Council Plan Markers of Success

Q1 22-23 (Apr-Jun)

Scrutiny Overview Committee, Nov 2022

Walsall Council

IMPROVE
outcomes and
customer experience

IMPROVE
employee satisfaction
and engagement

IMPROVE
service efficiency
and performance

Introduction

Council Plan 2022-25

- Updated 10 Outcomes and 20 Markers of Success (MoS)

- Reporting passed to Policy and Strategy (P&S) Unit Q1 22/23

- Work to establish measures and set new baselines

- Presentation sets out the Outcomes/MoS and Q1 rating (Red, Amber, Green) and key issues

Economic

Enable greater local opportunities for all people, communities and businesses

Outcomes	Markers of Success
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	1a. Better connectivity, improved reliability and well maintained transport networks creating an environment where businesses are supported to thrive and grow
	1b. Regenerating the Borough to support places where people are proud to live and work, delivering affordable homes and attracting inward investment
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
	2b. Reducing unemployment through collaborative working with employers and partners

All MoS on track for Q1 and most rated Green.

Unemployment claimant numbers have reduced since last Qtr, but remain higher than national average – so has been rated Amber
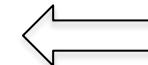
People

Encourage our residents to lead active, fulfilling and independent lives to maintain or improve their health and wellbeing.

Outcomes	Markers of Success
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 sustain their independence.
	3b. People feel safe in their home and community
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.
	4b. People can access timely social care support and reablement to prevent a hospital admission or facilitate a timely discharge

All MoS under this priority are rated Green based on the selected performance indicators

Internal

Council services are customer focused effective, efficient and equitable

Outcomes	Markers of Success
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
	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
	6b. Services are trusted and customer focused measured through staff satisfaction/ engagement scores.

MoS measures for this priority are still in development – as new infrastructures, workstreams and processes are rolled out.

Annual proxy measures and progress reports suggest these are all on track - so due to a lack of specific Q1 data have been rated Amber.

Children

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

A range of performance measures contribute to each MoS for this priority. On the whole, these are showing improving/stable performance.

Exception is 7b: where measures including '% EHC assessment completed within 20 weeks' is below target and rated red.

Performance issues addressed via Children's Performance Board

Outcomes	Markers of Success
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
	7b. Children and young people with additional needs or in specific circumstances are identified and supported to have their health and education needs met.
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.
	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.

Communities

Empower our communities so that they feel they are connected and belong in Walsall, creating safe and healthy places whilst building a strong sense of community.

Outcomes	Markers of Success
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
	9b. Trust will be built within and between communities across the Borough
10. People are proud of their vibrant town, districts and communities	10a. The Borough's streets are clean, green and welcoming, with more waste recycled and less going to landfill
	10b. People feel safe in their local area and anti-social behaviour and crime – particularly environmental crime is reduced

There are no existing performance measures to draw on for some of these MoS, P&S Unit will be working with Resilient Communities and Clean & Green to develop these.

Recycling rates are below target, but progress made on Household Waste recycling centres, and will be exploring new approaches to encouraging recycling.

Conclusion

- No significant concerns highlighted on any of the MoS for Q1
- Services aware of any areas of underperformance or lack of performance information
- Some priorities (Internal & Communities) have more challenges measuring performance than others

Looking Ahead

- 2022/23 a 'transition year' whilst P&S Unit built to full capacity – continuing reporting as previously
- Move towards a more effective 'balanced scorecard' approach: accurately measure MoS taking into account other factors (inc financial, legal, staffing, national changes)
- Priorities currently with least robust performance processes will be prioritised