

Cabinet Report - Corporate Plan: Markers of Success Q2 22/23

Appendix 2

Q2 Key Achievements:



Outcomes:	Markers of Success:	Key Achievements:																																	
<p>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>	<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>A 2 year programme of remediation for the 18ha Phoenix 10 site has begun, once completed the site will be developed for circa 620,000sqft of new employment floorspace located directly adjacent to the M6 between J9 and J10 providing around 1100 jobs; work has also begun on another Enterprise Zone site with construction of a 113,000sqft unit commencing at Parallel 113 which can create a further 195 jobs; the Willenhall Framework Plan was supported by Cabinet in February 2022 and work is now ongoing to progress delivery of Phase 1 at Moat Street / Villiers Street for the development of 111 new homes; the Council has been awarded £11.4m from Future High Street Fund for the Connected Gateway project and detailed design work is now underway; work is taking place to progress projects that are part of both Walsall and Bloxwich Town Deals with £23.5m awarded to each area respectively.</p>																																	
<p>E</p> <p>2. Education, training and skills enable people to contribute to their community and our economy</p>	<p>2a. Provide access to education, apprenticeships and training to improve productivity and skills</p>	<p>The Employment and Skills Team continue to deliver support to residents through the Walsall Works, Impact and Restart programmes in order to deliver positive outcomes for participants which will have a positive impact in the reduction of those claiming benefits. The volume of unique job postings has increased slightly since the previous quarter. This is coupled with the slight reduction over the quarter of Universal Credit benefit claimants seeking employment. This suggests that people are receiving relevant support to access and secure suitable employment and the labour market is still buoyant and feeding through new vacancies.</p> <p>There are still high and healthy volumes of job postings coupled with direct demands from employers for our services to support recruitment of roles in demand. However, the duration these vacancies are remaining live for appears to be longer hence suggesting there less interest in these roles and hence a possible mismatch between the types of job roles vs the aspiration of those seeking employment.</p> <p>Regional vacancy (type and volume) – August 2022</p> <table border="1" data-bbox="982 982 1944 1381"> <thead> <tr> <th>Occupation</th> <th>Number</th> <th>Change</th> </tr> </thead> <tbody> <tr> <td>Nurses</td> <td>3,663</td> <td>-7%</td> </tr> <tr> <td>Sales Related Occupations</td> <td>2,998</td> <td>-17%</td> </tr> <tr> <td>Programme & software development professionals</td> <td>2,941</td> <td>-16%</td> </tr> <tr> <td>Other administrative occupations</td> <td>2,949</td> <td>-13%</td> </tr> <tr> <td>Care workers & home carers</td> <td>2,590</td> <td>-16%</td> </tr> <tr> <td>Human Resources & Industrial Relations Officers</td> <td>2,290</td> <td>-13%</td> </tr> <tr> <td>Customer Service Occupations</td> <td>2,249</td> <td>-8%</td> </tr> <tr> <td>Manager and Proprietors in Other Services</td> <td>1,857</td> <td>-20%</td> </tr> <tr> <td>Marketing and Sales Directors</td> <td>1,746</td> <td>-19%</td> </tr> <tr> <td>IT Business Analysts, Architects and Systems Designers</td> <td>1,743</td> <td>-13%</td> </tr> </tbody> </table> <p>Through our employability programmes, we capture aspirations and skills needs through an individual development plan which is reviewed with participants on a regular basis. We continuously inform participants of live vacancies and go through career choices and if they do not possess the required skills or entry requirements to access employment in these sectors we try to encourage and support access to relevant training and qualifications. Through our support we provide real time local labour market intelligence, with a focus on key growth sectors and have recently collaborated with the National Careers Service to deliver bespoke sessions which help inform on the current labour market demands and provide relevant job search support.</p> <p>For our Restart participants we have introduced 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. These sessions have offered an oversight on a number of vocational sectors and the employers include whg / NHS, Fairways Care, TJ Europe (TK Maxx), RAC, Atalian Servest, Balfour Beauty Vinci.</p> <p>This financial year we have received 1,518 customer contacts to commence employability support. For the period during Quarter 2, there have been a total of 590 contacts and new enrolments onto our employability programmes, these were either through mandatory or voluntary referral. These will also include young people enrolled to BC Impact and those supported at a grass route levels through the Community Renewal Funded (Works+ or 50+ programmes). During the same quarter 2, a total of 195 local people were supported with their employability which gave them access to employment, training, apprenticeships and paid work placements, as set out below.</p>	Occupation	Number	Change	Nurses	3,663	-7%	Sales Related Occupations	2,998	-17%	Programme & software development professionals	2,941	-16%	Other administrative occupations	2,949	-13%	Care workers & home carers	2,590	-16%	Human Resources & Industrial Relations Officers	2,290	-13%	Customer Service Occupations	2,249	-8%	Manager and Proprietors in Other Services	1,857	-20%	Marketing and Sales Directors	1,746	-19%	IT Business Analysts, Architects and Systems Designers	1,743	-13%
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Outcome Type	Year 22/23				
	Q1	Q2	Q3	Q4	Actual
WW Outcomes					
People into Apprenticeships (funded)	0	1	0	0	1
<i>Walsall Works Apprenticeships (funded)</i>	0	1	0	0	1
<i>Walsall Works Apprenticeships (LACs)</i>	0	0	0	0	0
People into Apprenticeships (non-funded)	5	7	1	2	15
People into employment	105	116	69	11	301
People supported with employability skills	146	195	109	24	474
People into accredited training	34	63	34	7	138
<i>Full-Time Study</i>	12	25	4	3	44
<i>Part-Time Study</i>	22	38	30	4	94
People in traineeships	2	3	2	3	10
<i>Traineeship / Pre-App - Walsall Works</i>	0	0	2	3	5
<i>Traineeship / Pre-App - Non WW</i>	2	3	0	0	5
People into work placements	0	3	3	0	6
People into self-employment	0	2	0	0	2
Kickstart Placements	0	0	0	1	1
<i>Kickstart - Walsall Works Gateway</i>	0	0	0	1	1
<i>Kickstart - Other Gateway</i>	0	0	0	0	0
No of Customer Contacts	523	590	386	19	1518
No of Recruitment / Information Sessions					
No of new employers engaged					
No of job vacancies advertised	69	44	55	0	168

