



**Walsall South  
and Central**

Sure Start Family Hub



**Early Help 0 -19  
Walsall South and Central  
Performance Reporting Framework  
2018 - 2019**

**'Giving every child the best start in life'**

## **Cgl – Early Help 0 -19 - Reporting Framework**

1. Early Help Priorities - Providing the Right support at the right time to the right families
2. Staying Connected - Engaging Local Families in Hub and Partner Activities
3. Supporting Borough wide Approach – joined up service delivery to meet the needs of Walsall Families
4. Early Help Early on – increasing access to support in pregnancy and early years to narrow to improve life chances
5. Governance and Management – Striving for excellence
6. Added Value – Multidisciplinary team innovating to increase the pace the change in Walsall South and Central
7. Culture change – Working together, engaging communities, building community capacity
8. Social Value – Walsall families have increased independency, improved health & can positively contribute to their communities



1. Early Help Priorities - Providing the right support at the right time to the right families

Early Help Lead Professional – Assessments and delivery of plan within timescales and meeting quality standards

KPI	Description of Performance Indicator	Evidence	Data Source	Target
9	<p>Early Help Assessments requested by Early Help Hub are completed within 20 working days of referral.</p> <p>a) Family is contacted within 5 working days b) Assessment completed in 10 working days c) Plan in place within 25 working days</p> <p><i>Number of working days is measured from when a referral hits the Locality Team Area.</i></p>	<ul style="list-style-type: none"> <li>• Number of EHA assessments requested in period</li> <li>• % Referrals contacted within 5 working days</li> <li>• % of Assessments completed within 10 working days</li> <li>• % of EHA with plans in place within 25 working days</li> </ul>	<p>Data taken from Mosaic and inputted onto CGL case tracker.</p> <p>4</p>	100%

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	Reasons for closure are recorded and meet EH Quality Assurance standards	<ul style="list-style-type: none"> <li>• Number of closures in period</li> <li>• % of closures with closure reason recorded</li> <li>• % of closures with each audit outcome type.</li> </ul>	Data taken from MOSAIC and CGL tracker. Reports from LA Performance team	100%
10	All work related to Early Help Assessments meets Early Help Quality Assurance standards Expectation to support children aged 0-19.	<ul style="list-style-type: none"> <li>• Early Help assessments are of Good or Outstanding quality</li> <li>• Child/family are</li> </ul>	Joint Audit with EH strategic lead, 1 per quarter	100%

3rd Party Data

		<p>actively engaged in assessment process.</p> <ul style="list-style-type: none"> <li>Distance travelled as identified by child and family are measured and meet EH Quality standards</li> </ul>	<p>EH Audit results</p> <p>EH Audit Results</p>	
	<p>Impact - % re-referral rate using true definition of re-referral.</p> <p><i>Monitor: provider data, mitigation/exception report required when target is not met.</i></p> <p><i>Good practice reporting required when reporting greatly exceeds target i.e re-referral rate falls below 15%.</i></p>	<ul style="list-style-type: none"> <li>Decrease in referral rates</li> <li>Number of referrals</li> <li>% of referrals which were re-presentations</li> </ul>	<p>CGL Tracker used to monitor numbers in centre and match against MOSAIC/LA data</p>	<p>Year 1 - 15%</p> <p>Year 2- 10%</p>
	% of Family Star show good progression,	<ul style="list-style-type: none"> <li>Improvement in distance travelled</li> </ul>	Local Tracker	80%

3rd Party Data

	Customer feedback sheets showing positive feedback	<ul style="list-style-type: none"> <li>Number of feedback forms returned</li> <li>% of feedback forms showing positive impact</li> </ul>	Feedback forms collated locally and returned monthly to LA Performance team	80% completed  80% showing positive evaluation
	% of cases closed because outcomes met.	<ul style="list-style-type: none"> <li>Number of case closures in period</li> <li>% of case closures showing outcomes met.</li> </ul>	CGL case tracker with data taken from Mosaic	75%
	% case closed due to disengagement	<ul style="list-style-type: none"> <li>Decrease in case closures due to disengagement</li> </ul>	MOSAIC Reports from LA Performance Team	Year 1 - 20% 5% variation on year from Year 2 onwards

