signposted" during the year = 2497 (averaging 624/qtr)			703 contacts signposted during quarter 1			659 contacts signposted during quarter 2 Strength Based Practice using the three connections has now been rolled out across all the locality teams, LD and MH Connection 1 has had a significant impact in reducing the number of people moving onto support plans					
7. Reduced numbers of residents having formal ASC assessments who are empowered to take control and informed choices with the correct information		The number of assessments completed that did not lead to a Care and Support Plan/provision of long term services = 2089 (averaging 522/qtr)		547 assessments/connections undertaken during quarter 1 that did not progress to Care plan.			569 assessments/connections undertaken during quarter 2 that did not progress to Care plan,							

can positively contribute to their communities	4. People know what makes them healthy and they are encouraged to get support when they need it	8. More people using active travel modes. Safe and convenient cycleways and footways	TWM's most recent Covid-19 travel survey: • 65% of respondents from the West Midlands stated that they would like to become more physically active; • 28.3 of West Midlands' residents don't walk at least once a month; • 22.4% of children in the West Midlands are either overweight or obese; • 48.9% of disabled people are inactive in the West Midlands Annual Travel survey figures for Walsall (academic year 2020/2021 at primary level): • Active Travel: Walsall 62% vs National 47%; • Walking figures: 60% vs 46% National; • Cycling 1% higher than National; • Car use 12% lower in Walsall than National; • Over 22,000 primary school students participating in Walk to school week; • 35 schools have a 5 minute walk zone set up; • 5 Primary schools have a walking bus	Deborah Hindson		- 240 children have received Bikeability level 1 & 2 training - 12 secondary school students have received Bikeability level 3 training The number of residents engaging in Active Travel in Walsall has significantly increased during the last 12 months, as a result of the COVID-19 lockdown - According to CRT, the average daily count of pedestrians and cyclists on Walsall's canals pre-lockdown was 89 compared to 226 post-lockdown – this an increase of 154%.J15		Better street projects have been delivered at Haws Rd and Harden Rd/Station Rd. A new shared cycleway on Lichfield Rd is 50% complete. The Walsall cycle hire scheme was promoted in the run up to the Women's Tour cycle event. The Council website contains up to date information on active travel projects: <a href="https://walsallwalking-and-cycling.commonplace.is/">https://walsallwalking-and-cycling.commonplace.is/</a>	Email				
INTERNAL Focus – All Council services are efficient and effective	5. Internal services deliver quality and adapt to meet the needs of customer facing services	9. Smarter commissioning of service resulting in required outputs being delivered to realise quality outcomes	- Keeping within budget (OH / Physio / EAP contracts) - Agency completion rates - Evidence of adding Social Value (Agency contract)	Tony Meadows		We have been able to utilise spare capacity within an existing Children's Services contract for Motivational Interviewing training for the benefit of the Adult Social Care workforce thus saving time and ensuring both workforces are adopting the same methodology.		The Third Party Spend Board has started to strategically focus on how the council can develop opportunities for a greater level of local spend. Working across the council it has evolved to embrace a commissioning approach that takes a view of future need in order to better inform both existing and future businesses of the opportunities to keep the Walsall £ in Walsall. ASC, as part of their refreshed transformation plan, are working with both internal and external partners in order to embed a strength and asset approach whereby people are able to access support and guidance within their own community to enhance their independence without the need for statutory services.					
		10. Internal Services are regularly reviewed and delivered within budget.	Proposed – Keeping within budget (HR)			Supporting the recruitment of apprentice social workers in Children's Services and Adults to ensure a pipeline of talent for the future. - As at June 2021 HR Budget was £25K underspent		R&T within budget for Qtr 2 monitoring – underspend £260k (R&T underspend of £180k in Qtr 1, which includes HR £25k underspend)	 Internal Q2 - Shaun Darcy & Michele Leith.docx				
	6. Services are efficient and deliver value for money	11. Internal Services have staff and processes able to adapt to meet the emerging needs of customers	Quantities Data is not currently available. It is being prepared as part of the OneSource Closure Report and Implantation Lessons learnt process	Michele Leith / Shaun Darcy		The migration of Payroll function from Irtent System onto the integrated Enterprise Resource Platform (ERP) OneSource. This was completed as scheduled on 5 <sup>th</sup> July 2021. The standing up of the Admin and Business Support Function, with the transfer of core administrative and Business Support activities to the new teams. Successful Recruitment to two key Director roles - Director of HR,OD & Administration and Director of Transformation & Digital. Successful completion of ILM accreditation in Mediation by a number of HR officers		Implementation of Payroll in OneSource and training to staff to improve digital inclusion and utilise the system for payslip and overtime purposes and ironing out of bugs post Go Live. This is enabling the integration of staff/paysroll data with budget/actuals/commitment data to improve the forecasting ability across the council for budget holders to view in real time once posted. This will also support the Business Insights work moving forward to be able to blend financial and non-financial data to better plan service delivery and likely need in the future.	 Internal Q2 - Elise Hopkins 51121.docx				
		12. Online portals that allow self-service, payments and order tracking are in place for ease of use for all.	As part of the deployment of on-line portals/self service through the CRM are developed data from the relevant services will form the baseline. Services will monitor, measure and track data as part of an end to end process.	Elise Hopkins / Michelle Dudson		CRM phase 1 does not go live until September 2021 Discovery sessions have been held with wave 1 services in preparation for build out		A strategic partner was appointed to help undertake CRM development. So far 80 processes have been reviewed, and approximately 50% are now in digital development. The first set of processes for clean and green and complaints are expected to go live for customer use before the end of 2021.	 Internal Q2 - Elise Hopkins 51121.docx				
CHILDREN have the best possible start, are safe from harm, happy, healthy and	7. Children thrive emotionally, physically, mentally and feel they are achieving their potential	13. Children have access to high quality education and training opportunities and schools are more inclusive. Children and young people engage with education, fewer children are excluded and educational outcomes improve.	• % of children who attend good and outstanding schools – as at 31st March 2021 (74%, compared with 82% regionally and 84% nationally) – target direction of travel – to increase; • % of 16, 17 and 18 year olds who are not in Education, Employment and Training - as at 31st March 2021 (1.4% of young people are NEET and 1.5% of young people are 'unknown', giving a total of 2.9%, compared with 3.9% in the Black Country, 5.7% in the West Midlands and 5.5% nationally) – target direction of travel – to decrease; • % of children excluded from school (fixed term and permanent) – Data is based on academic year with the baseline for the 2019-20 year and the 2020-21 academic year measured as part of the markers of success. (Primary – Fixed Term – 0.53% (142), Permanent – 0.04% (10), Secondary – Fixed Term – 2.63% (468), Permanent – 0.20% (36)) – target direction of travel – to	Andrea Potts, Sharon Kelly, Sally Rowe, Colleen Male		• % of children who attend good and outstanding schools – as at 30 <sup>th</sup> June 2021 - 74%, – direction of travel - stayed the same  • % of 16, 17 and 18 year olds who are not in Education, Employment and Training - as at 30 <sup>th</sup> June 2021 - 1.4% of young people are NEET and 1.3% of young people are 'unknown', giving a total official figure of 2.6% (The overall percentage is lower that the two figures combined due to the rounding up of the individual NEET & 'unknown' figures) – direction of travel - decreasing  % of children excluded from school (fixed period and permanent) – 2020-21 academic year up to 30 <sup>th</sup> June 2021 (Primary – Fixed Period – 0.28% (74), Permanent – 0.03% (8), Secondary – Fixed Period – 3.02% (551), Permanent – 0.19% (34)) – direction of travel – fixed period and permanent for Primary and permanent for secondary have reduced, however, fixed period for secondary has increased compared with 2019-20		• % of children who attend good and outstanding schools – as at 30/09/2021 - 74%, – direction of travel - stayed the same  • % of 16, 17 and 18 year olds who are not in Education, Employment and Training - as at July 2021 - 1.4% of young people are NEET and 1.3% of young people are 'unknown', giving a total official figure of 2.7% (The overall percentage is lower that the two figures combined due to the rounding up of the individual NEET & 'unknown' figures) – direction of travel – stable.  % of children excluded from school (fixed period and permanent) – 2020-21 academic year - (Primary – Fixed Period – 0.32% (84), Permanent – 0.03% (8), Secondary – Fixed Period – 3.18% (581), Permanent – 0.20% (36)) – direction of travel – fixed period and permanent for Primary and have reduced, permanent for secondary has remained the same, however, fixed period for secondary has increased compared with 2019-20	 Children Q2 - Helena Kucharczyk.docx				
		14. Children with special educational needs and disabilities are identified and supported effectively. Children in care and care leavers are supported physically and emotionally through access to health checks and health histories and are able to achieve their potential through high quality education, employment and training opportunities.	• % of Care Leavers who are in Education, Employment and Training – as at 31 <sup>st</sup> March, benchmarking data published in October (57.8%, compared to % of EHC assessments completed within 20 weeks – measured from January 2020 to December 2020 – benchmarking data published in May 2021 (19.7% of plans issued within 20 weeks, compared to % of EHC assessments completed within 20 weeks) • % of children in care with up to date health assessments – as at 31st March, benchmarking data published in October (93.2%, compared among statistical neighbours, among Regional neighbours	Andrea Potts, Sharon Kelly, Colleen Male		% of Care Leavers who are in Education, Employment and Training – as at 30 <sup>th</sup> June – 54.6%, - direction of travel – fallen slightly  % of EHC assessments completed within 20 weeks – between 01st July 2020 and 31st June 2021- 37.4% of plans issued within 20 weeks - direction of travel – improving  • % of children in care with up to date health assessments – as at 30 <sup>th</sup> June - 90.0%, - direction of travel – fallen slightly but still within expected parameters		% of Care Leavers who are in Education, Employment and Training – as at 30/09/2021 – 56.3%, - direction of travel – fallen slightly from baseline but still within expected parameters  • % of EHC assessments completed within 20 weeks – between 01/10/2020 and 30/09/2021- 40.7% of plans issued within 20 weeks - direction of travel – improving  • % of children in care with up to date health assessments – as at 30/09/2021 – 91.3%, - direction of travel – fallen slightly from baseline but still within expected parameters	 Children Q2 - Helena Kucharczyk.docx				
		15. Children, young people and families are involved in service design and development and the needs of children and families are well understood in each locality. Services and support is	• % of Early Help contacts completed within timescales - between 01/04/2020 and 31/03/2021, no benchmarking data available (89.0%) - target direction of travel – to increase;  • % of social care contacts completed within 48 hours - between 01/04/2020 and 31/03/2021, no benchmarking data available (83.5%) - target direction of travel – to increase;	Andrea Potts, Sharon Kelly,		• % of Early Help contacts completed within timescales - between 01/07/2020 and 30/06/2021 87.6% - direction of travel – slight dip but within expected parameters  • % of social care contacts completed within 48 hours - between 01/07/2020 and 30/06/2021 82.9% - direction of travel – slight dip in performance due to increasing numbers of contacts at the front door.		• % of Early Help contacts completed within timescales - between 01/09/2020 and 31/08/2021 87.6% - direction of travel – slight dip but within expected parameters – data only available until 31 <sup>st</sup> August due to a change in reporting processes  • % of social care contacts completed within 48 hours - between 01/09/2020 and 31/08/2021 82.8% - direction of travel – slight dip in performance due to increasing numbers of contacts at the front door – data only available until 31 <sup>st</sup> August due to a change in reporting processes.	 Children Q2 - Helena Kucharczyk.docx				

Tracker-software.org well	8. Children grow up in connected communities and feel safe everywhere	responsive to needs of different communities, partners are proactive in responding to these needs and children and families have easier and timelier access to services.	<ul style="list-style-type: none"><li>% of social care contacts which lead to a referral - between 01/04/2020 and 31/03/2021, no benchmarking data available (30.0%) - <b>target direction of travel – to increase;</b></li></ul>	Sally Rowe, Colleen Male	<ul style="list-style-type: none"><li>% of social care contacts which lead to a referral - between 01/07/2020 and 30/06/2021 <b>27.0% - direction of travel – there has been a slight dip in the percentage of contacts leading to a referral.</b></li></ul>	<ul style="list-style-type: none"><li>% of social care contacts which lead to a referral - between 01/07/2020 and 31/08/2021 <b>25.8% - direction of travel – there has been a slight dip in the percentage of contacts leading to a referral but this remains within expected parameters - data only available until 31<sup>st</sup> August due to a change in reporting processes.</b></li></ul>										
			<ul style="list-style-type: none"><li>% of social care assessments completed within 45 days – between 01/04/2020 and 31/03/2021, benchmarking data published in October (90.2%, compared to statistical neighbours, among Regional neighbours and nationally) - <b>target direction of travel – to increase;</b></li></ul>		<b>% of social care assessments completed within 45 days – between 01/07/2020 and 30/06/2021 <b>91.5%- direction of travel – increasing.</b></b>	<b>% of social care assessments completed within 45 days – between 01/07/2020 and 30/06/2021 <b>89.1%- direction of travel – there has been a slight dip in performance but this remains within expected parameters.</b></b>										
		16. Children and families are better connected with community resources to enable them to build resilience, are involved in developing their plans and can provide regular feedback. More children and young people are supported in their family home, the response in meeting the needs of vulnerable adolescents is local and proactive with risks around exploitation reduced and fewer young people enter the Criminal Justice system.	<ul style="list-style-type: none"><li>% of children and young people who contribute to their CP conferences - between 01/04/2020 and 31/03/2021, no benchmarking data available (94.0%) - <b>target direction of travel – to maintain or increase;</b></li></ul>		<ul style="list-style-type: none"><li>% of children and young people who contribute to their CP conferences - between 01/07/2020 and 30/06/2021 – <b>95.5% - direction of travel – increasing</b></li></ul>	<ul style="list-style-type: none"><li>% of children and young people who contribute to their CP conferences - between 01/10/2020 and 30/09/2021 – <b>96.2% - direction of travel – increasing</b></li></ul>										
			<ul style="list-style-type: none"><li>% of children and young people who contribute to their LAC review - between 01/04/2020 and 31/03/2021, no benchmarking data available (97.0%) - <b>target direction of travel – to maintain or increase;</b></li></ul>		<ul style="list-style-type: none"><li>% of children and young people who contribute to their LAC review - between 01/07/2020 and 30/06/2021 – <b>96.2% - direction of travel – decreasing</b></li></ul>	<ul style="list-style-type: none"><li>% of children and young people who contribute to their LAC review - between 01/10/2020 and 30/09/2021 – <b>97.3% - direction of travel – increasing</b></li></ul>										
			<ul style="list-style-type: none"><li>Number / Rate per 10,000 of children entering care – between 01/04/2020 and 31/03/2021, benchmarking data published in October (24.2 per 10,000 0-17 (167) compared to statistical neighbours, among Regional neighbours and optionally)</li></ul>	Andrea Potts, Sharon Kelly, Sally Rowe, Colleen Male	<ul style="list-style-type: none"><li>Number / Rate per 10,000 of children entering care – between 01/07/2020 and 30/06/2021 – <b>21.6 per 10,000 0-17 (149) - direction of travel – decreasing</b></li></ul>	<ul style="list-style-type: none"><li>Number / Rate per 10,000 of children entering care – between 01/10/2020 and 30/09/2021 – <b>23.3 per 10,000 0-17 (162) - direction of travel – decreasing</b></li></ul>										
					<ul style="list-style-type: none"><li>Number of children that go missing - between 01/04/2020 and 31/03/2021, no benchmarking data available (233) - <b>target direction of travel – to decrease;</b></li></ul>	<ul style="list-style-type: none"><li>Number of children that go missing - between 01/07/2020 and 30/06/2021 - <b>305 direction of travel – increasing</b></li></ul>	<ul style="list-style-type: none"><li>Number of children that go missing - between 01/10/2020 and 30/09/2021 – <b>299 - direction of travel – increasing.</b> Each child that is reported as missing living in Walsall who the council has responsibility for is offered a return home interview. <b><u>It should be noted that while the target for this indicator is for it to decrease, the 2020-21 out-turn included lockdown where fewer children went missing due to the unique circumstances of the pandemic.</u></b> Therefore we did anticipate seeing some increases as restrictions were lifted. Every missing incidence is considered at a multi-agency Daily Exploitation Triage meeting and follow up action taken as appropriate</li></ul>									
		<ul style="list-style-type: none"><li>Number of first time entrants into the criminal justice system - between 01/04/2020 and 31/03/2021, benchmarking data published in July (180 per 100,000 10-17 (53) compared to statistical neighbours)</li></ul>		<ul style="list-style-type: none"><li>Number of first time entrants into the criminal justice system - between 01/07/2020 and 30/06/2021 - <b>207 per 100,000 10-17 (61) - direction of travel – increasing</b></li></ul>	<ul style="list-style-type: none"><li>Number of first time entrants into the criminal justice system - between 01/10/2020 and 30/09/2021 – <b>179.9 per 100,000 10-17 (54) - direction of travel – within target range.</b></li></ul>											
		COMMUNITIES are prospering and resilient with all housing needs met in safe and healthy places that build a strong sense of belonging and cohesion	9. Housing meeting all people's needs - is affordable, safe and warm	17. Less residents in statutory building based services	As at the end of May we had 850 clients in Long stay/Permanent placements	Karen Jackson		848 R & N Clients as at end of June 2021		835 R & N Clients as at end of September 2021		Communities Q2 - Karen Jackson.docx				
				18. Increase in residents who are accessing community voluntary sector opportunities	The number of contacts "signposted" during the year = 2497 of which a sub set relates to housing, but detail not held on systems.			703 contacts signposted at quarter 1		659 contacts signposted during quarter 2						
			10. People are proud of their vibrant town, districts and communities	19. Council and partners maintain open communication with all communities and engage in cultural awareness resulting in wide range and high quality cultural offers	Number of active volunteers that support cultural offers. Strength of VCS organisations involved in cultural work. Number of cultural events organised by VCS	Philippa Venables / Paul Gordon		<b>COVID-19 Community Champions:</b> <ul style="list-style-type: none"><li>We have recruited 14 community organisations to deliver the COVID-19 Community Champions programme. These organisations broadly represent a wide spectrum of diverse communities and protected characteristics groups within the borough. Over 100 champions are working in a variety of different roles, from supporting the vaccination programme to ensuring communities have access to up-to-date COVID information and ensuring mental health and wellbeing is prioritised.</li><li>Up to 27th July 2021, community champions groups have supported the mobile vaccination programme. They have successfully helped to vaccinate 1,276 people. The mobile vaccination programme consists of 3 buses (including one static bus at the Manor Hospital). There have been 77 deployments (includes 18 days at the hospital) across 38 locations.</li></ul> <b>ESOL Intelligence Unit:</b> 12 provisions were delivered in the last quarter, of which: <ul style="list-style-type: none"><li>5 provisions have completed their delivery;</li><li>7 provisions are continuing after this quarter;</li><li>Over 130 learners have engaged in learning in this quarter.</li></ul>		COMMUNITIES (Q10 MoS19) Qtr 1 Reporting - 29.07	Despite the continuing impact of COVID-19 there have been many cultural activities that have happened on-line and a small number of physical activities. Whilst the Walsall for all team has been focused on supporting the Community Champions and vaccination bus initiative we have continued to organise COVID-19 safe events. The COVID vaccination buses took part in over 150 deployments in community locations. Each deployment was supported by a community champions group. There were 9 sessions were community champions from across the borough came together to share best practice and common operational issues. Our largest housing Provider, WHG has enthusiastically adopted a resilient communities approach (open engagement). Feedback from their work will be included in the next quarter update.		Communities Q2 - Paul Gordon.docx			
20. High quality, well maintained public realm and safe community spaces	Existing performance data is limited to outputs (e.g. cleaning frequency, number of volunteer litter picks, number of fly tips, etc). Figures to be confirmed. Outcome performance data for public realm quality is being developed: X (to be confirmed) community litter picks carried out. X% scheduled street cleans carried out. X fly tips cleared			Deborah Hindson		Walsall Community Litter Watch was the winner of the Keep Britain Tidy Community Engagement award. Alloy system.			A street scene strategy is being drafted and will be presented to Cabinet in December. Work is underway to set up the APSE land audit management system for performance reporting on environmental quality.	[Dave Brown /email]						





**CHILDREN have the best possible start, are safe from harm, happy, healthy and learning well**  
**QUARTER TWO REPORTING**

PRIORITIES	OUTCOMES	MARKERS OF SUCCESS ( SHARON KELLY / ANDREA POTTS / COLLEEN MALE / <a href="#">Helena Kucharczyk</a> )
Overall Aim: <i>Inequalities are reduced and all potential is maximised</i>		
CHILDREN have the best possible start, are safe from harm, happy, healthy and learning well	7. Children thrive emotionally, physically, mentally and feel they are achieving their potential	13. Children have access to high quality education and training opportunities and schools are more inclusive. Children and young people engage with education, fewer children are excluded and educational outcomes improve.
		14. Children with special educational needs and disabilities are identified and supported effectively. Children in care and care leavers are supported physically and emotionally through access to health checks and health histories and are able to achieve their potential through high quality education, employment and training opportunities.
	8. Children grow up in connected communities and feel safe everywhere	15. Children, young people and families are involved in service design and development and the needs of children and families are well understood in each locality. Services and support is responsive to needs of different communities, partners are proactive in responding to these needs and children and families have easier and timelier access to services.
		16. Children and families are better connected with community resources to enable them to build resilience, are involved in developing their plans and can provide regular feedback. More children and young people are supported in their family home, the response in meeting the needs of vulnerable adolescents is local and proactive with risks around exploitation reduced and fewer young people enter the Criminal Justice system.
Outcome 7. Children thrive emotionally, physically, mentally and feel they are achieving their potential		
MoS 13. Children have access to high quality education and training opportunities and schools are more inclusive. Children and young people engage with education, fewer children are excluded and educational outcomes improve.		
Qtr 2:		
1. What progress has been made this quarter in achieving the marker? (quantitative)		
2. What are your key achievements for this quarter? (qualitative)		

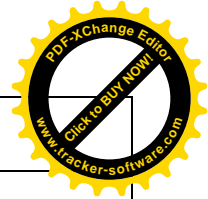
3. What actions will you be taking in next quarter to achieve the marker?	
4. What interdependencies have you identified?	
5. Do you require any support to meet your ambition	
6. Are you on target to achieve this marker?	

