

Joint Scrutiny Committee: 12 September 2024

Report Title:	Corporate Strategic and Equality Plan (CSEP) Scorecard: Quarter 1 Performance report (2024-2025)
Lead Officer:	Catherine James, Head of Business Intelligence and Governance

Key Issues in the report highlighted by Lead Officer

1.	It should be acknowledged that the measures within the CSEP are under continuous review and improvement.
2.	The following amendments to measures will be presented to Cabinet (17 September 2024): <ul style="list-style-type: none"> • Measure 26: 'The equality and diversity of the workforce better compares to the demographics of the people of Powys (a number close to zero is better)'. Reporting this information meaningfully and consistently has been challenging, and it is requested that this measure be removed and converted into a CSEP action, which will be reportable quarterly as a text narrative. • Measure 27: 'The applicants and staff appointed [to jobs] reflect (generally) the equality and diversity of the people of Powys (a number close to zero is better)'. Reporting this information meaningfully and consistently has been challenging, and it is requested that this measure be removed and converted into a CSEP action, which will be reportable quarterly as a text narrative. • Measures 42 to 46 that record the number of contacts made to ' Housing, Income and Awards, Adult Social Services (ASSIST), and Children's Social Services (Front Door) have been removed from the reporting. The 'contacts made to the Council' measure was originally intended to help the Council better understand how citizens are engaging with service. However, there are no mechanisms in place to enable all types of contacts to be recorded, and there are no Council-wide plans to develop recording systems that would support the reporting. Therefore, the figures reported lack context and comparability (for example, it is not possible to determine whether phone calls are decreasing but emails are increasing, as some services can only measure phone calls, whereas others may include emails and Facebook messages).

Key Feeders (tick all that apply)

Strategic Risk		Cabinet Work Plan	
Director / Head of Service Key Issue		External / Internal Inspection	
Existing Commitment / Annual Report		Performance / Finance Issue	✓
Suggestion from Public		Referral from Council / Committee	
Corporate Improvement Plan	✓	Impacting Public / other services	
Service Integrated Business Plan			
Suggestion from Members			
Partnerships			

Scrutiny Impact (tick all that apply)

Policy Review		Performance	✓
Informing Policy Development		Evidence Gathering	
Risk		Corporate Improvement Plan	✓
Service Integrated Business Plan		Partnerships	
Pre-Decision Scrutiny		Finance / Budget	

Other (please specify)

N/A

Suggested scrutiny activity - Committee's Role:

To consider the progress and impact made during the quarter against the Corporate and Strategic equality plan.

On what specific elements of the report would scrutiny comment add value

- **Review and evaluation:** ask questions, make enquiries, and make recommendations.
- **Seek assurance** and clarification about progress towards achieving the Corporate and Strategic Equality Plan priorities, and ensuring that service priorities will be met effectively and efficiently

CONTINUES OVERLEAF

CYNGOR SIR POWYS COUNTY COUNCIL.

Joint Scrutiny Committee, 12 September 2024

Report Author: Councillor James Gibson-Watt, Leader, and Cabinet Member for an Open and Transparent Powys

Lead Officer: Catherine James, Head of Business Intelligence and Governance

Report Title: Corporate and Strategic Equality Plan Scorecard: Quarter 1 Performance (2024-2025)

Report For: Information

1. Purpose

- 1.1. The purpose of this report is to present the Council's 2024 to 2025 Quarter 1 (April to June) Corporate and Strategic Equality Plan Scorecard, which shows the Council's performance against its expectations between April and June 2024.
- 1.2. The quarterly update to the Scorecard is published on the Council's website, 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. **Appendix A** shows the Corporate and Strategic Equality Plan measures over the last four quarters.

2. Background

- 2.1. The new performance year commenced on 01 April 2024 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'.)
- 2.2. 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.
- 2.3. 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.

- 2.4. 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.
- 2.5. All council services and staff help to contribute to meeting the Council's ambition. Each service has provided a written update about how they have contributed towards the achievement of the Council's three corporate objectives and, where appropriate, the supporting measures.
- 2.6. 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.

3. Advice

- 3.1. That the committee receive the published Scorecard and review the Council's progress against the Corporate and Strategic Equality Plan.
([https://en.powys.gov.uk/article/14124/Corporate-Plan-Updates.](https://en.powys.gov.uk/article/14124/Corporate-Plan-Updates))
- 3.2. That the committee recognise that the Council is reporting against its new Corporate and Strategic Equality Plan (CSEP) and, as such, the Council is keen to progress and improve the quality and content of the reporting.
- 3.3. All Directors, Heads of Service, and Senior Managers are asked to review the appropriateness and relevance of the reporting on an ongoing basis to support the continuous improvement and to identify areas to which their work contributes. The Council's long-term aspiration is to use each quarter's reporting to develop a relevant and informative source of information that is used both as a mechanism for recognising achievements and opportunities and as a means of identifying patterns and areas in need of further development or adaptation.