3rd Party Data

## Early Help Core Programme of Interventions: Minimum

KPI	Description of Performance Indicator	Evidence	Data Source	Target
18/ 19	Delivery of Mellow Parenting – specialist 14 week programme for parents with co-occurring issues and their children – under 10s	2 per annum (contribution of x1 worker to contribute to a borough wide provision)	EH parenting Strategic Lead and local monitoring	Quarterly update

3rd Party Data



	Delivery of Barnardo's Cygnet Groups – targeted 6 week evidence base parenting programme for parents of children over 5 with diagnosis of autism	2 per annum targeted <ul style="list-style-type: none"> <li>1per annum universal – contribution to schools universal 7 week Cygnet delivery in the Central and South area</li> </ul>	EH parenting Strategic Lead and local monitoring	Quarterly update
	Delivery of PACE workshops to raise awareness of child exploitation with parents	<ul style="list-style-type: none"> <li>Contribution of worker to group worker team from September 2018</li> <li>1 per annum minimum universal – contribution to schools PACE delivery in Central and south area.</li> </ul>	EH parenting Strategic Lead and local monitoring	Quarterly update
	Delivery of Healthy Relationships workshops for families at risk of domestic abuse	<ul style="list-style-type: none"> <li>Contribution of worker to the group Worker Team from September onwards</li> </ul>	EH parenting Strategic Lead and local monitoring	Quarterly update
	Delivery of targeted parenting workshops for parents of 0-5s	<ul style="list-style-type: none"> <li>Contribution of worker to the group Worker Team from September onwards</li> </ul>	EH parenting Strategic Lead and local monitoring	Quarterly update
	Delivery of targeted parenting workshops for parents of 5 -11's	<ul style="list-style-type: none"> <li>Contribution of worker to the group Worker Team from September onwards</li> </ul>	EH parenting Strategic Lead and local monitoring	Quarterly update

	Delivery of targeted parenting workshops for parents of 11 years plus	<ul style="list-style-type: none"> <li>Contribution of worker to the group Worker Team from September onwards</li> </ul>	EH parenting Strategic Lead and local monitoring	Quarterly update
	Co delivery of teens and toddlers programme for teenagers	<ul style="list-style-type: none"> <li>Contribution of x1 worker x2 groups to the Teenage Pregnancy Team borough wide delivery of Teens and Toddlers</li> </ul>	Hub recording on E Start	Quarterly update
	Co delivery of Fun Friends programme – Early Years	<ul style="list-style-type: none"> <li>Contribution of worker to the Group Worker Team from September</li> </ul>	Hub recording on E Start	Quarterly update
	Co delivery of Friends programme - Primary	<ul style="list-style-type: none"> <li>Contribution of worker to the Group Worker Team from September</li> </ul>	Hub recording on Estart	Quarterly update
	Co- delivery of Friends programme – Teens	<ul style="list-style-type: none"> <li>Contribution of worker to the Group Worker Team from September</li> </ul>	Hub recording on Estart	Quarterly update
	Programme of activities to engage EH/CIN/CP and target group children and young people in Summer Holiday	<ul style="list-style-type: none"> <li>Range of activities to be delivered to a range of locations based upon need of the area. Worker will contribute to borough wide summer planning</li> </ul>	Inclusion of activities in programme	Quarterly update
21	Support to take up training and employment	<ul style="list-style-type: none"> <li>Evidence of referrals to IMPACT</li> </ul>		Quarterly update

3rd Party Data



## 2. Staying Connected - Engaging Local Families in Hub and Partner Activities

Single Agency intervention to support EH/CP/CIN plans – Delivery of actions and plan within timescales and in line with quality standards

