

Cabinet Report - Corporate Plan: Markers of Success Q3

Appendix 3

Q3 Identified Interdependencies:



	Outcomes:	Markers of Success:	Interdependencies:
	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	<p>For highway safety inspections and highway emergency defect response times interdependencies are performance of Alloy software and performance of highway contractor Tarmac.</p> <ul style="list-style-type: none"> - We continue to work closely with private sector business organisations as listed above - We continue to work closely with and help to shape the support offered by public sector business support organisations such as the West Midlands Combined Authority - We continue to work closely with colleagues internally here at the council, including our Employment & Skills team, Business Rates team and Regulatory Services team. - We will need further support from our enabling colleagues, including Procurement and Recruitment colleagues.
		1b. Regenerating the borough to support places where people are proud to live and work, delivering affordable homes and attracting inward investment	n/a
<p>ECONOMIC - Enable greater local opportunities for all people, communities and businesses</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	<p>We rely on our continued working relationships with apprenticeship 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 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 higher apprenticeship, especially in key disciplines ie social work, programme management, leadership and management at a diploma and degree level programmes.</p> <p>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 pre-employment programmes such as Sector Work Academy Programmes, Bootcamps and flexibility to access Level 3 skills courses, may have contributed to the reduction and the appetite to create apprenticeships from employers as they can still secure funding to upskill their workforce.</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 GSCE'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. We are proud to have worked with the WMCA to design a new pre-apprenticeship programme to help progress young people who do not wish are not attractive to employers due to deficits in basic skills. This model may be attractive to vulnerable young people as it will offer incentives to young claimants to participate and would not affect their entitlement to benefits. This will create a natural feeder to live apprenticeship vacancies available within business.</p>
		2b. Reducing unemployment through collaborative working with employers and partners	There are high levels of interdependencies with the migration of legacy benefit claimants to the new Universal Credit system and this is ongoing for a further year. This may

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			<p>correlate to the ongoing fluctuation and increases in UC benefit numbers, which may not necessarily show that the numbers have increased due to new benefit claims.</p> <p>Collaboration is key to success, as Statutory government funded organisations are largely responsible for improvements required to achieve this marker of success ie DWP, JC+ Offices, FE Colleges and Training Providers. We continue to work closely with them to ensure that their resources and funding are directed appropriately to address the needs of our participants and will work with them to improve the quality of local offer ie provision for our unemployed and low skilled residents.</p>
<p>PEOPLE - Encourage our residents to lead more active, fulfilling and independent lives to maintain or improve their health and wellbeing</p>	<p>3. People can access support in their community to keep safe and well and remain independent at home</p>	<p>3a. People are supported to build on their strengths and those in their communities to maintain and/or maximise their independence.</p>	<p>Continuous Improvement programme workstreams/3Ps</p>
		<p>3b. People feel safe in their home and community</p>	<p>Continuous Improvement programme workstreams/ 3Ps (people process and practice) involving Adult Social Care, Commissioning, ICBs, Safeguarding Partnerships.</p> <p>CXC having robust processes and a capable workforce to ensure that people at risk of or experiencing abuse or neglect are referred to Access promptly.</p>
	<p>4. People are supported to maintain or improve their health, wellbeing and quality of life</p>	<p>4a. People know how to maintain or improve their health and wellbeing and get timely support for this, where required.</p>	<p>N/a</p>
		<p>4b. People can access timely social care support and reablement to prevent a hospital admission or facilitate a timely discharge</p>	<p>Interdependency with Walsall Healthcare Trust (Frail Elderly Service, Care Navigation, Virtual Wards and Rapid Response) and Intermediate Care service</p>
<p>INTERNAL FOCUS - Council services are customer focused effective, efficient and equitable</p>	<p>5. We get things right, first time and make all services accessible and easy to use</p>	<p>5a. Services will be accessible and easy to use with improved customer satisfaction</p>	<p>telephony provider finalising configuration of the functionality.</p>
		<p>5b. Customers and partners report that they would recommend working with us in the future</p>	<p>This measure is being re-evaluated and therefore has no feedback</p>
	<p>6. The Council will deliver trusted, customer focused, and enabling services, which are recognised by customers and our partners for the value they bring</p>	<p>6a. Services will provide value for money measured through delivery of outcomes within agreed resources</p>	
		<p>6b. Services are trusted and customer focused measured through staff satisfaction/ engagement scores.</p>	
<p>CHILDREN Have the best possible start and are safe from harm, happy, healthy and learning well</p>	<p>7. Children and young people thrive emotionally, physically, mentally and feel they are achieving their potential</p>	<p>7a. Children and young people have access to high quality education and training opportunities and schools are more inclusive</p>	<p>Schools working in collaborations have better outcomes than those schools working in isolation.</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>There is a need for a collaborative approach with training providers, employment advice, colleges and the virtual school. There is a wider corporate parenting agenda in respect of working with business in the local area to widen the apprenticeships offered to care experienced young people.</p>

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			<p>There is an interdependency with health input in regards to health assessments.</p> <p>Timeliness is dependent on Health, Social Care and Education colleagues providing advice in a timely manner.</p>
	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.	<p>Partnership understanding and application of threshold to ensure the right help and support is offered to children, young people and families at the right time.</p> <p>Partnership working relationships to engage with partners and gather information.</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>There is interdependency across children services, the partnership and the wider community and voluntary sector.</p>
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.	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	<p>Support from the Policy and Strategy Team, Children and Young People Alliance.</p>
		9b. Trust will be built within and between communities across the Borough	<p>There are inter-dependencies with Safer Borough Partnership (hate crime, black communities policing, resilience forum/contest)</p> <p>There are also inter-dependencies with Walsall Together and Community Advisors.</p>
	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	<p>Partnership working is key to any success both internally and externally with police, social landlords and others to ensure actions are successful short and longer term. Support by elected members and an understanding of priorities and areas of focus which may need to be set aside is also crucial.</p>