

	Outcomes:	Markers of Success:	Key Achievements:
E	1. Supporting a dynamic, resilient and diverse economy where businesses invest and everyone has the right jobs and the right housing in the right place	<p>1a. Better connectivity, improved reliability and well maintained transport networks creating an environment where businesses are supported to thrive and grow</p> <p>1b. Regenerating the borough to support places where people are proud to live and work, delivering affordable homes and attracting inward investment</p>	<p>Key achievement is meeting 100% performance targets for highway safety inspections, highway emergency defect response times and traffic signal inspections.</p> <p>The Employment and Skills Team deliver support predominantly unemployed residents through a number of employability programmes, namely Walsall Works, Multiply and Restart programmes, and this is in an aim to reduce the universal benefit claimant count. The increase in the volume of job postings means that there is more opportunity for all and particularly benefit claimants, although it is noted there may be some mis-matches between jobs available and aspiration of jobseekers. The ratio of jobs to those actively seeking is more than 2:1 which suggests that there is less competition for work and that people seeking work are closer to the labour market or in a position to receive relevant support to access local employment.</p> <p>The top occupations have remained in high demand and this is unlikely to change, given these make upto half the total job postings, notably in nursing, health care and teaching. We use this intelligence to motivate our participants which in turn will reduce the skills deficits and the issue of a skills mismatch in our borough.</p> <p>In the last quarter, we have reviewed our process and paperwork on our employability programmes, in order to try and obtain more relevant information on our participants, ie the use individual action plans to capture personal interests, aspirations which we can then review to assess if these match to vacancies. The role of our Employment Advisors is to continuously inform participants of live job vacancies and go through career choices which will include a diagnostic on skills. They will assess if clients do possess the required skills or entry requirements to access current employment in key sectors and will try to encourage and support clients to access relevant training and qualifications. Through our support we provide real time local labour market intelligence, with a focus on key growth sectors, labour market intelligence, unique jobs posting information and good collaborative working with the National Careers Service who have developed useful sector fact sheets which help inform on the current jobs in demand in our local areas.</p> <p>For all our participants, we have introduced two weekly job clubs which operate from the Lichfield Street Library, which help our participants to navigate live vacancies and we also use these for recruitment sessions by inviting employers regular group information sessions inviting key employers to help participants understand and apply for their live vacancies and also to receive first-hand information about the roles for emerging vacancies. In this quarter sessions have been led by Amey, who held a Journey to Work Event in July at the Lichfield Street Library Hub, and this was part of their corporate social responsibility commitment to actively promote their job opportunities to local people. We promoted Teaching Assistant positions led by Smile Education, HGV Driving led by GTG Training, Hospitality (led by Metro Inn), Construction (led by HS2 contractor Reliant), General Operative roles (led by Innov8synergy), General vacancies (led by Starting Point Recruitment), Fibre Optic Installers roles led by a telecommunication company.</p> <p>We held the Walsall Works Expo on 14th September 2023 at the College Business Hub which saw 80 exhibitors including employers, training providers and support agencies from health, housing, debt, advice to be on hand to engage with 1000+ local unemployed people. This year's event also had a special hourly slot for students who were seeking part time employment, which saw a hundred Walsall College students attending to make applications.</p>
	2. Education, training and skills enable people to contribute to their community and our economy	2a. Provide access to education, apprenticeships and training to improve productivity and skills	We rely on our continued working relationships with apprenticeship providers, as Apprenticeship funded providers such as Walsall College, are largely responsible for sourcing, marketing and filling apprenticeship vacancies. Whilst we do receive their monthly vacancy lists to promote vacancies to our participants but we are finding that employers are largely recruiting young people via schools or through progression of their existing student

			<p>pool. There are still very few new apprenticeship starts which attract older adults, but we note that apprenticeship levy paying employers are attracting their existing workforce to take up apprenticeship, especially at higher levels in leadership and management at diploma and degree level programmes. We have also noted that the Council is actively utilising the levy funding, to create apprenticeships in social work and programme management which will help progress the existing workforce into professional and technical roles. Therefore, participation for older adults the pathway is generally for those already in the workforce, and in particular with large employers through their apprenticeship levy programme as this is a government driver to creating new apprenticeships.</p> <p>The introduction by Government on new higher level skills programmes and funding through Skills Funding entitlements and Bootcamps, may also have also contributed to the reduction and the appetite to create apprenticeships from employers.</p> <p>More work to get employers on board needs to take place and in particular to encourage them to offer valuable work placements as part of a new pre-apprenticeship routes for young people, especially as some employers still only wish to recruit learners who have just completed GCSE's with good Maths, English and Science qualifications. Unfortunately, this disadvantages willing young people who wish to participate in apprenticeships but who do not have the required entry requirement to commence a level 2 learning programme. With the traditional traineeship offer ceasing, there is definitely a need to consider new entry points, so we will work closely with the WMCA to design a new pre-apprenticeship programme to help progress students who do not wish to enter traditional further education and young people not in education to access apprenticeship vacancies. This model may be attractive to vulnerable young people as it would be subsidised and would affect their entitlement to benefits. This will create a natural feeder to live vacancies available within business.</p>
	<p>2b. Reducing unemployment through collaborative working with employers and partners</p>		<p>The reduction of 365 claimants in the borough has been noted in some of the ward statistics.</p> <p>Claimant count by sex and age  Gender      Total  Age    Age 16+</p> <p>Borough / Ward Area Nov 2023  Walsall 9,510  Aldridge Central and South    210  Aldridge North and Walsall Wood    235  Bentley and Darlaston North 590  Birchills Leamore    820  Blakenall    745  Bloxwich East 485  Bloxwich West 490  Brownhills    305  Darlaston South    765  Paddock    275  Palfrey 750  Pelsall 155  Pheasey Park Farm 180  Pleck 875  Rushall-Shelfield    285  Short Heath 280  St Matthew's 880  Streetly    100  Willenhall North    350  Willenhall South    740</p>