Outcome 7. Children thrive emotionally, physically, mentally and feel they are achieving their potential  
**MoS 14. Children with special educational needs and disabilities are identified and supported effectively. Children in care and care leavers are supported physically and emotionally through access to health checks and health histories and are able to achieve their potential through high quality education, employment and training opportunities.**

Qtr 2:	
1. What progress has been made this quarter in achieving the marker? (quantitative)	
2. What are your key achievements for this quarter? (qualitative)	
3. What actions will you be taking in next quarter to achieve the marker?	
4. What interdependencies have you identified?	
5. Do you require any support to meet your ambition	
6. Are you on target to achieve this marker?	

Outcome 8. Children grow up in connected communities and feel safe everywhere  
**MoS 15. Children, young people and families are involved in service design and development and the needs of children and families are well understood in each locality. Services and support is responsive to needs of different communities, partners are proactive in responding to these needs and children and families have easier and timelier access to services.**

Qtr 2:	
1. What progress has been made this quarter in achieving the marker? (quantitative)	



2. What are your key achievements for this quarter? (qualitative)	
3. What actions will you be taking in next quarter to achieve the marker?	
4. What interdependencies have you identified?	
5. Do you require any support to meet your ambition	
6. Are you on target to achieve this marker?	
Outcome 8. Children grow up in connected communities and feel safe everywhere <b>MoS 16. Children and families are better connected with community resources to enable them to build resilience, are involved in developing their plans and can provide regular feedback. More children and young people are supported in their family home, the response in meeting the needs of vulnerable adolescents is local and proactive with risks around exploitation reduced and fewer young people enter the Criminal Justice system.</b>	
Qtr 2:	
1. What progress has been made this quarter in achieving the marker? (quantitative)	
2. What are your key achievements for this quarter? (qualitative)	
3. What actions will you be taking in next quarter to achieve the marker?	
4. What interdependencies have you identified?	
5. Do you require any support to meet your ambition	
6. Are you on target to achieve this marker?	



Qtr 3:

1. What progress has been made this quarter in achieving the marker? (quantitative)
2. What are your key achievements for this quarter? (qualitative)
3. What actions will you be taking in next quarter to achieve the marker?
4. What interdependencies have you identified?
5. Do you require any support to meet your ambition?
6. Are you on target to achieve this marker?

Qtr 4:

1. What progress has been made this quarter in achieving the marker? (quantitative)
2. What are your key achievements for this quarter? (qualitative)
3. What actions will you be taking in next quarter to achieve the marker?
4. What interdependencies have you identified?
5. How have you achieved the marker? / What has disrupted your ability to achieve the marker?



## Q.2 Key Achievements:

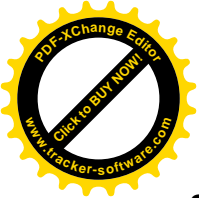
	Outcomes:	Markers of Success:	Key Achievements:
E	1. Creating an environment where businesses invest and everyone who wants a job can access one	1. Businesses accessible to staff, suppliers and customers. Transport networks free from defects and congestion	Highway Maintenance: Both resurfacing and preventative maintenance programmes completed to schedule SPRINT Phase 1: shelters installation programme partly complete; civils works ongoing. M6J10: North and South bridge beam installations completed with both bridge decks nearing completion
		2. A combination of low unemployment figures and high vacancy figures	The key achievements for the quarter are the increasing volume of vacancies being identified or sourced from these key sectors which have seen demands in services i.e. health and social care and haulage / logistical sectors. There has also been an increase in hospitality sector positions as these businesses ease out of restrictions and also due to large volumes of employees being impacted by Brexit and therefore returning back to the European states.
	2. Education, training and skills enable people to fulfil their personal development	3. Partnership working with businesses to offer apprenticeships, graduate programmes and training programmes for those wishing to re-enter the workforce	Earlier in the year, we have hosted a virtual <b>Apprenticeship</b> event, which was attended by 55 young people and their parents who heard presentations on current apprenticeship vacancies promoted by Walsall College, In-comm Training and employers. We continue to promote apprenticeships on our website and have created a dedicated Apprenticeship webpage to host information on how to apply for these vacancies – <a href="https://go.walsall.gov.uk/walsallcom/Walsall-Works/Apprenticeships">https://go.walsall.gov.uk/walsallcom/Walsall-Works/Apprenticeships</a> and we communicate a weekly list of current apprenticeship vacancies receiving from the national apprenticeship service and these are vacancies with all providers including Walsall College.  We have worked closely with the Council's Endless Possibilities programme to promoted internal apprenticeship vacancies to clients registered onto the BC Impact programme. A pre-apprenticeship programme has also been designed to attract and support care leavers into future apprenticeship vacancies which may be available in future.  We hosted a Walsall Works, which saw 45 Employer and Provider exhibitors interface with approx 350 local unemployed people. The <b>training</b> providers who attended showcased apprenticeship vacancies across a number of sectors and young people who were interested were encouraged to register with the providers to support them to apply for these roles. Note: It is difficult to gauge the successful outcome of the event as the exhibitors will not always be willing or able to communicate on each successful outcome secured.
		4. Increase in local supported employment and educational opportunities for residents who have additional needs. Numbers of folk from hard to reach groups helped into training	We have managed to maintain contact with our BC Impact participants despite all the challenges presented by the pandemic and remote working. We have maintained our referral links with key partners and are maintaining support through referrals from partners organisation i.e. Youth Justice, Probation Service, Transitional Leaving Care Team, Jobcentreplus and direct referrals from marketing in community settings.  We therefore have already achieved our targets for support key groups such are leavers but continue to service the needs by providing a dedicated Employment Advisor lead for the Probation Service, Youth Justice Team, Transitional Leaving Care, Adult Social Care, Teenage Pregnancy Unit, Sure Start Centres, Refugee Migrant Centre and many other community organisations.
P	3. People live a good quality of life and feel that they belong	5. Increase in people accessing reablement opportunities. Less number of vulnerable residents who are in statutory services or having out of area placements	Internal provider resource at Goscote has supported a wide range of needs across the age groups 14 plus, contributing to the strengths of individuals and offering solutions that reduce needs around statutory service and promoting independence in key areas of life inclusive of preparing for adulthood: readiness for employment: support to connect across local

			community; travel training; reducing risks of carer breakdown; prepare a person as apt of milestones in life : benchmarking level of ability in all aspects of ordinary life, to compliment stat. assessment or reduce the need for services and assessment once time limited interventions have been delivered.  A number of young adults have moved out of residential care into independence by social care using a strengths based approach (focussing on what people can do for themselves)
		6. Increase numbers of residents not requiring ongoing services and living independently in the community. Information and advice is accessible and signposting at the front door of community services	Connection 1 has had a significant impact in reducing the number of people moving onto support plans
	4. People know what makes them healthy and they are encouraged to get support when they need it	7. Reduced numbers of residents having formal ASC assessments who are empowered to take control and informed choices with the correct information	The internal resource at Goscote offers opportunities to promote independence across a whole menu of options that engage people in ordinary life. This is inclusive of real connectivity across Walsall, time to gather information and encourage confidence in people to make informed choices or be supported to gain skills to secure their goals and aspirations Work continues to be developed and explored in relation to All age and there are some good examples of this working in practice across Children and adult Directorates. Work has started to enable the Preparing for adulthood Pathways to be scoped further, which in turn will continue to improve the outcomes for young people and their families, based on a strength based and seamless approach.
		8. More people using active travel modes. Safe and convenient cycleways and footways	Better street projects have been delivered at Haws Rd and Harden Rd/Station Rd.
<b>I</b>	5. Internal services deliver quality and adapt to meet the needs of customer facing services	9. Smarter commissioning of service resulting in required outputs being delivered to realise quality outcomes	Internal adult social care resource within Goscote has become Provider of last resort during and following COVID, to increased demand and pressures within the external provider marketplace. Direct care and support for customers within their own home as part of this service has reduced the risk of people entering crisis. Internal resource at Goscote has delivered a summer scheme on behalf of children's commissioners, which successfully supported a number of young people from the age of 14 to 18 to engage in meaningful activities during the summer school break, whilst reducing parent/care breakdown, alongside new opportunities for young people and their families to be introduced to adult resources - also then linked into the preparing for adulthood agendas.
		10. Internal Services are regularly reviewed and delivered within budget.	Implementation of Payroll in OneSource Sign off of E&SS Vision phase 1 and commencement of phase 2 including Governance setup and 2 project groups to deliver the opportunities and benefits MS Teams telephony rollout Ways of working phase 1 underway
	6. Services are efficient and deliver value for money	11. Internal Services have staff and processes able to adapt to meet the emerging needs of customers	Implementation of Payroll in OneSource Sign off of E&SS Vision phase 1 and commencement of phase 2 including Governance setup and 2 project groups to deliver the opportunities and benefits of more efficient, automated process improving customer experience and providing the tools/training required MS Teams telephony rollout Ways of working phase 1 underway ensuring our facilities/kit are fit for purpose for working in the future
		12. Online portals that allow self-service, payments and order tracking are in place for ease of use for all.	Draft Customer Strategy and Action Plan Developed The first set of processes for clean and green and complaints are expected to go live for customer use before the end of 2021
<b>C</b>		13. Children have access to high quality education and training opportunities and schools are more inclusive. Children	Inspections of schools have begun again following the disruptions to the Ofsted inspection schedule and there have been some positive improvements with some schools seeing

	7. Children thrive emotionally, physically, mentally and feel they are achieving their potential	and young people engage with education, fewer children are excluded and educational outcomes improve.	improved assessment following inspection. The percentage of schools achieving good or outstanding has increased to 81.1% based on the published data from Ofsted.
		14. Children with special educational needs and disabilities are identified and supported effectively. Children in care and care leavers are supported physically and emotionally through access to health checks and health histories and are able to achieve their potential through high quality education, employment and training opportunities.	<p>The % of children in care with up to date health assessments has increased slightly and there has been significant work undertaken with health colleagues this quarter to identify blockages in the processes of sharing information including assurances that we are informing health colleagues in timely manner when children enter care and working with health colleagues to raise concerns about the timeliness in which the LA receives health assessments which can impact on timeliness. This is beginning to result in improved timeliness of initial health assessments and a more up to date picture of health assessments overall.</p> <p>The % of care leavers in education, employment or training has begun to climb again following a slight dip as expected and as colleges and schools return after the summer. The NEET Action Group continues to meet to monitor closely any care leavers who are NEET and to support them in accessing education, employment and training.</p> <p>A care leaver who has been undertaking an apprenticeship with the council has now been appointed as a Care Leavers Ambassador to work with the Children in Care Council and the Care Leavers Forum.</p>
	8. Children grow up in connected communities and feel safe everywhere	15. Children, young people and families are involved in service design and development and the needs of children and families are well understood in each locality. Services and support is responsive to needs of different communities, partners are proactive in responding to these needs and children and families have easier and timelier access to services.	<p>In August, Early Help was brought back into the MASH to create a unified front door. Analysis and quality assurance work had demonstrated that repeat contacts were being over reported as families moved between the Early Help front door and the MASH. The new unified front door will ensure that the decision making process around where children should be supported under the Right Help, Right Time guidance is more streamlined for referrers and children, young people and families and will ensure that timely and appropriate support is provided. The change in processes means that currently contact data for Early Help and Social Care is only available until the end of August, however, revised reporting will be available for the next quarter.</p> <p>The new Early Help website which will support partners in understanding whether they need to make a contact and provide resources for self-service was launched in September.</p>
		16. Children and families are better connected with community resources to enable them to build resilience, are involved in developing their plans and can provide regular feedback. More children and young people are supported in their family home, the response in meeting the needs of vulnerable adolescents is local and proactive with risks around exploitation reduced and fewer young people enter the Criminal Justice system.	<p>There is an increasing number of children who participate within their looked after review/child protection conference. Participation is one of our five practice priorities with focussed working groups exploring how we can engage children and young people in a more creative way that takes into account the different digital means in which young people communicate.</p> <p>The number of children entering care has seen a slight increase over the quarter but remains below the number that entered care last year. Outcomes monitoring for Family Safeguarding is demonstrating that fewer children supported under the model enter care as the model continues to embed.</p> <p>Exploitation triage continues to develop and includes partners from Force CID/an exploitation officer/Street Teams and representative from education in order that a triangulated understanding of the exploitation risks are known and a holistic response to addressing complex needs is provided. This includes working with third sector voluntary organisations around service delivery. The All-Age Exploitation Strategy was approved at the Walsall Community Safety Partnership and the aims outlined in the strategy will continue to be embedded into practice.</p> <p>Each child that is reported as missing living in Walsall who the council has responsibility for is offered a return home interview. This has continued, even though numbers are now increasing post lockdown measures being lifted. It should be noted that while the target for</p>

			<p>this indicator is for it to decrease, the 2020-21 out-turn included lockdown where fewer children went missing due to the unique circumstances of the pandemic.</p> <p>It should be noted that the target for First Time entrants into the youth justice system has been amended following reflection and discussion. The 2020-21 out-turn was the lowest number of first time entrants ever – given the small numbers involved in this cohort, an aim to continue to decrease was felt to be unrealistic. The target has therefore been amended to maintain below 60 which is the average number of FTE over the final 6 months of the year.</p>
C	9. Housing meeting all people's needs - is affordable, safe and warm	17. Less residents in statutory building based services	None highlighted
		18. Increase in residents who are accessing community voluntary sector opportunities	Adult social care are currently consulting with internal and external stakeholders in order to maximise the opportunity to reshape and continually improve the offers across Walsall and partners re Meaningful Day opportunities. This has also been inclusive of external providers of traditional and none traditional delivery of services and support. Adult social care are learning from local and regional differences following COVID and building all of this into the considerations moving forward and inclusive of local people who rely on a diverse set of opportunities across the sector and the local landscape
	10. People are proud of their vibrant town, districts and communities		
		19. Council and partners maintain open communication with all communities and engage in cultural awareness resulting in wide range and high quality cultural offers	<p><b>Covid-19 Community Champions</b> - Council partnership with 14 organisations on the Community Champions project – raising awareness of Covid and vaccinations. Over hundred volunteers from different cultures, language groups (incl. Eastern European, African, Caribbean, South Asian, deaf, disabled). 2 –weekly updates provided from PH/Council. Each provider does specific awareness raising activity to their target groups. Case studies published: <a href="http://www.walsallforall.co.uk">www.walsallforall.co.uk</a></p> <p><b>ESOL in the Community</b> (6 providers remaining) – people from different backgrounds taking part in conversational sessions, raise awareness of Walsall borough, social mixing and improve their life chances, make networks. Practising survival skills, ESOL learners become volunteers and champions. It is a first step to enter into community life and enrich the cultural offer.</p> <p>March 21 – <b>International Women's Day</b> – contribution from women living in Walsall, Challenge Hand Up, partnership with the Black Country Chamber. New Art Gallery exhibition of The Women of Walsall photography project in partnership with Walsall for All (Caroline Molloy, the photographer)</p> <p>May 21– <b>Mental Health Awareness Week</b> – ESOL learners focused on discussions about how people coped during the lockdowns.</p> <p>10-16 May – <b>Black Inclusion Week</b> – virtual activity – internal case study Dwayne, reflection on BHM2020 and feature from Kevin Davis. Cooperated with Black Sisters and Police on communication.</p> <p>June 21- <b>Deaf Awareness Week at Saddlers' Centre</b>. Free lateral flow tests, sign language, leaflets, very good attendance in Saddlers Centre.</p> <p>July/August 21 = <b>Windrush Day, LGBTQ Pride and South Asian Heritage month</b> – online media awareness, limited activity.</p> <p>September 21– <b>Inter-faith Cricket match</b> in partnership with Uni of Wolverhampton. Muslim, Christian, Hindu participants.</p> <p>September 21 - GTR transit site community engagement through Community Cohesion team.</p>
		20. High quality, well maintained public realm and safe community spaces	None highlighted





## Scrutiny Overview Committee

## Agenda Item No. 8

7 February, 2022

### Scrutiny Recommendation Tracker

Ward(s): All

Portfolios: All

#### 1. Purpose of the report

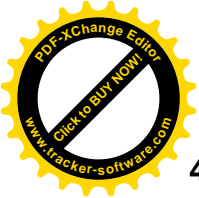
The recent scrutiny survey identified that a recommendation tracker would assist the systematic follow up of recommendations made by Overview and Scrutiny Committees. Following a review of best practice a proposed scrutiny recommendation tracker has been drafted for feedback and agreement by Members prior to rolling out across all Overview and Scrutiny Committees.

#### 2. Recommendations

- 2.1 That Members provide feedback and consider approving the draft recommendation tracker at Appendix 1 to this report for use across all Overview and Scrutiny Committees to assist the systematic follow up of recommendations;
- 2.2 The actions from the last meeting of the Scrutiny Overview Committee be reviewed;
- 2.3 Subject to being agreed, the effectiveness of the recommendation tracker be reviewed in 12 months' time.

#### 3. Aim

- 3.1 The role of good governance and scrutiny is critical to public trust and confidence in decision-making. In times of uncertainty and significant change, it is important that decisions are made in a way that is transparent, involves others and holds to account those responsible for implementation.
- 3.2 The Council has continually reviewed its scrutiny process and sought to make improvements over recent years.
- 3.3 The recent scrutiny survey identified that the following up of recommendations could be improved. At its meeting on 13 December 2021 the Committee recommended that a recommendation tracker be introduced to improve the systematic follow up of recommendations.



## 4. Know

### **Context**

- 4.1 The 2021 Scrutiny Survey of all Members found that the following up of recommendations at each committee was not adequately fed back to Members.
- 4.2 Research of best practice for developing a recommendation tracker has taken place by looking at action trackers used by the following authorities:
- Walsall Council – Audit Committee and Corporate Management Team
  - Sandwell Council – Children’s Services Overview and Scrutiny Committee
  - West Midlands Police and Crime Panel
- 4.3 Copies of the recommendation trackers for these bodies are attached as appendices to this report.

