

Corporate Plan Delivery Monitoring 2020-21 Qtr 4



Walsall Council

PROUD OF OUR PAST OUR PRESENT AND FOR OUR FUTURE

Summary Qtr 4 performance information

Priority	Total number of measures	Red	Amber	Green	No RAG
Economic Growth	10	0	9	1	0
People	12	4	4	3	1
Internal Focus	9	0	4	5	0
Children	9	1	3	5	0
Communities	9	0	1	0	8
Total	49	5	21	14	9
	100%	10%	43%	29%	18%

1. Performance against the specific measures monitored in quarterly reports has been impacted by the ongoing pandemic. As at the end of the year 22 of the 49 measures (45%) have identified being directly impacted by COVID-19 during the year and this has impacted on the RAG ratings detailed in the table above.
2. The pandemic has impacted on the collection of data at the national and local level. In some cases measures have been given a 'No Rag' status, in others a cautious 'amber' rating has been added based on last available data.
3. At the end of the 2020/21 year 29% of measures were ragged as 'green', 21% as 'amber', 10% as 'red' and 18% have 'No RAG' status. This information should be considered in the wider context of the Review of Achievements report for 2020/21.

Economic Growth



for all people,
communities and
businesses.

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

1. Local businesses have been impacted by the various lockdown restrictions in place throughout 2020/21 which has in turn impacted on this priority.

2. Businesses have been less accessible and harder to reach when not trading. The council's focus in this last year has been on supporting businesses to access grants etc. made available as part of national COVID-19 relief measures.

3. Employment rates information comes from the ONS and usually has a 6 month delay. The pandemic has impacted on the collection of this data and so information should be viewed cautiously, hence the amber rating.

4. In terms of unemployed claimant amount, the borough has historically underperformed in terms of job opportunities for young adults. There has been a slight improvement in the most recent data released on 23 March 2021 in comparison to the Black Country and West Midlands Combined Authority data, which is a testament to the local approach being taken.

5. The support offered to young adults looking for work or training opportunities has adapted throughout the year and become a hybrid approach with greater engagement remotely on line but still the ability to offer face to face support as required.

Measure No.	Measure	Frequency	Q4	Q4 RAG
1	Number of Business assisted / supported	Quarterly	3569	A
2	New business registrations and closures	Quarterly	Not Yet Available	A
3	Unemployed claimant count	Quarterly	8.90%	A
4	Gap in the employment rate between those with a long-term health condition and the overall employment rate (PHOF)	Annually	12	G
5	Employment rates	Quarterly	To follow	A
6	Percentage of care leavers in education employment or training (NEETs)	Quarterly	57.80%	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)	Quarterly	26	A
8	People assisted by council programmes into education, training or employment (IMPACT & Walsall Works)	Quarterly	363	A
9	Percentage of young people that are not in education, employment or training (NEET)	Quarterly	1.1%	A
10	Number of local apprentice starts	Quarterly	To follow	A

People



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

1. Safeguarding adults continues to be a priority and performance remains good in terms of identifying and delivering desired outcomes.
2. Resolving support needs of clients at first contact continues to be impacted by the increase in demand due to COVID-19, mental health referrals, domestic violence and isolation.
3. Active Living Centres remained closed during this period because of COVID-19 restrictions, impacting on performance in this priority.
4. Healthy weight data should be treated with caution if being compared with previous years as it is based on fewer measurements so does not offer a like for like comparison opportunity.

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	Frequency	Q4	Q4 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	Quarterly	78.87%	A
12	Percentage of people subject to a safeguarding enquiry who expressed a desired outcome (Making Safeguarding Personal)	Quarterly	86.36%	G
13	Percentage of people subject to a safeguarding enquiry who archived a desired outcome (Making Safeguarding Personal) - a) Fully b) Partially	Quarterly	93.16%	G
14 Revised	Citizens who are supported in a way that meets their need first time, so sustaining independency in their own community	Quarterly	27.60%	R
15	Proportion of care homes in Walsall that are rated Good or Outstanding by CQC	Quarterly	62%	A
16	Active Living Centres re-class numbers and membership (illustrates our facilitation of people getting support)	Quarterly	5031 members, of these none are currently pay extra for the 'all inclusive rate' as group exercise can not resume until Step 3 of the Government's recovery roadmap. 989 live Move It members, of these, 256 qualify for the scheme due to health related issues	R
17	Park Run Participation	Quarterly	0	
18	People Counter Analysis of Walsall Parks (footfall / trends, etc)	Quarterly	228,768	G
19	Self reported wellbeing (ONS annual population survey)	Annually	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)	Annually	71.20%	R
21	Proportion of children in year 6 that are a healthy weight (annual measure)	Annually	54%	R
22	% children walking or cycling to school (A* Stars data) - connected communities	Annually	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. There continues to be good performance on the review and revision of support plans.
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 continued to improve but remains lower than Information Commissioner Office recommendations, hence the amber rating.
4. Financial management continues to perform strongly and within expected targets. This has been achieved alongside the implementation of the new ERP system and with increases in demand due to payments relating to COVID-19.

