

Q.2 Key Achievements:

	Outcomes:	Markers of Success:	Key Achievements:
E	1. Creating an environment where businesses invest and everyone who wants a job can access one	1. Businesses accessible to staff, suppliers and customers. Transport networks free from defects and congestion	Highway Maintenance: Both resurfacing and preventative maintenance programmes completed to schedule SPRINT Phase 1: shelters installation programme partly complete; civils works ongoing. M6J10: North and South bridge beam installations completed with both bridge decks nearing completion
		2. A combination of low unemployment figures and high vacancy figures	The key achievements for the quarter are the increasing volume of vacancies being identified or sourced from these key sectors which have seen demands in services i.e. health and social care and haulage / logistical sectors. There has also been an increase in hospitality sector positions as these businesses ease out of restrictions and also due to large volumes of employees being impacted by Brexit and therefore returning back to the European states.
	2. Education, training and skills enable people to fulfil their personal development	3. Partnership working with businesses to offer apprenticeships, graduate programmes and training programmes for those wishing to re-enter the workforce	<p>Earlier in the year, we have hosted a virtual Apprenticeship event, which was attended by 55 young people and their parents who heard presentations on current apprenticeship vacancies promoted by Walsall College, In-comm Training and employers. We continue to promote apprenticeships on our website and have created a dedicated Apprenticeship webpage to host information on how to apply for these vacancies – https://go.walsall.gov.uk/walsallcom/Walsall-Works/Apprenticeships and we communicate a weekly list of current apprenticeship vacancies receiving from the national apprenticeship service and these are vacancies with all providers including Walsall College.</p> <p>We have worked closely with the Council's Endless Possibilities programme to promoted internal apprenticeship vacancies to clients registered onto the BC Impact programme. A pre-apprenticeship programme has also been designed to attract and support care leavers into future apprenticeship vacancies which may be available in future.</p> <p>We hosted a Walsall Works, which saw 45 Employer and Provider exhibitors interface with approx 350 local unemployed people. The training providers who attended showcased apprenticeship vacancies across a number of sectors and young people who were interested were encouraged to register with the providers to support them to apply for these roles. Note: It is difficult to gauge the successful outcome of the event as the exhibitors will not always be willing or able to communicate on each successful outcome secured.</p>
	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	<p>We have managed to maintain contact with our BC Impact participants despite all the challenges presented by the pandemic and remote working. We have maintained our referral links with key partners and are maintaining support through referrals from partners organisation i.e. Youth Justice, Probation Service, Transitional Leaving Care Team, Jobcentreplus and direct referrals from marketing in community settings.</p> <p>We therefore have already achieved our targets for support key groups such are leavers but continue to service the needs by providing a dedicated Employment Advisor lead for the Probation Service, Youth Justice Team, Transitional Leaving Care, Adult Social Care, Teenage Pregnancy Unit, Sure Start Centres, Refugee Migrant Centre and many other community organisations.</p>	
P	3. People live a good quality of life and feel that they belong	5. Increase in people accessing reablement opportunities. Less number of vulnerable residents who are in statutory services or having out of area placements	Internal provider resource at Goscote has supported a wide range of needs across the age groups 14 plus, contributing to the strengths of individuals and offering solutions that reduce needs around statutory service and promoting independence in key areas of life inclusive of preparing for adulthood: readiness for employment: support to connect across local