2b. Reducing unemployment through collaborative working with employers and partners	There has been a reduction in this quarter in the volume of local people in receipt of a Universal Credit Benefit. The data shows a reduction from 10,285 in April to 9,460 in September 2022. However, between September and November the numbers have increased slightly to 9,545 claimants.				
	On closer review of the data, the increase in the volumes for those aged 25-49 years old, and this is most likely to be related to ongoing re-assessment of those on legacy employment support allowance and lone parents benefits to the new Universal Credit regime, rather than an increase in the volume of new claimants joining the register for the first time.				
	Date	ALL Age 16+	Aged 16-24	Aged 25-49	Aged 50+
	April 2022	10,265	1,925	5,920	2,420
	May 2022	9,885	1,860	5,680	2,345
	June 2022	9,690	1,795	5,575	2,315
	July 2022	9,525	1,815	5,450	2,265
	August 2022	9,620	1,880	5,455	2,280
	September 2022	9,460	1,835	5,395	2,230
	October 2022	9,315	1,840	5,300	2,175
November 2022	9,545	1,880	5,450	2,215	
The reduction in claimants since quarter 1 can be correlated to the breadth of support available through DWP and through other programmes funded through DWP welfare to work (Restart, Kickstart), Council funded programmes (Walsall Works), partner funded programmes (whg), ESF funded programmes and AEB funded provisions. Whilst there is no evidence, the strong					

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Appendix 2

Q2 Key Achievements:



			partnership working of the Walsall Employment and Skills Board and partners working in the welfare to work area, are very likely to be a contributing factor to this success. The Kickstart scheme has been a huge success in placing young people aged 16-24 years old into paid work placements and the Impact programme continues to support those aged 16-29 years old into positive outcomes.
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.	Introduction of enhanced recording for signposting activity in Mosaic to enable understanding of effectiveness for citizen and business intelligence on community resources.
		3b. People feel safe in their home and community	The base line is 40% or less assessments progress to provision of long-term services. Quarter 2 achieved 32.84% In Making Safeguarding Personal the percentage of people asked about their desired outcome has remained static at nearly 90% The full achievement of these outcomes has seen a decline from 63% to 54% but the partial achievement has increased from 31% to 39%
	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.	Average mental wellbeing score (measured through WHO-5 validated questionnaire) for those that completed targeted support increased from 51.3 at assessment, to 63.6 at 12 weeks and 67.0 at 26 weeks.
		4b. People can access timely social care support and reablement to prevent a hospital admission or facilitate a timely discharge	Key achievements for Q2: <ul style="list-style-type: none"> ▪ ICS Service Manager completed review of staffing in ICS Social Care and Therapy teams and will ensure vacant posts are advertised ▪ Therapy waiting list reduced from 10 weeks at start of Q1 to 3 weeks in September 2022 ▪ Applied for Integrated Front Runner bid ▪ Presented ICS model to NHS England National Hospital Discharge and Recovery Team
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	<ul style="list-style-type: none"> • CXC telephony improvements, positive trend in most areas • Alarms on phone lines to notify Team Leaders if a customer has been waiting over 5 minutes to allow effective resource allocation. • Web Content Management System migration complete, website content up to date and accessible. All 26 Walsall Connected sites are live offering customers face to face support in accessing Council services digitally.
		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.	
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	We have continued to embed our Vulnerable Learners Hub which is supporting vulnerable children who are risk of exclusion and has prevented a number of permanent exclusions from being enacted by providing support to schools and families. Inclusion has been identified as a key theme of the Walsall Strategic Alliance to be taken forward across the partnership. We have begun to implement the new requirements around attendance and have established a strategic attendance group to improve school attendance in Walsall.

