

CYNGOR SIR POWYS COUNTY COUNCIL.

CABINET EXECUTIVE

19 September 2023

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(Leader, and Cabinet Member for an Open and
Transparent Powys)

REPORT TITLE: Corporate Strategic and Equality Plan Scorecard: Quarter
1 Performance

REPORT FOR: Endorsement and Decision

1. Purpose

- 1.1. This report presents the Council's 2023 to 2024 Quarter 1 (April to June) Corporate and Strategic Equality Plan Scorecard. Cabinet are asked to review the performance, and confirm that they are assured by the performance or that they are satisfied that remedial actions will effectively improve performance where this is not on track.
- 1.2. The full content of the Scorecard is available on the Council's website by visiting: <https://en.powys.gov.uk/article/14124/Corporate-Plan-Updates>.

2. Background

- 2.1. **Objective 1: We will improve people's awareness of services, and how to access them, so that they can make informed choices.**

Overall, progress against this objective has been broadly positive as we have sought to improve how we work with our people and communities. Three measures were allocated as 'off track', which were:

- 'Percentage (children) using Intervention and Prevention remain with families safely (89% against a target of 91%)
- 'Percentage accessing Intervention and Prevention that demonstrate positive progression (80% against a target of 88%)
- 'Percentage of people report achieving their family goal through Early Help' (82% against a target of 90%)

Importantly, the percentage of customers satisfied with their responses when contacting the Council exceeded the target (84% against a target of 82%).

It was announced that the Digital Transformation Programme approved work to investigate the potential of AI (artificial intelligence) Chat across our customer channels. The aim is to support a 24/7 conversational self-serve chat experience that will enable our customers to access information and answers faster.

A range of updates were made to the Council's website to provide more information, including:

- Information about Adult Services.
- New voter ID information for elections. All canvass communications now provide voters with options of how to respond, including a choice of voting methods.
- The Apprenticeship and Work Experience pages, which are now aligned to the new branding used in the Recruitment and Retention Project.

The Dewis Cymru self-help well-being website was also promoted, which provides access to around 6,000 local and national services, will help the people of Powys to choose services that best meet their needs.

Finance and Education Services both reflected on their use of social media and the benefits of promoting information using different communications channels to maximise the opportunities for all. The Education Service identified that there is an opportunity to provide enhanced information to schools and families about admissions and admissions processes and will be exploring how they develop this.

Colleagues from the Workforce and Organisational Development Team attended a range of recruitment events to promote career opportunities with the Council, and to provide support to those applying for roles. This includes targeted, difficult to recruit roles, such as Reablement.

The number of people accessing leisure facilities and the satisfaction levels with those services were notably higher than the targets. The Leisure Review was ongoing during the quarter, and data and insight were being used to better understand leisure centre usage, costs, distance to facilities, the facilities available, and so on, as part of the evidence-based decision-making process. The review will close on 28 August 2023.

Although a significant percentage of children using Intervention and Prevention remain with their families safely, currently the percentage accessing Intervention and Prevention that demonstrate a positive progression is slightly lower than the target. However, a number of children and their families were 'stepped down' to the Early Help service or to more specialist services like the Youth Justice Service before they reached their goals. Similarly, the percentage of people that report achieving their family goal through Early Help is slightly lower than hoped for. Children's Service will be reviewing the distance travelled tool, as well as the model of crisis intervention that is used.

2.2. Objective 2: We will support good quality, sustainable, employment opportunities and pursue real living wage accreditation.

Progress against this objective has been extremely positive as the Council seeks to address the workforce challenges that face the County. However, there still remains a significant amount to do due to the challenging workforce situation which is being experienced nationally.

Only one measure was allocated as 'off track', which was the 'Percentage of staff who feel proud / very proud to work for the Council'. However, the achievement of 80% equalled last year's result, and was only marginally lower than the target of 81%. This evidence helps support the work surrounding the retention of staff currently being

undertaken to ensure than existing staff are supported and retained within the Council.

