

Health and Wellbeing Board

12 September 2016

Measures and progress report for priorities under the Health and Wellbeing Strategy theme: 'Money, Home and Job – support to those who are most vulnerable'

1. Purpose

There are 5 priorities identified under the theme described above, all of which are priorities shared with either the Walsall Economic Board (and its sub-group, the Education and Skills Board), Children and Young People's Partnership, the Public Health Programme Board or the Partnership Tasking and Co-ordination Group. These links are acknowledged through references to strategic documents and/or strategic board priorities within the LA or partner organisations – shown in appendix 1.

In order for the HWB to assure itself of current progress, a performance dashboard has been developed using the suggested performance measures for these priorities and the dashboard has been updated using the information currently being used to assess progress by the named Boards and relevant commissioners and operational managers – see appendix 1.

2. Recommendations:

- 2.1 That the Health and Wellbeing Board considers the performance dashboard being presented and decides whether the information provided is sufficient to give members assurance that either adequate progress is being made or that the named lead Boards have adequate corrective action plans in place to tackle poor performance.
- 2.2 That the Health and Wellbeing Board notes the linkages with Partner strategies and/or references to shared priorities shown in this performance dashboard and is satisfied that all partners are taking the Health and Wellbeing Strategy priorities relating to Money, Home and Job into account when considering commissioning priorities.

3. Report detail

3.1 Performance Dashboard

Appendix 1 shows the 5 Health and Wellbeing Strategy priorities under the Money, Home and Job theme and a number of identified performance measures against each. The dashboard has been populated using the information currently being used to assess progress by the associated lead Boards and relevant commissioners and operational managers.

As the HWB is primarily seeking assurance from the named Boards that adequate progress is being made against these priorities, it is not expected that all the reports those boards receive are also reported to the HWB.

A summary of work being undertaken to overcome the problems would only be expected where overall rating is Red or Amber:

- the overall rating is red
 - the performance measure is in the bottom national quartile
 - or it is in the 3rd quartile and recent progress has deteriorated by more than 10%.
- the overall rating is amber if it is in the 3rd quartile and there has been improvement or no change
- the overall rating is green if it is in the top quartile or the 2nd quartile with any or no change - then no commentary should be required.

Where there is a time lag for data reporting, this needs to be tolerated unless there is recent local data that could be included. In some cases, there is currently no natural performance measure that fully captures progress towards meeting the priority outcome, and work is therefore currently underway to develop some appropriate local measures.

Each priority includes exception reports, containing summaries of:

- What is preventing or limiting improvement.
- What actions are being done, or need to be done, to ensure improvement
- The named leads for these actions.
- Links to relevant partner strategies and priorities as well as name of any corrective action plans.
- The name of the Board(s) leading on implementation of any corrective action plan.

The performance dashboard has been designed this way to avoid duplicating all the work of the other Boards whilst enabling the HWB to:

1. have an overview of current progress against the HWS priorities
2. easily identify where adequate progress is not being made
3. assure itself that adequate steps are being undertaken to overcome the challenges and begin to reverse poor performance.

While detailed delivery or improvement plans will not be reported to the Board, it is expected that accountable leads and relevant boards will maintain plans for improvement to ensure that actions are planned and impact monitored.

3.2 Updated Strategic Context

3.2.1 Walsall Strategic Economic Plan:

The Walsall Strategic Economic Plan (SEP) was approved by Cabinet in October 2015, and brings together all the economic priorities for the borough in a single framework, demonstrating the linkages between a range of strategic documents including the Black Country Strategic Economic Plan, Walsall's Sustainable Community Strategy (The Walsall Plan) and the Corporate Plan, as well as relevant strategic priorities in the Health and Wellbeing Strategy.

The Walsall SEP also includes a single comprehensive list of performance measures that will be reported on – which incorporates those for the HWB Money, Home, Job theme set out in the appendix 1 performance dashboard. This will ensure consistency between the measures reported to various Boards.

3.2.2 West Midlands Combined Authority:

The West Midlands Combined Authority (WMCA) was formally established in April 2016, with Walsall as one of seven constituent members (along with Birmingham, Coventry, Dudley, Sandwell, Solihull and Wolverhampton local authorities), together with three Local Enterprise Partnerships (Black Country, Greater Birmingham & Solihull and Coventry & Warwickshire) and a number of non-constituent local authority members.