			<p>The Walsall Learning Alliance has been established.</p>
		<p>7b. Children and young people with additional needs or in specific circumstances are identified and supported to have their health and education needs met.</p>	<p>Following an extremely positive re-inspection of SEND provision in June 2022 which found that Walsall had achieved sufficient progress in seven of the nine areas of significant concern that had been identified in the 2019 inspection, we have written and submitted our Accelerated Action Plan (APP) to the Department for Education (DfE) which outlines how we will address the two remaining issues of concern – timeliness and quality of EHC plans and the Local Offer, over the next 12 months.</p> <p>A detailed analysis has been undertaken within the EHC assessment team to understand where the bottle necks are in completing EHC assessments. This has resulted in the identification of key areas where processes are being improved. As a result we are beginning to see improved timeliness in decision making at the start of the process when deciding whether to assess and in the middle of the process when decisions are made to issue a plan following assessment.</p> <p>We have been working closely with health colleagues to develop robust processes for the gathering of advice which will also support the move towards improving the overall timeliness of assessments.</p>
		<p>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.</p>	<p>The review of the front door has continued to refine processes, understand demand and highlight where issues need to be addressed. Clear action plans are being developed from this.</p> <p>Family Safeguarding continues to be embedded across the service and issues of sustainability are being addressed within the service and with partners.</p> <p>The implementation of the new Early Help MOSAIC process has begun.</p>
	<p>8. Children grow up in connected communities and feel safe everywhere</p>	<p>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.</p>	<p>Development of the HAF programme has continued to support vulnerable families over the summer and the success of programme continues to go from strength to strength. Work has included:</p> <ul style="list-style-type: none"> • Further work with schools to understand the short, medium and long term benefits of children taking part in HAF • Working with GPs as key trusted professionals to be part of the clever conversation approach and help more vulnerable families to benefit from the programme • Creating HAF community champions and volunteers – providing parents and carers who have had a positive experience through HAF with the right support to be directly involved with the programme, its communication and its marketing. • Exploring how we can maximises the delivery of HAF as an opportunity to mitigate against child poverty. <p>We have employed a Local Offer Co-Ordinator to develop the SEND Local Offer and work with parents, carers, children and young people to ensure that they can contribute effectively to the co-production of work related to SEND.</p>
C	<p>9. Our communities will be more resilient and supportive of each other</p>	<p>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</p>	
		<p>9b. Trust will be built within and between communities across the Borough</p>	<p>Walsall Connected - Community Association Network and other geographically and culturally diverse organisations (17+) commissioned to become part of the WC hubs and Housing Support Hubs. 65 organisations became successful providers of HAF.</p> <p>Community, Equality and Cohesion team developed a research project in partnership with UMO and Caldmore Village garden – relating to understanding Palfrey/Caldmore Youth Violence The team continues to support Nash Dom, Afghan Association and RMC infrastructure to meet needs of newly arrived refugee families (from Syria, Afghanistan, Ukraine). The team has presented best practice at the WMCA Faith in Action Conference and is now a member of the regional Faith in Action network, focusing on 'cost of living crisis'</p> <p>Contribution of Resilient Communities and VCS in Walsall has been recognised in the national Institute of Community Research and Development for their community action during Covid pandemic.</p>

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			NEXT STEPS UKSPF secured for VCS to improve bid writing, Mental Health First Aid and energy efficiency advice. Cohesion and Integration team are coordinating the International Women's Day community events in partnership with VCS. Homelessness/Feed network regular meetings – enhance the soup kitchen network.
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		Key achievements include publishing the tender documents for the design and build of the new waste transfer station and Household Waste Recycling Centre (HWRC) facilities in Middlemore Lane. New facilities will enable more materials to be recycled and waste collections to be reviewed.
	10b. People feel safe in their local area and anti-social behaviour and crime – particularly environmental crime is reduced		