










<p>independences, improved health and can positively contribute to their communities</p>	<p>4. People know what makes them healthy and they are encouraged to get support when they need it</p>	<p>8. More people using active travel modes. Safe and convenient cycleways and footways</p>	<p>TWM's most recent Covid-19 travel survey: • 65% of respondents from the West Midlands stated that they would like to become more physically active; • 28.3 of West Midlands' residents don't walk at least once a month; • 22.4% of children in the West Midlands are either overweight or obese; • 48.9% of disabled people are inactive in the West Midlands. Annual Travel survey figures for Walsall (academic year 2020/2021 at primary level): • Active Travel: Walsall 62% vs National 47%; • Walking figures: 60% vs 46% National; • Cycling 1% higher than National; • Car use 12% lower in Walsall than National; • Over 22,000 primary school students participating in Walk to school week; • 35 schools have a 5 minute walk zone set up; • 5 Primary schools have a walking bus</p>	<p>Deborah Hindson</p>	<p>- 240 children have received Bikeability level 1 & 2 training - 12 secondary school students have received Bikeability level 3 training The number of residents engaging in Active Travel in Walsall has significantly increased during the last 12 months, as a result of the COVID-19 lockdown - According to CRT, the average daily count of pedestrians and cyclists on Walsall's canals pre-lockdown was 89 compared to 226 post-lockdown – this an increase of 154%.J15</p>		<p>Better street projects have been delivered at Haws Rd and Harden Rd/Station Rd. A new shared cycleway on Lichfield Rd is 50% complete. The Walsall cycle hire scheme was promoted in the run up to the Women's Tour cycle event. The Council website contains up to date information on active travel projects: https://walsallwalking-and-cycling.commonplace.is/</p>	<p>Email</p>		
<p>INTERNAL Focus – All Council services are efficient and effective</p>	<p>5. Internal services deliver quality and adapt to meet the needs of customer facing services</p>	<p>9. Smarter commissioning of service resulting in required outputs being delivered to realise quality outcomes</p>	<p>- Keeping within budget (OH / Physio / EAP contracts) - Agency completion rates - Evidence of adding Social Value (Agency contract)</p>	<p>Tony Meadows</p>	<p>We have been able to utilise spare capacity within an existing Children's Services contract for Motivational Interviewing training for the benefit of the Adult Social Care workforce thus saving time and ensuring both workforces are adopting the same methodology.</p>		<p>The Third Party Spend Board has started to strategically focus on how the council can develop opportunities for a greater level of local spend. Working across the council it has evolved to embrace a commissioning approach that takes a view of future need in order to better inform both existing and future businesses of the opportunities to keep the Walsall £ in Walsall. ASC, as part of their refreshed transformation plan, are working with both internal and external partners in order to embed a strength and asset approach whereby people are able to access support and guidance within their own community to enhance their independence without the need for statutory services.</p>			
	<p>6. Services are efficient and deliver value for money</p>	<p>10. Internal Services are regularly reviewed and delivered within budget.</p>	<p>Proposed – Keeping within budget (HR)</p>		<p>Supporting the recruitment of apprentice social workers in Children's Services and Adults to ensure a pipeline of talent for the future. - As at June 2021 HR Budget was £25k underspend</p>		<p>R&T within budget for Qtr 2 monitoring – underspend £260k (R&T underspend of £180k in Qtr 1, which includes HR £25k underspend)</p>	 <p>Internal Q2 - Shaun Darcy & Michele Leith.docx</p>		
	<p>6. Services are efficient and deliver value for money</p>	<p>11. Internal Services have staff and processes able to adapt to meet the emerging needs of customers</p>	<p>Quantities Data is not currently available. It is being prepared as part of the OneSource Closure Report and Implantation Lessons learnt process</p>	<p>Michele Leith / Shaun Darcy</p>	<p>The migration of Payroll function from Irent System onto the integrated Enterprise Resource Platform (ERP) OneSource. This was completed as scheduled on 5th July 2021. The standing up of the Admin and Business Support Function, with the transfer of core administrative and Business Support activities to the new teams. Successful Recruitment to two key Director roles - Director of HR, OD & Administration and Director of Transformation & Digital. Successful completion of ILM accreditation in Mediation by a number of HR officers</p>		<p>Implementation of Payroll in OneSource and training to staff to improve digital inclusion and utilise the system for payslip and overtime purposes and ironing out of bugs post Go Live. This is enabling the integration of staff/payslip data with budget/actuals/commitment data to improve the forecasting ability across the council for budget holders to view in real time once posted. This will also support the Business Insights work moving forward to be able to blend financial and non-financial data to better plan service delivery and likely need in the future.</p>	 <p>Internal Q2 - Elise Hopkins 51121.docx</p>		