A combined authority represents a new way for local authorities to work together on key strategic functions that cross geographic council boundaries and which could be more effectively delivered together rather than separately. The WMCA's first devolution agreement with government has been agreed, which will see government make an annual contribution worth £40 million for 30 years to support an overall investment package worth £8 billion, alongside the creation of up to half a million jobs.

The deal will give the WMCA, working across the geography of the three LEPs, the funding and the powers to further grow the regional economy and focus on some of the key economic issues affecting people and businesses of the region: transport, jobs, skills and homes. Over time, this will lead to a re-shaping of activity and funding to tackle priorities under the Money, Home, Job strand of the Health & Wellbeing Strategy.

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Appendix 1: Health & Wellbeing Strategy Performance Dashboard, September 2016

Money, Home and Job - support to those who are most vulnerable

Priority: Provide support to vulnerable young adults so they can access jobs or training								
Measure	Frequency / Latest Available Data	Source	Baseline	Latest Metric	Direction of Travel	Current Quartile Performance	Comparator	Overall Performance Rating
Number of young people 18-24 who are unemployed (and claiming Jobseeker's Allowance or Universal Credit)*	Monthly / Jul 16	ONS	10.7% (Aug 13)	4.5% (1,075 people)	↓	4th	2.6% (England)	
% of 16 to 18 year olds not in education or training (NEET)	Annual / 2015	DFE	7.3% (Jul 13)	3.7%	↓	2nd	4.2%** (England)	

What is preventing improvement?	What needs to be done to progress improvement? Any actions undertaken to meet challenges?
<p>There has been a significant improvement in young people's participation in EET (Employment, Education and Training) since the baseline figure of 2010. Walsall's performance is still in the lower quartiles and there has been a slight increase in the 18-24 claimant count over the last year. 16-18 year old NEETS have consistently reduced and Walsall is now in the 2nd quartile.</p> <p>It should be noted that those remaining NEET or unemployed are more likely to be harder to engage or from vulnerable groups with multiple barriers that prevent them accessing opportunities i.e. young parents, substance misuse, ex-offenders, long term unemployed, have no or low qualifications or a learning difficulty. These young people will be likely to have increasingly complex multiple issues.</p> <p>*note that the definition of the unemployment 'Claimant Count' has now been updated by ONS to reflect the phased introduction of Universal Credit, which replaces new JSA claims for young, single people</p> <p>**These are provisional estimates based on information from LA, and are an average for Nov-Jan. They tend to be lower than official statistics on NEETS for England (6.5% for 2015) since they depend on the quality of LA data collection, and only include young people who are known to the LA (i.e. educated in government-funded schools) and don't count those who are taking a gap year or are in custody as NEET</p> <p>To obtain a comparable England figure, the average of all LA results has therefore been used (4.2%)</p>	<p>Walsall's partnership approach to addressing the challenges of youth unemployment and inactivity involves a number of initiatives carried out in line with the relevant strategic plans. The following key programmes will continue to be delivered and this will help to increase the opportunities for vulnerable young people to access jobs or training:</p> <ul style="list-style-type: none"> - <i>Walsall Works</i> creates <i>apprenticeship opportunities</i> through the provision of grants to local SMEs and supports young people by promoting these opportunities and helping them to secure apprenticeships. Since 2012, 600 apprenticeships have been created through this incentive. - For those young people with low qualifications levels who are not yet 'apprenticeship ready', Walsall Works supports them when participating in <i>Traineeships</i>. The programme also includes a <i>job brokerage service</i> to match opportunities brought in from local employers with 1,000s of local people through a Jobs Bulletin. The roles themselves are secured through employer engagement, and positions being created through using social value and Corporate Social Responsibility to get commitments from council contractors and new developments. - <i>Black Country Impact</i> is an ESF/YEI funded initiative which focuses on unemployed and inactive residents aged 16-29 and works with them on an individual basis to overcome any possible barriers and help them move towards employment or study. For the Walsall area, there is a target for engaging with around 3,500 young people and progressing at least 1,000 of these towards positive outcomes by July 2018 and this will impact the youth unemployment levels for the borough. The programme will be delivered by various service areas across the council, including those in Economy & Environment, Children's Services, Adult Social Care and Money, Home, Jobs. Each of these will be able to provide additionality to their current services and there will be a focus on helping vulnerable people who are furthest from the job market, i.e. Care Leavers, those with mental/physical health issues and those in the criminal justice system. - Support will also be provided through the ESF/Lottery funded <i>Building Better Opportunities</i> programme. This is being delivered across four strands which focus on financial and digital inclusion, family poverty, a targeted community approach and employment support for over 25s. The delivery of the first three of these strands will have a positive effect on supporting vulnerable young people into work and training. - <i>Talent Match</i> have been supporting vulnerable long term unemployed residents aged 18-24 through intensive 1-2-1 mentoring support in community outreach hubs and will further increase their participation in this as they are now a delivery partner of the Black Country Impact programme working now with 18-29 year olds. - <i>The Black Country City Deal</i> is a programme designed to reduce welfare dependency and increase employment for social housing residents in four geographical areas including Darlaston South in Walsall. The project has been focusing resources on better co-

