

## Q.1 Key Achievements:

Outcomes:	Markers of Success:	Key Achievements:
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	Progression of Alloy implementation including the highway inspection module Developed and trialling new systems to improve data collection and quality, reporting and analysis and trends
	2. A combination of low unemployment figures and high vacancy figures	Maintaining employability support to our residents through the Walsall Works programme, despite staff being restricted to work face to face for the period Jan – April 2021. When restrictions eased all Employment Advisors commenced a blended approach to work offering face to face delivery in our co-locations i.e. town centre hub and neighbourhoods community centres as well as retaining virtual communication with unemployed clients. In addition, we expressed an interest to be a supply chain partner for the national welfare to work scheme 'Restart' and in May 2021 were successful offered a contract to deliver support to 1495 universal claimants who are between 12-18 months unemployed. During the quarter our Employment Engagement Officer bought forward 150 private sector employer pledges to create work placements for young people and sourced 71 new vacancies to match to local unemployed people.
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	<p><b>Apprenticeships</b> - Our success in helping young people access apprenticeships has been limited in the quarter 1 period, but we continue to promote apprenticeships through virtual events and also through the creation of dedicated Apprenticeship vacancy bulletin.</p> <p><b>Kickstart Placements</b> - Maintaining employability support to our young Universal Credit claimants and supporting them to apply and be successful in securing a Kickstart placement.</p> <p><b>Foreign Owned Businesses</b> - Key achievements for the team this quarter include better engagement with our strategic and foreign owned businesses. Walsall Council is now working much more efficiently with the West Midlands Growth Company and Department for International Trade in account managing Walsall's foreign owned businesses.</p> <p><b>Strategic Business Engagement</b> - The team have also kicked off a much-needed piece of work in terms of formalising account management structures for strategic businesses, including engagement meetings with RAC, ASSA ABLOY, Enerpac, Walsall FC, Albert Jagger, Dunton Environmental and more.</p> <p><b>Business Festival 2021</b> - Other key achievements include finalising our commitment to sponsoring the Black Country Business Festival for a third time in 2021 and maintaining our reputation as a business friendly local authority who is engaged at a variety of levels with key stakeholders across the Black Country and West Midlands.</p> <p><b>Employee Wellbeing</b> - Walsall Council's Business Growth Team have been working with Public Health colleagues to ensure that the wellbeing of staff is promoted and the various mechanisms of support available to businesses in terms of supporting their employees is clear and well documented. We have held two events to date with Public Health colleagues with more planned after the summer.</p> <p><b>Restart Grants</b> - The Business Growth Team have worked extensively with External Funding and Business Rates colleagues to ensure that Restart Grants were marketed to eligible businesses and assisted with successful applications on the platform. This is a continuation of the great work of the team throughout the Covid Business Support Grants announced by Chancellor Rishi Sunak in March and April 2020.</p>
	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	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.
	5. Increase in people accessing reablement opportunities. Less number of vulnerable residents who are in statutory services or having out of area placements	The reablement review is taking place – and we are at the midpoint of the review
3. People live a good quality of life and feel that they belong		