### **Content**

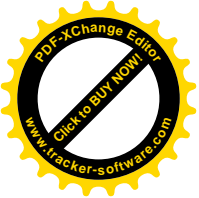
- 4.4 The content and information included on each recommendation tracker was broadly similar focusing on:
- Date of meeting
  - Agenda item title
  - Action requested
  - Name of the person or area responsible for completing the action
  - Update/commentary on what activity had taken place
  - Was the action complete or not
  - A deadline
- 4.5 A draft recommendation tracker for Walsall Council Overview and Scrutiny Committees is attached at Appendix 1. So that it can be seen as a working document, the actions from the last meeting have been included in the draft.

### **Council Corporate Plan Priorities**

- 4.6 It is important that the Council’s Governance arrangements are robust, transparent and effective to ensure that decisions affecting residents across the borough are made in a lawful way. This contributes to the Councils ‘Internal Focus’ Priority and ensures that the service is efficient and effective.

### **Risk Management**

- 4.7 None directly related to this report.



### ***Financial Implications***

4.8 None directly related to this report.

### ***Legal Implications***

4.9 None directly related to this report.

### ***Procurement Implications/Social Value***

4.10 None directly related to this report.

### ***Property Implications***

4.11 None directly related to this report.

### ***Health and Wellbeing implications***

4.12 None directly related to this report.

### ***Staffing implications***

4.13 None directly related to this report.

### ***Reducing Inequalities***

4.14 None directly related to this report.

### ***Consultation***

4.15 None directly related to this report.

## **5. Decide**

5.1 Members are asked to review the draft recommendation tracker as set out in Appendix 1 to the report and consider whether or not they wish to take this, or an alternative, suggestion forward.

## **6. Respond**

Subject to the views of elected members the recommendations will be implemented and further reports provided to the Committee for Member feedback will be submitted as required.

## **7. Review**

Subject to the agreement of the draft recommendation tracker it will be rolled out to be used by all Overview and Scrutiny Committees.





## Author

Craig Goodall

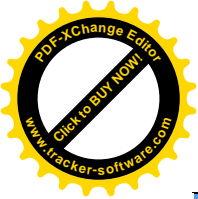
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Committee Meeting Date	Agenda Item	Action/Recommendation	Officer responsible	Status	Notes
13 December 2021	<b>A34 Sprint – Walsall to Solihull – Update on Phase 1 &amp; 2</b>	Specific details requested regarding delays on works on Town Hill	Angela Hosford - TfWM Matt Crowton	Ongoing	
		A further update on Sprint be reported to this Committee in April 2022.	Angela Horsford (TfWM) Craig Goodall	Ongoing	Recorded on work programme for April
	<b>School Gate Parking</b>	Details of number of enforcement notices issued as a result of CCTV around schools	Kathryn Moreton	Completed	Sent to Working Group Members by email 22/12/2021
		Details of number of civil parking enforcement officers on duty at different periods of the day	Kathryn Moreton	Completed	Sent to Working Group Members by email 22/12/2021
	<b>Scrutiny Survey Results</b>	Details on number of call-ins by all Overview and Scrutiny Committees in last 12 months	Craig Goodall	Completed	Sent to Committee Members by email 22/12/2021
		The Member Learning and Development Programme is enhanced to include training for Members on financial scrutiny, scrutiny legislation, chairing meetings and asking questions	Craig Goodall	Ongoing	Member L&D Team to meet to plan implementation
		Due to mixed comments in relation to the scrutiny of the council's budget setting process, the Scrutiny Overview Committee review the existing approach and consider how it could be improved	Craig Goodall	Ongoing	Research to be completed and reported back to SOC



		A recommendation tracker be developed to assist systematic follow up of recommendations made by overview and scrutiny committees to monitor progress on specific actions and information requested at meetings	Craig Goodall	Ongoing	Draft tracker presented to SOC 07.02.21
		Further development of the scrutiny report template takes place to include model recommendations which encourage outcomes and avoid requesting that reports are noted	Craig Goodall	Ongoing	Draft recommendations completed by 01.02.22
	<b>Areas of Focus</b>	Details regarding forward plan item 'Sale of Council Land in Blakenall'	Simon Neilson	Complete	Members emailed 22.12.21
		Details regarding forward plan item 'Contractor Procurement Strategy for Connected Gateway Project' as it relates to Future High Street Fund	Simon Neilson	Ongoing	

**CORPORATE PLAN MARKERS OF SUCCESS DASHBOARD**

PRIORITIES	OUTCOMES	MARKERS OF SUCCESS	BASELINE	Lead	Qtr 1: Apr - Jun 2021	Comment / Progress achieved to date	Submitted Report	Qtr 2 : Jul - Sept 2021	Comment / Progress achieved to date	Submitted Report	Qtr 3 : Oct - Dec 2021	Comment / Progress achieved to date	Qtr 4 : Jan - Mar 2022	Comment / Progress achieved to date
<b>Overall Aim: Inequalities are reduced and all potential maximised</b>														
<b>ECONOMIC - Growth for all people, communities and business</b>	1. Creating an environment where businesses invest and everyone who wants a job can access one	1. Businesses accessible to staff, suppliers and customers. Transport networks free from defects and congestion.	Free from defects Highway condition – as per 2019/20:	Deborah Hindson		% of safety inspections completed on time – 100% % of Cat 1 emergencies completed on time (via Tarmac) – 100%	Document		Highway safety inspections completed on time = 100% Emergency defects attended to within 1 hour = 96.2% Number of Urgent traffic signal faults repaired within time by contractor (%) = 100% Number of Non-Urgent traffic signal faults repaired within time by contractor (%) = 99% Traffic signal inspections completed on time = 100%	Economic Qtr 2 - Dave Brown (MOS1).docx				
		2. A combination of low unemployment figures and high vacancy figures	Walsall Universal Credit Claimant Data (source: NOMIS March 2021) shows 15,380 claimants  EMSI Walsall Unique Job Posting Analytics (source: EMSI April 2021) shows 5,512 unique vacancy postings	Philippa Venables  Philippa Venables		During the Quarter 1 period a total of 355 local people enrolled to our Walsall Works programme with a majority of these being Universal Benefit Claimants who have been displaced due to Covid ie on furlough, made redundant or have left education without an offer of employment.  We support these clients by enrolling them to our Walsall Works programme which resulted in a total of 133 local people being supported to access employment, training, apprenticeships and paid work placements, as set out in the table in the attachment.			Walsall Universal Credit Claimant Data (source: NOMIS October 2021) shows a reduction in claimants since the last quarter. The current UC claimant count has dropped to 12,640 claimants from 15,310 claimants in late March 2021.  The volume of unique Walsall Job Postings identified at the start of this financial year, shows an increase in unique job postings to 5,512 vacancy postings					
	2. Education, training and skills enable people to fulfil their personal development	3. Partnership working with businesses to offer apprenticeships, graduate programmes and training programmes for those wishing to re-enter the workforce	Walsall Apprentices on Programme (source: BC Data Cube April 2021) shows 2186 apprentices (averaging 547/qtr) The total number of apprenticeships from Walsall who have started or participating in an apprenticeship are set out below across levels in the period August 2020- April 2021 were • Apprenticeships Starts – 1350 (1800/yr = averaging @ 450/qtr) • Apprenticeship Participation – 3590 (4500/yr = averaging @ 1500/qtr)	Philippa Venables		Apprenticeships on Programme: During the Quarter 1 period a total of 355 local people enrolled to our Walsall Works programme with a majority of these being Universal Benefit Claimants who have been displaced due to Covid ie on furlough, made redundant or have left education without an offer of employment. We found that a significant volume of these were young people who have left university and looking for their first employment, so they would not have been suitable to apply for apprenticeship vacancies. In the quarter of the 133 people supported into a positive outcome but only 5 of these were apprenticeships.			During the Quarter 2 period a total of 567 local people enrolled to our Walsall Works programme with a majority of these being Universal Benefit Claimants who have been displaced due to Covid ie on furlough, made redundant or have left education without an offer of employment. In the quarter of the 200 people supported into a positive outcome but only 2 of these were into apprenticeships that were known to us. At the next quarter, a position for the last full academic year will be presented					
			Walsall Council Kickstart Gateway Profile (source: DWP April 2021) shows a profile of 150 work placements			Kickstart Placements – Walsall Council Gateway. As a Kickstart Gateway Organisation We have secured 150 work placement pledges from local private sector employers and in the first quarter we recruited approximately 40 placements into these roles. The current performance on our Gateway is set out in the attachment	Document		In the second quarter we recruited young people into 40 placements into these roles.	Economic Qtr 2 - Philippa Venables.docx				
		4. Increase in local supported employment and educational opportunities for residents who have additional needs. Numbers of folk from hard to reach groups helped into training	New business registrations and closures (Nomis) Business Engagements (Source Evolutive CRM & Walsall Works Records)	Philippa Venables		Business Engagements (Source Evolutive CRM & Walsall Works Records). Business and Employer Engagements led by the Walsall Works team resulted in 71 new vacancies being sourced and promoted in the quarter. <b>Business Engagement Numbers:</b> Walsall Council's Business Growth Team have recorded 84 business engagements on a range of issues for Q1 2021. The most common business engagement in Q1 2021 was general Business Support (40), followed by Access to Finance (31) and Sites & Premises inquiries (8).			Business Engagements (Source Evolutive CRM & Walsall Works Records) Business and Employer Engagements led by the Walsall Works team resulted in 78 new vacancies being sourced and promoted in the quarter. Walsall Council's Business Growth Team logged 111 enquiries with 82 businesses during Q2 2021. Mid-September also saw another of the team's engagement days in Walsall Wood. The team continue to deliver the AIM for Gold programme and currently have 28 enrolled on the programme at least at P13 (three hours of support) stage. The latest news for the programme sees a 50% intervention rate for businesses interested in capital investment.					
			Number of residents supported with employability who present with additional needs i.e. poor health. (Source: Walsall Works, BC Impact or Kickstart programmes)			The BC Impact Programme continues to identify and support 16-29 years olds who present with complex backgrounds and barriers ie health. The programme continues to provide dedicated support to young care leavers, young offenders, those with SEND, poor physical and mental health. A lifetime review of the data shows the average breakdown of participants as: • 2.1% care leavers • 3.0% ex offenders • 10.3% lone parents • 31.3% health barriers, of which one third were those with mental health issues			The Employment and Skills Team delivers on approx 70% of the performance targets for the BC Impact programme. Since the programme inception, 4436 enrolments which have resulted in a total of 2461 interventions and 1328 outcomes achieved (of which 55 young people have gone into apprenticeships). <b>16-25 year olds (total) Outcomes:</b> Education = 414 Employment = 540 Apprenticeship = 55 Traineeship = 92 We have already achieved our targets for support key groups such as leavers but continue to service the needs by providing a dedicated Employment Advisor lead for the Probation Service, Youth Justice Team, Transitional Leaving Care, Adult Social Care, Teenage Pregnancy Unit, Sure Start Centres, Refugee Migrant Centre and many other community organisations.					
<b>PEOPLE have increased independence, improved</b>	3. People live a good quality of life and feel that they belong	5. Increase in people accessing reablement opportunities. Less number of vulnerable residents who are in statutory services or having out of area placements	The number of NHS clients who received reablement during 20-21 = 1674 (averaging 419/qtr) (Note: we will include the previous year's outcome of 1165 as a further bench mark and caveat as 2020/21 may be an outlying year for this measure so use this figure as last year's performance)	Paul Gordon / Karen Jackson		441 people accessed reablement during quarter 1 The reablement review is taking place – and we are at the midpoint of the review			350 people accessed reablement during quarter 2					
		6. Increase numbers of residents not requiring ongoing services and living independently in the community. Information and advice is accessible and signposting at the front door of community services	The number of contacts "signposted" during the year = 2497 (averaging 624/qtr)			703 contacts signposted during quarter 1	Document		659 contacts signposted during quarter 2 Strength Based Practice using the three connections has now been rolled out across all the locality teams, LD and MH Connection 1 has had a significant impact in reducing the number of people moving onto support plans	People Q2 - Karen Jackson.docx				
		7. Reduced numbers of residents having formal ASC assessments who are empowered to take control and informed choices with the correct information	The number of assessments completed that did not lead to a Care and Support Plan/provision of long term services = 2089 (averaging 522/qtr)			547 assessments/connections undertaken during quarter 1 that did not progress to Care plan.			569 assessments/connections undertaken during quarter 2 that did not progress to Care plan.					

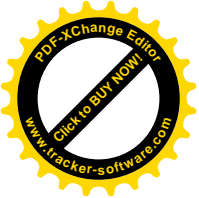


can positively contribute to their communities		4. People know what makes them healthy and they are encouraged to get support when they need it	8. More people using active travel modes. Safe and convenient cycleways and footways	TWM's most recent Covid-19 travel survey: • 65% of respondents from the West Midlands stated that they would like to become more physically active; • 28.3 of West Midlands' residents don't walk at least once a month; • 22.4% of children in the West Midlands are either overweight or obese; • 48.9% of disabled people are inactive in the West Midlands Annual Travel survey figures for Walsall (academic year 2020/2021 at primary level): • Active Travel: Walsall 62% vs National 47%; • Walking figures: 60% vs 46% National; • Cycling 1% higher than National; • Car use 12% lower in Walsall than National; • Over 22,000 primary school students participating in Walk to school week; • 35 schools have a 5 minute walk zone set up; • 5 Primary schools have a walking bus	Deborah Hindson	- 240 children have received Bikeability level 1 & 2 training - 12 secondary school students have received Bikeability level 3 training The number of residents engaging in Active Travel in Walsall has significantly increased during the last 12 months, as a result of the COVID-19 lockdown - According to CRT, the average daily count of pedestrians and cyclists on Walsall's canals pre-lockdown was 89 compared to 225 post-lockdown – this is an increase of 154% J15		Better street projects have been delivered at Haws Rd and Harden Rd/Station Rd. A new shared cycleway on Lichfield Rd is 50% complete. The Walsall cycle hire scheme was promoted in the run up to the Women's Tour cycle event. The Council website contains up to date information on active travel projects: <a href="https://walsallwalking-and-cycling.commonplace.is/">https://walsallwalking-and-cycling.commonplace.is/</a>	Email						
INTERNAL Focus – All Council services are efficient and effective		5. Internal services deliver quality and adapt to meet the needs of customer facing services	9. Smarter commissioning of service resulting in required outputs being delivered to realise quality outcomes	- Keeping within budget (OH / Physio / EAP contracts) - Agency completion rates - Evidence of adding Social Value (Agency contract)	Tony Meadows	We have been able to utilise spare capacity within an existing Children's Services contract for Motivational Interviewing training for the benefit of the Adult Social Care workforce thus saving time and ensuring both workforces are adopting the same methodology.	Document	The Third Party Spend Board has started to strategically focus on how the council can develop opportunities for a greater level of local spend. Working across the council it has evolved to embrace a commissioning approach that takes a view of future need in order to better inform both existing and future businesses of the opportunities to keep the Walsall £ in Walsall. ASC, as part of their refreshed transformation plan, are working with both internal and external partners in order to embed a strength and asset approach whereby people are able to access support and guidance within their own community to enhance their independence without the need for statutory services.							
			10. Internal Services are regularly reviewed and delivered within budget.	Proposed – Keeping within budget (HR)		Supporting the recruitment of apprentice social workers in Children's Services and Adults to ensure a pipeline of talent for the future. - As at June 2021 HR Budget was £25k underspent		R&T within budget for Qtr 2 monitoring – underspend £260k (R&T underspend of £180k in Qtr 1, which includes HR £25k underspend)							
		6. Services are efficient and deliver value for money	11. Internal Services have staff and processes able to adapt to meet the emerging needs of customers	Quantities Data is not currently available. It is being prepared as part of the OneSource Closure Report and Implantation Lessons learnt process	Michele Leith / Shaun Darcy	The migration of Payroll function from Irent System onto the integrated Enterprise Resource Platform (ERP) OneSource. This was completed as scheduled on 5 <sup>th</sup> July 2021. The standing up of the Admin and Business Support Function, with the transfer of core administrative and Business Support activities to the new teams. Successful Recruitment to two key Director roles - Director of HR,OD & Administration and Director of Transformation & Digital. Successful completion of ILM accreditation in Mediation by a number of HR officers	Document	Implementation of Payroll in OneSource and training to staff to improve digital inclusion and utilise the system for payslip and overtime purposes and ironing out of bugs post Go Live. This is enabling the integration of staff/paysroll data with budget/actuals/commitment data to improve the forecasting ability across the council for budget holders to view in real time once posted. This will also support the Business Insights work moving forward to be able to blend financial and non-financial data to better plan service delivery and likely need in the future.	Internal Q2 - Shaun Darcy & Michele Leith.docx						
			12. Online portals that allow self-service, payments and order tracking are in place for ease of use for all.	As part of the deployment of on-line portals/self service through the CRM are developed data from the relevant services will form the baseline. Services will monitor, measure and track data as part of an end to end process.	Elise Hopkins / Michelle Dudson	CRM phase 1 does not go live until September 2021 Discovery sessions have been held with wave 1 services in preparation for build out	Document	A strategic partner was appointed to help undertake CRM development. So far 80 processes have been reviewed, and approximately 50% are now in digital development. The first set of processes for clean and green and complaints are expected to go live for customer use before the end of 2021.	Internal Q2 - Elise Hopkins 51121.docx						
CHILDREN have the best possible start, are safe from harm, happy, healthy and learning well	7. Children thrive emotionally, physically, mentally and feel they are achieving their potential	13. Children have access to high quality education and training opportunities and schools are more inclusive. Children and young people engage with education, fewer children are excluded and educational outcomes improve.	• % of children who attend good and outstanding schools – as at 31st March 2021 (74%, compared with 82% regionally and 84% nationally) – target direction of travel – to increase;	Andrea Potts, Sharon Kelly, Sally Rowe, Colleen Male		• % of children who attend good and outstanding schools – as at 30 <sup>th</sup> June 2021 - 74%, – direction of travel - stayed the same		• % of children who attend good and outstanding schools – as at 30/09/2021 - 74%, – direction of travel - stayed the same							
			• % of 16, 17 and 18 year olds who are not in Education, Employment and Training – as at 31st March 2021 (1.4% of young people are NEET and 1.5% of young people are 'unknown', giving a total of 2.9%, compared with 3.9% in the Black Country, 5.7% in the West Midlands and 5.5% nationally) – target direction of travel – to decrease;			• % of 16, 17 and 18 year olds who are not in Education, Employment and Training - as at 30 <sup>th</sup> June 2021 - 1.4% of young people are NEET and 1.3% of young people are 'unknown', giving a total official figure of 2.6% (The overall percentage is lower than the two figures combined due to the rounding up of the individual NEET & 'unknown' figures) – direction of travel - decreasing		• % of 16, 17 and 18 year olds who are not in Education, Employment and Training - as at July 2021 - 1.4% of young people are NEET and 1.3% of young people are 'unknown', giving a total official figure of 2.7% (The overall percentage is lower than the two figures combined due to the rounding up of the individual NEET & 'unknown' figures) – direction of travel – stable.							
			• % of children excluded from school (fixed term and permanent) – Data is based on academic year with the baseline for the 2019-20 year and the 2020-21 academic year measured as part of the markers of success. (Primary – Fixed Term – 0.53% (142), Permanent – 0.04% (10), Secondary – Fixed Term – 2.63% (468), Permanent – 0.20% (36)) – target direction of travel – to decrease;			% of children excluded from school (fixed period and permanent) – 2020-21 academic year up to 30 <sup>th</sup> June 2021 (Primary – Fixed Period – 0.28% (74), Permanent – 0.03% (8), Secondary – Fixed Period – 3.02% (551), Permanent – 0.19% (34)) – direction of travel – fixed period and permanent for Primary and permanent for secondary have reduced, however, fixed period for secondary has increased compared with 2019-20		% of children excluded from school (fixed period and permanent) – 2020-21 academic year - (Primary – Fixed Period – 0.32% (84), Permanent – 0.03% (8), Secondary – Fixed Period – 3.18% (581), Permanent – 0.20% (36)) – direction of travel – fixed period and permanent for Primary and have reduced, permanent for secondary has remained the same, however, fixed period for secondary has increased compared with 2019-20							
		14. Children with special educational needs and disabilities are identified and supported effectively. Children in care and care leavers are supported physically and emotionally through access to health checks and health histories and are able to achieve their potential through high quality education, employment and training opportunities.	• % of Care Leavers who are in Education, Employment and Training – as at 31 <sup>st</sup> March, benchmarking data published in October (57.8%, compared to 58.8% in 2020)	Andrea Potts, Sharon Kelly, Sally Rowe, Colleen Male		% of Care Leavers who are in Education, Employment and Training – as at 30 <sup>th</sup> June – 54.6%, - direction of travel – fallen slightly		% of Care Leavers who are in Education, Employment and Training – as at 30/09/2021 – 56.3%, - direction of travel – fallen slightly from baseline but still within expected parameters							
			• % of EHC assessments completed within 20 weeks – measured from January 2020 to December 2020 – benchmarking data published in May 2021 (19.7% of plans issued within 20 weeks, compared to 19.7% in 2020)			% of EHC assessments completed within 20 weeks – between 01st July 2020 and 31st June 2021- 37.4% of plans issued within 20 weeks - direction of travel – improving		• % of EHC assessments completed within 20 weeks – between 01/10/2020 and 30/09/2021- 40.7% of plans issued within 20 weeks - direction of travel – improving							
			• % of children in care with up to date health assessments – as at 31st March, benchmarking data published in October (93.2%, compared among statistical neighbours, among Regional neighbours)			• % of children in care with up to date health assessments – as at 30 <sup>th</sup> June - 90.0%, - direction of travel – fallen slightly but still within expected parameters		• % of children in care with up to date health assessments – as at 30/09/2021 – 91.3%, - direction of travel – fallen slightly from baseline but still within expected parameters							
	CHILDREN have the best possible start, are safe from harm, happy, healthy and learning well	15. Children, young people and families are involved in service design and development and the needs of children and families are well understood in each locality. Services and support is responsive to needs of different communities, partners are proactive in responding to these needs and children and families have easier and timelier access to services.	• % of Early Help contacts completed within timescales - between 01/04/2020 and 31/03/2021, no benchmarking data available (89.0%) - target direction of travel – to increase;	Andrea Potts, Sharon Kelly, Sally Rowe, Colleen Male		• % of Early Help contacts completed within timescales - between 01/07/2020 and 30/06/2021 87.6% - direction of travel – slight dip but within expected parameters	Document	• % of Early Help contacts completed within timescales - between 01/09/2020 and 31/08/2021 87.6% - direction of travel – slight dip but within expected parameters – data only available until 31 <sup>st</sup> August due to a change in reporting processes	Children Q2 - Helena Kucharczyk.docx						
			• % of social care contacts completed within 48 hours - between 01/04/2020 and 31/03/2021, no benchmarking data available (83.5%) - target direction of travel – to increase;			• % of social care contacts completed within 48 hours - between 01/07/2020 and 30/06/2021 82.9% - direction of travel – slight dip in performance due to increasing numbers of contacts at the front door.		• % of social care contacts completed within 48 hours - between 01/09/2020 and 31/08/2021 82.8% - direction of travel – slight dip in performance due to increasing numbers of contacts at the front door – data only available until 31 <sup>st</sup> August due to a change in reporting processes.							
			• % of social care contacts which lead to a referral - between 01/04/2020 and 31/03/2021, no benchmarking data available (30.0%) - target direction of travel – to increase;			• % of social care contacts which lead to a referral - between 01/07/2020 and 30/06/2021 27.0% - direction of travel – there has been a slight dip in the percentage of contacts leading to a referral.		• % of social care contacts which lead to a referral - between 01/09/2020 and 31/08/2021 25.8% - direction of travel – there has been a slight dip in the percentage of contacts leading to a referral but this remains within expected parameters - data only available until 31 <sup>st</sup> August due to a change in reporting processes.							

