Audit Committee

08 July 2021

Corporate Plan 2021/22 Markers of Success Baseline

Ward(s):   All

Portfolios: Adult Social Care, Public Health & Hub

Purpose: Review / For Information

1.   Aim

1.1   To strengthen existing good practice to ensure that the Audit Committee continues to provide robust and effective challenge.

2.   Summary

2.1   The Markers of Success are the identified measures to monitor the progress/performance of the Council's five priorities, which are the back bone to the Council's Aim to reduce inequalities and maximise all potential.

2.2   Appendix 1 presents the baselines identified by directors for each Marker of Success, on which the 10 outcomes[1] will be measured against.

3.   Recommendations

Audit Committee are asked to consider and note the Markers of success and their baselines as the agreed measures for the 2021/22 Corporate Plan.

4.   Report detail – know

4.1   The 2021/22 refreshed Corporate Plan set out the Council's priorities and presented Markers of Success to offer accountability for each given outcome to the agreed EPICC priorities as a way of transparency for the residents of Walsall.

4.2   It was agreed that the Walsall 5 EPICC priorities[2] would continue to be the focus for 2021/22, which are underpinned by 10 outcomes for Walsall residents (see Appendix 1).

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[1] See Appendix 1
[2] Economic, People, Internal, Children, Communities

4.3.   The delivery of each Outcome will be stringently monitored throughout the year by way of two 'key performance indicators' (referred to as Markers of Success (MoS) in the Corporate Plan and this Report), which have been assigned to each Outcome.

4.3.1 This Report presents the baseline per MoS on which the status of delivery and degree of secure, effective and sustainable improvements for the benefit of Walsall's residents will be reported to Cabinet on a quarterly basis (using the 20 Markers of Success as the tool).

Strategic Risks / Annual Statements

4.4   The Council's 2021/22 Corporate Plan priorities are the agreed focus/framework for all directorates to base their work plans to ensure corporate unity in reducing inequalities and maximising all potential for Walsall residents.

5. *Financial information*

5.1   There have not been any additional financial implications identified to ensure the delivery of these MoS.

6. *Reducing Inequalities*

6.1   To successfully deliver all listed outcomes would ensure a positive impact on Walsall residents, service users and staff and a reduction in inequalities:

OUTCOMES	
1. Businesses accessible to staff, suppliers and customers. Transport networks free from defects and congestion.	*An improvement to transport infrastructure will enable businesses to increase turnover and deliver improved services, which benefits all stakeholders*
2. A combination of low unemployment figures and high vacancy figures	*These will offer growth in the employment market, enabling residents to maximise their potential and reduce inequalities*
3. Partnership working with businesses to offer apprenticeships, graduate programmes and training programmes for those wishing to re-enter the workforce	
4. Increase in local supported employment and educational opportunities for residents who have additional needs. Numbers of folk from hard to reach groups helped into training	
5. Increase in people accessing reablement opportunities.	*Enabling the Borough's vulnerable residents to maintain their independence for as long as they can*

Less number of vulnerable residents who are in statutory services or having out of area placements	*– maximising their (physical and mental) potential*
6. Increase numbers of residents not requiring ongoing services and living independently in the community. Information and advice is accessible and signposting at the front door of community services	
7. Reduced numbers of residents having formal ASC assessments who are empowered to take control and informed choices with the correct information	
8. More people using active travel modes. Safe and convenient cycleways and footways	*Healthy living Reducing pollution*
9. Smarter commissioning of services resulting in required outputs being delivered to realise quality outcomes	*Value for money Maximising potential*
10. Internal Services are regularly reviewed and delivered within budget.	
11. Internal Services have staff and processes able to adapt to meet the emerging needs of customers	*Providing quality services Addressing the needs of the community, which contributes to reducing inequalities*
12. Online portals that allow self-service, payments and order tracking are in place for ease of use for all.	*Encouraging independent thinking, reducing repetitive work for staff, enabling employment growth = maximising potential*
13. Children have access to high quality education and training opportunities and schools are more inclusive. Children and young people engage with education, fewer children are excluded and educational outcomes improve.	*Maximising potential*
14. Children with special educational needs and disabilities are identified and supported effectively. Children in care and care leavers are supported physically and emotionally through access to health checks and health histories and are able to achieve their potential through high quality education, employment and training opportunities.	*Enabling the Borough's vulnerable children to develop their independence – maximising their (physical and mental) potential*
15. Children, young people and families are involved in service design and development and the needs of children and families are well understood in each	*People feel there are listened to – that they ae valued, which builds confidence and encourages*

locality. 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.	*maximisation of potential and reducing inequalities*
16. 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. More children and young people are supported in their family home, the response in meeting the needs of vulnerable adolescents is local and proactive with risks around exploitation reduced and fewer young people enter the Criminal Justice system.	
17. Less residents in statutory building based services	
18. Increase in residents who are accessing community voluntary sector opportunities	
19. Council and partners maintain open communication with all communities and engage in cultural awareness resulting in wide range and high quality cultural	
20. High quality, well maintained public realm and safe community spaces	

6.2   EqIA not required

7.   Decide

7.1   These MoS will be reviewed after the 2nd Quarter to ensure that they are showing progress towards the desired outcomes.

8.   Respond

8.1   On receipt of sign off from Audit, these MoS will be on the Directors' Group agenda to be discussed monthly, to ensure that resources are in place to support directors in achieving these targets and to review their appropriateness.

9. Review

9.1 RAG[3] system to be used for monitoring, which will be an appendix to Quarterly reports when presented to EDMT, CMT and Cabinet

9.2 The Markers of Success to be aligned to the Strategic Risk Register and Governance Framework

9.3

Risk	Risk Management
Quarterly reporting not upheld	Attend Directors' Group meetings Send regular reminders and updates on MoS
Data/information not available to complete quarterly reporting	Work with directors to ensure that they have the resources to complete quarterly reports
Interim directors are replaced with substantive posts, who are not in agreement with the given MoS	Work with new appointees, outlining the need for continuity

Background papers
Appendix 1 – Markers of Success, with baseline

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[3] Tool used to assess and feedback, which will alert areas of concern using Red, Amber or Green