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. Climate Change and Nature Implications

6.1. The Corporate and Strategic Equality 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 the committee:

10.1. Consider whether they are assured that performance is progressing well, or that mitigating actions have been identified.

10.2. Consider whether they are satisfied that any future actions identified within the CSEP Scorecard will effectively improve performance in line with outcomes set out in the [Corporate and Strategic Equality Plan](#).

Contact Officer: Catherine James (Head of Business Intelligence and Governance)
--

Tel: 01597 826768

Email: catherine.james@powys.gov.uk

Head of Service: Catherine James (Head of Business Intelligence and Governance)

Corporate Director: Jane Thomas (Director of Corporate Services)

Appendix A: CSEP Measures over time

Objective 1: We will improve people's awareness of services, and how to access them, so that they can make informed choices.				
Measure	Quarter 1 (2024-2025)	Quarter 4 (2023-2024)	Quarter 3 (2023-2024)	Quarter 2 (2023-2024)
02. Number of people in Powys with access to preventative digital solutions	562 No target (monitoring)	539 No target (monitoring)	194 No target (monitoring)	121 No target (monitoring)
04. Number of visits to leisure centres (a high number is better) (cumulative – year to date)	484,373 On track	1,902,344 On track	1,390,703 On track	927,357 On track
06. Net Promoter Score of leisure users who are satisfied or more than satisfied with the service (a high number is better) (Reports in quarter 1 & 3)	(Blank)	No data	53 On track	No data
09. The number of (active) user participations (a high number is better) (cumulative - year to date)	382,341 On track	1,487,250 On track	1,079,123 On track	793,391 On track
10. Percentage of people report achieving their family goal through Early Help (a high number is better)	93% On track	98% On track	92.5% On track	89% Off track
11. Percentage accessing Intervention & Prevention that demonstrate positive progression (a high number is better)	93% On track	84% Off track	80% Off track	90% On track
12. Percentage (children) using Intervention & Prevention remain with families safely	100% On track	99% On track	90% Off track	97% On track
14. The percentage of people satisfied with the local area as a place to live (a high number is better) (Reports in Quarter 2)	No data	No data	No data	95% No target (monitoring)
39. Number of 'Keeping in Touch' visits (Housing) (cumulative - year to date)	183 No target (monitoring)	407 No target (monitoring)	302 No target (monitoring)	208 No target (monitoring)

Objective 1: We will improve people's awareness of services, and how to access them, so that they can make informed choices.				
Measure	Quarter 1 (2024-2025)	Quarter 4 (2023-2024)	Quarter 3 (2023-2024)	Quarter 2 (2023-2024)
47. Number of contacts made to Adult Social Services (ASSIST) receiving information and advice	503 No target (monitoring)			New for 2024-2025
048. Number of contacts made to Children's Social Services (Front Door) receiving information and advice	1,246 No target (monitoring)			New for 2024-2025
49. Percentage of respondents who agree that they are satisfied with the opportunities given to have their say and participate in our decision-making process (a high number is better)	14% Off track			New for 2024-2025
50. Percentage of respondents who agree that the community can engage effectively with decision making processes and council actions (a high number is better)	14% Off track			New for 2024-2025
51. Percentage of respondents satisfied with the ability to contact us using their preferred method and language (a high number is better)	43% Off track			New for 2024-2025
52. Percentage of customers satisfied with the service received when contacting the corporate contact centre (a high number is better) (cumulative – year to date)	93.75% On track			New for 2024-2025

Objective 2: We will support good quality, sustainable, employment opportunities and pursue real living wage accreditation.				
Measure	Quarter 1 (2024-2025)	Quarter 4 (2023-2024)	Quarter 3 (2023-2024)	Quarter 2 (2023-2024)
15. Number of new apprentices within the Council (a high number is better)	0 Off track	8 On track	9 On track	4 On track
17. Percentage of individuals paid through contractors being paid the real living wage (a high number is better) (cumulative - year to date)	No target or figure achieved has been provided by the service.	No data	No data	No data
18. Number of vacancies (excluding Schools)	288 No target (monitoring)	280 No target (monitoring)	339 No target (monitoring)	345 No target (monitoring)
19. Staff turnover rate during the quarter	2.26	2.14	2.59	4.7

