

**CYNGOR SIR POWYS COUNTY COUNCIL.**

**CABINET EXECUTIVE  
19 March 2024**

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

**REPORT TITLE:** Corporate and Strategic Equality Plan Scorecard:  
Quarter 3 Performance (2023-2024)

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**REPORT FOR:** Endorsement and Decision

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## **1. Purpose**

- 1.1. This report presents the Council's 2023 to 2024 Quarter 3 (October to December) Corporate and Strategic Equality Plan Scorecard. The Cabinet is 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 quarter 3 update to the Scorecard is published on the Council's website one week prior to the Cabinet meeting, making it available to the public. It can be accessed using the following link:  
<https://en.powys.gov.uk/article/14124/Corporate-Plan-Updates>.
- 1.3. Please note that the information provided in section 2 below includes brief highlights from the Scorecard and it is not a summary of the significant amount of information and activity from across the organisation. Further information as to how the Council has been delivering the ambitions of the Corporate and Strategic Equality Plan can be read in the scorecard.

## **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 generally been positive, with more measures on track than off track.

The number of contacts to the Council have continuously reduced quarter-on-quarter throughout the year. However, the current measure, which combines data from Customer Services and the Housing Service only, does not enable detailed information on service level contacts so the figures should not be taken at face value. This will be addressed in next year's CSEP, which will expand the reporting to include further services and will separate the measure into each contributing service to enable greater understanding of how and when people are contacting the Council.

The people of Powys are satisfied with the leisure facilities they use, more people are using them, and more people are participating in leisure activities. The Net Promoter Score (a measure to gauge customer satisfaction) of leisure users measures how satisfied people are with the service, and this is reported in quarter 1 and quarter 3 each year. Although the quarter 3 achievement of 53 greatly exceeds both the quarter 3 target of 30 and the national average score of 32, it is lower than quarter 1 (which achieved a score of 57). In November 2023 there was a 33% increase in people signing-up to use the leisure facilities compared to November 2022, and it is likely that the membership deals offered by Freedom Leisure promoted this increase. The number of people participating in leisure activities was higher than the target figure, achieving a year-to-date (01 April 2023 to 31 December 2023) figure of 1,390,703 against the anticipated 1,115,760. Therefore, the people of Powys are making good use of the leisure services available to them to help maintain or improve their physical, mental, and social wellbeing.

Supporting the wellbeing of children, young people, and families remains a priority. The percentage of people who report achieving their family goal through Early Help has been brought on track in quarter 3, with the achievement of 92.5% exceeding the target of 90%. The Family Information Service provided focused helpful tips and signposting to key partner agencies to support families during the festive period. Further work has also been undertaken to improve and streamline processes within the Front Door to ensure that children and young people receive the right support and the right time, in an effective and efficient way.

3 measures were allocated as 'off track', which were:

- Measure 05. Percentage of customers satisfied with their responses when contacting the Council (a high number is better) (cumulative - year to date)
  - The achievement was 80% against a target of 83%. This is the first time during 2023-2024 that this measure has been off track.
  - The drop in satisfaction is not across all services but appears to be due to a particular dissatisfaction with the management of reported Fly Tipping. Fly tipping satisfaction was 51% this quarter, compared to 71% in quarter 2.
- Measure 011. Percentage accessing Intervention and Prevention that demonstrate positive progression (a high number is better).
  - The achievement was 80% against a target of 88%. This measure was off track in quarter 1 and then on track in quarter 2.
- Measure 012. Percentage (children) using Intervention and Prevention remain with families safely.
  - The achievement was 90% against a target of 91.5%. This measure was off track in quarter 1 and then on track in quarter 2.

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

Overall, progress against this objective has been generally good. However, it should be highlighted that many of the contributing measures for this objective are either

monitoring figures that have no target, or are annual measures, which are shown as 'No data'. Of the two targeted measures, both are on track.

