

Corporate Plan Delivery Monitoring 2020-21 Qtr 3



Walsall Council

PROUD OF OUR PAST OUR PRESENT AND FOR OUR FUTURE

Summary Qtr 3 performance information

Priority	Total number of measures	Red	Amber	Green	No RAG
Economic Growth	10	1	6	1	2
People	12	4	5	2	1
Internal Focus	9	0	2	7	0
Children	9	2	4	3	0
Communities	9	0	1	1	7
Total	49	7	18	14	10
	100%	14.3%	36.7%	28.6%	20.4%

1. Performance against the specific measures monitored in quarterly reports has been impacted by the ongoing pandemic. 19 of the 49 measures (38.8%) have identified being directly impacted by COVID-19 and this has impacted on the RAG ratings detailed in the table above.
2. Due to the pandemic it has not been possible to collect and collate data for just over a fifth of all measures, hence the 'No RAG' status.
3. At quarter 2 updates for 40 measures were available compared to the inclusion of all measures in this report. In Q2 70% of measures reported had a green or amber RAG compared to 65.3% in this report.

Economic Growth



for all people,
communities and
businesses.

1. The ongoing restrictions and second national lockdown have impacted on the way businesses are supported and focus has been on promoting grants and other support available to struggling businesses.
2. The ongoing pandemic has significantly impacted on the unemployment claimant count and young adults have been particularly impacted.
3. Employment rates data is collected nationally by ONS who have reported difficulties surveying during the pandemic, hence there is no update.
4. There is improvement in the % of care leavers in education, employment or training (NEETs) although levels are not back to pre-COVID19 rates.
5. Walsall Works and BC IMPACT continue to develop their hybrid delivery model to support residents in finding work or training opportunities and Q3 has delivered improvements in number of clients supported into employment and with additional employability skills.

Outcomes for 2020-21

1. Creating an environment where business invests and everyone who wants a job can access one.

2. Education, training and skills enable people to fulfil their personal development

Measure No.	Measure	Q3	Q3 RAG
1	Number of Business assisted / supported	42	A
2	New business registrations and closures	n/a	n/a
3	Unemployed claimant count	8.6% (14,965)	R
4	Gap in the employment rate between those with a long-term health condition and the overall employment rate (PHOF)	12	G
5	Employment rates	n/a	n/a
6	Percentage of care leavers in education employment or training (NEETs)	52.30%	A
7	Total number of young adults in employment / education or training as a result of engagement with employment services (cumulative over year with breakdown of category if required)	27	A
8	People assisted by council programmes into education, training or employment (IMPACT & Walsall Works)	199	A
9	Percentage of young people that are not in education, employment or training (NEET)	1.1%	A
10	Number of local apprentice starts	2,158	A



People



Have increased independence, improved health and can positively contribute to their communities.

1. Safeguarding adults is an ongoing priority and performance is on track in terms of identification and delivery of desired outcomes, resulting in greater satisfaction.
2. Resolving support needs of clients at first contact has been impacted by increase in demand due to COVID-19, mental health referrals, domestic violence and isolation.
3. Active Living Centres continue to be affected by COVID-19 related restrictions and it has not been possible for Park Runs to be held throughout the pandemic. Footfall at parks is down on previous quarters which follows a seasonal trend.
4. Healthy weight data is based on fewer measurements so whilst showing a slight decline interpretation of data and comparison of the data should be done with caution.
5. Although the % of children walking or cycling to school has decreased fewer responses were received, linked to COVID-19 restrictions. Performance is still higher than the national rate of 46%.

Outcomes for 2020-21

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

Measure No.	Measure	Q3	Q3 RAG
11 Revised	Access to service pathways, to support citizens in sustaining their independence and reducing need for ongoing statutory services (a- by hospital avoidance; b- by timely hospital discharge; c- targeted community support)	77.38%	A
12	Percentage of people subject to a safeguarding enquiry who expressed a desired outcome (Making Safeguarding Personal)	86.32%	G
13	Percentage of people subject to a safeguarding enquiry who achieved a desired outcome (Making Safeguarding Personal) - a) Fully b) Partially	92.35%	G
14 Revised	Citizens who are supported in a way that meets their need first time, so sustaining independency in their own community	26.86%	R
15	Proportion of care homes in Walsall that are rated Good or Outstanding by CQC	58.62%	A
16	Active Living Centres re-class numbers and membership (illustrates our facilitation of people getting support)	5031 members	R
17	Park Run Participation	0	
18	People Counter Analysis of Walsall Parks (footfall / trends, etc)	220,746	A
19	Self reported wellbeing (ONS annual population survey)	Life satisfaction: 7.62 out of 10 Worthwhile: 7.76 out of 10 Happiness: 7.48 out of 10 Anxiety: 3.17 out of 10	A
20	Proportion of children in reception that are a healthy weight (annual measure)	71.20%	R
21	Proportion of children in year 6 that are a healthy weight (annual measure)	54%	R
22	% children walking or cycling to school (A* Stars data) - connected communities	60.00%	A



Outcomes for 2020-21

5. Internal services delivery quality and adapt to meet the needs of customer facing services.	6. Services are efficient and deliver value for money.
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1. The review and revision of support plans is on target, increased needs have been identified partly due to informal carers returning to work and new needs identified during lockdown.
2. Undertaking the voluntary users and carers surveys has been deferred but plans for October 2021 survey are underway.
3. Responses delivered within statutory timescales for FOI's/EIR's has improved 7% on previous quarter and activity to continue improvements is in hand.
4. Average time take to respond to statutory social care complaints for both Adult's and Children's has improved in comparison to previous quarter. This has been achieved as number of complaints is rising although still lower then pre-COVID19 levels.
5. Financial management continues to perform well and within expected target even with implementation of new system and an increase in demand due to payments relating to COVID-19.