KPI	Description of Performance Indicator	Evidence	Data Source	Target
11	% of Outcome star show good progression,	<ul style="list-style-type: none"> <li>Improvement in distance travelled</li> </ul>	MOSAIC Reports from LA Performance team	60%
	Customer feedback sheets showing positive feedback	<ul style="list-style-type: none"> <li>Number of feedback sheets completed</li> <li>% feedback sheets evidencing positive impact</li> </ul>	Local monitoring and feedback sheets returned monthly to EH strategic lead	70%
	Number of single agency cases closed because outcomes met./ intervention completed	<ul style="list-style-type: none"> <li>Number of cases closed</li> <li>% of closures with outcomes met</li> </ul>	CGL Case tracker with data taken from MOSAIC Reports from LA Performance team	70%

3rd Party Data

KPI	Description of Performance Indicator	Evidence	Data Source	Target
1	<p>Registration of these groups resident in the Contract Area</p> <ul style="list-style-type: none"> <li>All children aged;               <ul style="list-style-type: none"> <li>0-4 years 11 months</li> <li>- 5- 8 years</li> <li>- 12-19 years</li> </ul> </li> <li>All children aged 0-4 years 11 months from these specific groups               <ol style="list-style-type: none"> <li>Children with SEND 0-5</li> <li>Children with SEND 5-8</li> <li>Children with SEND 8-19</li> </ol> </li> <li>Pregnant teenagers and teenage parents of children aged 0-4 years 11 months</li> </ul>	<ul style="list-style-type: none"> <li>Monthly and quarterly reports produced by local authority using data available on e-start</li> </ul>	Estart quarterly reports	<p>80%</p> <p>50%</p> <p>50%</p> <p>80%</p> <p>80%</p> <p>80%</p> <p>80%</p>
2	<p>Engagement of these groups resident in the Contract Area (Target Groups)</p> <p>The Provider shall be able to demonstrate engagement with a minimum of 70% of the target families living in its geographical area and be actively working towards engagement with 80% and above</p> <ul style="list-style-type: none"> <li>All children aged 0-5</li> <li>All children aged 5-8 years</li> <li>All children aged 8 -18</li> <li>Children with SEN and disabilities 0-5</li> <li>Children with SEN and disabilities 5-8</li> <li>Children with SEN and disabilities 8-18</li> <li>Teenage Parents</li> <li>Looked After Children</li> <li>Eligible 2 year olds</li> </ul>	<ul style="list-style-type: none"> <li>Monthly and quarterly reports produced by local authority using data available on e-start</li> <li>Provider reporting to include partners in E-start data from Q3.</li> </ul>	Joint provider and LA Estart quarterly reports	<p>50%</p> <p>10%</p> <p>10%</p> <p>60%</p> <p>60%</p> <p>20%</p> <p>35%</p> <p>60%</p> <p>80%</p>

3rd Party Data

### 3. Supporting Borough Wide Approach – joined up service delivery to meet the needs of Walsall Families

No	Description of Performance Indicator	Evidence	Target	Data Source	3rd Party Data

20	<p>Collaborative work with Partners</p> <p>Health Visitors</p> <p>Universal Services</p> <p>Partnership work, engagement with integrated processes and multi-agency working</p> <p>Early Help Assessment</p> <p>Employment, Training and Education</p> <p>Locality 0-19 approach</p>	<ul style="list-style-type: none"> <li>Evidence of extended programme through partnership working, including borough wide connections.</li> </ul>	Quarterly update	<p>Hub Partnership activity programme</p> <p>Minutes from South and Central family Hub Partnership Board</p>	3rd Party Data
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5	Nominated operational Manager to attend the Monthly performance meetings and regular Early help Team meetings	<ul style="list-style-type: none"> <li>Nominated lead notified to Walsall Council</li> <li>Record of meeting</li> </ul>	80% attendance	Sue Morgan or rep up to August – then Project Manager/ Service Manager
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3rd Party Data