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8. Children grow up in connected communities and feel safe everywhere	16. Children and families are better connected with community resources to enable them to build resilience, are involved in developing their plans and can provide regular feedback. More children and young people are supported in their family home, the response in meeting the needs of vulnerable adolescents is local and proactive with risks around exploitation reduced and fewer young people enter the Criminal Justice system.	<ul style="list-style-type: none"><li>% of social care assessments completed within 45 days – between 01/04/2020 and 31/03/2021, benchmarking data published in October (90.2%, compared to statistical neighbours, among Regional neighbours and nationally) - <b>target direction of travel – to maintain or increase</b></li><li>% of children and young people who contribute to their CP conferences - between 01/04/2020 and 31/03/2021, no benchmarking data available (94.0%) - <b>target direction of travel – to maintain or increase</b></li><li>% of children and young people who contribute to their LAC review - between 01/04/2020 and 31/03/2021, no benchmarking data available (97.0%) - <b>target direction of travel – to maintain or increase</b></li><li>Number / Rate per 10,000 of children entering care – between 01/04/2020 and 31/03/2021, benchmarking data published in October (24.2 per 10,000 0-17 (167) compared to statistical neighbours, among</li><li>Number of children that go missing - between 01/04/2020 and 31/03/2021, no benchmarking data available (233) - <b>target direction of travel – to decrease;</b></li><li>Number of first time entrants into the criminal justice system - between 01/04/2020 and 31/03/2021, benchmarking data published in July (180 per 100,000 10-17 (53) compared to statistical neighbours</li></ul>	Andrea Potts, Sharon Kelly, Sally Rowe, Colleen Male	<ul style="list-style-type: none"><li>% of social care assessments completed within 45 days – between 01/07/2020 and 30/06/2021 <b>91.5%- direction of travel – increasing</b></li><li>% of children and young people who contribute to their CP conferences - between 01/07/2020 and 30/06/2021 – <b>95.5% - direction of travel – increasing</b></li><li>% of children and young people who contribute to their LAC review - between 01/07/2020 and 30/06/2021 – <b>96.2% - direction of travel – decreasing</b></li><li>Number / Rate per 10,000 of children entering care – between 01/07/2020 and 30/06/2021 – <b>21.6 per 10,000 0-17 (149) - direction of travel – decreasing</b></li><li>Number of children that go missing - between 01/07/2020 and 30/06/2021 - <b>305 direction of travel – increasing</b></li><li>Number of first time entrants into the criminal justice system - between 01/07/2020 and 30/06/2021 – <b>207 per 100,000 10-17 (61) - direction of travel – increasing</b></li></ul>		<ul style="list-style-type: none"><li>% of social care assessments completed within 45 days – between 01/07/2020 and 30/06/2021 <b>89.1%- direction of travel – there has been a slight dip in performance but this remains within expected parameters.</b></li><li>% of children and young people who contribute to their CP conferences - between 01/10/2020 and 30/09/2021 – <b>96.2% - direction of travel – increasing</b></li><li>% of children and young people who contribute to their LAC review - between 01/10/2020 and 30/09/2021– <b>97.3% - direction of travel – increasing</b></li><li>Number / Rate per 10,000 of children entering care – between 01/10/2020 and 30/09/2021 – <b>23.3 per 10,000 0-17 (162) - direction of travel – decreasing</b></li><li>Number of children that go missing - between 01/10/2020 and 30/09/2021- <b>299 - direction of travel – increasing</b>. Each child that is reported as missing living in Walsall who the council has responsibility for is offered a return home interview. <b>It should be noted that while the target for this indicator is for it to decrease, the 2020-21 out-turn included lockdown where fewer children went missing due to the unique circumstances of the pandemic. Therefore we did anticipate seeing some increases as restrictions were lifted.</b> Every missing incidence is considered at a multi-agency Daily Exploitation Triage meeting and follow up action taken as appropriate</li><li>Number of first time entrants into the criminal justice system - between 01/10/2020 and 30/09/2021– <b>179.9 per 100,000 10-17 (54) - direction of travel – within target range.</b></li></ul>									
9. Housing meeting all people's needs - is affordable, safe and warm	17. Less residents in statutory building based services	As at the end of May we had 850 clients in Long stay/Permanent placements	Karen Jackson		848 R & N Clients as at end of June 2021			835 R & N Clients as at end of September 2021							
	18. Increase in residents who are accessing community voluntary sector opportunities	The number of contacts 'signposted' during the year = 2497 of which a sub set relates to housing, but detail not held on systems.			703 contacts signposted at quarter 1			659 contacts signposted during quarter 2							
	10. People are proud of their vibrant town, districts and communities	19. Council and partners maintain open communication with all communities and engage in cultural awareness resulting in wide range and high quality cultural offers	Number of active volunteers that support cultural offers. Strength of VCS organisations involved in cultural work. Number of cultural events organised by VCS	Philippa Venables / Paul Gordon		COVID-19 Community Champions: <ul style="list-style-type: none"><li>We have recruited 14 community organisations to deliver the COVID-19 Community Champions programme. These organisations broadly represent a wide spectrum of diverse communities and protected characteristics groups within the borough. Over 100 champions are working in a variety of different roles, from supporting the vaccination programme to ensuring communities have access to up-to-date COVID information and ensuring mental health and wellbeing is prioritised.</li><li>Up to 27th July 2021, community champions groups have supported the mobile vaccination programme. They have successfully helped to vaccinate 1,276 people. The mobile vaccination programme consists of 3 buses (including one static bus at the Manor Hospital). There have been 77 deployments (includes 18 days at the hospital) across 38 locations.</li><li>ESOL Intelligence Unit: 12 provisions were delivered in the last quarter, of which: <ul style="list-style-type: none"><li>5 provisions have completed their delivery;</li><li>7 provisions are continuing after this quarter;</li><li>Over 130 learners have engaged in learning in this quarter.</li></ul></li></ul>		COMMUNITIES (Q10 MoS19) Qtr 1 Reporting - 29.07		Despite the continuing impact of COVID-19 there have been many cultural activities that have happened on-line and a small number of physical activities. Whilst the Walsall for all team has been focused on supporting the Community Champions and vaccination bus initiative we have continued to organise COVID-19 safe events. The COVID vaccination buses took part in over 150 deployments in community locations. Each deployment was supported by a community champions group. There were 9 sessions were community champions from across the borough came together to share best practice and common operational issues. Our largest housing Provider, WHG has enthusiastically adopted a resilient communities approach (open engagement). Feedback from their work will be included in the next quarter update.		Communities Q2 - Paul Gordon.docx			
		20. High quality, well maintained public realm and safe community spaces	Existing performance data is limited to outputs (e.g. cleaning frequency, number of volunteer litter picks, number of fly tips, etc). Figures to be confirmed. Outcome performance data for public realm quality is being developed: X (to be confirmed) community litter picks carried out. X% scheduled street cleans carried out. X fly tips cleared	Deborah Hindson		Walsall Community Litter Watch was the winner of the Keep Britain Tidy Community Engagement award. Alloy system.			A street scene strategy is being drafted and will be presented to Cabinet in December. Work is underway to set up the APSE land audit management system for performance reporting on environmental quality.						



## **Agenda Item No. 7**

### **Audit Committee**

**22 November 2021**

### **Committee Decision Tracking Chart**

**Ward(s): All**

**Portfolios: All**

**Purpose: Review**

#### **1. Aim**

This report provides Audit Committee with a chart tracking all of its decisions for which a follow-up is required, to enable Members to monitor any outstanding actions and seek updates at future meetings where applicable.

#### **2. Summary**

Items in the tracking chart cannot be discussed in any detail at this meeting, as a proper and full report is required by law in order for the Committee to formally consider an item. Members, however, may wish to seek a brief update / assurance on an item or request a report back to a future meeting where it is deemed that insufficient progress is being made.

#### **3. Recommendations**

The Committee is requested to:

- 3.1 Note the content of the tracking chart, and the completed actions, which can now be removed.
- 3.2 Determine if it would like to select any of the items to be brought back to the next / or future Committee meeting.

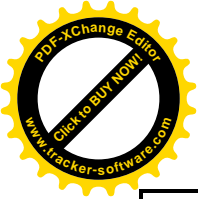




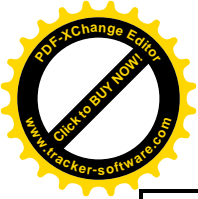
#### 4. Report detail – know

##### Audit Committee – Outstanding Items Tracking Chart

Date considered	Item Title	Action agreed by Committee	To be actioned by	History / Updates / Referrals back to Committee	Target completion date
12.4.21	Annual Review of the Scheme of Delegations to Officers	The final draft of this report be circulated to the Committee prior to its submission to Council.	Monitoring Officer	Deferred from the agenda 8 <sup>th</sup> July 2021 meeting.	<b>By 11<sup>th</sup> April 2022</b>
12.4.21	Performance Management Framework 2021	The Performance Management Framework 2021 is taken to a future meeting of the Audit Committee.	Head of Finance / Corporate Assurance Manager	Further refresh will be undertaken alongside the review of the Interim Corporate Plan during 2021/22 and presented to Audit Committee in April 2022.	<b>11<sup>th</sup> April 2022</b>

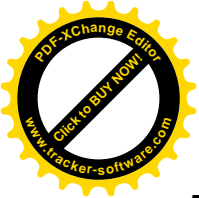


Date considered	Item Title	Action agreed by Committee	To be actioned by	History / Updates / Referrals back to Committee	Target completion date
12.4.21	Audit Committee Engagement and Participation	<p>1. The Section 151 Officer and Monitoring Officer develop an appropriate list of skills which would benefit members of the Audit Committee;</p> <p>2. The Section 151 Officer, or their nominated representative, meet with Group Leaders following each election.</p> <p>3. A skills analysis be undertaken when members are appointed to ensure training can be tailored to their needs.</p> <p>4. The Councils report template be adopted for Audit Committee and that the report guidelines document be adopted and implemented from May 2021.</p> <p>5. A guide on Audit be produced in plain English, for all members; and</p> <p>6. All 60 Members of the Council be invited to attend training on Audit matters when arranged.</p>	Monitoring Officer		<ul style="list-style-type: none"><li>• Report template implemented.</li><li>• Introduction to Audit Committee Role - 8<sup>th</sup> July</li><li>• Audit Guide / skills analysis in development</li><li>• 121's with Audit Committee members to discuss skills analysis / training requirements arranged</li><li>• Audit training arranged on 'Statement of Accounts' for 16<sup>th</sup> September 2021.</li></ul>



Date considered	Item Title	Action agreed by Committee	To be actioned by	History / Updates / Referrals back to Committee	Target completion date
12.4.21	Council Tax and NNDR Internal Audit Report	To monitor as a priority one recommendation.	Head of Internal Audit	To be included in the priority one report.	Ongoing.
27.9.21	Corporate Plan 2021/22 Markers of Success	Those indicators rating 'red' were referred to the Children's Services Overview and Scrutiny Committee.	Clerk	Included on the Children's Services OSC agenda for 23 <sup>rd</sup> November 2021.	Ongoing
27.9.21	Corporate Plan 2021/22 Markers of Success	That Officers and the Executive consider presenting the performance of the corporate plan to a relevant scrutiny committee, at least once a year.	Clerk Statutory Scrutiny Officer		Ongoing

**N.B.** As soon as an item has been satisfactorily resolved, it will be removed from this tracking chart.



**5. Financial information**

None arising directly from this report. Detailed resource and legal considerations would be provided in any subsequent follow up report requested by the Committee.

**6. Reducing Inequalities**

The Audit Committee has a responsibility to ensure that the council provides oversight of the financial reporting process, the audit process, the company's system of internal controls and compliance with laws and regulations. Ensuring compliance with laws and regulations ensures that inequalities are reduced as the process is fair, open and transparent.

**7. Decide**

The Audit Committee is meeting its objectives and providing effective challenge and so, should the recommendations not be approved, the council can be assured that there are sufficient controls in place to ensure that the council is held to account and that processes are monitored and challenged where necessary.

**8. Respond**

If when reviewing the Committee decision tracker, Committee Members would like to select any of the items to be taken to a future Committee meeting this will be actioned by officers and included on the work programme.

**9. Review**

The Committee decision tracker is updated after each Committee meeting to ensure that actions agreed at Committee are reviewed and monitored by Members.

**Background papers**

None.

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## Overview and Scrutiny - Recommendation and Action Tracker

O&S - Overview and Scrutiny. DM - Decision Maker. CM - Cabinet Member.

### Children's Services and Education Scrutiny Board

Title Recommendation(s)/Action(s)	O&S date	DM date	Responsible CM/Officer	Activity Log
Scrutiny Review of Special Educational Needs and Disabilities Transport Models	27/09/21	20/10/21	Cabinet	20/10/21 - Agreed that the response to the findings would be submitted to the Scrutiny Board within two months.
(1) That the Director – Law and Governance arrange for the following recommendations to be submitted to the Cabinet for consideration:	27/09/21	20/10/21	Cabinet	20/10/21 - Agreed that the response to the findings would be submitted to the Scrutiny Board within two months.
(a) That the Cabinet reviews the administration of Special Educational Needs and Disabilities Transport to ensure consistency of approach and that resourcing is adequate in light of increasing demand on the service.	27/09/21	20/10/21	Cabinet	20/10/21 - Agreed that the response to the findings would be submitted to the Scrutiny Board within two months.
(b) That the Cabinet ensures that the Parent Group for Children with Special Educational Needs and Disabilities is communicated and consulted with on any changes to the Transport service and, where possible, the views of affected children and young people are also sought.	27/09/21	20/10/21	Cabinet	20/10/21 - Agreed that the response to the findings would be submitted to the Scrutiny Board within two months.
(c) That the Cabinet ensures that Education Health Care Plan assessments are carried out without delay to ensure early identification of recommended provision, including Special Educational Needs and Disabilities Transport requirements.	27/09/21	20/10/21	Cabinet	20/10/21 - Agreed that the response to the findings would be submitted to the Scrutiny Board within two months.
(d) That the Cabinet re-evaluates child to adult ratios for minibuses to ensure that they are appropriate and reflect assessed risks and needs on a case by case basis.	27/09/21	20/10/21	Cabinet	20/10/21 - Agreed that the response to the findings would be submitted to the Scrutiny Board within two months.
(e) That the Cabinet continues, and seeks to increase, the Independent Travel Training Programme.	27/09/21	20/10/21	Cabinet	20/10/21 - Agreed that the response to the findings would be submitted to the Scrutiny Board within two months.



(f) That the Cabinet refreshes awareness campaigns relating to Personal Budgets and the Independent Travel Training Programme to ensure all families are aware of the options available.

27/09/21 20/10/21 Cabinet

(g) That the Cabinet reviews Early Years provision in each town, which may help reduce transport costs.

27/09/21 20/10/21 Cabinet

(h) That the Cabinet reviews time lengths of journeys to ensure that children are not needing to travel for more than 50 minutes in normal circumstances.

27/09/21 20/10/21 Cabinet

(i) That the Cabinet considers how place provision strategically located throughout the borough can be used to minimise journey times.

27/09/21 20/10/21 Cabinet

20/10/21 - Agreed that the response to the findings would be submitted to the Scrutiny Board within two months.

20/10/21 - Agreed that the response to the findings would be submitted to the Scrutiny Board within two months.

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20/10/21 - Agreed that the response to the findings would be submitted to the Scrutiny Board within two months.



(j) That the Cabinet considers the following in relation to the contracting of Special Educational Needs and Disabilities Transport for February 2022:-

- (i) providers should ensure drivers and Passenger Assistants are trained, and accredited where appropriate, in First Aid, non-verbal communication, use of safety harnesses and manual handling. In addition there should be Advanced Passenger Assistants who are specifically trained to provide emergency medication on transport, including but not limited to administering pre-loaded EpiPens or pre-loaded buccal midazolam devices;
- (ii) a market position statement be prepared, encouraging competition from a wide range of suppliers;
- (iii) small and medium enterprises should be afforded opportunities to tender for the contracts;
- (iv) mainly whole school provision should be the preferred approach;
- (v) some harmonisation of provision should be considered to balance effective management of contracts whilst retaining a diversified group of providers;
- (vi) the model for provision should avoid the increased risk associated with awarding contracts to a small number of providers.

27/09/21 20/10/21 Cabinet

20/10/21 - Agreed that the response to the findings would be submitted to the Scrutiny Board within two months.

(k) That the Cabinet undertakes a trial scheme for providing Passenger Assistants in-house, or in partnership with schools, as part of the contracting of Special Educational Needs and Disabilities Transport and that a full analysis is carried out on the trial scheme to determine its effectiveness.

27/09/21 20/10/21 Cabinet

20/10/21 - Agreed that the response to the findings would be submitted to the Scrutiny Board within two months.

