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	Qtr 3: Oct - Dec 2021	Comment / Progress achieved to date	Qtr 4: Jan - Mar 2022	Comment / Progress achieved to date
**Overall Aim: Inequalitied 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%	Document						
		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	RED	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.							
	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 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 • Apprenticeship Participation – 3590 • Total Apprenticeships – 4940	Philippa Venables	RED	**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.	Document						
			Walsall Council Kickstart Gateway Profile (source: DWP April 2021) shows a profile of 150 work placements		GREEN	**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							
			New business registrations and closures (Nomis) Business Engagements (Source Evolutive CRM & Walsall Works Records)		AMBER	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. **Business Engagement Numbers:** 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).							
		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	Number of residents supported with employability who present with additional needs ie poor health. (Source: Walsall Works, BC Impact or Kickstart programmes)	Philippa Venables	AMBER	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							
PEOPLE have increased independences, improved health and can positively	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 NEW clients who received reablement during 20-21 = 1674 (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 year was unprecedented) Number of people in a long term residential or nursing placement during the year = 1240	Paul Gordon / Karen Jackson	GREEN	441 people accessed reablement during quarter 1 The reablement review is taking place – and we are at the midpoint of the review	Document						
		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		GREEN	703 contacts signposted during quarter 1							
		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		GREEN	547 assessments/connections undertaken during quarter 1 that did not progress to Care plan.							

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	**TfWM'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	(green)	- 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	Document				
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)	Michele Leith	(amber)	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.					
		10. Internal Services are regularly reviewed and delivered within budget.	Proposed – Keeping within budget (HR)		(green)	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	Document				
	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*		(green)	The migration of Payroll function from Itrent System onto the integrated Enterprise Resource Platform (ERP) OneSource. This was completed as scheduled on 5th 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					
		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 form 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	(amber)	*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				
		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	(amber)	• **% of children who attend good and outstanding schools – as at 30th 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 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;		(green)	• **% of 16, 17 and 18 year olds who are not in Education, Employment and Training - as at 30th 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 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		(amber)	% of children excluded from school (fixed period and permanent) – 2020-21 academic year up to 30th 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*					
	7. Children thrive emotionally, physically, mentally and feel they are achieving their potential		• % of Care Leavers who are in Education, Employment and Training – as at 31st March, benchmarking data published in October **(57.8%,** compared to 48% among statistical neighbours, 42% among Regional neighbours and 39% nationally) - ***target direction of travel – to increase***		(amber)	% of Care Leavers who are in Education, Employment and Training – as at 30th June – **54.6%, - direction of travel – fallen slightly**					

Priority	Outcome	Measure	Baseline / Target	Lead	RAG	Latest Update	Doc				
CHILDREN have the best possible start, are safe from harm, happy, healthy and learning well	8. Children grow up in connected communities and feel safe everywhere	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 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 60.1% among statistical neighbours, 50.0% among Regional neighbours and 58.0% nationally) - target direction of travel – to increase to 60% or more;	Andrea Potts, Sharon Kelly, Sally Rowe, Colleen Male	🟧	% 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 31st March, benchmarking data published in October (93.2%, compared among statistical neighbours, among Regional neighbours and nationally) - target direction of travel – to increase; • % of Care Leavers who are in Education, Employment and Training – as at 31st March, benchmarking data published in October (57.8%, compared among statistical neighbours, among Regional neighbours and nationally) - target direction of travel – to increase		🟧	• **% of children in care with up to date health assessments** – as at 30th June - **90.0%, - *d irection of travel*** – fallen slightly but still within expected parameters	📄 Document				
		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					
			• % 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 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 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) - target direction of travel – to increase		🟩	**% of social care assessments completed within 45 days** – between 01/07/2020 and 30/06/2021 **91.5%**- *direction of travel* – increasing.					
		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.	• % 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%) - target direction of travel – to maintain or increase;	Andrea Potts, Sharon Kelly, Sally Rowe, Colleen Male	🟩	• **% of children and young people who contribute to their CP conferences** - between 01/07/2020 and 30/06/2021 – **95.5%** - **direction of travel** – increasing					
			• % 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%) - target direction of travel – to maintain or increase;		🟧	• **% of children and young people who contribute to their LAC review** - between 01/07/2020 and 30/06/2021 – **96.2%**- **direction of travel** – decreasing					
			• 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 nationally) - target direction of travel – to decrease;		🟩	• **Number / Rate per 10,000 of children entering care** – between 01/07/2020 and 30/06/2021 – **21.6 per 10,000 0-17 (149)** - **direction of travel** – decreasing					
			• *Number of children that go missing - between 01/04/2020 and 31/03/2021, no benchmarking data available (233) - target direction of travel – to decrease;*		🟥	• **Number of children that go missing** - between 01/07/2020 and 30/06/2021 - **305** - **direction of travel** – increasing					
			• 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, among Regional neighbours and nationally) - target direction of travel – to decrease		🟥	· Number of first time entrants into the criminal justice system - between 01/07/2020 and 30/06/2021 - **207 per 100,000 10-17 (61)** - **direction of travel** – increasing					
	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	📄 Document				
		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					

COMMUNITIES are prospering and resilient with all housing needs met in safe and healthy places that build a strong sense of belonging and cohesion		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			Paul Gordon on leave						
	10. People are proud of their vibrant town, districts and communities – Paul Gordon	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. Development of Alloy system.	Document					