6	<p>Cooperation with area arrangements:</p> <ul style="list-style-type: none"> <li>nominated operational Manager to attend area and borough wide meetings as requested by Local Authority</li> </ul>	<ul style="list-style-type: none"> <li>Nominated lead notified to Walsall Council</li> <li>Record of meetings</li> </ul>	<p>80% attendance</p>	<p>Quarterly meeting with Walsall Council representative</p>	<p>3rd Party Data</p>
			17		

14	A programme of evidence based Public Health interventions (as identified by Walsall LA and NHS CCG) delivered as part of core offer;	<ul style="list-style-type: none"> <li>All staff training up to date</li> </ul>	Estart Engagement of families in Early	To meet shared partnership	3rd Party Data
4. Early Help Early on – increasing access to support in pregnancy and early years to narrow gap and improve life chances					
	Healthy Start & Healthy Pregnancy Service & Change4life/ Start4life; <ul style="list-style-type: none"> <li>Breastfeeding promotion and referral to breastfeeding team and/or groups;</li> <li>Parents are able to manage minor illnesses thereby reducing attendance at Accident &amp; Emergency (A&amp;E);</li> <li>Immunisation and Healthy Start Promoted</li> <li>Early Years play development</li> </ul>	<ul style="list-style-type: none"> <li>% of referrals</li> <li>Referral to appropriate agencies e.g. smoking cessation</li> <li>% of children in reception year who are obese reduced</li> <li>% of mothers still breastfeeding after 6-8 weeks</li> <li>% of children aged under 5 year olds immunised</li> <li>% of women accessing healthy start vitamins and vouchers</li> </ul>	Tracking of progress for 0 - 5's attending Early Years development sessions		3rd Party Data

KPI	Description of Performance Indicator	Evidence	Target	Data Source
15	To work with Walsall Council to agree and performance manage School Ready locality plan to improve attainment and close gap at EYFS.	<p>Increased engagement from target families with 0-5s across wider reach area</p> <p>Tracking data showing positive impact on achievement of expected milestones</p> <p>Improved EYFS at end of reception for target groups eg Bilingual / summer borns</p> <p>Promotion of Mellow Bumps</p>	SM to benchmark and suggest trajectory	<p>Timetable of Early Years Play Development.</p> <p>Business Plan</p> <p>Estart data</p> <p>Annual audit</p>

3rd Party Data

16	To promote 2 year old take up across the Contract Area.	Increase in % Take Up	70%	Quarterly LA Performance Data	3rd Party Data
5. Governance and Management – Striving for excellence					
KPI	Description of Performance Indicator	Evidence	Target	Data Source	3rd Party Data
	Increase the take up of all ante natal provision	% take up per annum	Benchmark in Year 1	Quarterly Performance Reporting	

3	<p>Transition to new South and Central Family Hub Partnership Board</p> <p>Board to meet at least 4 times per year</p>	<ul style="list-style-type: none"> <li>• Schedule of meetings</li> <li>• Minutes of meetings</li> </ul>	Commencement August 2018	Minutes of meetings
4	<p>Board established meeting Ofsted criteria for Good with direct parent representation from target groups across the geographical area</p>	<ul style="list-style-type: none"> <li>• Terms of reference</li> <li>• Membership</li> <li>• Parents from target groups participate</li> </ul>	4 meetings per year	Annual audit of impact
7	<p>Operational Delivery</p> <p>South Walsall Children's centre open 9.00- 5.00 Monday – Friday and delivery of a minimum of one Targeted Parent Workshops/PACE at evening/weekend each month</p> <p>Programme delivery in line with agreed in line with Borough Wide Early Help Leadership Team</p> <p>Contribute to weekend duty service (one weekend per Quarter)</p>	<ul style="list-style-type: none"> <li>• Information for parents</li> <li>• Opening times to Council quarterly</li> <li>• Review of openings and preventative measures</li> </ul>	Meets standard from 1 <sup>st</sup> January 2018 then Quarterly	Quarterly Report