The Council's commitment to recruiting and supporting apprenticeships roles and training within the organisation continues, and there has been a significant achievement in the number of new apprentices within the Council. In quarter 3 there were 9 new apprentices, which greatly exceeded the target of 2. Throughout the Council, there were 32 apprentices employed on the last day of the quarter (31 December 2023). The [Apprenticeship Talent Pool](#) page on the Council's website is available to those who wish to be contacted when Apprenticeship positions within the Council are available, and all Apprenticeship vacancies are advertised through the Council's main job vacancies page.

Powys County Council endorses fair and decent work and understands the need to recruit people with the values, aptitude, and skills needed to fulfil the diverse range of job roles available within the Council and have been actively promoting opportunities through a variety of mediums. The percentage of recruitment exercises leading to successful appointment on first advert has increased from 50% in both quarter 1 and quarter 2 to 58% in quarter 3. Services are benefiting from developments to the Council's recruitment process that make it easier for people to apply for roles, and it is thought that this streamlining has contributed to some of the increase.

Although the number of guaranteed interviews offered to (eligible) Armed Forces veterans is reporting a zero figure for both quarters 2 and 3, it is understood that there have been no applicants that have identified as veterans.

No measures were allocated as 'off track'.

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

Overall, progress against this objective has been very good. As in quarter 2, all targets have remained on track during quarter 3, continuing the positive performance.

The provision of genuinely affordable, secure, Council-owned homes is progressing. A further 8 new council homes have been completed for social rent, bringing the total for the year to date (01 April 2023 to 31 December 2023) to 18 new homes. However, there are seven sites, covering almost half the county, which are within a phosphate management area. These sites have the potential to impact on the development plan because new-build homes cannot yet be started in these areas.

It is extremely positive to report that there has been a further reduction in the number of households living in temporary accommodation, and in those that are homeless. There were 265 homeless households in quarter 3, which is a significant reduction on the quarter 1 figure of 408. Further, the number of rough sleepers has remained consistent, at one person in quarters 1, 2, and 3.

Employment provides people with greater financial stability, self-worth, and enhanced wellbeing, and the Council is committed to supporting the people of Powys in obtaining fair and decent work.

During quarter 3, forty people were supported into employment through the Communities for Work+ programme providing financial stability, a sense of purpose, and contributing to personal growth and wellbeing. Of those 40, 12 were aged 16-24 years old and 28 were aged 25+.

The programme has supported recruitment into 6 of the priority sectors as identified by the Regional Skills Partnership:

- 9 people entered hospitality and events management,
- 8 entered Engineering and Manufacturing,
- 2 entered Environment and Agriculture,
- 1 entered Social Care,
- 2 entered Transport and Logistics,
- 6 entered Property and Construction

A total of £8,799.50 training and Barrier funding has been allocated to 18 participants in support of their journey into employment.

The 2022-2023 Carbon Accounts were compiled and submitted to Welsh Government following the completion of the work in quarter 2, which identified that the Council's Carbon Accounts Status was 85,842,350 kg of CO2 equivalents. Further information has been shared throughout the organisation, with presentations to senior leaders and elected members to highlight where the major sources of Green House Gases (GHG) are within the Council's operations, assets, and supply. In addition, colleagues represented the Council at a workshop, which was held to develop the Powys Public Services Board's Climate Wellbeing Plan approach, which will support countywide action to address the climate and nature emergencies.

No measures were allocated as 'off track'.

## **2.4. Engagement Activities**

The Council continues to seek to engage with the people of Powys to help achieve our ambition of being a stronger, fairer, greener Powys. 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 the quarter, 6,064 people in Powys visited our engagement Hub and 1,943 of these took part in engagement activities.

7% of people felt they had opportunity to have their say and participate in decision-making (compared to 28% in quarter 1), and 13% said they speak positively about the Council (compared to 25% in quarter 1). The quarter 3 figures are both significantly lower than in quarter 1 (Q3: 36 respondents compared with Q1: 105 respondents). The low response rate during Q3 does affect the comparability of information and the low response rate impacts the statistical significance.