The Council supported a variety of degree schemes:

- Staff from across Social Services were invited to apply to join the next cohort of the 'Grow Our Own' Social Work scheme, which has been successful in strengthening the Social Care workforce by enabling the appointment of 8 'Newly Qualified Social Workers'.
- Interviews started for (Social Services) degree sponsorship, which included 7 applicants from Adult Services and 7 from Children's Services.
- In addition, all Council staff were eligible to apply to undertake the 1-year social work degree, for which there were 3 applicants at time of reporting.
- The Digital Teams were invited to apply to undertake a Degree Apprenticeship in Applied Software Engineering through the Open University.

An apprentice was successfully employed within the Property Design Service. The Highways, Transport and Recycling Service considered that the apprenticeship scheme had been 'a huge success' within the Service and would become a rolling programme.

Reflection during the quarter identified that project roles being advertised within the Economy and Digital Service were not attracting applicants, and as a result work was ongoing with Workforce and Organisational Development to improve the advertising of such roles and to approach internal staff with relevant matching skills.

We have also looked at how we recruit differently. A three-week course was developed as a pilot to support members of the public to gain the Level 1 Food Hygiene Certificate. It is hoped that this will assist them in gaining the skills needed to apply for catering vacancies within the Council, which are roles that are hard to recruit to.

Additionally, Housing have undertaken recruitment for tradespeople differently by visiting a series of locations across Powys, which resulted in a better than expected number of applicants, and the number of tradespeople being recruited being significantly beyond what was originally planned for.

There was an increase in attendance at the recruitment roadshows for Children's Services following a successful recruitment (leaflet) campaign for our in-house therapeutic home.

Powys County Council has signed up to become an Endometriosis Friendly Employer, the first local authority in the UK to do so. y becoming an Endometriosis Friendly Employer, Powys County Council is showing a commitment to support staff who have the condition and tackling stigma and changing culture surrounding endometriosis in the workplace.

Data about disability employment (paid / voluntary) was reviewed to establish a baseline and start work on the Live Well Forum, which is co-produced with the people of Powys to develop meaningful employment opportunities for adults with disabilities. There is now a better understanding of the financial sustainability of different organisations. However, it was acknowledged that further work is needed to

determine who delivers accessible employment opportunities in Powys, how these are coordinated, and how these data are collected and used.

Recipients of Direct Payments (in relation to Adult Services) received an uplift on their rate to facilitate the real living wage, and the Finance Service identified the need to encourage more contractors to pay a real living wage. [All employees of the Council receive a real living wage.] The real living wage activity is an important ambition for the Council to strengthen the county for the people of Powys by increasing fairness and supporting personal and economic resilience.

Please note that:

- Data is not yet available for the measure 'Number of guaranteed interviews offered to (eligible) Armed Forces veterans'; it is due to be reported in quarter 2.
- It was not possible to report against the measure 'Workforce quality and diversity better compares to Powys' demographics' during quarter 1. This measure is under review to ensure that it presents accurate and relevant data in future reports.
- It was not possible to report against the measure 'Job applicants and staff reflect (generally) the equality and diversity of Powys' during quarter 1. This measure is under review to ensure that it presents accurate and relevant data in future reports.

2.3. Objective 3: We will work to tackle poverty and inequality to support the well-being of the people of Powys.

Progress against this objective has been extremely positive despite the Council operating against a challenging socioeconomic backdrop.

Of the 13 measures, only one measure was allocated as 'off track', which was 'The number of households who are homeless' (408 against a target of 304). During the quarter, 79 homeless households were accommodated permanently by the Council, in our own stock, through housing associations and in the private sector. It is important to note that this is an indicator of homelessness in Powys and is impacted by wider external factors beyond the control of the Council.

The number of households registered with 'Homes in Powys' for affordable and secure homes was higher than expected. Similarly, the number of homeless households was significantly higher than hoped. Nevertheless, it is pleasing to report that the number of rough sleepers was lower than expected, as was the number of households living in temporary accommodation. The Housing Service identified the opportunity to maintain close contact with residents and tenants as a way of helping them to feel confident in contacting the Council for advice and help.

Positively, at the time of reporting, the percentage of rental income lost through Council unoccupied housing was also slightly lower than expected.