(l) That the Cabinet investigates the feasibility of taking Special Educational Needs and Disabilities Transport provision in-house, this should include risks, costs, benefits, potential timescales and suitable performance indicators, and it should include the following options:

- (i) full Special Educational Needs and Disabilities Transport service in-house;
- (ii) combined provision with existing Adult Social Care Transport;
- (iii) only Passenger Assistants service provided in-house.

27/09/21 20/10/21 Cabinet  
Page 37 of 105

20/10/21 - Agreed that the response to the findings would be submitted to the Scrutiny Board within two months.





(m) That the Cabinet ensures that, however the Special Educational Needs and Disabilities Transport service is provided in future, Passenger Assistants:-

- (i) must be trained, and accredited where appropriate, in First Aid, communication with non-verbal children; and
  - (ii) during their induction and onboarding a clear and strong emphasis should be placed on relationship building between the Passenger Assistant, the family, the school and the transport provider;
  - (iii) also include Advanced Passenger Assistants who are specifically trained to provide emergency medication on transport, including but not limited to administering pre-loaded EpiPens or pre-loaded buccal midazolam devices;
- (n) That the Cabinet investigates with partners how children with Autism Spectrum Disorders can receive earlier diagnoses which can help improve outcomes, including around transport needs, for that group.

27/09/21 20/10/21 Cabinet

27/09/21 20/10/21 Cabinet

(o) That the Cabinet ensures that research relating to Special Educational Needs and Disabilities is considered whenever it is available to identify potential areas of improvement in Sandwell's service provision.

27/09/21 20/10/21 Cabinet

(2) That the Children's Services and Education Scrutiny Board is kept informed about the process for commissioning Special Educational Needs and Disabilities Transport in Sandwell.

27/09/21 20/10/21 Cabinet

(3) That Post-18 Provision for young people with Special Educational Needs and Disabilities be included in the work programme for the Children's Services and Education Scrutiny Board.

27/09/21 Scrutiny Board

20/10/21 - Agreed that the response to the findings would be submitted to the Scrutiny Board within two months.

20/10/21 - Agreed that the response to the findings would be submitted to the Scrutiny Board within two months.

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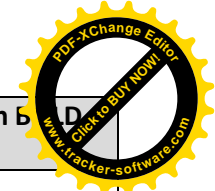
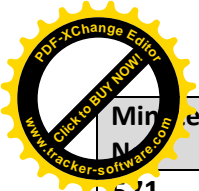
20/10/21 - Agreed that the response to the findings would be submitted to the Scrutiny Board within two months.



## West Midlands Police and Crime Panel Action Tracker 2020 – 2021

Date: 15 March 2021

Minute No.	Date	Agenda Item	Action	Update - Items outstanding in BOLD
538	25 Sept 2020	PCC Annual Report	Report requested on the number of offences brought to justice for a range of offence types.  11/1/21 Chair requested data for top 10/15 reported crimes.	Information to feed into Panel's Public Confidence in Police inquiry  1/2/21 WMP data on outcomes for the nine crime categories supplied to members
551	9 Nov 2020	VRU	VRU to circulate case study referred to during presentation, Community Navigator contact details and location brief of place-based pilots	Information sent to Panel members
560	11 Jan 2021	2021/21 Preliminary Budget Report	PCC to report total capital receipt accrued from property sales, including police stations, (May 2014 to date) plus estimated future capital receipt from property sales.	Information sent to Panel members
560	11 Jan 2021	2021/21 Preliminary Budget Report	<b>The PCC to provide update on the estates programme</b>  <b>Including receipts and spending plans</b>	<b>To 15 March 2021 WMPCP</b>
561	11 Jan 2021	PCC Update – WMP recruitment	<b>PCC to provide a progress briefing on WMP recruitment</b>	<b>To 15 March 2021 WMPCP</b>
561	11 Jan 2021	PCC Update – Special Constables	PCC to provide data on BAME background of Special Constables.	Information sent to Members
569	1 Feb 2021	Action tracker – crime outcomes	The PCC to provide an explanation as to what restrictions prevent a reported crime leading to a charge and why WMP had the lowest number of recorded crimes resulting in a charge in 2019.	OPCC clarified that charges in 2019/20 for WMP were slightly behind the 7.89% of all forces recorded outcomes and are 2nd compared with most similar forces, A breakdown of other outcomes of recorded crime was also provided, noting types of crime and practices of investigation prioritisation should be taken into account.



Minute Number	Date	Agenda Item	Action	Update - Items outstanding in B
571	1 Feb	PCC Update – Victims Funding	<p>The Panel asked for a full breakdown of the PCC's allocation of £4m funding to support domestic abuse victims 2019/20 and 2020/21.</p> <p>Subsequent to the meeting the Vice Chair asked for further information on the issues raised during the debate:</p> <p><b>A breakdown of the £3.4m Victim Fund allocations, the needs assessment and the organisations commissioned.</b></p> <p><b>A breakdown of the £200k small grants Victims Fund 2019/20 allocations, the organisations receiving grants and support they provide.</b></p> <p><b>Clarification on the decision-making process to revise the application criteria for the 2021/22 £200k small grants, the basis for looking at a change and the impact assessments that informed any decision.</b></p> <p><b>Statistics on reported crime for services funded from the Victims Fund £200k in 2020/21 and hate crime (April 2020 to January 2021).</b></p>	
571	1 Feb 2021	PCC update – COVID fines	Clarification on who authorised to collect COVID fines on behalf of West Midlands Police and when and how this contract was awarded.	
571	1 Feb 2021	PCC Update – Hate Crime Recording	The Deputy PCC to respond to the request to consider supporting the campaign seeking removal of the 'perceived religion' element from the national religious hate crime recording category.	



## Scrutiny Overview Committee

## Agenda Item 9

7 February 2022

### Feedback from Overview and Scrutiny Committees

**Portfolios:** All

**Wards:** All

#### 1. Summary of report

This report provides a short summary of the activity of the Council's Overview and Scrutiny Committees.

#### 2. Recommendation

**That, subject to any comments Members may wish to make, the feedback from Overview and Scrutiny Committees be noted.**

#### 3. Report

##### *Children's Services Overview and Scrutiny Committee*

The Children's Services Overview and Scrutiny Committee will meet on 31 January and consider items on:

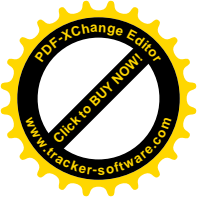
- Transition from Children's to adults services
- Youth Justice Peer Review.

A verbal update will be provided at the meeting.

##### *Education Overview and Scrutiny Committee*

The Committee met on 13 January 2022 and considered an update on SEND Local Area Improvement Programme and EHCPs including the steps being taken via a Written Statement of Action (WSOA) to address the areas of concern identified by Ofsted and the CQC in the February 2019 inspection and to prepare for a re-inspection, expected to be in February 2022. The EHC Pathways Recovery Plan to reduce and remove backlogs and to improve timeliness in respect of Education, Health and Care Plan assessments.

Members received a Walsall Schools Overview Report. This updated on the attendance in education and early year's settings in the Borough during the Covid-19 pandemic. As well as update on suspensions and permanent exclusions in schools in the Borough and on school improvement processes through a Red-Amber-Green (RAG) rating system and schools causing concern (SCC) matrix, together with the outcomes following the re-introduction of Ofsted inspections.



The committee consider an update on School Organisation and Pupil Planning including an outline of the role of the School Organisation Service. An update on public place planning for primary and secondary schools in the Borough and information on capital funding and school expansion projects and schemes.

### *Economy and Environment Overview and Scrutiny Committee*

The Committee met on 18 January 2022 and considered three items.

Firstly, Members received a presentation on the Town Deal and the progress made so far. It was noted that the council was currently at the business case stage of this process and a further report was requested to be brought to the Committee next municipal year when delivery has begun. Members discussed various named projects and the opportunities they presented for the borough, highlighting the importance of encouraging interest in the town.

Secondly, the Committee received a presentation from Professor Gatrad regarding climate change which he described as a children's rights issue. Professor Gatrad provided details on temperature increases and air pollution and answered a number of questions regarding, amongst other topics, the importance of trees and personal measures that can be taken to reduce impact on the planet.

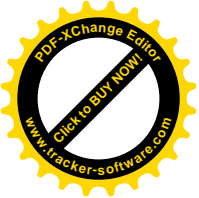
Finally an update regarding the council's Climate Emergency Action Plan was provided. It was noted that a comprehensive action plan had been developed and the council's tree planting strategy was discussed.

The next meeting is scheduled to take place on 3 March and will discuss Phoenix 10, Willenhall Masterplan, Bonfires and the Local Transport Plan.

### *Social Care and Health Overview and Scrutiny Committee*

Members received an update on the transfer of emergency urological cases to Royal Wolverhampton Trust which was originally planned for December 2021, however this has been delayed until April 2022. In response to challenge in relation to this delay, the Committee were provided with detail in relation to staff sickness due to Covid and supply chain difficulties (which had impacted building work). The Committee were assured that there had not been a negative impact on patients and the success of Walsall Together was noted as a contributory factor to good performance (in relation to transfer of care) at Walsall Healthcare Trust.

The Committee also received an assurance report regarding Walsall Healthcare Trust's CQC Inspection of March and July 2021. Members sought reassurance that such issues would not happen again and were provided with detail on safeguards put in place to prevent this happening. The Trust were committed to reducing the number of agency nurses used and were investing in training and skills of staff. The Committee will receive a further update in 6 months.



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Democratic Services Officer

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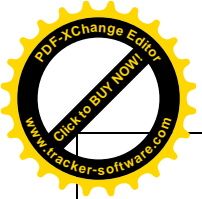
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**Walsall** Council

## **FORWARD PLAN OF KEY DECISIONS**

**Council House,  
Lichfield Street,  
Walsall, WS1 1TW**  
[www.walsall.gov.uk](http://www.walsall.gov.uk)

**10 January 2022**





## FORWARD PLAN

The forward plan sets out decisions that are termed as “key decisions” at least 28 calendar days before they are due to be taken by the Executive (Cabinet). Also included on the plan are other decisions to be taken by the Cabinet (“non-key decisions”). Preparation of the forward plan helps the Council to programme its work. The purpose of the forward plan is to give plenty of notice and an opportunity for consultation on the issues to be discussed. The plan is updated each month with the period of the plan being rolled forward by one month and republished. Copies of the plan can be obtained from Democratic Services, Walsall MBC, Council House, Walsall, WS1 1TW [helen.owen@walsall.gov.uk](mailto:helen.owen@walsall.gov.uk) and can also be accessed from the Council’s website at [www.walsall.gov.uk](http://www.walsall.gov.uk). The Cabinet is allowed to make urgent decisions which do not appear in the forward plan, however, a notice will be included on the agenda for the relevant Cabinet meeting which explains the reasons why.

Please note that the decision dates are indicative and are subject to change. Please contact the above addressee if you wish to check the date for a particular item.

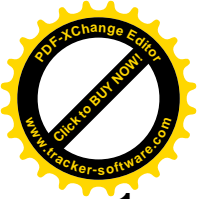
The Cabinet agenda and reports are available for inspection by the public 7 days prior to the meeting of the Cabinet on the Council’s website. Background papers are listed on each report submitted to the Cabinet and members of the public are entitled to see these documents unless they are confidential. The report also contains the name and telephone number of a contact officer. These details can also be found in the forward plan.

Meetings of the Cabinet are open to the public. Occasionally there are items included on the agenda which are confidential and for those items the public will be asked to leave the meeting. The forward plan will show where this is intended and the reason why the reports are confidential. Enquiries regarding these reasons should be directed to Democratic Services ([helen.owen@walsall.gov.uk](mailto:helen.owen@walsall.gov.uk)).

“Key decisions” are those decisions which have a significant effect within the community or which involve considerable expenditure or savings. With regard to key decisions the Council’s Constitution states:

- (1) A key decision is:
  - (i) any decision in relation to an executive function which results in the Council incurring expenditure which is, or the making of savings which are, significant, having regard to the Council’s budget for the service or function to which the decision relates or
  - (ii) any decision that is likely to have significant impact on two or more wards within the borough.
- (2) The threshold for “significant” expenditure/savings is £500,000.
- (3) A decision taker may only make a key decision in accordance with the requirements of the Executive Procedure Rules set out in Part 4 of this Constitution.

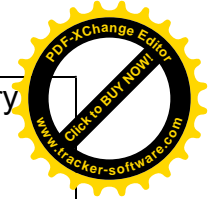
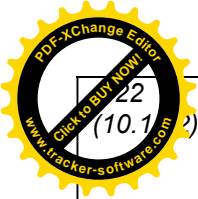
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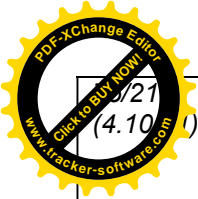
**FORWARD PLAN OF KEY DECISIONS  
FEBRUARY 2022 TO MAY 2022 (10.1.22)**

1	2	3	4	5	6	7
Reference No./ Date first entered in Plan	Decision to be considered (to provide adequate details for those both in and outside the Council)	Decision maker	Background papers (if any) and Contact Officer	Main consultees	Contact Member (All Members can be written to at Civic Centre, Walsall)	Date item to be considered
61/21 (6.9.21)	<b>Corporate Financial Performance 2021/22 and Covid-19 update</b> – To report the financial position based on 9 months to December 2021 and impact of Covid-19.	Cabinet  Non-key decision	Vicky Buckley 01922 652326  <a href="mailto:Vicky.buckley@walsall.gov.uk">Vicky.buckley@walsall.gov.uk</a>	Internal Services	Councillor Bird	9 February 2022
85/21 (1.11.21)	<b>Corporate Plan 2022-25:</b> To agree the 2022-25 Corporate Plan which outlines the council's future priorities and objectives and recommend Council to approve.	Cabinet  Non-key decision  Council	Stephen Gunther  <a href="mailto:Stephen.gunther@walsall.gov.uk">Stephen.gunther@walsall.gov.uk</a>	Internal Services	Councillor Bird	Cabinet 9 February 2022  Council 24 February 2022
62/21 (6.9.21)	<b>Corporate Budget Plan 2022/23 – 2024/25, incorporating the Capital Strategy; and the Treasury Management and investment Strategy 2022/23:</b> To recommend the final budget and Council tax for approval by Council	Cabinet  Key decision  Council	Vicky Buckley 01922 652326  <a href="mailto:Vicky.buckley@walsall.gov.uk">Vicky.buckley@walsall.gov.uk</a>	Council tax payers, business rate payers, voluntary and community organisations	Councillor Bird	Cabinet 9 February 2022  Council 24 February 2022
37/21 (7.6.21)	<b>Sale of Council land in Blakenall:</b> To seek approval to the freehold disposal of Council land in Blakenall  <i>Contains commercially sensitive information.</i>	Cabinet  Key decision  Private	Nick Ford, Team Leader – Asset Management  <a href="mailto:Nick.ford@walsall.gov.uk">Nick.ford@walsall.gov.uk</a>	Internal Services	Councillor Andrew	9 February 2022

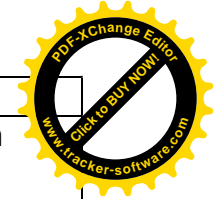
	<p><b>Willenhall Framework Plan:</b> To support the Framework Plan to guide a 10 year vision for housing growth and place making in Willenhall; and to approve actions to support its delivery including the use of compulsory purchase powers in-principle and budget to fund site acquisitions.</p> <p><i>Report in two parts. Private report contains information relating to the financial or business affairs of a particular person</i></p>	<p>Cabinet</p> <p>Key decision</p> <p>Private Session</p>	<p>Willenhall Masterplan: Strategic Land Acquisitions.</p> <p><a href="mailto:Joel.maybury@walsall.gov.uk">Joel.maybury@walsall.gov.uk</a></p>	Internal Services	Councillor Andrew	9 February 2022
86/21 (1.11.21)	<p><b>Award of new contract(s) for Disabled Facility building works and other Housing related Works and Services:</b> To approve the award of new contracts for the period 1 march 2022 to 22 February 2027</p> <p><i>Report in two parts. Private report contains commercially sensitive information</i></p>	<p>Cabinet</p> <p>Key decision</p> <p>Private session</p>	<p>David Lockwood <a href="mailto:David.lockwood@walsall.gov.uk">David.lockwood@walsall.gov.uk</a></p> <p>Bill Weston <a href="mailto:William.weston@walsall.gov.uk">William.weston@walsall.gov.uk</a></p>	Internal Services	Councillor Andrew	9 February 2022
89/21 6.12.21	<p><b>Contractor Procurement Strategy for Connected Gateway Project:</b> to approve a procurement strategy for the project which is a £36m project, part funded by Government's Future High Street Fund, which aims to better connect Walsall rail and bus stations, providing improvements to the Saddlers Centre and transformed public spaces.</p>	<p>Cabinet</p> <p>Key decision</p>	<p>Peter Wright Interim Town Projects Manager. <a href="mailto:Peter.wright@walsall.gov.uk">Peter.wright@walsall.gov.uk</a></p>	Internal services	Councillor Andrew	9 February 2022



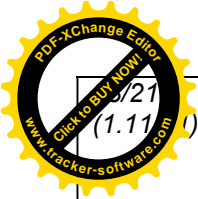
	<b>Black Country Collaborative Framework Contract for Minor Works 2021-2024/25:</b> To recommend that Walsall Council formally join the Black Country Collaborative Framework Contract for Minor Works 2021-2024/25	Cabinet Key decision	Kathryn Moreton <a href="mailto:Kathryn.moreton@walsall.gov.uk">Kathryn.moreton@walsall.gov.uk</a>	Internal Services	Councillor Andrew	9 February 2022
67/21 (4.10.21)	<b>Green Space Strategy:</b> To agree an updated Green Space Strategy including a programme to improve and update/upgrade our children's playgrounds and to consider new/improved outdoor gym facilities	Cabinet Key decision	Alan Bowley <a href="mailto:Alan.bowley@walsall.gov.uk">Alan.bowley@walsall.gov.uk</a>	Internal Services  Ward Councillors	Councillor Butler	9 February 2022
90/21 (6.12.21)	<b>Fly tipping:</b> To increase capacity and provide streamlined systems to ensure that fly-tipping and littering in the borough is reduced by focusing on key hotspots, identifying and fining perpetrators	Cabinet Key decision	<a href="mailto:Paul.gordon@walsall.gov.uk">Paul.gordon@walsall.gov.uk</a>	Internal Services	Councillor Butler	9 February 2022
49/21 (2.8.21)	<b>Domestic Abuse services contract award:</b> To approve the contract awards for the provision of Domestic Abuse emergency accommodation and support; and support to Domestic Abuse victims and their children  <i>Report in two parts. Private report contains commercially sensitive information.</i>	Cabinet Key decision  Private Session	Neil Hollyhead <a href="mailto:Neil.hollyhead@walsall.gov.uk">Neil.hollyhead@walsall.gov.uk</a>  Isabel Vanderheeren <a href="mailto:Isabel.vanderheeren@walsall.gov.uk">Isabel.vanderheeren@walsall.gov.uk</a>	Internal Services, Service users external stakeholders	Councillor Andrew  Councillor Wilson	9 February 2022
2/22 (10.1.22)	<b>School Admissions Scheme:</b> Determination of the Scheme for coordinated admissions, and the Admission Arrangements for Community and Voluntary Controlled Primary Schools for the 2023/24 academic year	Cabinet Key decision	Sharyn Duffey <a href="mailto:Sharyn.duffey@walsall.gov.uk">Sharyn.duffey@walsall.gov.uk</a>	Internal Services. No changes to previous year so no requirement to consult stakeholders.	Councillor Towe	9 February 2022