	<p>7. Children thrive emotionally, physically, mentally and feel they are achieving their potential</p>	<p>12. Online portals that allow self-service, payments and order tracking are in place for ease of use for all.</p>	<p>As part of the deployment of on-line portals/self service through the CRM are developed data from the relevant services will form the baseline. Services will monitor, measure and track data as part of an end to end process.</p>	<p>Elise Hopkins / Michelle Dudson</p>	<p>CRM phase 1 does not go live until September 2021 Discovery sessions have been held with wave 1 services in preparation for build out</p>		<p>A strategic partner was appointed to help undertake CRM development. So far 80 processes have been reviewed, and approximately 50% are now in digital development. The first set of processes for clean and green and complaints are expected to go live for customer use before the end of 2021.</p>	 <p>Internal Q2 - Elise Hopkins 51121.docx</p>		
<p>CHILDREN have the best possible start, are safe from harm, happy, healthy and learning well</p>	<p>7. Children thrive emotionally, physically, mentally and feel they are achieving their potential</p>	<p>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.</p>	<p>• % of children who attend good and outstanding schools – as at 31st March 2021 (74%, compared with 82% regionally and 84% nationally) – target direction of travel – to increase • % of 16, 17 and 18 year olds who are not in Education, Employment and Training - as at 31st March 2021 (1.4% of young people are NEET and 1.5% of young people are 'unknown', giving a total of 2.9%, compared with 3.9% in the Black Country, 5.7% in the West Midlands and 5.5% nationally) – target direction of travel – to decrease; • % of children excluded from school (fixed term and permanent) – Data is based on academic year with the baseline for the 2019-20 year and the 2020-21 academic year measured as part of the markers of success. (Primary – Fixed Term – 0.53% (142), Permanent – 0.04% (10), Secondary – Fixed Term – 2.63% (468), Permanent – 0.20% (36)) – target direction of travel – to increase</p>	<p>Andrea Potts, Sharon Kelly, Sally Rowe, Colleen Male</p>	<p>• % of children who attend good and outstanding schools – as at 30th June 2021 - 74%, – direction of travel - stayed the same • % of 16, 17 and 18 year olds who are not in Education, Employment and Training - as at 30th June 2021 - 1.4% of young people are NEET and 1.3% of young people are 'unknown', giving a total official figure of 2.6% (The overall percentage is lower than the two figures combined due to the rounding up of the individual NEET & 'unknown' figures) – direction of travel - decreasing % of children excluded from school (fixed period and permanent) – 2020-21 academic year up to 30th June 2021 (Primary – Fixed Period – 0.28% (74), Permanent – 0.03% (8), Secondary – Fixed Period – 3.02% (551), Permanent – 0.19% (34) – direction of travel – fixed period and permanent for Primary and permanent for secondary have reduced, however, fixed period for secondary has increased compared with 2019-20</p>		<p>• % of children who attend good and outstanding schools – as at 30/09/2021 - 74%, – direction of travel - stayed the same • % of 16, 17 and 18 year olds who are not in Education, Employment and Training - as at July 2021 - 1.4% of young people are NEET and 1.3% of young people are 'unknown', giving a total official figure of 2.7% (The overall percentage is lower than the two figures combined due to the rounding up of the individual NEET & 'unknown' figures) – direction of travel – stable. % of children excluded from school (fixed period and permanent) – 2020-21 academic year - (Primary – Fixed Period – 0.32% (84), Permanent – 0.03% (8), Secondary – Fixed Period – 3.18% (581), Permanent – 0.20% (36)) – direction of travel – fixed period and permanent for Primary and have reduced, permanent for secondary has remained the same, however, fixed period for secondary has increased compared with 2019-20</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>• % of Care Leavers who are in Education, Employment and Training – as at 31st March, benchmarking data published in October (57.8%, compared to 50.0% in EHC assessments completed within 20 weeks – measured from January 2020 to December 2020 – benchmarking data published in May 2021 (19.7% of plans issued within 20 weeks, compared to 10.0% in EHC assessments completed within 20 weeks) • % of children in care with up to date health assessments – as at 31st March, benchmarking data published in October (93.2%, compared among statistical neighbours, among Regional neighbours</p>	<p>• % of Care Leavers who are in Education, Employment and Training – as at 30th June – 54.6%, - direction of travel – fallen slightly % of EHC assessments completed within 20 weeks – between 01st July 2020 and 31st June 2021- 37.4% of plans issued within 20 weeks - direction of travel – improving</p>	<p>Andrea Potts, Sharon Kelly, Sally Rowe, Colleen Male</p>	<p>• % of children in care with up to date health assessments – as