3rd Party Data

	<p>Governance and Leadership</p> <p>Hub part of overarching Walsall Management and Governance framework overseen by Black Country Services Manager with accountability for:</p> <ul style="list-style-type: none"> <li>• Performance</li> <li>• Risk Management</li> <li>• Health and Safety</li> <li>• Quality Assurance</li> </ul>	<ul style="list-style-type: none"> <li>• Hub integrated into overarching governance structure</li> </ul>	Arrangements to commence September 2018	Integrated Governance Minutes
8	Detailed business plan describing actions and measures to meet requirements of this contract including but not exclusively mobilisation, exit strategy and proposals for the service included within the tender submission. To include key events and milestones	<ul style="list-style-type: none"> <li>• Business Plan and produced agreed</li> </ul>	<p>Submitted by end of June 2018</p> <p>Exit Strategy 6 months prior to end (evidence other funding)</p>	Annual Review
22	Exception reporting of financial spending against the plan	Contract Meeting	Delivery of outcomes within budget	

3rd Party Data

## 6. Added Value – Multidisciplinary team innovating to increase the pace the change in Walsall South and Central

KPI	Description of Performance Indicator	Evidence	Target	Data Source
17	To demonstrate added value bought to contract by the organisation	To be agreed with Walsall Council	See below	
	Improved outcomes achieved through development of psychological environment and greater focus on root cause analysis and mitigation of adverse childhood experiences	<p>Appointment of Psychologist</p> <p>Continual improvement in quality audits</p> <p>Staff confidence increased</p> <p>Re referral rates reduced</p> <p>Improved outcome star progress</p> <p>Development of intervention tools to support families with co-occurring issues</p>	<p>Psychologist in post by Sept 2018</p> <p>Re referral rates reduced</p> <p>Increase in families reporting positive impact</p> <p>23</p>	<p>MOSAIC</p> <p>EH annual audit</p> <p>Annual staff audit</p>

3rd Party Data

	Improved outcomes for children, improved application of thresholds and improved quality of assessments, MARFs and CP reports	<p>Appointment of qualified Social Worker to oversee case allocation/management</p> <p>Improved application of thresholds</p> <p>Improved data recording</p>	<p>Senior Social Worker Family Support Practitioner in post Sept 2018</p> <p>Reflective practice sessions in place monthly</p> <p>Re referral rates reduced</p> <p>Increase in families reporting positive impact</p>	<p>MOSAIC</p> <p>EH annual audit</p> <p>Annual staff audit</p>	3rd Party Data
	Development of practice educator role to enable placements of 2 student social workers	<p>2 students supported in placements</p> <p>Added capacity to manage demand</p>	<p>Increase in overall performance</p> <p>Increase in social worker recruitment for Walsall MBC</p>	Quarterly review	



	Improved support for children and young people affected by substance misuse	Improved identification of children affected by substance misuse  Co delivery of interventions for parents and young people with Beacon	Monthly data review with Beacon to identify families  4 sessions of hidden harm support for YPs and children  Stay and play session for parents in recovery	Quarterly review	3rd Party Data
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KIDS – Improved support for families with children with SEND					3rd Party Data
	Increasing pace of change to improve outcomes for children with SEND	Parents engaged in peer support	50 per annum	Subcontractor quarterly reports	
		Parents accessing Cygnet Parenting	50 per annum	Subcontractor quarterly reports	
		Percentage of Parents successfully completing Cygnet	75%	Subcontractor quarterly reports	

		Increase in percentage of parents of children with SEND engaged with Hub	0-5 – 60% 5-8 – 60% 8-18 – 20%	Subcontractor quarterly reports
		Increased access to staff supervision and training to support better outcomes for children and families	10 group reflection sessions per annum  Each staff member accessing 3 one to one sessions per annum  2 training workshops per annum	Subcontractor quarterly reports
		Increased knowledge and confidence in SEND	80% of staff reporting positive feedback via annual survey	Subcontractor quarterly reports