An accommodation tracking form was developed by Adult Services to provide intelligence on future accommodation needs of individuals with a disability. This has resulted in the identification of a potential need in a specific area of the county, which can now be investigated.

Care Inspectorate Wales (CIW) registration was gained for an in-house residential provision in South Powys, offering 2 additional (child) residential placements. A further 3 additional places became operational for those (children) aged 16+ in Mid Powys.

A new partnership was formed between the Council's Preventative and Restorative Justice Team and Freedom Leisure to support families in accessing facilities in the Llandrindod Wells area as part of the 'Turn Around Project'. This contributes to creating a 'stronger' Powys, where communities succeed together and are personally resilient.

The rollout of Universal Primary Free School Meals (UPFSM) continues and will include Year 3 learners from September 2023. 190,490 meals have been provided since 01 September 2022.

The Money Advice Service has been strengthened, using Shared Prosperity Funding to support additional staff to offer free and confidential advice to residents.

The decision-making process (the Impact Assessment) has been developed with specialist support to strengthen guidance about the climate and nature emergency.

3. Advice

- 3.1. That Cabinet receive the Quarter 1 (2023-2024) Corporate and Strategic Equality Plan Scorecard that is published on the Council's website: <https://en.powys.gov.uk/article/14124/Corporate-Plan-Updates> and review the Council's progress against the Corporate and Strategic Equality Plan.
- 3.2. That Cabinet recognise that this report is the first time that the Council is reporting against its new Corporate and Strategic Equality Plan (CSEP) and, as such, the Council is keen to evolve and embed the process over the coming months.
- 3.3. It should be acknowledged that the measures within the CSEP are under continuous review and improvement. The measures do not yet all include reporting from all services, as mechanisms are still under development to support this aspiration. For example, CSEP measure 1 reports the '*Number of contacts to Powys County Council (Number of times people have contacted the Council)*', but at present includes data from Economy and Digital and Housing Services only.
- 3.4. It is requested that Cabinet's attention is drawn to the objective 2 action that states 'By March 2026, we will establish a fair pay commission that will set out how the Council will become a fully accredited living wage employer. We will do this in consultation with trade unions and our partners'. The Council already pays a Real Living Wage to all the staff it directly employs. The aspiration to seek accreditation is contingent on the Council's contractors paying their staff a Real Living Wage, and work will be undertaken to gain insight into the current wage arrangements that exist within contractor organisations. This information will enable the Council to plan progress towards achieving this aim.

3.5. The Council continues to seek to engage with the people of Powys to help achieve our ambition of being a stronger, fairer, greener Powys. In particular, our engagement activities contribute to our aim to be an open, well-run, Council where people's voices are heard and help us to shape our work and priorities. An update on progress is provided here as supporting information. During quarter 1, 3,190 external people visited our Engagement Hub, of which 589 people participated in our engagement and consultation activities. Of those that responded to our ongoing engagement project, 28% felt they had opportunities to have their say and participate in decision-making, and 25% said they speak positively about the Council. Seven external engagement projects were started during the period, which were:

- Do you have a minute? (Ongoing engagement project)
- Powys Winter Roads Service Review
- Powys Arts Strategy
- Customer Service Review (public)
- Local Housing Market Assessment (open until 10th July)
- Housing Need in Llanfair Ym Mochnant
- Ystradgynlais Replacement of Outdoor Synthetic Pitch (open until 15th July)

A further 348 people joined the Powys People's Panel by opting in through their My Powys Account, which brings the total to 4,837 members.

4. Resource Implications

4.1. Services set out their objectives that contribute to the delivery of the Corporate and Strategic Equality Plan in their individual Integrated Business Plans. The activity undertaken and reported in this quarter has been delivered from within service budgets. Any subsequent remedial action to improve performance will be considered by the relevant service, it is anticipated that this can be delivered from existing resources.

4.2. The Head of Finance (Section 151 Officer) notes the report.

5. Legal implications

5.1. Professional Lead – Legal and Deputy Monitoring Officer notes the content of the report. There are no other legal matters arising from the report.