at 30th June - 90.0%, - direction of travel – fallen slightly but still within expected parameters</p>		<p>• % of Care Leavers who are in Education, Employment and Training – as at 30/09/2021 – 56.3%, - direction of travel – fallen slightly from baseline but still within expected parameters • % of EHC assessments completed within 20 weeks – between 01/10/2020 and 30/09/2021- 40.7% of plans issued within 20 weeks - direction of travel – improving</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</p>	<p>• % of Early Help contacts completed within timescales - between 01/04/2020 and 31/03/2021, no benchmarking data available (89.0%) - target direction of travel – to increase; • % of social care contacts completed within 48 hours - between 01/04/2020 and 31/03/2021, no benchmarking data available (83.5%) - target direction of travel – to increase;</p>	<p>• % of Early Help contacts completed within timescales - between 01/07/2020 and 30/06/2021 87.6% - direction of travel – slight dip but within expected parameters • % of social care contacts completed within 48 hours - between 01/07/2020 and 30/06/2021 82.9% - direction of travel – slight dip in performance due to increasing numbers of contacts at the front door.</p>	<p>Andrea Potts, Sharon Kelly,</p>	<p>• % of Early Help contacts completed within timescales - between 01/07/2020 and 30/06/2021 87.6% - direction of travel – slight dip but within expected parameters • % of social care contacts completed within 48 hours - between 01/07/2020 and 30/06/2021 82.9% - direction of travel – slight dip in performance due to increasing numbers of contacts at the front door.</p>		<p>• % of Early Help contacts completed within timescales - between 01/09/2020 and 31/08/2021 87.6% - direction of travel – slight dip but within expected parameters – data only available until 31st August due to a change in reporting processes • % of social care contacts completed within 48 hours - between 01/09/2020 and 31/08/2021 82.8% - direction of travel – slight dip in performance due to increasing numbers of contacts at the front door – data only available until 31st August due to a change in reporting processes.</p>	 <p>Children Q2 - Helena Kucharczyk.docx</p>		

learning well	8. Children grow up in connected communities and feel safe everywhere	<p>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>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>• % of social care contacts which lead to a referral - between 01/04/2020 and 31/03/2021, no benchmarking data available (30.0%) - target direction of travel – to increase;</p> <p>• % of social care assessments completed within 45 days – between 01/04/2020 and 31/03/2021, benchmarking data published in October (90.2%, compared to statistical neighbours, among Regional neighbours and nationally) – target direction of travel – to maintain or increase</p> <p>• % of children and young people who contribute to their CP conferences - between 01/04/2020 and 31/03/2021, no benchmarking data available (94.0%) - target direction of travel – to maintain or increase</p> <p>• % of children and young people who contribute to their LAC review - between 01/04/2020 and 31/03/2021, no benchmarking data available (97.0%) - target direction of travel – to maintain or increase</p> <p>• Number / Rate per 10,000 of children entering care – between 01/04/2020 and 31/03/2021, benchmarking data published in October (24.2 per 10,000 0-17 (167) compared to statistical neighbours, among</p> <p>• Number of children that go missing - between 01/04/2020 and 31/03/2021, no benchmarking data available (233) - target direction of travel – to decrease;</p> <p>• Number of first time entrants into the criminal justice system - between 01/04/2020 and 31/03/2021, benchmarking data published in July (180 per 100,000 10-17 (53) compared to statistical neighbours</p>	Sally Rowe, Colleen Male	<p>• % of social care contacts which lead to a referral - between 01/07/2020 and 30/06/2021 27.0% - direction of travel – there has been a slight dip in the percentage of contacts leading to a referral.</p> <p>% of social care assessments completed within 45 days – between 01/07/2020 and 30/06/2021 91.5%- direction of travel – increasing.</p> <p>• % of children and young people who contribute to their CP conferences - between 01/07/2020 and 30/06/2021 – 95.5% - direction of travel – increasing</p> <p>• % of children and young people who contribute to their LAC review - between 01/07/2020 and 30/06/2021 – 96.2% - direction of travel – decreasing</p> <p>• Number / Rate per 10,000 of children entering care – between 01/07/2020 and 30/06/2021 – 21.6 per 10,000 0-17 (149) - direction of travel – decreasing</p> <p>• Number of children that go missing - between 01/07/2020 and 30/06/2021 - 305 direction of travel – increasing</p> <p>• Number of first time entrants into the criminal justice system - between 01/07/2020 and 30/06/2021 - 207 per 100,000 10-17 (61) - direction of travel – increasing</p>		<p>• % of social care contacts which lead to a referral - between 01/09/2020 and 31/08/2021 25.8% - direction of travel – there has been a slight dip in the percentage of contacts leading to a referral but this remains within expected parameters - data only available until 31st August due to a change in reporting processes.