3rd Party Data

**Black Country Women's Aid – Improved support to families affected by Domestic Abuse**

	Improve outcomes for children affected by Domestic Abuse	Families with domestic abuse issues supported through Early Help	60 families supported as part of caseload each year  Yr 1 (1.7.18 – 31.3.18) – 40 families supported as part of caseload  Yr 2 (1.4.19 – 31.3.20) – 60 families supported as part of caseload	Subcontractor quarterly reports
		Outcomes improved following case closure	75% of EH cases closed with positive outcome and risks reduced	Subcontractor quarterly reports
		Development of joined up support to better improve outcomes for families with co-occurring issues	Year 1 – contribution to development of programme for families affected by subs misuse, domestic abuse and/or mental health  Year 2 – Co - Delivery of 3 of the above programmes	Subcontractor quarterly reports

3rd Party Data

		Support Multi-disciplinary approach to improve quality of support to families	Recruitment process to commence: 1.7.18  Postholder start date in team : 1.9.18  Allocated worker in Family Hub 4 days a week (30 hours a week) from 1.9.18	Subcontractor quarterly reports		
		Increase in identification of Domestic Abuse	50 victims/potential victims supported through delivery of Health Relationships rolling group programme and one to one work  5 staff training sessions per year and contribution to monthly reflective practice sessions	Subcontractor quarterly reports		

		Reduction in impact of Domestic Abuse on children	Delivery of 10 programmes (reaching 40 families) of 'you me and mom' to support parenting and safety planning to reduce risk factors for children	Subcontractor quarterly reports		
		Risks reduced following parenting programme	75% of participants reporting that course helped to reduce risk	Subcontractor quarterly reports		
		Improved quality of EH assessments, plans and case recording	80% of cases audited judged 'Good' based on Walsall LA Audit Framework	Subcontractor quarterly reports		
		Families at risk of DA engaged in Children Centre offer	100 families a year registered and engaged on Estart system	Subcontractor quarterly reports		
		Increased awareness of FGM and honour based violence	2 sessions awareness raising sessions delivered in local community each year engaging minimum of 50 families and professionals per year	Subcontractor quarterly reports		

## Sova – peer support to families to enhance support and build engagement

	Improve outcomes for families through delivery of peer support to families	Recruitment and training of pool of volunteers to support service delivery	<p>September 2018 – 10 volunteers trained and delivering support</p> <p>December 2018 – 20 volunteers trained and delivering support</p> <p>April 2019 – March 2020 – 25 volunteers trained and delivering support</p>	Subcontractor quarterly reports	3rd Party Data
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		Add value of volunteer support to sustain and improve provision of accessible stay and play groups	December 2018 - 6 stay and play sessions a week (term time) supported by an allocated volunteer  April 2018 – 13 stay and play sessions supported by an allocated volunteer each week (term time)	Subcontractor quarterly reports
		Provide practical and motivational support to families with additional needs to help them to access universal and specialist services to improve outcomes	120 target group families a year supported with an allocated volunteer mentor  360 contact hours per year	Subcontractor quarterly reports
		Increased registration and engagement of families in Hub and local service	Teenage Parents – 35% engaged (7% increase)  0-5s – 50% engaged (10% increase)  5 -18's – 10% engaged (8% increase)	Subcontractor quarterly reports

3rd Party Data

			75% satisfaction in annual survey focused on specified outcome areas	Subcontractor quarterly reports		
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Charlie Caterpillars						
	Improving support to families with 0 -5s through quality delivery of Stay and Play programmes that target families in greatest need to narrow gap	Improved quality of play development interventions	Annual audit conducted in Q4 and report produced by 1.4.18 to provide assurance on quality of sessions and recommendations for improvement	Subcontractor quarterly reports	3rd Party Data	