	<p>ordinated services and intensive employment support that prepares residents for work. The programme will continue to create innovative mechanisms to participation and help to overcome barriers for residents starting work.</p> <p>- <i>Public Health</i> continues to fund Regeneration in an <i>Invest to Save</i> model to improve EET outcomes for Walsall's Looked After Children and 18+ Care Leavers through work clubs and individual advisor support</p> <p>- Through the devolution agenda and the new <i>West Midlands Combined Authority</i>, there will be continued negotiations with government about devolving budgets for employment and skills programmes. One example is the co-commissioning role that the WMCA will have for the DWP's Work and Health Programme, starting in 2017. This will focus on all age groups but will have an effect on reducing unemployment for vulnerable young people with health issues or long-term unemployment.</p>	
Named lead for actions	Links to Relevant Partner Plans	Lead Board
Jane Kaur-Gill	BC Strategic Economic Plan	Walsall Economic Board (and Walsall Education and Skills Board - WESB - sub-group)

Priority: Support businesses to provide healthy workplaces

Measure	Frequency / Latest Available Data	Source	Baseline	Latest Metric	Direction of Travel	Current Quartile Performance	Comparator	Overall Performance Rating
Number of small and medium sized enterprises engaged within the healthy workplace program (Workplace Wellbeing Charter)	Quarterly / Jun 16	WHT/ My Time Active	n/a	69 companies supported in total via locally developed framework. 5 Workplaces (Workplace Wellbeing Charter) Q1 (16/17)	→		Locally developed indicator as no national indicator exists. Plans in place from new provider to achieve targets in specification.	n/a
Number of Workplace Health Checks completed as part of Healthy Workplace Programme	Quarterly	WHT/ My Time Active	n/a	537 (15/16) (Q1 16/17) 34	→		Locally developed indicator as no national indicator exists (contributes to wider PHOF indicator (cumulative % of eligible population aged 40-74 who have received NHS Health Checks). Plans in place from new provider to achieve targets in specification.	n/a
Sickness absence - The percentage of employees who had at least one day off in the previous week	Annual / 2011-13	ONS (via PHOF)	2.77% (2009-11)	3.8%	↑	4th	2.4% (England)	
Sickness absence - The percentage of working days lost due to sickness absence	Annual / 2011-13	ONS (via PHOF)	2.31% (2009-11)	2.8%	↑	4th	1.5% (England)	

What is preventing improvement?	What needs to be done to progress improvement? Any actions undertaken to meet challenges?	
<p>Healthy Workplace support is a key element of the new Lifestyle's Service contract which started on August 1st 2016.</p> <p>Local businesses are now being supported to achieve The Workplace Wellbeing Charter, a national framework for improving employee health approved by Public Health England. This is a change from what was delivered previously, hence the slight change in measure definition.</p> <p>Support is targeted to small and medium sized enterprises (SMEs) with lower paid/ routine and manual staff. This is due to reduced level of resource available to SMEs for developing healthy workplace practices and the increased health needs of the employees.</p> <p>The NHS Health Check is a national cardiovascular prevention programme aimed at reducing the risk and raising the awareness of lifestyle factors that contribute to the incidence of stroke, diabetes, heart disease, kidney disease and some forms of dementia in people aged 40 -74 who do not have an existing cardiovascular condition. For those people who do not fit the NHS Health Check criteria a Health Assessment is available (excludes blood testing). In Walsall, Health Checks have been integrated into the healthy workplace programme to support employees in identifying their health needs and improving the health and wellbeing of themselves and their family.</p>	<p>The new provider of Lifestyle Services (My Time Active) have set out an initial plan on how they will deliver the healthy workplace programme including NHS Health Checks and Health Assessments as part of this offer.</p> <p>This includes targeted support to 50 small and medium sized businesses per year, including 900 health checks. Alongside this there will be a universal offer which includes access to a range of free on-line resources.</p> <p>Income generated into the programme will increase impact of the service by offering larger businesses outside of the inclusion criteria the opportunity to purchase bespoke elements of healthy workplace support. My Time Active will be recruiting a Business Engagement Manager to support this element of the programme and increase recognition of the link between health, reduced absenteeism and increase productivity.</p> <p>Walsall Council's Social Value Charter, recently agreed by cabinet, provides opportunity for developing healthy workplace practices across local employers. Walsall Council has aligned its procurement process with its corporate priorities. There is now a requirement for a contractor to deliver the main element of a contract whilst demonstrating how they will create positive outcomes for Walsall, including supporting the health and wellbeing of their workforce. This will be measured against a set of indicators, such as a Workplace Wellbeing Charter action plan.</p> <p>A number of other developments are also taking place to reduce health related barriers to those who are unemployed:</p> <ol style="list-style-type: none"> 1) Successful Building Better Opportunities application by Public Health and local partners has secured 500K approx to deliver health support (e.g. mental health and musculoskeletal) in Walsall particularly targeting those on Employment Support Allowance. 2) Colleagues across Public Health, Regeneration and Social Care are meeting with potential providers of the national Health and Work programme to shape delivery so it meet local needs but also to look at potential opportunities for partnering, if appropriate. 	
Named lead for actions	Links to Relevant Partner Plans	Lead Board
<p>Joe Holding Mark Lavender</p>	<p>Health and Wellbeing Strategy BC Strategic Economic Plan</p>	<p>PHPB</p>