Measure No.	Measure	Frequency	Q4	Q4 RAG
23	Number of completed support plans, as a result of changing or newly emerging need following strength based approach	Quarterly	862	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	Annually	Yearly	G
24b	b) Carers	Annually		G
25	% FOIs / EIRs responded to in statutory timescale (of those due to be responded to in quarter)	Quarterly	87%	A
26	Average time taken to respond to Statutory Social Care complaints (Children's)	Quarterly	13	A
27	Average time taken to respond to Statutory Social Care complaints (Adults)	Quarterly	21.5	A
28	Total number of Social care service delivery reviews completed (this addresses effective and value for money services)	Quarterly	83%	A
29	Sundry Debtors Collection - Average number of days to collect debt	Quarterly	24 Days	G
30	Average number of days to process creditor payments	Quarterly	7.23 Days	G
31	The Council outturns on budget with general reserves intact	Annually		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. Good progress has been made on clearing the backlog of EHCP plans. The recovery plan continues to be closely monitored by the monthly Local Area Improvement Board for SEND.
2. School attendance data is available from September 2020 to March 2021. Although the Jan to March lockdown has impacted on attendance the exclusions rates are low compared to the same period the previous year.

Measure No.	Measure	Frequency	Q4	Q4 RAG
32	The proportion of Education Health and Care Plans that are issued within 20 weeks	Quarterly	59.8%	A
33	Percentage of children excluded from school (Permanent and fixed exclusions for Primary and Secondary schools)	Annually	PE Pri - 0.02% (5) PE Sec - 0.12% (22) FIX Pri - 0.16% (44) FIX Sec - 1.79% (319) (2020-21 academic year Sept 2020 to March 2021)	G
34	School Attendance (Total absence and persistent absence for Primary and Secondary schools)	Annually	PA Prim - 20.9% PA Sec - 19.7% TA Prim - 5.10% TA Sec - 8.01% (2020-21 academic year Sept 2020 to March 2021)	A
35	Average SDQ score for children in care	Quarterly	13.0	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)	Quarterly	CP - 203 (29.4) CiC - 673 (97.5) Children Starting to be looked after - 169 (24.5)	A
37	Percentage of children who have become subject of a child protection plan for a second or subsequent time	Quarterly	25.6%	R
38	Percentage of children in care who are placed outside of the LA Boundary and more than 20 miles from home	Quarterly	14.5%	G
39	Percentage of Care Leavers aged 19 and 20 who remain with their Foster Carers (Staying Put)	Quarterly	43.9%	G
40	Number of first time offenders (youth justice)	Quarterly	10	G

3. The number of children subject to a child protection plan has risen slightly in comparison to previous quarter, however the number of children in care and those starting to be looked after have reduced slightly on previous quarter hence no change in the overall rag rating.



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.

Measure No.	Measure	Frequency	Q4	Q4 RAG
41	Total number of households in Temporary Accommodation per 1000 households	Quarterly	0.78	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)	Quarterly	No Data	n/a
43	Planned / approved / completed houses built across the borough and the proportion that are classed as 'affordable'	tbc	n/a	n/a
44	Proportion of empty homes across the borough	Quarterly	1.90%	A
45	% of registered landlords	Quarterly	n/a	n/a
46	Vacancy rates in centres	Quarterly	n/a	n/a
47	Number of community events and attendance (where collected) e.g. Bonfires	Quarterly	n/a	n/a
48	Satisfaction with community groups (new measure, data to be collected via a survey through the VCS network)	Annually	n/a	n/a
49	Visitors to NAG, Leather Museum	Quarterly	n/a	n/a

1. The majority of measures for this priority were developed for 2020/21 but the collection of data has been negatively impacted by the COVID-19, hence the lack of rag ratings.
2. The number of households in temporary accommodation continues to perform at expected levels.
3. 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.
4. The focus for the council throughout 2020/21 has been to support residents and communities impacted by COVID-19. This activity could not be tracked using measures designed and agreed prior to the pandemic outbreak.