		Ensuring sufficient access to stay and play sessions for families in need of additional support	Provision of sessional staff to cover up to:  13 x 2 hour sessions per week (1.7.18 – 31.12.18)	Subcontractor quarterly reports		
<b>7. Culture change – Working together, engaging communities, building community capacity</b>						
	Description of Performance Indicator	Evidence	Data Source	Target	3rd Party Data	
	Improving working environment to promote team and multi-agency working and to relaunch service as more accessible/inviting to wider age range and additional capacity for group work/training	<ul style="list-style-type: none"> <li>• Completion of works</li> <li>• Capacity for 20 staff in open plan environment</li> </ul>	Quarterly report	Complete by Sept 2018		
		development	Quarterly training session for volunteers			

	Development and promotion of timetable for families to include activities and support from local partners	<ul style="list-style-type: none"> <li>• Timetable advertised from Sept 18 and kept up to date on a monthly basis</li> <li>• System developed to capture data and promote registration and engagement</li> </ul>	Quarterly report	Complete by Sept 2018
	Improved alignment and joint working with other Early Help locality teams and health partners to improve quality and accessibility of services for all families in Walsall with culture of sharing best practice	<ul style="list-style-type: none"> <li>• Attendance at a minimum of 1 unit meeting a year in other localities</li> <li>• Full engagement in boroughwide service improvement activities</li> </ul>	Quarterly report	Plan in place Sept 2018
	Supporting parents, young people and local groups to develop support groups and activities	<ul style="list-style-type: none"> <li>• Increased availability of positive activities across the age range</li> </ul>	Annual report	Sova to scope and support
	Selling the benefits of registering with family hub to keep up to date on local activities and for easy access to online resources	<ul style="list-style-type: none"> <li>• Marketing campaign from Sept 18</li> <li>• Increase in registrations</li> <li>• Engagement with schools and targeted youth</li> </ul>	Quarterly report	Marketing campaign to commence Sept 18
	Changing the language – destigmatising notion of ‘target groups’ to dialogue that all families needing extra support at times of additional pressure/need.	<ul style="list-style-type: none"> <li>• Marketing campaign from Sept 18</li> </ul>	Quarterly report	Marketing campaign to commence Sept 18

3rd Party Data

	Letting go and letting others that are better placed to provide services/support to families in local community	<ul style="list-style-type: none"><li>Marketing campaign from Sept 2018</li></ul>	Quarterly report	Marketing campaign to commence Sept 18	3rd Party Data	
	Empowering those that can to help themselves and	<ul style="list-style-type: none"><li>Marketing</li></ul>	Quarterly report	Marketing		
8. Social Value – Walsall families have increased independency, improved health & ca communities						
	Description of Performance Indicator	Evidence	Data Source	Target	Performance in Quarter	Improvement Actions

	Local people provided with opportunities to volunteer within service to improve their own skills and to support community	<ul style="list-style-type: none"> <li>• Sova recruitment of volunteers</li> </ul>	Quarterly contract review meetings	20 volunteers
	Peer support groups and peer mentoring to support parents and YPs	<ul style="list-style-type: none"> <li>• Peer support groups in place and accessed.</li> <li>• Families in receipt of peer support</li> </ul>	Quarterly contract review meetings	120 hours support per annum
	Hub building a community resource to maximise opportunities for community activities available in local community	<ul style="list-style-type: none"> <li>• Partner use of building</li> </ul>	Quarterly contract review meetings	A minimum of 5 external bookings facilitated each month
	CGL workplace wellbeing strategy delivered to improve staff well-being and resilience to support families	<ul style="list-style-type: none"> <li>• Staff accessing well-being hour, EAP and resources to support well being</li> </ul>	Quarterly contract review meetings	All staff engaged and able to access support
	Young Carers champion in team to promote support and opportunities for young carers	<ul style="list-style-type: none"> <li>• Young Carers lead in place and increase in referrals to myplace YP group</li> </ul>	Quarterly contract review meetings	TBA

3rd Party Data