	<b>General building Repair and Maintenance Contract:</b> To award the contract for the Council's general building repair and maintenance. <i>Note: Contains confidential information relating to the financial or business affairs of a particular person</i>	Cabinet Key decision Private Session	Ian Lister <a href="mailto:Ian.Lister@walsall.gov.uk">Ian.Lister@walsall.gov.uk</a>	Internal Services	Councillor Statham	9 February 2022
76/21 (410.21)	<b>Mechanical and Electrical Service and Maintenance Contract:</b> To approve the award of the contract award the contract for the Council's mechanical and electrical service and maintenance contract.  <i>Report in two parts. Private report contains confidential information relating to the financial or business affairs of a particular person.</i>	Cabinet Key decision Private Session	Ian Lister <a href="mailto:Ian.lister@walsall.gov.uk">Ian.lister@walsall.gov.uk</a>	Internal Services	Councillor Statham	9 February 2022
88/21 (1.11.21)	<b>Corporate Plan 2021/22:</b> To note the Quarter 3 performance against the Measures of Success in the Corporate Plan 2021/22	Cabinet Non-key decision	Stephen Gunther <a href="mailto:Stephen.gunther@walsall.gov.uk">Stephen.gunther@walsall.gov.uk</a>	Internal Services	Councillor Bird	16 March 2022
78/21 (1.11.21)	<b>Upgrade of education IT systems:</b> Authority to procure software as a service (SaaS) cloud based education system via relevant procurement frameworks and associated costs	Cabinet Key decision	Helena Kucharczyk <a href="mailto:Helena.kucharczyk@walsall.gov.uk">Helena.kucharczyk@walsall.gov.uk</a>	Internal Services	Councillor Bird	16 March 2022
3/22 (10.1.22)	<b>Walsall Council's Digital Strategy 2022-2025</b>  To approve a three-year strategic strategy for the Digital ambitions and vision for Walsall Council.	Cabinet Key decision	Luke Morgan <a href="mailto:Luke.Morgan@walsall.gov.uk">Luke.Morgan@walsall.gov.uk</a> 01922 658305	Internal Services	Councillor Bird	16 March 2022

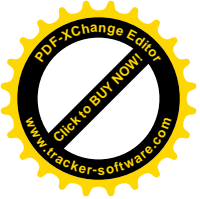


22/21 (4.10.21)	<b>Walsall Council Housing Allocations Policy:</b> To update the policy which sets the principles for the allocation of affordable housing	Cabinet  Key decision	Neil Hollyhead <a href="mailto:Neil.hollyhead@walsall.gov.uk">Neil.hollyhead@walsall.gov.uk</a>	Public, Housing Associations, Internal Services	Councillor Andrew	16 March 2022
77/21 (4.10.21)	<b>Supported Housing Repair and Maintenance Contract:</b> To approve the award of the contract.	Cabinet	Ian Lister <a href="mailto:ian.lister@walsall.gov.uk">ian.lister@walsall.gov.uk</a>	Internal Services	Councillor Statham	16 March 2022
46/21 (2.8.21)	<b>Emotional Wellbeing and Therapeutic Support for Children and Young People in need:</b> To approve entering into an appropriate agreement with the Black Country Healthcare NHS Foundation Trust to provide therapeutic services for children and young people in need, including those who are looked after.	Cabinet  Key decision	David DeMay <a href="mailto:David.demay@walsall.gov.uk">David.demay@walsall.gov.uk</a>	Internal services, Walsall CCG and Black Country Healthcare NHS Foundation Trust	Councillor Wilson	16 March 2022
74/21 (4.10.21)	<b>COVID Memorial Garden:</b> To consider options for a COVID Memorial Garden	Cabinet  Key decision	Dave Brown <a href="mailto:Dave.brown@walsall.gov.uk">Dave.brown@walsall.gov.uk</a>	Internal Services. Stakeholders dependent upon options being developed	Councillor Perry	16 March 2022
4/22 (10.1.22)	<b>Early years funding formula:</b> To approve the Early years Formula, as agreed by Schools Forum, to be used for the allocation of funding to early years providers in Walsall	Cabinet	Neil Millward <a href="mailto:Neil.millward@walsall.gov.uk">Neil.millward@walsall.gov.uk</a>  Cabinet report 8 Feb 2017 & 17 March 2021; Walsall Schools Forum report 20 Sept 2016 & 9 March 2021; Gov't response to the early years consultation and fact sheet	Internal Services  Schools Forum	Councillor Towe	16 March 2022



	<b>Joint Strategic Needs Assessment 2021:</b> To note the refresh of the updated data by Council and partner officers and to assist with identification of priorities in the Joint Health & Wellbeing Strategy 2022-25.	Cabinet Non-key decision Council	Stephen Gunther <a href="mailto:Stephen.gunther@walsall.gov.uk">Stephen.gunther@walsall.gov.uk</a>	Internal services & Council partners through the Health and Wellbeing Board.	Councillor Craddock Councillor Bird	Cabinet 20 April Council 24 April
84/21 (1.11.21)	<b>Joint Health and Wellbeing Strategy 2022-25:</b> To agree the 2022-25 Joint Health and wellbeing Strategy which outlines agreed priority areas and how the Council and NHS will work together to improve health and reduce health inequalities in the borough; and to recommend Council to approve.	Cabinet Non-key decision Council	Stephen Gunther <a href="mailto:Stephen.gunther@walsall.gov.uk">Stephen.gunther@walsall.gov.uk</a>	Internal services, Integrated Care Partnership, Council partners through Health and Wellbeing Board.	Councillor Craddock Councillor Bird	Cabinet 20 April Council 24 April





**BLACK COUNTRY EXECUTIVE JOINT COMMITTEE**  
**FORWARD PLAN OF KEY DECISIONS**  
**Published up to May 2022 (for publication 10/01/2022)**

**Black Country Executive Joint Committee Collaboration Agreement - Deed of Variation**

**Key Decision to be considered:**

Approval of the proposed amendments, as highlighted, to the Collaboration Agreement covering the removal of the Advisory Board and revised Black Country Executive Joint Committee governance, and Governance Principles: Enterprise Zones, included as Appendix 1 to this report.

**Date first entered into the plan:**

02 August 2021

**Contact Officer:**

Simon Neilson [Simon.neilson@walsall.gov.uk](mailto:Simon.neilson@walsall.gov.uk)

**Main consultees:**

Walsall Council

**Date Item to be considered:**

09 February 2022

**Local Growth Fund (LGF) Programme changes**

**Project Name - Hatherton Street Phase 2**

**Key Decision to be considered:**

Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to amending the Grant Agreement with Jessups Brothers Ltd, to deliver the Local Growth Fund (LGF) funded elements of the Hatherton Street Phase 2 project with delivery to continue in the 2021/22 financial year.

Note that change request relates to a change in match funding and outputs.



**BLACK COUNTRY EXECUTIVE JOINT COMMITTEE**  
**FORWARD PLAN OF KEY DECISIONS**  
**Published up to May 2022 (for publication 10/01/2022)**

**Date first entered into the plan:**

01 November 2021

**Contact Officer:**

Simon Neilson [Simon.Neilson@walsall.gov.uk](mailto:Simon.Neilson@walsall.gov.uk)

**Main consultees:**

Walsall Council

**Date Item to be considered:**

30 March 2022

**Project Name – i9 Wolverhampton**

**Key Decision to be considered:**

Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to amending the Grant Agreement with Ion Projects Limited, to deliver the Local Growth Fund (LGF) funded elements of the i9 Wolverhampton project with delivery to continue in the 2021/22 financial year. Note that change request relates to a change in outputs.

**Date first entered into the plan:**

01 November 2021

**Contact Officer:**

Simon Neilson [Simon.Neilson@walsall.gov.uk](mailto:Simon.Neilson@walsall.gov.uk)

**Main consultees:**

Walsall Council



**BLACK COUNTRY EXECUTIVE JOINT COMMITTEE**  
**FORWARD PLAN OF KEY DECISIONS**  
**Published up to May 2022 (for publication 10/01/2022)**

**Date Item to be considered:**

30 March 2022

**Project Name – Dudley Advanced Construction Centre**

**Key Decision to be considered:**

Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to amending the Grant Agreement with Dudley College, to deliver the Local Growth Fund (LGF) funded elements of the Dudley Advanced Construction Centre project with delivery to continue in the 2022/23 financial year.

Note that change request relates to a change in outputs.

**Date first entered into the plan:**

06 April 2021

**Contact Officer:**

Simon Neilson [Simon.Neilson@walsall.gov.uk](mailto:Simon.Neilson@walsall.gov.uk)

**Main consultees:**

Walsall Council

**Date Item to be considered:**

30 March 2022

**Project Name - Elite Centre for Manufacturing Skills**

**Key Decision to be considered:**



**BLACK COUNTRY EXECUTIVE JOINT COMMITTEE**  
**FORWARD PLAN OF KEY DECISIONS**  
**Published up to May 2022 (for publication 10/01/2022)**

Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to amending the Grant Agreement with the University of Wolverhampton, to deliver the Local Growth Fund (LGF) funded elements of the Elite Centre for Manufacturing Skills (ECMS) project with delivery to continue in the 2022/23 financial year.

Note that change request relates to a change in outputs

**Date first entered into the plan:**

06 September 2021

**Contact Officer:**

Simon Neilson [Simon.Neilson@walsall.gov.uk](mailto:Simon.Neilson@walsall.gov.uk)

**Main consultees:**

Walsall Council

**Date Item to be considered:**

30 March 2022

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**Land and Property Investment Fund (LPIF) Programme changes**

**Project Name - Sandwell Housing Gap Funding**

**Key Decision to be considered:**

Approval for the Accountable Body for the Land and Property Investment Fund (Walsall Council) to proceed to amending the Grant Agreement with Sandwell Council, to deliver the Land & Property Investment Fund (LPIF), funded elements of the Sandwell Housing Gap Funding project with delivery to continue in the 2022/23 financial year.

**Date first entered into the plan:**

10 January 2022



**BLACK COUNTRY EXECUTIVE JOINT COMMITTEE**  
**FORWARD PLAN OF KEY DECISIONS**  
**Published up to May 2022 (for publication 10/01/2022)**

**Contact Officer:**

Tony McGovern [Tony.McGovern@sandwell.gov.uk](mailto:Tony.McGovern@sandwell.gov.uk)

**Main consultees:**

Sandwell Council

**Date Item to be considered:**

30 March 2022

**Project Name – Globe House, Walsall**

**Key Decision to be considered:**

Approval for the Accountable Body for the Land and Property Investment Fund (Walsall Council) to proceed to enter into a Grant Agreement with Globe Property Limited, to deliver the Land & Property Investment Fund (LPIF), funded elements of the Globe House project with delivery to commence in the 2022/23 financial year.

**Date first entered into the plan:**

06 December 2021

**Contact Officer:**

Simon Neilson [Simon.Neilson@walsall.gov.uk](mailto:Simon.Neilson@walsall.gov.uk)

**Main consultees:**

Walsall Council

**Date Item to be considered:**

30 March 2021



## Scrutiny Overview Committee – Area of Focus – 2021-22

	28 September	9 November	13 December	7 February	15 March	28 April
<b>Economic Growth, for all people communities and businesses</b>  <i>Lead OSC: Economy &amp; Environment</i>		S106	Sprint			Sprint
<b>People have increased independence, improved health and positively contribute to their communities</b>  <i>Lead OSC: Social Care &amp; Health</i>	C19 Data	C19 Data	C19 Data	C19 Data  COVID Memorial Garden	C19 Data	C19 Data
<b>Internal focus, all Council services are efficient</b>  <i>Lead OSC: Scrutiny Overview Committee</i>	Customer Experience Strategy  Financial outturn and Q1 monitoring	Q2 financial monitoring  Budget setting 2022-23	Scrutiny survey results	Corporate Plan Monitoring (Q2)  Scrutiny Action Tracker		
<b>Children have the best possible start and are safe from harm, happy, healthy and learning well</b>  <i>Lead OSCs: Children's &amp; Education</i>			School gate parking			
<b>Communities are prospering and resilient with all housing needs met in safe and healthy places that build a strong sense of belonging and cohesion</b>  <i>Lead OSC: Scrutiny Overview Committee</i>	Domestic Abuse Strategy			Domestic Abuse Services Delivery Model	West Midlands Police	

### Items to be scheduled

Notes: Corporate Plan themes can be cross cutting for all Overview and Scrutiny Committees. Lead Overview and Scrutiny Committees identified for reference





## Scrutiny Overview Committee – Area of Focus – 2021-22

### **To be scheduled**

Equalities Working Group

School Gate Parking Working Group

Affordable Housing

Fly tipping enforcement

West Midlands Combined Authority Scrutiny Committee

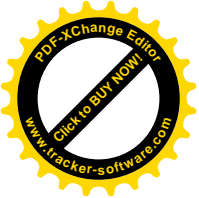
COVID Memorial Garden

### **Via Email**

Quarter 3 Financial Monitoring



Notes: Corporate Plan themes can be cross cutting for all Overview and Scrutiny Committees. Lead Overview and Scrutiny Committees identified for reference



## Scrutiny Overview Committee

## Agenda Item No. 12

7 FEBRUARY 2022

### **Award of contracts for provision of Domestic Abuse Emergency Accommodation, and Independent Domestic Violence Advocacy**

**Ward(s):** All

**Portfolios:** Councillor Andrew – Deputy Leader, Regeneration  
Councillor Wilson – Cabinet member for Children's Services

#### **1. Aim**

To ensure the Council delivers its new duties outlined in the Domestic Abuse Act 2021 ("the Act"), which requires the commissioning of:

- Sufficient and effective safe accommodation to victims of Domestic Abuse (DA)
- Effective support to victims of domestic abuse and their children

#### **2. Recommendations**

That the Committee consider and comment upon the Domestic Abuse Service Delivery Model and proposed contract awards

#### **3. Report detail – know**

The attached report (Appendix A), to be presented to Cabinet for approval on 9 February 2022, contains the report detail.

#### **4. *Financial information***

See Appendix A

#### **5. *Reducing Inequalities***

See Appendices A and B

#### **6. Decide**

The Committee is asked to decide whether to provide any feedback to Cabinet on the Domestic Abuse Service Delivery Model and proposed contract awards

#### **7. Respond**

The Committee could respond by asking for their feedback to be considered at the 9 February 2022 Cabinet meeting

#### **8. Review**



If the Committee make any recommendations to Cabinet then Members could review how these were taken into account at a future meeting

### **Background papers**

- Appendix A – 9 February 2022 – ‘Award of contracts for provision of Domestic Abuse Emergency Accommodation, and Independent Domestic Violence Advocacy’
- Appendix B - EQiA

### **Author**

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Agenda item

## Cabinet – 9 February 2022

### Award of contracts for provision of Domestic Abuse Emergency Accommodation, and Independent Domestic Violence Advocacy

**Portfolio:** Councillor Andrew – Deputy Leader and Regeneration  
Councillor Wilson – Children's Services

**Related portfolios:** Councillor Pedley – Adult Social Care  
Councillor Perry – Deputy Leader, Resilient Communities

**Service:** Customer Engagement

**Wards:** All

**Key decision:** Yes

**Forward plan:** Yes

#### 1. Aim

To ensure we deliver our new duties outlined in the Domestic Abuse Act 2021 ("the Act"), which requires the commissioning of:

- Sufficient and effective safe accommodation to victims of Domestic Abuse (DA)
- Effective support to victims of domestic abuse and their children

#### 2. Summary

2.1 The Act became law on 29 April 2021 and places clear duties on the Local Authority to strengthen the support for victims of DA. The Council currently commissions two contracts for:

- Emergency Accommodation - predominantly a block DA refuge, with a small number of dispersed units.
- Independent Domestic Violence Advocacy - the provision of support to victims with children who are impacted by Domestic Abuse and as a result meet the threshold for a multi-agency Early Help plan or Social Care Plan.

2.2 In order to meet the requirements of the Act, the Council has carried out consultation on its existing DA services. As a result, and in line with the Council's Domestic Abuse Strategy and Needs Assessment, the future service provision requirements for emergency accommodation and victim and children's support have been restructured, which has subsequently seen two services put out to tender:

- Emergency Accommodation - a hybrid model of a smaller block refuge (up to 12 units), and increased numbers of dispersed units (a minimum 15) with



floating support, to provide increased options and improved outcomes for victims.

- Independent Domestic Violence Advocacy - Children's Services support to victims of Domestic Abuse (including adults and Children) – The service which will be delivered through an integrated delivery model within our Children's Services provision.

- 2.3 A public advertisement was placed on the Council's e-tendering portal 'Intend' and published on Contracts Finder and on the Find a Tender Service, on 10 November 2021 and closed on 13 December 2021. An Open Procedure Procurement Process was used to invite tenders.
- 2.4 This Cabinet report should be read and considered in conjunction with the 'Award of contracts for the provision of Domestic Abuse Emergency Accommodation and Independent Domestic Violence Advocacy services' Private Session Agenda Cabinet Report.
- 2.5 This is a key decision because it exceeds the threshold for significant expenditure and affects more than 2 wards.

### **3. Recommendations**

- 3.1 That following consideration of the confidential report in the private session of the agenda, Cabinet approves the award of the contracts:
- For the period 16 May 2022 to 15 May 2024 with an option to extend for 2 x up to 12 months to 15 May 2026 with an anticipated lifetime value of £1,184,739 (including all option periods) to GreenSquareAccord Limited for the provision of Domestic Abuse Accommodation.
  - For the period 01 April 2022 to 31 March 2024 with an option to extend for 2 x up to 12 months to 31 March 2026 with an anticipated lifetime value of £1,527,772 (including all option periods) to Black County Women's Aid for the provision of the Independent Domestic Violence Advocacy Service.
- 3.2 That Cabinet delegates authority to the Executive Director of Children's Services, to enter into a new contract/s to deliver the 'Domestic Abuse Emergency Accommodation, and Independent Domestic Violence Advocacy services' and to subsequently authorise the sealing or signing of any associated contracts, deeds or other related documents for such services including the optional extension periods.
- 3.3 That Cabinet delegates authority to the Executive Director for Children's Services, in consultation with the Portfolio Holder for Regeneration, or Portfolio Holder for Children's Services, to authorise any variations to the contractual arrangements or other related documents for the services identified above, should this be required at any time during the contract term, in line with Public Contracts Regulations 2015 and the Council's Contract Rules.

## 4. Report detail - know

### **Context**

- 4.1 The Act places a new legal duty on local authorities to assess the need for and commission support for victims and their children within safe accommodation. The new duty covers the provision of support to victims and their children residing in some/all of the following:
- refuge accommodation;
  - specialist safe accommodation;
  - dispersed accommodation;
  - sanctuary schemes; and
  - move-on or second stage accommodation.

The DA support element of the duty includes:

- Advocacy support – development of personal safety plans, liaison with other services (for example, GPs and social workers, welfare benefit providers);
  - Domestic abuse-prevention advice – support to assist victims to recognise the signs of abusive relationships, to help them remain safe (including online) and to prevent re-victimisation;
  - Specialist support for victims with relevant protected characteristics and / or complex needs, for example, interpreters, faith services, mental health advice and support, drug and alcohol advice and support, and immigration advice;
  - Children's support – including play therapy and child advocacy;
  - Housing-related support – providing housing-related advice and support, for example, securing a permanent home and advice on how to live safely and independently; and
  - Counselling and therapy for both victims and children.
- 4.2 The procurement of these two new services has taken account of both the requirements of the Act, and the principles of Walsall's Domestic Abuse Strategy adopted by this Council in October 2021. This includes a vision 'for Walsall to become one of the safest places in the West Midlands where domestic abuse is not tolerated whether at home or on the streets of Walsall'. This is supported by a number of key actions including 'Ensuring our support Provision are tailored and survivor led to meet the individual needs of every victims/survivor'. The Council's Money Home Job and Children's Services have worked together to jointly commission two new services which will work in partnership and develop integrated pathways where possible to deliver part of this vision. This will complement a range of other services, provided internally and by a number of partners, that will be in place to meet the vision
- 4.3 Consultation was also carried out with service users and other stakeholders, as detailed within para 4.30. The results directly influenced the new service provision being procured, with:
- A preference for a move towards a more dispersed unit DA emergency accommodation, but retaining some block refuge service
  - A need to:
    - Increase support and access to services for adult and children victims
    - Create easier access to quality support by streamlining pathways to services and aligning support with localities where possible



- 4.4 Currently Money Home Job and Children's Services commission two contracts as detailed in table 1 below.

Table 1: Current Domestic Abuse Services contracts:

MHJ contract	Current provider	Start Date	Total projected spend including all option periods	Contract end date (including all potential extensions)
Provision of Domestic Abuse Emergency Accommodation Support Service	Accord	April 2017	£1,046,593.50	30 June 2022
Independent Domestic Violence Advocacy	Black Country Womens Aid	October 2018	£775,583.50	30 April 2022

- 4.5 A public advertisement was placed on the Council's e-tendering portal 'Intend' and published on Contracts Finder and on the Find a Tender Service, on 10 November 2021 and closed on 13 December 2021. An Open Procedure Procurement Process was used to invite tenders.