			community; travel training; reducing risks of carer breakdown; prepare a person as apt of milestones in life : benchmarking level of ability in all aspects of ordinary life, to compliment stat. assessment or reduce the need for services and assessment once time limited interventions have been delivered. A number of young adults have moved out of residential care into independence by social care using a strengths based approach (focussing on what people can do for themselves)
		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	Connection 1 has had a significant impact in reducing the number of people moving onto support plans
	4. People know what makes them healthy and they are encouraged to get support when they need it	7. Reduced numbers of residents having formal ASC assessments who are empowered to take control and informed choices with the correct information	The internal resource at Goscote offers opportunities to promote independence across a whole menu of options that engage people in ordinary life. This is inclusive of real connectivity across Walsall, time to gather information and encourage confidence in people to make informed choices or be supported to gain skills to secure their goals and aspirations Work continues to be developed and explored in relation to All age and there are some good examples of this working in practice across Children and adult Directorates. Work has started to enable the Preparing for adulthood Pathways to be scoped further, which in turn will continue to improve the outcomes for young people and their families, based on a strength based and seamless approach.
		8. More people using active travel modes. Safe and convenient cycleways and footways	Better street projects have been delivered at Haws Rd and Harden Rd/Station Rd.
I	5. Internal services deliver quality and adapt to meet the needs of customer facing services	9. Smarter commissioning of service resulting in required outputs being delivered to realise quality outcomes	Internal adult social care resource within Goscote has become Provider of last resort during and following COVID, to increased demand and pressures within the external provider marketplace. Direct care and support for customers within their own home as part of this service has reduced the risk of people entering crisis. Internal resource at Goscote has delivered a summer scheme on behalf of children's commissioners, which successfully supported a number of young people from the age of 14 to 18 to engage in meaningful activities during the summer school break, whilst reducing parent/care breakdown, alongside new opportunities for young people and their families to be introduced to adult resources - also then linked into the preparing for adulthood agendas.
		10. Internal Services are regularly reviewed and delivered within budget.	Implementation of Payroll in OneSource Sign off of E&SS Vision phase 1 and commencement of phase 2 including Governance setup and 2 project groups to deliver the opportunities and benefits MS Teams telephony rollout Ways of working phase 1 underway
	6. Services are efficient and deliver value for money	11. Internal Services have staff and processes able to adapt to meet the emerging needs of customers	Implementation of Payroll in OneSource Sign off of E&SS Vision phase 1 and commencement of phase 2 including Governance setup and 2 project groups to deliver the opportunities and benefits of more efficient, automated process improving customer experience and providing the tools/training required MS Teams telephony rollout Ways of working phase 1 underway ensuring our facilities/kit are fit for purpose for working in the future
		12. Online portals that allow self-service, payments and order tracking are in place for ease of use for all.	Draft Customer Strategy and Action Plan Developed The first set of processes for clean and green and complaints are expected to go live for customer use before the end of 2021
C		13. Children have access to high quality education and training opportunities and schools are more inclusive. Children	Inspections of schools have begun again following the disruptions to the Ofsted inspection schedule and there have been some positive improvements with some schools seeing

<p>7. Children thrive emotionally, physically, mentally and feel they are achieving their potential</p>	<p>and young people engage with education, fewer children are excluded and educational outcomes improve.</p>	<p>improved assessment following inspection. The percentage of schools achieving good or outstanding has increased to 81.1% based on the published data from Ofsted.</p>
	<p>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.</p>	<p>The % of children in care with up to date health assessments has increased slightly and there has been significant work undertaken with health colleagues this quarter to identify blockages in the processes of sharing information including assurances that we are informing health colleagues in timely manner when children enter care and working with health colleagues to raise concerns about the timeliness in which the LA receives health assessments which can impact on timeliness. This is beginning to result in improved timeliness of initial health assessments and a more up to date picture of health assessments overall.</p> <p>The % of care leavers in education, employment or training has begun to climb again following a slight dip as expected and as colleges and schools return after the summer. The NEET Action Group continues to meet to monitor closely any care leavers who are NEET and to support them in accessing education, employment and training.</p> <p>A care leaver who has been undertaking an apprenticeship with the council has now been appointed as a Care Leavers Ambassador to work with the Children in Care Council and the Care Leavers Forum.</p>
<p>8. Children grow up in connected communities and feel safe everywhere</p>	<p>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 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.</p>	<p>In August, Early Help was brought back into the MASH to create a unified front door. Analysis and quality assurance work had demonstrated that repeat contacts were being over reported as families moved between the Early Help front door and the MASH. The new unified front door will ensure that the decision making process around where children should be supported under the Right Help, Right Time guidance is more streamlined for referrers and children, young people and families and will ensure that timely and appropriate support is provided. The change in processes means that currently contact data for Early Help and Social Care is only available until the end of August, however, revised reporting will be available for the next quarter.</p> <p>The new Early Help website which will support partners in understanding whether they need to make a contact and provide resources for self-service was launched in September.</p>
	<p>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.</p>	<p>There is an increasing number of children who participate within their looked after review/child protection conference. Participation is one of our five practice priorities with focussed working groups exploring how we can engage children and young people in a more creative way that takes into account the different digital means in which young people communicate.</p> <p>The number of children entering care has seen a slight increase over the quarter but remains below the number that entered care last year. Outcomes monitoring for Family Safeguarding is demonstrating that fewer children supported under the model enter care as the model continues to embed.</p> <p>Exploitation triage continues to develop and includes partners from Force CID/an exploitation officer/Street Teams and representative from education in order that a triangulated understanding of the exploitation risks are known and a holistic response to addressing complex needs is provided. This includes working with third sector voluntary organisations around service delivery. The All-Age Exploitation Strategy was approved at the Walsall Community Safety Partnership and the aims outlined in the strategy will continue to be embedded into practice.</p> <p>Each child that is reported as missing living in Walsall who the council has responsibility for is offered a return home interview. This has continued, even though numbers are now increasing post lockdown measures being lifted. It should be noted that while the target for</p>