Priority: Reduce child poverty and the impact on families of workless parents

Measure	Frequency / Latest Available Data	Source	Baseline	Latest Metric	Direction of Travel	Current Quartile Performance	Comparator	Overall Performance Rating
% of children under 16 living in poverty (after housing costs)	Ad hoc / 2014	'End Child Poverty' (based on HMRC data)	-	32.2%	□	4th	25.1% (UK)	

What is preventing improvement?

Government has removed Child Poverty targets, and the HMRC data on children living in low income households is no longer available. The charity End Child Poverty published broadly comparable figures calculated from HMRC data. This is shown above, for children in low income households after housing costs have been taken into account. However, no time series is available.

Changes to benefit eligibility criteria and median household income levels will also have an impact on the numbers of child classified as living in 'low income' households.

Welfare reforms are also likely to have a significant impact on households with children: changes recently announced have aligned the payment systems for universal credit and child tax credits so that any 3rd or subsequent child born after 6th April 2017 will not receive the child element for that child and the higher rates for the first child will be removed for new children born from 6th April 2016. In real terms this means less benefit income for families with children and potential impact to Children in need/Children's Social Care/Early Help.

Work continues to understand the local impact of these ongoing changes. Increases in requests for crisis funds and increasing demand for children's services indicates poverty is increasing. Early indications suggest that lone parent families, and large families, are likely to be particularly affected by welfare reforms.

What needs to be done to progress improvement? Any actions undertaken to meet challenges?

Child poverty has been recognised as a cross cutting issue for local partners through the Partnership Tasking & Coordination Group. A sub-group met to discuss the issue in September 2015 and a Youth Poverty Working Group (Lead Members and Council Officers) was subsequently established. The working group have recognised that the issue is complex and multifaceted, and members agreed to focus initially on the issue of food poverty; additional background research on this topic has been conducted. The working group will meet on 2nd September 2016 to review previous activity/the current situation, decide on priorities and way forward.

DWP Troubled Families programme in Walsall: During Phase 1 of the programme there was an identified target to turn around 795 families that met the relevant criteria that lived within the boundaries of the borough. We reached our target making performance by results claims for 795 families.

Due to the success of the TF programme a 2nd phase was implemented nationally but with distinct differences to Phase 1. In the expanded programme there are six criteria that individuals and families can meet; crime, education, early help, worklessness, domestic abuse and health. The family need to meet at least two of these six criteria to be eligible for the programme. Walsall has a five year target to turn around 2,780 families, with 141 families identified in 2014/15 (Jan-Mar) and a further 280 families identified to date in 2015/16.

Partnership programme with Walsall Housing Group to support social housing tenants to access support that helps them reduce their benefit dependency and help them to secure sustainable employment.

All of the programmes designed to support people off benefits and into sustainable employment will also benefit parents (see above and below).