There were 15 expressions of interest and 2 tender submissions received for the new DA Emergency Accommodation service. The anticipated contract commencement date is 16 May 2022. There were 17 expressions of interest and 2 tender submissions received for the new Independent Domestic Violence Advocacy service. The anticipated contract commencement date is 1 April 2022. Both new contracts are for a two year period, with the option to extend by two additional periods of up to 12 months each at the sole discretion of Walsall Metropolitan Borough Council.

The tenders were both evaluated using 90% quality and 10% price split due to the limited budgets available.

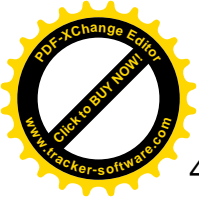
The tenderers were:

#### DA Emergency Accommodation

Tenderer	Location – Registered Office
GreenSquareAccord Limited	West Bromwich, B70 6QS
WMHC Limited	Birmingham B11 3RS

#### Independent Domestic Violence Advocacy Service

Tenderer	Location – Registered Office
Black Country Women's Aid	West Bromwich B70 8HY
The Haven Wolverhampton	Wolverhampton WV1 4BL



4.6 The new DA Emergency Accommodation service will:

- Provide for up to 12 women-only (for those with or without children) safe refuge accommodation at confidential location/s across Walsall for those fleeing domestic abuse
- Provide a minimum of 15 safe dispersed accommodation throughout the borough for any eligible person/s, including males and those households with older male children
- Provide a trauma-informed positive physical and emotional environment that promotes healing and recovery and archives outcomes for service users.
- Respond flexibly and promptly to referrals for refuge space including assessment, transport to accommodation, and induction to accommodation and ensuring an excellent customer experience every time.
- Work in an integrated and co-ordinated manner with other local and national specialist and universal service providers to meet the needs of those accommodated
- Assist parents and carers to meet the physical and emotional needs of their children whilst living in refuge accommodation and within dispersed units.
- Improve the knowledge, skills and confidence of local practitioners and the local community, so that they can respond appropriately to domestic abuse.
- Forge partnerships with third sector, statutory and non-statutory services and actively incorporate service user feedback within service delivery.

4.7 The new Children's Independent Domestic Violence Advocacy support will include:

- Provide and deliver a consistent and high quality DA specialist support in MASH to ensure effective identification of need, decision making and timely support at the point of referral.
- The integration of DA specialist victim support (parent and child) as part of Walsall Right for children locality model to effectively engage and meet the need of the diverse communities. This part will include therapeutic support to children in safe accommodation.
- Provide DA advice, guidance and training to a wide range of professionals in the localities to maximise on opportunities to provide early and sustainable support.
- Development of effective pathways of support closely linked to other key support services or programmes - this service including perpetrator, Operation encompass.
- Deliver regular high quality advice and guidance on best practice and national evidence programme to future proof our support to children and families affected by domestic abuse.

***Council Corporate Plan priorities***

4.8 The DA services will contribute to the Council's priorities as follows:

- Economic growth for all people, communities and businesses – homelessness and lack of access to settled and supported housing remains a key barrier to accessing employment, and so the proposed Service can help increase employment prospects.



- People have increased independence, improved health and can positively contribute to their communities – preventing homelessness, and advice and support in maintaining a tenancy and address trauma experienced through DA can promote independence and can improve mental and physical health and wellbeing.
- Communities are prospering and resilient with all housing needs met in safe and healthy places that build a strong sense of belonging and cohesion – ensuring that victims of DA have the right housing to meet their needs, and that they are able to remain in these homes or be suitably rehoused, sustain tenancies and be part of their community.
- DA is an Adverse Childhood Experience – Children who have experienced domestic abuse are significantly more likely to experience abuse in their own adult relationships, to misuse drugs or alcohol, and to have lower levels of wellbeing. The impact on children and young people's mental health can also be profound. [Research](#) shows that receiving the right help at the right time from specialist children's services reduces the impact of domestic abuse on these children and improves children's safety and health outcomes.

### ***Risk management***

- 4.9 There is a risk that there will be delays in new service implementation. This risk is low given that both successful tenderers are also the current providers of the existing services.
- 4.10 There is a risk that there will be delays in the DA safe accommodation provider being able to provide all of the 27 units of accommodation required for the new service. This will be mitigated by working with the provider to prioritise this element during the implementation period, and regular and frequent contract management meetings from the contract commencement date. Clarifications during the procurement process guided that the block refuge building is to be available by contract commencement date, and allows a staggered approach to providing all of the dispersed units by December 2022. The provider will be required to provide a risk assessment and mitigation plan in relation to the property provision element of the contract.
- 4.11 There is a risk that the DA Emergency Accommodation and Independent Domestic Violence Advocacy support providers will not work closely together to ensure the best outcomes for the victims and their children. This will be mitigated by the adoption of a structured joint implementation approach of both contracts by MHJ and Children's Services.
- 4.12 The risk of challenge to the award of the Contracts is low, given that it has been procured in accordance with the Council's Financial and Contract Rules and the Public Contract Regulations 2015 (PCR 2015).

### ***Financial implications***

- 4.13 Government has allocated New Burdens funding to local authorities for 21/22, of which £690,000 has been allocated to Walsall, to cover the costs of this new duty. It is expected that these allocations will continue in future years however, the amount is yet to be confirmed.

- 4.14 Of the £690k allocated to Walsall, c£457k is committed to DA contracts annually as per Table 2 below. These services are statutory obligations. Therefore, if funding received in future years is less than the £457k committed, additional funding will be requested through the Council's medium term financial plan and in year mitigating actions identified. To note, the remainder of the £690k New Burdens funding is committed to funding other Council services supporting the DA strategy not relating to the remit of this report.
- 4.15 The Domestic Violence Emergency Accommodation has an anticipated lifetime value of £1,184,739 (including all option periods). The value for the first 2 years is £588,546 as shown in Table 1 below. It is proposed that this will be fully funded from New Burdens Funding.
- 4.16 The Independent Domestic Violence Advocacy Service has an anticipated lifetime value of £1,527,772 (including all option periods). The value for the first 2 years is £763,886 as shown in Table 1 below. It is proposed that this will be part funded from Public Health Grant in line with current DA contract arrangements and the remainder funded from New Burden's funding.

<b>Table 2</b>			
<b>Contract</b>	<b>2022/23 Value</b>	<b>2023/24 Value</b>	<b>Funded from</b>
DV Emergency Accommodation	£294,986	£293,560	Fully funded from New Burdens Funding
Independent DV Advocacy Service	£381,943	£381,943	£221k funded from Public Health Grant £162k funded from New Burdens Funding
<b>Total</b>	<b>£676,929</b>	<b>£675,503</b>	

### ***Legal implications***

- 4.17 The Directorate, in consultation with Legal, has elected to use the Council's standard long form contract for goods and services. This has been modified as required by Legal Services to fit the tender proposals and ensure the contract is sufficiently robust, as well as to promote best value and ensure the Council's best interests are fully protected. This is in accordance with the Council's Contract Rules and the Public Contracts Regulations 2015. No legal implications have been identified during the tender processes that are not already thoroughly addressed in the proposed forms of contract.
- 4.18 During the tender processes no tenderers raised queries about or requests for changes to the Council's preferred form of contract.
- 4.19 The Council has a legal duty to assess the need for and commission support for victims and their children within safe accommodation. This proposal is ensuring effective and efficient compliance with this duty set out under the Act.

### ***Procurement Implications/Social Value***

4.20 The Contracts have been tendered in compliance with the Council's Contract Rules and the PCR 2015 using an open tender process which enabled local providers to bid for the contracts.

4.21 The Social Value element resulted in measurable benefits for Walsall as part of contract delivery. These should be reviewed and monitored by the Directorate.

#### ***Property implications***

4.22 There are no property implications for the Council.

#### ***Health and wellbeing implications***

4.23 The principles and actions contained within this report are in full accordance with the Marmot objectives. The prevention of homelessness and support to households helps to ensure that individuals have the best environment to maximise their potential. The security of a roof over their head, and associated support, helps provide households with stability to engender a better environment for study, training or employment. Preventing and relieving homelessness contributes to the likelihood of a healthier environment for households to live in.

4.24 Providing children and adult victims with timely help and support with overcoming the trauma they have experienced as a result of Domestic Abuse provides them with the best start in life and maximises their capabilities and gain control over their lives.

#### ***Staffing implications***

4.25 There are no direct staffing implications for the Council as all staff engaged in providing the relevant services currently are employed by, or will be employed by, GreensquareAccord Housing Association and Black Country Woman's Aid.

4.26 Both successful tenderers are also the existing service providers and as such there should be no TUPE implications.

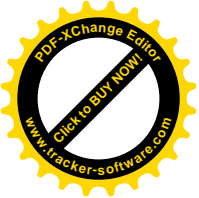
#### ***Reducing Inequalities***

4.27 The implications for reducing inequalities have been taken into account and assessed as set out in a detailed Equality Impact Assessment (EQIA) at Appendix A.

4.28 The EQIA highlighted some gaps in uptake of the DA services by certain ethnic minority groups. The new commissioned services will seek to address this through aligning with locality working to ensure closer relationship building with those key communities in these localities. The EQIA will also ensure further consultation captures key learning and will seek to develop procurement and service improvement through customer feedback across a range of protected characteristic groups.

#### ***Climate Change***

4.29 There are no specific climate change implications contained within this report.



## **Consultation**

4.30 The proposals are a direct response to the Safer Walsall Needs analysis and Domestic Abuse Strategy. In addition, consultation has been carried out:

- DA Emergency Accommodation:
  - A series of consultation activity took place in 2019/20 including, service user interviews, focus groups and sessions with staff, neighbouring authorities and engagement with the current refuge provider. A desktop review of a pilot dispersed scheme including service user feedback showed positive outcomes achieved by those in dispersed accommodation. The consultation concluded support for a more dispersed accommodation model at the time.
  - In 2021/22 further qualitative and quantitative consultation activity included, a series of focus group sessions with current service users, telephone and internet surveys for those who have left the service and those who were potential future service users. An Easy Read version of the survey for those who require additional support was also promoted. A sample of Victim Voice data was also collected mapping out experiences of those currently in refuge accommodation through qualitative interview questions promoted by Safe Lives. The consultation activity concluded support for a hybrid model which included elements of refuge and dispersed accommodation.
- Independent Domestic Violence Advocacy – this was informed by a review which included an in-depth needs analysis and consultation with key stakeholders.

## **5. Decide**

5.1 A 'do nothing' option is not viable as the Council must comply with it's statutory obligations contained within the Act.

5.2 It is proposed that Cabinet approve the contract award.

## **6. Respond**

If approved, contracts will be entered into, and service implementation planning with the providers will commence.

## **7. Review**

The outcomes of the services will be regularly monitored through:

- Walsall Right 4 Children Performance framework and
- Money Home Job Performance frameworks

The outcomes will also be reported back to the Safer Walsall Domestic Abuse partnership board and on a national level to Department for Levelling Up, Housing and Communities (DLUHC)





## Background papers

Domestic Abuse Act 2021

Safer Walsall Domestic Abuse Strategy and Needs Assessment

### Author

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*Sally Rowe*

Sally Rowe

Executive Director Children's and Customer

21<sup>st</sup> January 2022

*Andrew*

Councillor Andrew

Portfolio holder Regeneration

21<sup>st</sup> January 2022

*J. Wilson*

Councillor Wilson

Portfolio holder Children's Services

21<sup>st</sup> January 2022

## Equality Impact Assessment (EqIA) for Policies, Procedures and Services

<b>Proposal name</b>	The Provision of Domestic Abuse (DA) Emergency Accommodation Support Service		
<b>Directorate</b>	Children's and Customer		
<b>Service</b>	Money Home Job (MHJ) and Transformation		
<b>Responsible Officer</b>	Isabel Vanderheeren/Rashida Hussain		
<b>Proposal planning start</b>	December 2020	<b>Proposal start date (due or actual date)</b>	01/04/2022

1	What is the purpose of the proposal?	Yes / No	New / revision
	Policy	No	
	Procedure	No	
	Guidance	No	
	Is this a service to customers/staff/public?	Yes	
	If yes, is it contracted or commissioned?	commissioned	revision
	Other - give details		
2	What is the business case for this proposal? Please provide the main purpose of the service, intended outcomes and reasons for change?		
	<p>The council wants to provide safe accommodation and support services for victims and survivors of domestic abuse and their children. In 2021 the Domestic Abuse Act came into force and has outlined a number of duties for the local authority.</p> <p>To ensure we deliver effectively our new duties outlined in the Domestic Abuse Act 2021 ("the Act"), which requires the commissioning of:</p> <ul style="list-style-type: none"> <li>• Effective support to victims of domestic abuse and their children</li> <li>• Sufficient and effective safe accommodation to victims of Domestic Abuse (DA)</li> </ul> <p>The Act places a new legal duty on local authorities to assess the need for and commission support for victims and their children within safe accommodation. The new duty covers the provision of support to victims and their children residing in some/all of the following:</p> <ul style="list-style-type: none"> <li>• refuge accommodation;</li> <li>• specialist safe accommodation;</li> <li>• dispersed accommodation;</li> <li>• sanctuary schemes; and</li> <li>• move-on or second stage accommodation.</li> </ul> <p>Domestic abuse support element of the duty includes:</p> <ul style="list-style-type: none"> <li>• Advocacy support – development of personal safety plans, liaison with other services (for example, GP and social workers, welfare benefit providers);</li> </ul>		

- Domestic abuse-prevention advice – support to assist victims to recognise signs of abusive relationships, to help them remain safe (including online) and to prevent re-victimisation;
- Specialist support for victims with relevant protected characteristics and / or complex needs, for example, interpreters, faith services, mental health advice and support, drug and alcohol advice and support, and immigration advice;
- Children’s support – including play therapy and child advocacy;
- Housing-related support – providing housing-related advice and support, for example, securing a permanent home and advice on how to live safely and independently; and
- Counselling and therapy for both adults and children.

The Act sets out to place clear duties on the Local Authority to strengthen the support for victims of abuse. The Act places a statutory duty on tier one local authorities relating to the provision of support to victims of domestic abuse and their children residing within refuges and other safe accommodation. New Burdens funding to the total value of £690K has been allocated to Walsall to cover the costs of the new duty to provide support in safe accommodation for 2021-22.

Safer Walsall Partnership Board developed a Domestic Abuse Strategy based on a needs assessment and consultation with key stakeholders. This strategy provides evidence to inform our commissioning decisions for the support of victims with children and the provision of accommodation-based domestic abuse support in Walsall.

The Walsall Domestic Abuse Strategy sets out the collective priorities of the Domestic Abuse Strategic Group and the key areas of action for the next three years. The strategy aligns with the wider priorities identified within the national and regional Violence Against Women and Girls (VAWG) strategies. The strategy builds upon the findings of the Walsall Domestic Abuse Needs Assessment 2021 and incorporates the requirements of the Domestic Abuse Act 2021.

The Strategic Vision from the strategy *Is for Walsall to become one of the safest places in the West Midlands where domestic abuse is not tolerated whether at home or on the streets of Walsall.* Our ambition is to develop a co-ordinated, multi-agency and community response to end domestic abuse in Walsall. Over the next three years we will work towards this vision by:

- Working in Partnership to develop a coordinated community response to domestic abuse
- Developing robust Prevention and early intervention approaches which reach everyone including those with protected characteristics
- Ensuring our support Provision are tailored and survivor led to meet the individual needs of every victims/survivor
- Ensure that our approach provides Protection to all those affected by domestic abuse and holds perpetrators to account

The Family Safeguarding Model, originally developed by Hertfordshire Local Authority, is identified as a best practice model in the National Domestic Abuse Guidance Framework which has a track record on delivering significant improved outcomes for children and their families. Family Safeguarding is a whole-system approach to safeguarding children and young people. As part of the Department for Education’s Strengthening Families, Protecting Children programme Walsall is in its second year of

implementing this model. The approach places specialist mental health practitioners, domestic abuse workers, probation officers and children's social workers together in a Family Safeguarding team to give direct help to parents. Adopting a whole family approach makes it easy for parents to access all the support they need from within one team, to help them deal with the complex issues of domestic abuse, mental health and drug/alcohol abuse that harm their lives and those of their children.

The domestic abuse accommodation duty will be delivered in response to known need in the local area as set out within the [Walsall Domestic Abuse Strategy 2021-2024](#). As a council we want our Safe Accommodation offer to provide housing choice, sustainability and integration for customer. Our corporate vision and values form part of the basis of the quality of services and behaviours as a council we will embrace through [Walsall council's Corporate Plan 2021/22](#). Our [Housing Strategy 2020-2025](#) and [Homelessness Strategy 2018-2022](#) detail how we will work with our residents and communities to deliver a range of housing options and resilient communities.

Money Home Job currently contracts with Accord Housing Association for the Provision of Domestic Abuse Emergency Accommodation Support Service. The annual value of the contract is £188,870. On the 10<sup>th</sup> February Cabinet approved an extension of this contract to 30<sup>th</sup> September 2021, along with delegated authority to the Executive Director Children's Services in consultation with the Portfolio Holder for Regeneration to approve any further contractual variations, to allow any future commissioning decisions being informed by the Strategic Needs Assessment and review of the current provision.

Children's Services currently contracts Black Country Woman's aid (BCWA) to support children and families impacted by Domestic Abuse. The annual value of the contract is £220,000. This contract is due to end on the 30<sup>th</sup> September 2021. Children's Services completed a review of the provision with a view to form future commissioning intentions in light of demand, transformation plans and other related strategic developments internally to the council.

The proposed option to support victims of domestic abuse and their children and commission accommodation with support is split into two separate but linked service proposals:

Commissioning of support to victims of domestic abuse and their children to the value of £220K that will provide:

- A full time DA specialist support in MASH to ensure effective identification of need, decision making and timely advice and guidance.
- The integration of DA specialist victim support (parent and child) as part of Walsall Right for Children Early Help and Social Care locality model to effectively engage and meet the need of the diverse communities. This will consist of 4 full time Domestic Abuse Specialist workers

In order to meet the requirements of the Act, the Council has carried out consultation on its existing DA services. As a result, and in line with the Council's Domestic Abuse Strategy and Needs Assessment, the future service provision requirements have been restructured, which has subsequently seen two services put out to tender:

- Emergency Accommodation - a hybrid model of a smaller block refuge (up to 12 units), and increased numbers (minimum 15) of dispersed units with floating support, to provide increased options and improved outcomes for victims.
- Independent Domestic violence Advocacy - Children's Services support to victims of Domestic Abuse (including adult and Children) – The service which

will be delivered through an **integrated delivery model** within our Child Services provision.