6. Data Protection

6.1. Not applicable. No identifiable information is contained within the reporting.

7. Comment from local member(s)

- 7.1. Comments were not sought from individual members, as the performance report is equally applicable to the whole county.

8. Impact Assessment

- 8.1. An impact assessment has not been undertaken for the quarterly performance updates as it does not include any proposals or service changes. However, the impact assessment of the CSEP is available [here](#).

9. Recommendations

That Cabinet:

- 9.1. Confirm they are assured that performance is progressing well, or that mitigating actions have been identified and reflected in updates to service Integrated Business Plans.
- 9.2. Confirm they are satisfied that any remedial actions will effectively improve performance in line with outcomes set out in the [Corporate and Strategic Equality Plan](#).
- 9.3. Consider for approval the introduction of a **new measure** to support Objective 1 (We will improve people's awareness of services, and how to access them, so that they can make informed choices.):
- **Number of 'keeping in touch' visits**; this is in relation to Housing Services and would enable the team to regularly demonstrate some key work that is being undertaken to support the Council's tenants.
- 9.4. Note the following **clarifications** to measure wording:
- **Measure 4**: 'Number of people accessing leisure facilities' has been amended to 'Number of people participating in leisure activities'; this clarifies that it will measure participations rather than people.
 - **Measure 9**: 'Percentage increase in user (active) participations' has been amended to 'The number of (active) user participations'; this reflects the number of participations rather than measuring a percentage increase.
 - **Measure 15**: 'Number of apprentices within the Council' has been updated to clarify that it reports the number of new apprentices; it now reads: 'Number of new apprentices within the Council'.
 - **Measure 19**: 'Staff turnover rate' has been updated to clarify that it is the: 'Staff turnover rate during the quarter'.
 - **Measure 20**: 'Sickness absence rate' has been updated to clarify that it is the: 'Average days sickness per full time equivalent employee'.
 - **Measure 35**: 'A reduction in the child poverty rate' has been amended to 'A reduction in the child absolute poverty rate'; this clarifies that absolute poverty is the basis of measurement.

- **Measure 36:** 'Number of families with children who are living in absolute poverty in Powys' has been amended to 'Number of children living in absolute poverty'; this is because the relevant data is not available for families.

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Appendix A: Technical Notes and Background

- A. This is the first presentation of the Council's progress against the new Corporate and Strategic Equality Plan. The Quarter 1 Corporate and Strategic Equality Plan Scorecard shows the Council's performance against its expectations between April and June 2023.
- B. The new performance year commenced on 01 April 2023 to coincide with the publication of the Council's new Corporate and Strategic Equality Plan: Stronger, Fairer, Greener. (We abbreviate references to this plan as 'CSEP'.)
- C. The purpose of the CSEP is to present the well-being priorities for the Council for the years 2023 to 2027, which support the seven national well-being goals of the Well-being of Future Generations (Wales) Act 2015. The Council's priorities are its three corporate well-being objectives, which are:
1. We will improve people's awareness of services, and how to access them, so that they can make informed choices.
 2. We will support good quality, sustainable, employment, providing training opportunities, and pursuing real living wage employer accreditation.
 3. We will work to tackle poverty and inequality to support the well-being of the people of Powys.
- D. The CSEP contains all the priority work for the Council, driven by the Cabinet's work programme and ambitions. The objectives and measures integrate the equality objectives and measures to ensure that we work towards a fairer Powys in all aspects of our work, and that equality is at the heart of our approach.
- E. The well-being objectives are organisation-wide areas of focus that we actively pursue so that we can make positive improvements to our services. The performance process helps the Council to reflect on the year so far, to evaluate its approaches and contributions, to consider what has been learned, and to plan what actions can or should be taken to support ongoing progress.
- F. The new reporting system only provides the following options for identifying progress against a measure target:
- On track
 - Off track
 - No data (data not due to be reported)
 - Not reported (data unexpectedly unavailable or not yet provided)

Importantly, measure statuses are automatically calculated by the system as an indicator to identify whether the progress towards the activity met planned expectations (the targets). These statuses are used as conversation starts to enable activities to be considered in a more detailed context to determine what went well, where more or different support or resource may be necessary, and what lessons may be learned.