P	3. People can access support in their community to keep safe and well and remain independent at home	3a. People are supported to build on their strengths and those in their communities to maintain and/or maximise their independence.	<p>A regional PSW practice review was undertaken in the Learning Disability Team during July 2023 with the theme 'strengths-based practice and defensible decision-making with adults with a learning disability'. The findings highlighted a number of strengths including 'experienced practitioners who demonstrated a good knowledge base and how they based decisions on evidence'. Whilst there were areas for improvement identified including 'developing practice around professional curiosity, and ensuring a person's identity is understood and fully explored', there was evidence of people being supported to build on their strengths.</p> <p>Our Adult Social Care Employment Service supports those individuals of working age, with a disability or long term health condition to gain and maintain employment, education and training opportunities. The service works closely with a range of local Employers, Training providers educational establishments and internal services to ensure clear pathways are developed to support our residents into positive outcomes. Our local employment dashboard demonstrates that from our half yearly position there has been an increase in the new engagements from 76 in 2022/23 to 87 in 2023/24. As a result of the support received from the service, over 40 people known to Adult Social care, between April – September have achieved positive outcomes in terms of gaining and sustaining employment, returning to education or commencing training &amp; volunteering, to further enhance their future employment prospects. This also demonstrates a strong performance in relation to our outcomes in this area both locally and nationally.</p> <p>Walsall Adult Social Care have been a delivery partner for a European Social Funded initiative called 'Black Country Impact'. The purpose of the programme was to tackle Youth Unemployment across the region. Following the project completion date in August 2023, we have successfully delivered employment, education and training outcomes to 573 young people, 16-29 with a disability across the borough.</p> <p>Two pilot projects have commenced: centralised duty and ICS reviewing. The duty project brings together practitioners from each locality to respond to enquiries from the public and providers. This enables the sharing of information and development of good practice. The project has identified areas of development and enabled the building of relationships with internal partners with the aim of providing a better customer experience.</p> <p>The second project is a small team of Social Care Facilitator's &amp; Social Workers with external OT's who are reviewing all cases exiting the ICS pathway with the aim of ensuring a strength-based approach has been used and proportionate services provided. The Team so far have generated savings.</p>
		3b. People feel safe in their home and community	<p>Adult Social Care to support the development and delivery of a multi-agency conference on self-neglect and hoarding on 17th October.</p> <p>Continue to support the development of the new front door (CAM) to ensure people who contact the council are responded to in a consistent manner, and that the safeguarding pathway is fully embedded and aligned to the Access Team Quarter two has also seen waiting lists for assessment in localities improve and the teams are on target to complete the annual reviews in line with Care Act duties.</p>
	4. People are supported to maintain or improve their health, wellbeing and quality of life	4a. People know how to maintain or improve their health and wellbeing and get timely support for this, where required.	<p>Be well Walsall will provide wellbeing and outcome data going forward. Upon wrap up of the One You Walsall service, they reported that:</p> <ul style="list-style-type: none"> <li>1758 people had been referred into the service</li> </ul>

Cabinet Report - Corporate Plan: Markers of Success Q2 23/24

Appendix 2

Q2 Key Achievements:

			<ul style="list-style-type: none"> <li>• 294 received more intensive targeted support</li> <li>• Average mental wellbeing score (measure through WHO-5 validated questionnaire) for those that completed targeted support increased from 54.1 at assessment to 58.6 at completion.</li> </ul>
		4b. People can access timely social care support and reablement to prevent a hospital admission or facilitate a timely discharge	<p>Although slightly below target (95%) 93% of people remained in the community following an admission intervention.</p> <p>It should be noted that 7 of the people were placed into rehabilitation (Pathway 2) beds with the potential to be discharged home following this intervention. We need to develop a reporting mechanism around whether people who are placed into Pathway 2 beds are subsequently discharged home. It is likely that the Pathway 3 (2.7%) placements will result in long term care home placements.</p>
I	5. We get things right, first time and make all services accessible and easy to use	5a. Services will be accessible and easy to use with improved customer satisfaction	We have overcome our largest hurdle for enabling automated customer survey requests, this was having caller ID available on all lines, this was not the case until very recently. However, this is now configured.
		5b. Customers and partners report that they would recommend working with us in the future	
	6. The Council will deliver trusted, customer focused, and enabling services, which are recognised by customers and our partners for the value they bring	6a. Services will provide value for money measured through delivery of outcomes within agreed resources	<p>The quarter 2 position was a forecast spend above budget of £18.35m prior to service mitigation actions identified to date of £3.81m and central mitigating actions of £10.82m, which reduces the overall position to a £3.72m overspend. Work continues to identify further actions to bring the position closer to the budget and ensure a balanced outturn is delivered by 31 March 2024.</p> <p>Therefore, significant progress has been made in meeting the marker, however the overall underlying overspend had increased at the end of this quarter.</p>
		6b. Services are trusted and customer focused measured through staff satisfaction/ engagement scores.	
C	7. Children and young people thrive emotionally, physically, mentally and feel they are achieving their potential	7a. Children and young people have access to high quality education and training opportunities and schools are more inclusive	86.9% of children attended good and outstanding schools as at 19/10/2023, As at September 2023 – 1.4% of young people are NEET, and 13.6% of young people are ‘unknown’, giving a total official figure of 15.0%,
		7b. Children and young people with additional needs or in specific circumstances are identified and supported to have their health and education needs met.	Between 1st January 2022 and 31st December 2022 - 8.5% of EHC assessments were completed within 20 weeks. However, significant work has been undertaken in this area to improve and streamline the processes for undertaking EHC plans and the timeliness of decisions to assess and decisions to issue have improved significantly, as has the timeliness of advices received from health and other professionals during the assessment.
	8. Children grow up in connected communities and feel safe everywhere	8a. 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.	87.8% of social care assessments were completed within 45 days from 1/10/22 to 30/09/23
		8b. 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.	96.3% of children and young people in care contributed to their review between 01/10/22 – 30/09/23
C	9. Our communities will be more resilient and supportive of each other	9a. There will be a vibrant and diverse community and voluntary sector providing help and support where people need it with a range of volunteering opportunities	The last quarter saw 175 learners complete provision from Pre-Entry Level to Intermediate. We have embedded numeracy skills in sessions to support with the current cost of living crisis for learners to be able to manage their finances and learn how to budget.

			<p>The majority of self-referrals are coming through the Walsall for All inbox. DWP are now directly engaging with our deliverers and sending referrals directly to them. Simple Steps Training CIC took learners to a restaurant before they broke up for Christmas. The restaurant was asked by the tutor to speak in English only and learners were encouraged to place their own order in English, ask questions about allergies and dietary requirements.</p>
		<p>9b. Trust will be built within and between communities across the Borough</p>	<p>Over 20 community groups have been engaged with. Simple Steps Training CIC have completed the consultation with 72 ladies. We are awaiting for the responses. Nash Dom CIC have completed their consultation. We are awaiting for their responses.</p> <p>any one to one support or new partnerships built</p> <p>Jain community based in Walsall (up to 10 families living in Walsall). Cameroon (West Africa) community has been identified through networking with the existing African community. Partnership built with DM Coaching, who support over 200 young people and children through sport and fitness. Partnership built with Sher Ali Imtiaz, who is connected to Masjid Al Madina (Mount Street). Sher Ali will be looking to support with men's ESOL classes in the Palfrey area, as the demand for men's referrals have increased.</p>
		<p>10a. The Borough's streets are clean, green and welcoming, with more waste recycled and less going to landfill</p>	<p>Awaiting Feedback</p>
<p>10. People are proud of their vibrant town, districts and communities</p>		<p>10b. People feel safe in their local area and anti-social behaviour and crime – particularly environmental crime is reduced</p>	<ul style="list-style-type: none"> <li>• 3 individuals were prosecuted for littering in Pelsall,</li> <li>• 1 individual was prosecuted for fly tipping (in Willenhall) and two more were issued with arrest warrants to bring them before the court.</li> <li>• Enforcement Officers provided evidence of aggression and racial abuse to a member of council staff to the Police how prosecuted and the individual received 12-month Community Order.</li> <li>• 2 shops prosecuted by Trading Standard one for selling cigarettes to under age persons, one for selling illegal vapes.</li> <li>• Trading Standards seized illegal cigarettes, tobacco &amp; vapes with assistance from teams 2 &amp; 3 from St Matthews neighbourhood police. The seized items amounted to 68000 cigarettes, 210 pouches of tobacco &amp; 183 vapes - street value £20k, if genuine £50k – these items fund activity by organised crime gangs (OCGs).</li> </ul>