Measure No.	Measure	Q3	Q3 RAG
23	Number of completed support plans, as a result of changing or newly emerging need following strength based approach	747	G
24a	The proportion of people who use council services (adult social care) and carers who find it easy to find information about support a) Users	Yearly	G
24b	b) Carers	Deferred	G
25	% FOIs / EIRs responded to in statutory timescale (of those due to be responded to in quarter)	85%	A
26	Average time taken to respond to Statutory Social Care complaints (Children's)	10.25	G
27	Average time taken to respond to Statutory Social Care complaints (Adults)	16.6	G
28	Total number of Social care service delivery reviews completed (this addresses effective and value for money services)	66%	A
29	Sundry Debtors Collection - Average number of days to collect debt	26 days	G
30	Average number of days to process creditor payments	15 days	G
31	The Council outturns on budget with general reserves intact		G



Children

Have the best possible start and are safe from harm, happy, healthy and learning well.

Outcomes for 2020-21

7. Children thrive emotionally, physically, mentally and feel they are achieving their potential.	8. Children grow up in connected communities and feel safe everywhere.
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1. The backlog of EHCP plans has been cleared and whilst performance is still below expected levels it is improving.
2. Autumn term data shows exclusions rates are low compared to the same period the previous year (pre-COVID19).
3. It is known that COVID-19 is impacting on overall school attendance so this is being closely monitored.
4. The number of children subject to a child protection plan continues to decrease, as does the number of children in care, following increases earlier in the year. Delays in the court system due to COVID-19 have impacted on some reunifications with parents as well as some adoptions or special guardianship orders. A number of 18 year olds who would ordinarily have left care have also remained as part of additional support in response to COVID-19.
5. The number of first time offenders in 2020-21 has reduced, most likely due to more young people staying home during lockdown and changes to Police priorities in response to COVID-19. It should also be noted there have also been delays in court proceedings so current figures should be considered in this wider context.

Measure No.	Measure	Q3	Q3 RAG
32	The proportion of Education Health and Care Plans that are issued within 20 weeks	20.8%	R
33	Percentage of children excluded from school (Permanent and fixed exclusions for Primary and Secondary schools)	PE Pri - 0.01% (2) PE Sec - 0.10% (18) FIX Pri - 0.12% (31) FIX Sec - 1.34% (245) (2020-21 academic year to 18th Dec)	G
34	School Attendance (Total absence and persistent absence for Primary and Secondary schools)	PA Prim - 15.2% PA Sec - 19.0% TA Prim - 4.37% TA Sec - 7.24% (2020-21 academic year to 18th Dec 2020)	A
35	Average SDQ score for children in care	14.1	G
36	Number of children subject of a Child Protection Plan, number of Children in Care and number of children starting to be looked after (rate per 10,000 population age 0-17)	CP - 167 (24.2) CiC - 679 (98.4) Children starting to be looked after - 200 (29.0)	A
37	Percentage of children who have become subject of a child protection plan for a second or subsequent time	28.5%	R
38	Percentage of children in care who are placed outside of the LA Boundary and more than 20 miles from home	16.2%	A
39	Percentage of Care Leavers aged 19 and 20 who remain with their Foster Carers (Staying Put)	34.1%	A
40	Number of first time offenders (youth justice)	14	G



Are prospering and resilient with all housing needs met in safe and healthy places that build a strong sense of belonging and cohesion.

Outcomes for 2020-21

9. Housing meeting all people's needs, is affordable, safe and warm.	10. People are proud of their vibrant town, districts and communities.
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1. The number of households in temporary accommodation continues to perform at expected levels.
2. The data source for the energy performance measure (number 42) is national government. No data has been released since July 2020 so analysis at the local level is available for quarter 3.
3. Six of the nine measures for this priority were introduced for 2020/21. Data collection for five of these measures (numbers 43, 46, 47, 48, 49) has been negatively impacted by COVID-19. The remaining measure (number 45) is under review.
4. The latest version of data regarding vacancy rates is from 2018. With ongoing COVID-19 restrictions aim now is to capture baseline data at end of 2020/21 to provide baseline for 2021/22 reporting which could also help monitor the ongoing economic impact of COVID-19 on centres.

Measure No.	Measure	Q3	Q3 RAG
41	Total number of households in Temporary Accommodation per 1000 households	0.79	G
42	Percentage of dwellings with newly registered Energy Performance Certificates (EPCs) that are in the lowest bandings of F and G (most energy inefficient)	No data	
43	Planned / approved / completed houses built across the borough and the proportion that are classed as 'affordable'		
44	Proportion of empty homes across the borough	1.90%	A
45	% of registered landlords		
46	Vacancy rates in centres	n/a	n/a
47	Number of community events and attendance (where collected) e.g. Bonfires	n/a	n/a
48	Satisfaction with community groups (new measure, data to be collected via a survey through the VCS network).	n/a	n/a
49	Visitors to NAG, Leather Museum	n/a	n/a

5. In terms of satisfaction with community groups, the focus of 2020/21 to date has been on responding to the pandemic and ensuring the most vulnerable are supported. For this reason the development and delivery of the survey has been deferred.