			<p>this indicator is for it to decrease, the 2020-21 out-turn included lockdown where fewer children went missing due to the unique circumstances of the pandemic.</p> <p>It should be noted that the target for First Time entrants into the youth justice system has been amended following reflection and discussion. The 2020-21 out-turn was the lowest number of first time entrants ever – given the small numbers involved in this cohort, an aim to continue to decrease was felt to be unrealistic. The target has therefore been amended to maintain below 60 which is the average number of FTE over the final 6 months of the year.</p>
C	9. Housing meeting all people’s needs - is affordable, safe and warm	17. Less residents in statutory building based services	None highlighted
		18. Increase in residents who are accessing community voluntary sector opportunities	Adult social care are currently consulting with internal and external stakeholders in order to maximise the opportunity to reshape and continually improve the offers across Walsall and partners re Meaningful Day opportunities. This has also been inclusive of external providers of traditional and non traditional delivery of services and support. Adult social care are learning from local and regional differences following COVID and building all of this into the considerations moving forward and inclusive of local people who rely on a diverse set of opportunities across the sector and the local landscape
	10. People are proud of their vibrant town, districts and communities	19. Council and partners maintain open communication with all communities and engage in cultural awareness resulting in wide range and high quality cultural offers	<p>Covid-19 Community Champions - Council partnership with 14 organisations on the Community Champions project – raising awareness of Covid and vaccinations. Over hundred volunteers from different cultures, language groups (incl. Eastern European, African, Caribbean, South Asian, deaf, disabled). 2 –weekly updates provided from PH/Council. Each provider does specific awareness raising activity to their target groups. Case studies published: www.walsallforall.co.uk</p> <p>ESOL in the Community (6 providers remaining) – people from different backgrounds taking part in conversational sessions, raise awareness of Walsall borough, social mixing and improve their life chances, make networks. Practising survival skills, ESOL learners become volunteers and champions. It is a first step to enter into community life and enrich the cultural offer.</p> <p>March 21 – International Women’s Day – contribution from women living in Walsall, Challenge Hand Up, partnership with the Black Country Chamber. New Art Gallery exhibition of The Women of Walsall photography project in partnership with Walsall for All (Caroline Molloy, the photographer)</p> <p>May 21– Mental Health Awareness Week – ESOL learners focused on discussions about how people coped during the lockdowns.</p> <p>10-16 May – Black Inclusion Week – virtual activity – internal case study Dwayne, reflection on BHM2020 and feature from Kevin Davis. Cooperated with Black Sisters and Police on communication.</p> <p>June 21- Deaf Awareness Week at Saddlers’ Centre. Free lateral flow tests, sign language, leaflets, very good attendance in Saddlers Centre.</p> <p>July/August 21 = Windrush Day, LGBTQ Pride and South Asian Heritage month – online media awareness, limited activity.</p> <p>September 21– Inter-faith Cricket match in partnership with Uni of Wolverhampton. Muslim, Christian, Hindu participants.</p> <p>September 21 - GTR transit site community engagement through Community Cohesion team.</p>
		20. High quality, well maintained public realm and safe community spaces	None highlighted