Objective 2: We will support good quality, sustainable, employment opportunities and pursue real living wage accreditation.				
Measure	Quarter 1 (2024-2025)	Quarter 4 (2023-2024)	Quarter 3 (2023-2024)	Quarter 2 (2023-2024)
	No target (monitoring)	No target (monitoring)	No target (monitoring)	No target (monitoring)
20. Average days sickness per full time equivalent employee (a low number is better)	1.71 On track	2.75 Off track	2.17 On track	1.9 Off track
21. Percentage of recruitment exercises leading to a successful appointment on first advertisement of the role (a high number is better)	44% No target (monitoring)	58% No target (monitoring)	58% No target (monitoring)	50% No target (monitoring)
22. Number of guaranteed interviews offered to Armed Forces veterans who meet the criteria (a high number is better)	3 No target (monitoring)	4 No target (monitoring)	0 No target (monitoring)	0 No target (monitoring)
23. Percentage of staff who feel valued/highly valued as someone who provides a service that benefits Powys residents (reports in quarter 1) (a high number is better)	75% On track	No data	No data	No data
24. Percentage of staff who feel proud/very proud to work for the Council (reports in quarter 1) (a high number is better)	79% Off track	No data	No data	No data
25. Percentage of staff who report good/excellent well-being (reports in quarter 1) (a high number is better)	65% On track	No data	No data	No data
40. Number of apprentices employed by the Council (on the last day of the quarter) (a high number is better)	32 No target (monitoring)	32 No target (monitoring)	32 No target (monitoring)	20 No target (monitoring)
41. Mean gender pay gap (reports in quarter 4) (a low number is better)	No data	7.09% On track	No data	No data

CONTINUES OVERLEAF

Objective 3: We will work to tackle poverty and inequality to support the well-being of the people of Powys.				
Measure	Quarter 1 (2024-2025)	Quarter 4 (2023-2024)	Quarter 3 (2023-2024)	Quarter 2 (2023-2024)
28. Complete 350 new council homes for social rent between 2025 to 2031 (subject to availability of land, securing planning consents and resolution of phosphate management) (cumulative - year to date)	0 No target (monitoring)	18 Off track	18 No target (monitoring)	10 No target (monitoring)

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

Measure	Quarter 1 (2024-2025)	Quarter 4 (2023-2024)	Quarter 3 (2023-2024)	Quarter 2 (2023-2024)
29. Acquire ten homes per year, for letting by the Council, at social rents on secure contracts (cumulative - year to date)	2 No target (monitoring)	10 On track	9 No target (monitoring)	7 No target (monitoring)
30. The percentage of rental income lost through Council unoccupied housing (a low number is better) (cumulative - year to date)	2.57% On track	3.72% On track	3.63% On track	3.6% On track
31. Number of new homes created by bringing empty properties back into use (a high number is better) (cumulative - year to date)	0 No target (monitoring)	7 Off track	5 No target (monitoring)	4 No target (monitoring)
32. Carbon Accounts status (kg of CO2 equivalents) (reports in quarter 2)	No data	No data	No data	85,842,350 No target (monitoring)
33. Number of households registered with 'Homes in Powys' (the single access point for all social housing in Powys) for an affordable and secure home (a low number is better) (cumulative - year to date)	4,392 Off track	4,253 On track	4,051 On track	3,983 On track
34. Number of households who are currently placed in temporary accommodation for example B&B, Private Rented Sector, social housing stock (those owed S68 interim duty who are/may be homeless and in priority need) (a low number is better)	265 Off track	300 Off track	257 On track	264 On track
35. The child absolute poverty rate (provisional) (a low number is better) (Reported in Quarter 1)	18.8% No target (monitoring)	No data	No data	No data
36. Number of children living in absolute poverty (provisional) (Reported in Quarter 1)	4,868 No target (monitoring)	No data	No data	No data
37. Number of households who are statutory homeless (those owed S73 duty to relieve homelessness and final S75 duty to help secure accommodation for those in priority need) excluding those threatened with, or at risk of homelessness (a low number is better).	292 Off track	309 Off track	265 On track	278 On track

Objective 3: We will work to tackle poverty and inequality to support the well-being of the people of Powys.				
Measure	Quarter 1 (2024-2025)	Quarter 4 (2023-2024)	Quarter 3 (2023-2024)	Quarter 2 (2023-2024)
38. Number of rough sleepers i.e. those sleeping in the open air (a low number is better)	1 No target (monitoring)	1 On track	1 On track	1 On track