As an organisation, we need to do more to improve the engagement response and encourage people to participate in our engagement activities and explore different approaches to try to reach as many different people as possible.

Thirteen external engagement projects were started during the period, which were:

- **Social Services Transformation / Health and Social Care**
  - Let's talk about the future of Health and Social Care (Third party external link)
  - Day Opportunities in Powys
  - Adult Social Care Feedback Form
- **Transforming Education**
  - Proposal to close Irfon Valley CP School
  - Proposal to close Llangedwyn C in W School
  - Change the language category of Ysgol Bro Caereinion
  - Land at Ysgol Bro Hyddgen, Machynlleth (Third party external link)
  - Gungrog Church in Wales Nursery & Infant School (Third party external link)
- **Housing / Planning / Cynefin**
  - Land West of Maes yr Esgob, Llanrhaedr-ym-Mochnant (Third party external link)
- **Corporate Joint Committee**
  - Mid Wales Joint CJC Corporate Plan Consultation
- **Powys County Council Budget**
  - Budget Survey 2023
- **The Council's Ongoing Engagement Project**
  - Do you have a minute?
- **Powys People's Panel**
  - Powys People's Panel Survey

A further 346 people joined the Powys People's Panel by opting in through their My Powys Account, which brings the total to 5,543 members.

### 3. Advice

- 3.1. That Cabinet receive the Quarter 3 (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.

### 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. The Monitoring Officer notes the content of the report. There are no other legal matters arising from the report.

## 6. Climate Change and Nature Implications

- 6.1. The Corporate and Strategic Plan places responding to the dual climate and nature emergencies as a central thread to its strategic direction and seeks to ensure it is embedded within governance arrangements.
- 6.2. Workstreams within the Plan relating to the Climate and Nature emergency will be delivered by the Council through its Climate programme. Further information detailing how this Plan supports the Council's response to the Climate and Nature emergencies are explicitly detailed within the Plan.

## 7. Data Protection

- 7.1. Not applicable. No identifiable information is contained within the reporting.

## 8. Comment from local member(s)

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

## 9. Impact Assessment

- 9.1. 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](#).

## 10. Recommendations

That Cabinet:

- 10.1. 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.
- 10.2. 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](#).
- 10.3. Note the following **amendments** to measures:
  - **Measure 13:** 'The percentage of people accessing leisure facilities who report positive well-being (a high number is better)' has been **removed** from the reporting, as the data is not available from the provider.
  - **Measure 16:** 'Number of learners enrolled in local authority community learning per 1,000 population (a high number is better)' has been **removed** from the reporting. It is considered that this measure does not adequately reflect adult learning in the county,

and relevant data are not available to report accurate enrolment figures nor meaningful updates.

- **Measure 34:** 'Number of households who are living in temporary accommodation (a low number is better)' has been **updated** to add clarifying information in brackets. It now reads: 'Number of households who are living in temporary accommodation (those owed S68 interim duty who are/may be homeless and in priority need) (a low number is better)'.
- **Measure 35:** 'A reduction in the child poverty rate' has been **amended** to 'The child absolute poverty rate'; this clarifies that the measure is monitoring the actual rate and not calculating a reduction. The aim is to enable readers of the report to understand the actual rate of child poverty over time.
- **Measure 37:** 'Number of households who are homeless (a low number is better)' has been **updated** to add clarifying information in brackets. It now reads: 'Number of households who are homeless (those owed S73 duty to relieve homelessness and final S75 duty to help secure accommodation for those in priority need) (a low number is better)'.

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**Corporate Director:**

## **Appendix A: Technical Notes and Background**

- A. 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'.)
- B. 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.
- C. 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.
- D. 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.
- E. The new reporting system only provides the following options for identifying progress against a measure target:
- On track
  - Off track
  - No target (monitoring)
  - No data (data not due to be reported)
  - Not reported (data unexpectedly unavailable or not yet provided)
- F. 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.
- G. 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.



H. 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.