</p> <p>% of social care assessments completed within 45 days – between 01/07/2020 and 30/06/2021 89.1%- direction of travel – there has been a slight dip in performance but this remains within expected parameters.</p> <p>• % of children and young people who contribute to their CP conferences - between 01/10/2020 and 30/09/2021 – 96.2% - direction of travel – increasing</p> <p>• % of children and young people who contribute to their LAC review - between 01/10/2020 and 30/09/2021– 97.3% - direction of travel – increasing</p> <p>• Number / Rate per 10,000 of children entering care – between 01/10/2020 and 30/09/2021 – 23.3 per 10,000 0-17 (162) - direction of travel – decreasing</p> <p>• Number of children that go missing - between 01/10/2020 and 30/09/2021- 299 - direction of travel – increasing. Each child that is reported as missing living in Walsall who the council has responsibility for is offered a return home interview. It should be noted that while the target for 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. Therefore we did anticipate seeing some increases as restrictions were lifted. Every missing incidence is considered at a multi-agency Daily Exploitation Triage meeting and follow up action taken as appropriate</p> <p>Number of first time entrants into the criminal justice system - between 01/10/2020 and 30/09/2021– 179.9 per 100,000 10-17 (54) - direction of travel – within target range.</p>									
COMMUNITIES are prospering and resilient with all housing needs met in safe and healthy places that build a strong sense of belonging and cohesion	9. Housing meeting all people's needs - is affordable, safe and warm	<p>17. Less residents in statutory building based services</p> <p>18. Increase in residents who are accessing community voluntary sector opportunities</p>	<p>As at the end of May we had 850 clients in Long stay/Permanent placements</p> <p>The number of contacts "signposted" during the year = 2497 of which a sub set relates to housing, but detail not held on systems.</p>	Karen Jackson	<p>848 R & N Clients as at end of June 2021</p> <p>703 contacts signposted at quarter 1</p>		<p>835 R & N Clients as at end of September 2021</p> <p>659 contacts signposted during quarter 2</p>		Communities Q2 - Karen Jackson.docx							
	10. People are proud of their vibrant town, districts and communities	<p>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> <p>20. High quality, well maintained public realm and safe community spaces</p>	<p>Number of active volunteers that support cultural offers. Strength of VCS organisations involved in cultural work. Number of cultural events organised by VCS</p> <p>Existing performance data is limited to outputs (e.g. cleaning frequency, number of volunteer litter picks, number of fly tips, etc). Figures to be confirmed. Outcome performance data for public realm quality is being developed: X (to be confirmed) community litter picks carried out. X% scheduled street cleans carried out. X fly tips cleared</p>	Philippa Venables / Paul Gordon	<p>COVID-19 Community Champions: • We have recruited 14 community organisations to deliver the COVID-19 Community Champions programme. These organisations broadly represent a wide spectrum of diverse communities and protected characteristics groups within the borough. Over 100 champions are working in a variety of different roles, from supporting the vaccination programme to ensuring communities have access to up-to-date COVID information and ensuring mental health and wellbeing is prioritised. • Up to 27th July 2021, community champions groups have supported the mobile vaccination programme. They have successfully helped to vaccinate 1,276 people. The mobile vaccination programme consists of 3 buses (including one static bus at the Manor Hospital). There have been 77 deployments (includes 18 days at the hospital) across 38 locations. ESOL Intelligence Unit: 12 provisions were delivered in the last quarter, of which: • 5 provisions have completed their delivery; • 7 provisions are continuing after this quarter; • Over 130 learners have engaged in learning in this quarter.</p>		<p>Despite the continuing impact of COVID-19 there have been many cultural activities that have happened on-line and a small number of physical activities. Whilst the Walsall for all team has been focused on supporting the Community Champions and vaccination bus initiative we have continued to organise COVID-19 safe events. The COVID vaccination buses took part in over 150 deployments in community locations. Each deployment was supported by a community champions group. There were 9 sessions were community champions from across the borough came together to share best practice and common operational issues. Our largest housing Provider, WHG has enthusiastically adopted a resilient communities approach (open engagement). Feedback from their work will be included in the next quarter update.</p> <p>A street scene strategy is being drafted and will be presented to Cabinet in December. Work is underway to set up the APSE land audit management system for performance reporting on environmental quality.</p>		Communities Q2 - Paul Gordon.docx						[Dave Brown /email]	