	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	Despite an increase in referrals and complexity we have managed to signpost a consistent level of individuals to community services at our Access Tier 1 and duty teams in our localities. This work has been enhanced by a Connection 1 strength based conversation which has now been rolled out to two localities and the Mental Health and LD teams and will be adopted by all teams during Quarter 2 and 3.
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	Despite an increase in referrals and complexity we have managed to signpost a consistent level of individuals to community services at our Access Tier 1 and duty teams in our localities. This work has been enhanced by a Connection 1 strength based conversation which has now been rolled out to two localities and the Mental Health team and will be adopted by all teams during Quarter 2 and 3.
	8. More people using active travel modes. Safe and convenient cycleways and footways	<p>Walsall WM Cycle Hire launch – 30th April 2021.</p> <p>EATF T1 scheme delivery – Wolverhampton St cyclist and pedestrian zone, improved cycle signage and cycle lane resurfacing, new cycle parking, initial School Streets trials.</p> <p>ATF T2 School Streets Development scheme delivery – 22nd February 2021.</p> <p>ATF T2 Connecting Bentley Phase II public consultation and scheme development</p> <p>Progress on NCN5 and Hawes Rd Better Streets projects – public information letter sent.</p> <p>Commissioning of Bloxwich Towns Fund Sustainable Transport Projects Feasibility Study.</p> <p>Pedestrian training for students</p> <p>A*STARS at home – support to schools, students and parents, encouraging healthier lifestyles</p> <p>Individual support to all schools promoting the safer return to school following lockdown including promotion of school specific initiatives in place, such as 5 minute walk zones</p> <p>ATF T2 School Streets Development scheme delivery – 22nd February 2021</p> <p>Regional work through the West Midlands Road Safety Group to promote safety when travelling actively on the regions roads</p>
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	<p>Motivational Interviewing training has commenced.</p> <p>Appointment of 2 key Director positions in collaboration with Penna.</p>
	10. Internal Services are regularly reviewed and delivered within budget.	<p>Successful recruitment of apprentice social workers cohort 3.</p> <p>Support to the Proud Workstreams and STP's, adapting usual change management processes to accommodate remote working eg consultation meetings.</p> <p>Completion of a number of visioning workshops for the Enabling Support services workstream</p> <ul style="list-style-type: none"> <li>- Work continues on One Source to enable payroll to go live from July onwards. This includes data cleansing and data migration readiness.</li> </ul>
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	<p>The migration of Payroll function from Itrent System onto the integrated Enterprise Resource Platform (ERP) OneSource. This was completed as scheduled on 5<sup>th</sup> July 2021, this is key achievement because the other parts of the system were live a year previously but until payroll function was part of the system the benefits could not be realised.</p> <p>The standing up of the Admin and Business Support Function, with the transfer of core administrative and Business Support activities to the new teams. This has provided an opportunity to review and stream line processes and to look at working in different ways in particular automation.</p> <p>Successful Recruitment to two key Director roles, Director of HR, OD &amp; Administration and Director of Transformation &amp; Digital.</p>

		Successful completion of ILM accreditation in Mediation by a number of HR officers
	12. Online portals that allow self-service, payments and order tracking are in place for ease of use for all.	Discovery sessions have been held with wave 1 services in preparation for build out.
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.	<p>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 improved assessment following inspection. The percentage of schools achieving good or outstanding remains at 80.2% based on the published data from Ofsted.</p> <p>We have finalised our Inclusion, SEND and Accessibility strategies following an extensive consultation and these documents will shortly be available on our website.</p> <p>The Black Country Consortium attended the Local Area Improvement Board to update partners on the key work they were doing to support young people with SEND into apprenticeships and employment.</p>
	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>Timeliness of EHC assessments continue to improve with most months achieving over 60% of plans being issued on time. Where plans are being issued outside of timescales, they are usually only one or two weeks overdue. Quality of plans is also improving and this is being monitored through a robust quality assurance process.</p> <p>The % of care leavers in education, employment or training has dipped slightly at the end of June, however, this is not unusual at this time of year as colleges and higher education institutions begin to close for the summer.</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>There has been an increase in the number of contacts at the front door in the first quarter alongside a decrease in the number of contacts that lead to a referral. This is likely to be due to the impact of the pandemic which has seen more professionals contacting the MASH for information and advice. We continue to work with partners to ensure that they understand the levels of need outlined in Right Help, Right Time.</p> <p>Timeliness of social care assessments continues to improve and this continues to be an area of focus.</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 Family Safeguarding model is now reaching a stage of maturation as a framework which seeks to support families by meeting the needs of parents where their parenting capacity is compromised owing to the trio of vulnerabilities.</p> <p>The exploitation triage has developed 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.</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.</p>

9. Housing meeting all people's needs - is affordable, safe and warm	17. Less residents in statutory building based services	ASC continues to work with partners in relation to Housing needs including WHG and Housing Strategy and Standards. An OT is based with DFG team to support the work of the locality, MH and LD teams to ensure appropriate adaptations and with assessments for equipment to aid daily living ensure Walsall citizens are enabled to remain in their chosen accommodation. Where available residents are signposted to community and voluntary sector activities We maintain high levels of individuals living in their own homes or with family We work with our health partners to support mental health, wellbeing and resilience
	18. Increase in residents who are accessing community voluntary sector opportunities	Where available, residents are signposted to community and voluntary sector activities We maintain high levels of individuals living in their own homes or with family We work with our health partners to support mental health, wellbeing and resilience
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	<i>No submission due to annual leave</i>
	20. High quality, well maintained public realm and safe community spaces	Walsall Community Litter Watch was the winner of the Keep Britain Tidy Community Engagement award. Development of Alloy system.