3	<b>Who is the proposal likely to affect?</b>		
	<b>People in Walsall</b>	<b>Yes / No</b>	<b>Detail</b>
	All	No	Victims (adults and children) impacted by Domestic Abuse
	Specific group/s	Yes	
	Council employees	No	
Other (identify)			
4	<b>Please provide service data relating to this proposal on your customer's protected characteristics.</b>		
	<p>Review of current provision including:</p> <ul style="list-style-type: none"> <li>Performance data from current contract with Black Country Woman's Aid and Accord Housing Association including engagement of service users with protected characteristics – this has been regularly throughout lifetime of contracts</li> <li>Feedback from service users including those with protected characteristics</li> <li>Feedback from those in refuge and dispersed pilot units in 2019/20</li> <li>Feedback on safe accommodation through a listening and engagement exercise in 2021/22</li> </ul>		
5	<b>Please provide details of all engagement and consultation undertaken for this proposal. (Please use a separate box for each engagement/consultation).</b>		
	The review of BCWA included following data/consultation:		
	<b>Question</b>	<b>Data</b>	
	Who has BCWA helped %children/%adults (without children) % of CH who need help through CH services (against thresholds)	<ul style="list-style-type: none"> <li>Referrals in MASH for DA</li> <li>Source of referrals</li> <li>Referrals</li> <li>How many where known to Childrens Services?</li> <li>Childrens service status at point of referral</li> <li>Breakdown of protected groups</li> </ul>	
How well have we helped children and victims?	<p>Number of referrals received help? reason for victims/children not receiving help (Did Not Attend, inappropriate referral)</p> <ul style="list-style-type: none"> <li>Timeliness of help offered</li> <li>Length of intervention</li> <li>Kind of intervention provided</li> <li>Feedback of children and victims of the help received</li> <li>Feedback from professionals who have referred</li> </ul>		
What has been the impact of the help?	<ul style="list-style-type: none"> <li>C&amp;YP report feeling safer</li> <li>C&amp;YP report a change in behavior including education, health</li> <li>C&amp;YP feel their relationship with parents / victims has improved</li> <li>Professionals working with families report positive changes</li> <li>Status of plan at end of intervention</li> <li>Re-referrals</li> </ul>		

What do we know about the demand going forward?  %of demand that matches Family Safeguarding cohort	Walsall safer partnership needs assessment
Refuge accommodation Service Review 2019/20	Qualitative data from refuge service: <ul style="list-style-type: none"> <li>• Telephone interviews</li> <li>• Staff feedback</li> <li>• Service user feedback</li> <li>• Feedback from dispersed unit users</li> <li>• Review of 10 dispersed units (case review)</li> <li>• Quarterly monitoring and review of refuge service</li> <li>• Focus groups with staff and service users</li> <li>• In 20/21 – feedback from neighbouring authorities on provision type and assize along with commissioning intentions</li> <li>• Review of Housing IDVA caseload and effectiveness</li> </ul>
Listening and Engagement Safe Accommodation 2021/22	<ul style="list-style-type: none"> <li>• Telephone and face to face surveys</li> <li>• Online survey</li> <li>• Focus Group – service users</li> <li>• Focus Group – Staff</li> <li>• Easy Read survey</li> <li>• Review of model through – Kotter, Nudge Theory, ADKAR and Lewins change models</li> </ul>

## 6 Concise overview of all evidence, engagement and consultation

### 1. Overview of findings through the review of BCWA related to protected characteristics:

#### Access to the current service

Access to service can be affected by institutional barriers/agency engagement levels with those with protected characteristics.

**Ethnicity:** The Independent Domestic Violence Advisor (IDVA) service reaches a diverse population, with percentages of minority ethnic groups in Walsall broadly in line with overall population according to the last Census. White British referrals are 68% of the overall, less than the population average. In approx. 10% of cases ethnicity is unrecorded – these are mainly agency referrals where, as clients did not engage, we did not have the chance to capture data.

**Gender:** IDVA service referrals are 97% female, 3% male. This is influenced by major referral routes via children's safeguarding where the cohort is mainly women with school-age children, and the higher prevalence of high-risk domestic abuse amongst women.

**Sexual orientation:** The DA cohort is 95% heterosexual, with 0.5% gay/lesbian referrals, 0.3% bisexual referrals. However as 8.7% were unspecified, the actual cohort may be more diverse. BCWA has implemented a 'prefer not to say' option for sexuality so we can see how much of this is client preference.

**Age:** The majority of referrals fall into the 24-34 age category (42%) and 35-44 age



category (28%), indicating major referral cohort being women with school-age children and revolving around children's safeguarding, and increased risks around pregnancy which may be more common in this age group. Older clients may be more likely to reach DA services via IRIS (not included in this data) and primary care routes where the physical and mental health effects of domestic abuse are demonstrated.

**Disability:** 5% of clients overall report a disability, and 95% do not. Disabled victims may also be more likely to reach DA services via IRIS as above.

## **Engagement/uptake with the current service**

### **Ethnicity**

#### **Tier 1: advice and guidance stage**

For cases closed at tier 1, the average engagement rate is 53%, with 14% declining support, 3% not eligible, and 30% unable to contact. White British client engagement follows these averages. Groups who engage at a rate higher than the average include Asian British Pakistani and Indian, Black Caribbean, Black African clients. Groups who engage at a lower rate than the average include white Eastern European and white other (more likely to be unable to contact, which may indicate fluctuating EU migrant populations or clients accessing European-language NGOs in Birmingham and the Black Country).

#### **Tier 2: Casework**

For clients consenting to one to one casework, the average engagement rate is 98%. Most ethnic groups follow this average within a few percent. However, some groups engage at a lower rate than this average and are more likely to be recorded as "unable to contact", these include Asian British Indian, Black British and some mixed ethnic groups.

### **Age**

#### **Tier 1: advice and guidance stage**

Most age groups engage with advice and guidance within a few percentage points of the average, identifying no major barriers. Clients aged 65-74 are more likely to engage than the average (65% against average engagement rate of 53%); clients of this age group often favour phone support.

#### **Tier 2: Casework**

Most age groups engage with casework within a few percentage points of the average, identifying no major barriers. Clients aged 75+ are however more likely to be logged as "unable to contact" (20% against average of 1%).

### **Disability**

Although small cohort of reach, people with disabilities are more likely to engage in advice and guidance (62% against average of 53%, and are slightly more likely than average to decline support at casework stage. Disabled clients tend to favour telephone advice and guidance as they may find this easier to access. They may also have adult safeguarding services involved for practical elements of support, so Black Country Women's Aid's (BCWA) role revolves primarily around advice and guidance.

### **Gender**

#### **Tier 1: advice and guidance stage**

Female clients engage in line with the average. Male referrals are significantly more likely



to be ineligible for service at tier 1 (17% against average of 3%), this will usually be because they are known to BCWA as perpetrators. They are also slightly more likely to decline support at tier 1.

### Tier 2: Casework

Female clients engage with casework in line with the average, men are more likely to be unable to contact (9% against average of 1%).

### **Sexual orientation**

It is difficult to identify trends based on sexual orientation as number of clients identifying as gay, lesbian and bisexual are low; it appears that gay and lesbian clients engage at less than the average rate; we would in these cases offer signposting to the LGBT IDVA service operated by Birmingham LGBT as clients may prefer LGBT services. We have a high rate of “not specified” in this category, which may be due to incomplete agency referrals.

## **2. Review of the current service provided through Accord Housing Association**

An in house review into the current DA accommodation provision demonstrated:

- The council currently funds a DA refuge in partnership with Accord Housing association. The refuge service provides a 24 bed refuge with 3 dispersed units in the community. Walsall refuge saw a total of 84 service users access the refuge in 2019/20 and 62 service users in 2020/21. One of the key reasons in the reduction in usage is attributed to Covid and service users not willing to utilise shared facilities
- In 2020/21 such over 39% of victims stated they were from an ethnic minority with Pakistani groups being the largest group. Feedback in 2019/20 from those who were ethnic minority and currently in the refuge suggested a large amount of stigma associated with accessing DA related accommodation and suggested dispersed accommodation within a community setting is preferred by service users.
- Service user feedback in 2019/20 also suggested concerns from service users stating large number of service users in a block setting can lead to housing management issues, issues for those leaving tenancies not suited to refuge accommodation and concerns from those with older male children. One area which service stated in particular was concerning was when the location of the accommodation was disclosed and the impact this had on their mental health and well-being.
- In 2019/20 an average of 8 children were present in Walsall's refuge provision a week aged between 0-14 years, this proved a challenge for staff providing support and ensuring the setting is safely managed. In response to this a shorter term MHCLG funded Children and Young Persons Worker who commenced work in May 2020 has provided up to 6 sessions daily for children and young people. Feedback from service users and staff suggested this was positive, however service users stated a need for a therapeutic style service was also needed as the impact of DA was not fully recognised and wanted their families to be better integrated within communities.
- In 2019/20 the council Contracted Accord HA to provide a domestic abuse emergency dispersed accommodation and support service, for up to 10 dispersed units. Feedback from service users suggested a general support for dispersed accommodation and people feeling they generally were happier with the option to remain in a property and receive support as required. The pilot

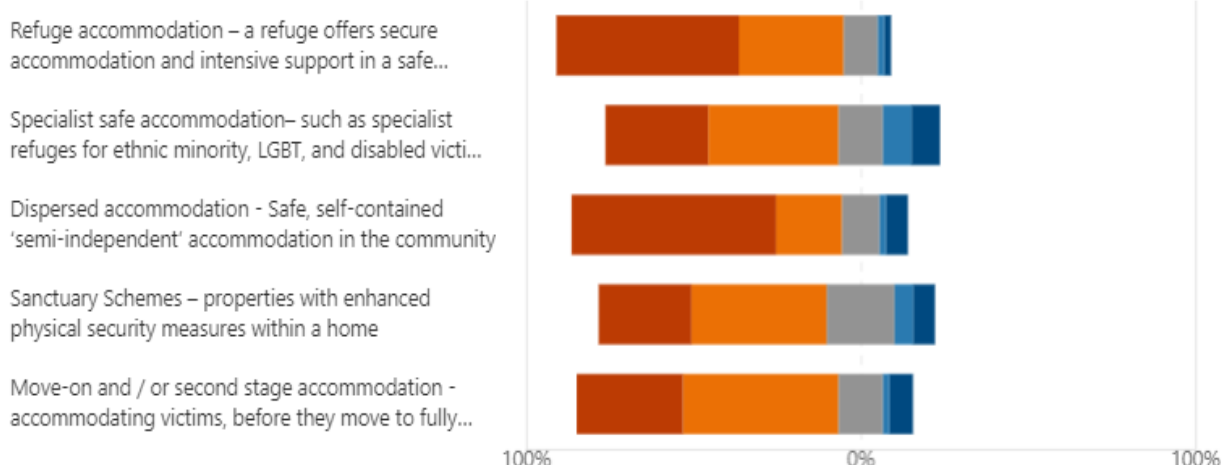
concluded the majority of the clients have sustained and remain within their properties 6 months post pilot. Feedback from those taking part in the pilot stated a potential need for a small level of refuge accommodation (for those with safety issues) but in the main the opportunity to rebuild their lives, realise their potential and receive support in a community based settings was an advantage.

- The dispersed pilot achieved a number of outcomes; Provided a safe and supported environment for domestic abuse victims; helped prevent re-victimisation; increase levels of tenancy maintenance in this group; enabled households to have their none secure tenancy converted to a secure tenancy; helped individuals achieve and maintain independent living skills; helped individuals access education and training and employment opportunities.
- In the 2019/20 financial year the Housing IDVA worked with 141 service users and for the 14 month period in the first year total cases were 170. The Year 1 allocation allowed for 2 months of the previous financial year (February and March 2019) to be included as the funding was allocated in January 2019.
- Of the 170 cases (which were for a 14 month period) 62 (44%) were medium risk, 33 (23%) were low risk and 75 (53%) were high risk. Of those who stated their ethnicity, in 2019/20 29% were from an ethnic minority group and 32% stated they suffered from a mental health issues.

#### Safe Accommodation Listening and Engagement Exercise 2021/22

- 92 Responses, 66% Resident of Walsall (61), 8 (9%) refuge customers
- 27 units currently - Not Enough – 68 (74%) 17% stated just right
- Safe accommodation – very important to have outdoor space, safety security, access to own bathroom and lowest responses were for access to kitchen, away from town centre location
- 61% - dispersed fully meets needs and 54% refuge fully meets the needs.

■ 1 - Fully meets the need ■ 2 - Mostly meets the need ■ 3 - Partially meets the need ■ 4 - Does not meet the need  
■ Dont Know



5 respondents reported a need to consider male victims, those with complex need and children within safe accommodation

5 respondents (31%) answered **needs** for this question.



Overall a mixed or hybrid model was seen as more suitable response with refuge for those that required refuge and dispersed for those who required a different type and level of support.

7. Overall, what do you think is the best type of accommodation for people in the borough?

[More Details](#)

[Insights](#)

Latest Responses

"Refuge"

"SAFE AND SECURE ACCOMODATION ALSO SAFE INSIDE SURROUN..."

"MIXED OPTIONS"

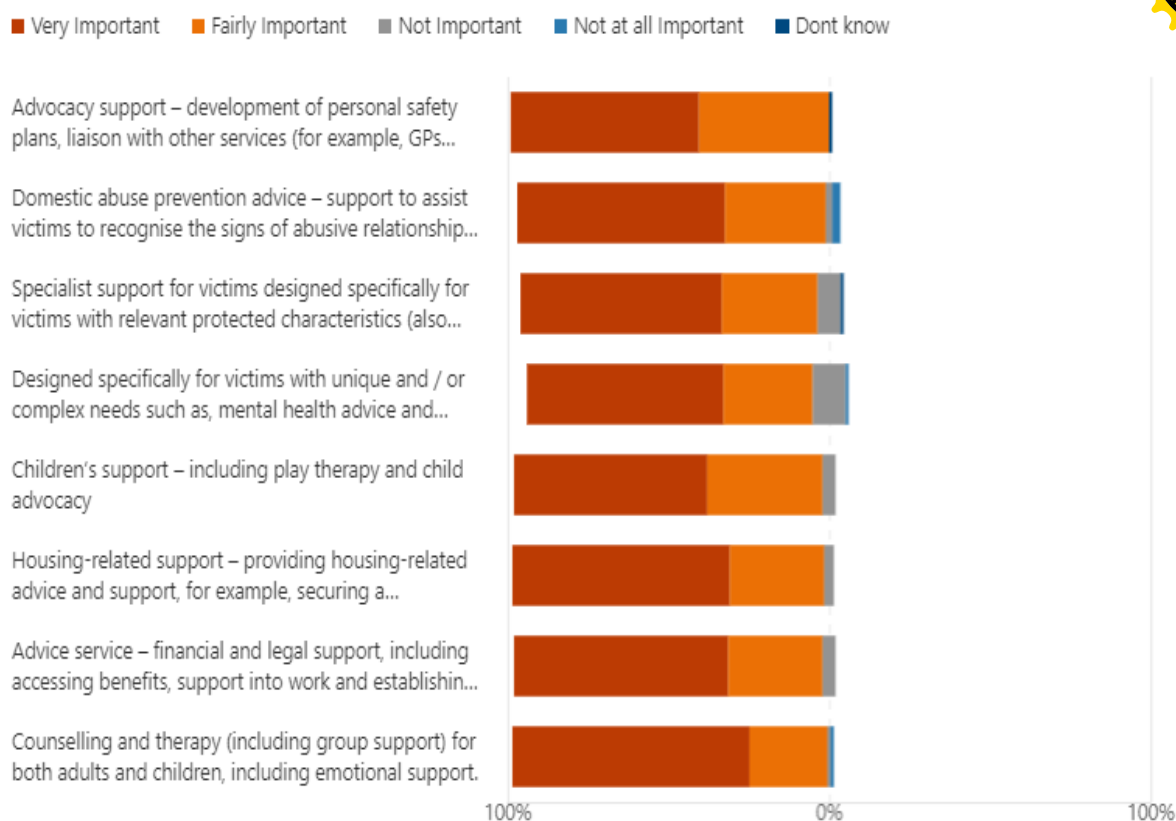
92

Responses

14 respondents (15%) answered **accommodation** for this question.



All support needs were recognised as being needed.



#### 2021 Survey respondents stated:

- Flexible help which comes to you when you need support – (27)
- An office in the community that people can visit, when needed - (26)
- Male victims support is missing along with Childrens support
- What's missing overall – Perpetrator support
- The Support element needs to: Flexible and personalised
- Majority were from Ws1/Ws2, 16-34 made up just under half, 57 females and 33 males, 31 stated disability, 59% from a non-white British group

#### Focus Group Feedback showed:

- A need for both refuge and dispersed
- A need for a good security system for refuge
- Self-contained kitchens and bathrooms in refuge
- A place for those who need respite from children
- A place for therapeutic services such as a lounge area
- A secure outdoor place in refuge
- A need to understand not everyone in a refuge will use communal facilities
- Work better with neighbouring local authorities
- Support needs to consider perpetrators
- All support factors important – and a need for a specialist hub
- Complex needs to be considered
- Keep people in Walsall where possible

#### Easy Read Survey Feedback

- Consider disabled access (as a whole system approach)
- Wheelchair users need to be considered in properties
- Those with learning disabilities that need more specialist help

- “Perhaps more disperse units which would cater for larger families and the children would not have to encounter disruption to their routine”
- “Everything was over the phone which helped just in case someone saw me and followed where I was going. If there was a cross over between two authorities to make smoother transition for victims of domestic abuse”
- “The communication was good particular with the housing IDVA and black country women’s aid and I was informed of any outcomes at all stages”
- “Leaflets, that tell people where to get help. They need to be in public places, I was living with husband and family, so could only seek help outside. Leaflets in hospitals and supermarkets but in other languages too, so that everyone can access them”.

**7 How may the proposal affect each protected characteristic or group?  
The effect may be positive, negative, neutral or not known. Give reasons and if action is needed.**

Characteristic	Affect	Reason	Action needed Yes / No
Age	positive	New service delivery model recognises children and victims in their own right and is seeking to provide effective support for children and young people. The safe accommodation element will ensure those with older male children are able to access accommodation also.	No
Disability	Positive	Services targeted at those who require reasonable adjustments can be better provided through a model and one which is able to tailor targeted support. In the first half of 2020, 1 person with a disability accessed the refuge. There would be	No

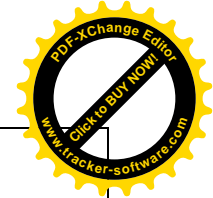
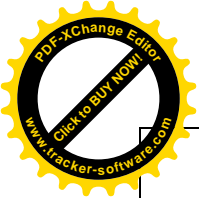
		adequate provision should there be further referrals. Safe accommodation fit for the customer would mean that the customer may be able to either stay in that property and not have to move again or have a unit suited to their needs.	
<b>Gender reassignment</b>	Neutral	No referrals to date, however a suitable safe offer (subject to further consultation) may make the customer more comfortable in reporting DA and coming forward for help, knowing that they will have suitable accommodation.	No
Marriage and civil partnership	Neutral	No information specific data is available and so the impact is not currently known – The cohort of people from previous years have not generally been in a marriage or civil partnership and tend to be single or a lone parent household. Where service users have been married, this issue normally will only be an issue if the service user wants to divorce (this is likely after permanent housing is secured)	Unknown
Pregnancy and maternity	Positive	No information specific data is available and so the impact is not currently known. Where a service user	Unknown

		is pregnant consideration is given to the household. A safe accommodation option could provide more settled accommodation with the right support for the customer ready for when baby is born.	
<b>Race</b>	positive	The model is aligning support to the localities to align support closer to communities ensuring we can deliver better outcomes.	No
Religion or belief	Positive	No information specific data is available and so the impact is not currently known	Unknown
Sex	Positive	Women are more likely to experience homelessness than men. The refuge service is for women so all customers accessing the refuge will be female. An alternative safe accommodation option would mean that male victims could also be accommodated if required who may not be suited to traditional settings.	No
Sexual orientation	neutral	No information specific data is available and so the impact is not currently known.	Unknown



	Other (give detail)			
	Further information			
8	Does your proposal link with other proposals to have a cumulative effect on particular equality groups? If yes, give details.			(Delete one) <b>No/YES</b>
	The safe accommodation delivery and support services will provide an opportunity to work collaboratively for council services achieving the key principles of Walsall's Domestic Abuse Strategy.			
9	Which justifiable action does the evidence, engagement and consultation feedback suggest you take?			
	A	<b>No major change required</b> <ul style="list-style-type: none"> <li>• Good engagement with communities' resources will be key once the service is procured as part of communication and implementation plan.</li> <li>• Further consultation with groups, third sector and customers in 2022/23 will ensure continuous improvement and the pathways to services are developed and enhanced</li> </ul>		
	B	Adjustments needed to remove barriers or to better promote equality		
	C	Continue despite possible adverse impact		
	D	Stop and rethink your proposal.		

Action and monitoring plan				
Action Date	Action	Responsibility	Outcome Date	Outcome
01/04/22	Monitor all characteristics where possible of those DV victims who access service to help to inform the development of future services.	MHJ/Childrens	Qtrly	Measure which clients are on project and referrals  Measure outcomes have been achieved
	Conduct customer feedback/service	MHJ	Annually	Look at service improvement through service user led forums.



30/07/21	improvement  Conduct further consultation on Safe accommodation options		Post cabinet approval	Completed

Update to EqIA	
Date	Detail
11/06/2021	Review EQIA as part of contract delivery
04/01/2022	Review of EQIA incorporating updated consultation data
July 2022	Review in response to implementation of IDVA and Safe Accommodation

### Contact us

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