Named lead for actions	Links to Relevant Partner Plans	Lead Board
Mark Lavender (reduction element) Children's Services (mitigation element)	DWP Troubled Families Children and Young People's Plan	WEB CYPP PTCG

Priority: Ensure the best possible welfare advice for those in need

Measure	Frequency / Latest Available Data	Source	Baseline	Latest Metric	Direction of Travel	Current Quartile Performance	Comparator	Overall Performance Rating
% working age population claiming a key out-of-work benefit	Quarterly / Feb 16	DWP	15.9% (Feb 13)	12.2%	↓	4th	8.7% (England)	
Number of families in crisis supported / prevented from becoming homeless (by Money, Home, Job team)	Annual / 2015-16	Supported Housing Walsall Council			<p><i>The latest figures are in the process of being collated, and were not available at the time of papers being produced. If available, an update will be provided at the Health and Wellbeing Board meeting.</i></p>			

What is preventing improvement?	What needs to be done to progress improvement? Any actions undertaken to meet challenges?	
<p>Teams aim to support as many families as possible, but an increase in numbers may represent an increase in demand (for example due to external factors like economic downturn, or a failure of other services designed to prevent crisis) rather than an improvement in the effectiveness of the Money, Home, Job service. Much activity is currently focused on preventing families reaching this crisis point.</p> <p>Improvement in the number of adults previously claiming out of work benefits have been made although we continue to lag well behind the England average. However, those remaining on out of work benefits are likely to have major health barriers that prevent them from entering the labour market, in particular ESA claimants mandated to the 'support' group who will not receive any employment advice. Numbers of 'jobseekers' have declined since the end of the recession, but the number of residents on ill-health related benefits has remained consistently high (13, 210 adults).</p> <p>It is important to note that providing appropriate welfare advice may mean benefit claimant rates actually increase as more people become aware of their entitlements and receive the additional support that they received.</p> <p>There is no guarantee that current levels of grant funding received to deliver crisis support will be maintained in the future, which may reduce the local authority's capacity to deliver support.</p>	<p>Maximising the take up of out of work benefits to eligible residents through our Welfare Rights Team.</p> <p>Continue to work closely with Work Programme providers who are mandated to support those on Jobseekers, Employment Support Allowance, Incapacity Benefit, Lone Parent Income Support benefits. We want to continue to expand support to claimants by better utilising our links into business by brokering opportunities for unpaid work placements, employment and apprenticeships for these clients. Identifying eligible clients and ensuring they are aware and are participating in the programmes such as Walsall Works, Talent Match, BC City Deal 'Working Together', DWP Troubled Families, ESF Multiple Families, ESF Support for the Unemployed. Introducing support from Health Trainers to ESA claimants in the WRAG and Assessment Group into DWP and their partner venues</p> <p>Supporting those residents under 30 by delivering assistance in getting them into sustainable work or training will be delivered through the Welfare Rights and Supported Housing team's involvement in the Black Country Impact programme. This includes providing information, advice and guidance as well as provision to overcome employability barriers and is intended to move young people out of the welfare system.</p> <p>West Midlands Combined Authority negotiations with government are currently ongoing, and will impact on employment and skills budgets and the activity delivered.</p>	
Named lead for actions	Links to Relevant Partner Plans	Lead Board
Jane Kaur-Gill	BC European Investment Strategy	WEB (and WESB sub-group)

Priority: Ensure staff of local service providers have knowledge and skills to improve the health of their service users

Measure	Frequency / Latest Available Data	Source	Baseline	Latest Metric	Direction of Travel	Current Quartile Performance	Comparator	Overall Performance Rating
Number of Health & Social Care sector providers supported	No national indicator available							
What is preventing improvement?				What needs to be done to progress improvement? Any actions undertaken to meet challenges?				
<p>Previously this priority was focused around local training providers developing appropriate training courses for the health and social care workforce. However, significant activity took place around this priority in 2012/13 (for example a review of the health and social care course offer from Walsall College), therefore the scope of the priority has adjusted slightly to reflect changing needs within the borough.</p> <p>There is overlap with some of the other priorities – so going forward, it is unlikely that this will remain a priority in this format.</p>				<p>With the introduction of the Work and Health Programme in 2017, there will be greater incentive for employability providers to engage with specialist health services, such as GCL’s provision of substance misuse services. As the programme will focus on unemployed people with various health issues the prospective prime contractors are already engaging with Walsall Council to identify the best way to work together with Public Health to support these individuals.</p> <p>The holistic approach of the new Black Country Impact programme also involves working in partnership with specialist health providers to increase the offer of employability services to service users as well as integrating health provision within the delivery the Impact programme.</p>				
Named lead for actions			Links to Relevant Partner Plans		Lead Board			
Mark Lavender			BC Strategic Economic Plan		WEB (and WESB sub-group)			