

# CYNGOR SIR POWYS COUNTY COUNCIL.

## CABINET EXECUTIVE

17 September 2024

**REPORT AUTHOR:** Councillor James Gibson-Watt  
(Leader, and Cabinet Member for an Open and  
Transparent Powys)

**REPORT TITLE:** Corporate and Strategic Equality Plan Scorecard:  
Quarter 1 Performance (2024-2025)

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**REPORT FOR:** Endorsement and Decision

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## 1. Purpose

- 1.1. This report presents the Council's 2024 to 2025 Quarter 1 (April to June) 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 quarterly update to the Scorecard is published on the Council's website at least 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.
- 1.4. **Appendix A** provides the Corporate and Strategic Equality Plan technical notes and background.
- 1.5. **Appendix B shows the Corporate and Strategic Equality Plan measures** over the last four quarters.

## 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. Of the 20 measures that support this objective, six measures are on track compared to three off track. However, a further two measures were not due to report this quarter ('No data'),

and eight measures have no targets and are reported for monitoring purposes ('No target (monitoring)').

One measure was not reported (and shows as 'blank'). Measure 06 (Net Promoter Score of leisure users who are satisfied or more than satisfied with the services) was not reported as planned in quarter 1 because the provider (Freedom Leisure) undertook the survey early (in quarter 4); it is due to be reported again in quarter 3.

Three measures were allocated as '**off track**', which were:

- **049.** Percentage of respondents who agree that they are satisfied with the opportunities given to have their say and participate in our decision-making process.
  - Achievement of 14% compared to a target of 25%.
  - For this measure, and measures 050 and 051 below, our engagement activities are being further developed to encourage wider participation and greater reach, as response rates are historically lower than hoped. At the moment, people who access our '[Have your say](#)' engagement hub opt to answer these questions, but future developments include seeking feedback through the Council's website pages, and promotions through the libraries and bus services.
- **050.** Percentage of respondents who agree that the community can engage effectively with decision making processes and council actions.
  - Achievement of 14% compared to a target of 25%.
- **051.** Percentage of respondents satisfied with the ability to contact us using their preferred method and language.
  - Achievement of 43% compared to a target of 50%.

**Below are some activities of interest that were progressed during the quarter:**

- During the quarter, 93.75% of customers were satisfied with the service received when contacting the corporate contact centre.
- Adult Social Care launched the intuitive Personal Assistant website. It had been developed using customer feedback and enables an instant search function that helps people to find a personal assistant or to register as a personal assistant. It also provides a wealth of other information, including information about direct payments.
- Business Intelligence and Governance organised the Council's presence at the Urdd Eisteddfod at Meifod between 27 May and 01 June. A range of hosted activities were held, and information was provided to visitors about how we celebrate Welsh language and culture, the work of the Council, and employment opportunities.
- Children's Social Care further promoted the Reflect service, which supports parents whose children have been removed from their care. A review of the Front Door project was initiated, and colleagues have been liaising with other local authorities to understand their demand and ways of working.
- The Community Wellbeing team provided information on a range of funds and grants, and continued to celebrate the quarter's pathway events with partners, which included cricket, tennis, and multi-sport festivals. Schools utilised the team's balance bikes to develop confident and capable cyclists in Powys.
- Digital Services created a separate area for businesses on the Council's website, which includes a new section for business information within the My Powys account, which enables information to be accessed faster and more intuitively. Views and comments on the Customer Experience Principles were

tested at Sustainable Powys forums, with 90% of respondents agreeing or strongly agreeing with the draft.

- Economy and Climate's employability programme team delivered drop-in sessions in Welshpool, Machynlleth, Ystradgynlais, Talgarth, and Brecon to provide opportunities for local people to meet face-to-face and gain support. Leaflets about the employability programme were circulated to 5 schools, 8 leisure centres, 18 community centres, 7 gyms, and 11 food banks.
- The Finance team used direct mailing, social media, and press promotion to highlight the 2024-2025 Retail, Leisure and Hospitality Rates Relief scheme to businesses, which resulted in 805 applications being awarded a share of the £2.5 million fund, representing an 80% take up and spend by the end of the quarter.
- Highways, Transport and Recycling promoted the Beta live school routes and timetables website, which was launched with the full support of the Digital team. Parents and users have been encouraged to feedback about the site to inform future developments.
- Housing colleagues reported the quarter one performance and lessons learned to the Tenants Scrutiny Panel on 17 July 2024.
- Legal Services colleagues supported the Police and Crime Commissioner elections, providing early dispatch of poll cards and extensive social media awareness raising about the new Voter ID requirements and other elections support. Throughout June the team were focused on providing effective preparation for the General Election (04 July 2024).
- Planning and Regulatory Services received and processed 314 temporary event notices covering a range of events including cultural and sporting events. The Environmental Health Commercial and Licensing team worked with partners to support the event management planning of the Urdd Eisteddfod as part of the Safety Advisory Group. The web pages for the Planning Service and Community Health Protection and Wellbeing were updated to improve service access and delivery. The Planning Service updates included publication of the guidance for Horticultural Enterprises, and online map of Tree Preservation Orders / Trees within Conservation Areas, and 'frequently asked questions' about planning enforcement.
- School Improvement and Learning improved information and awareness raising with Children Looked After, which included developing different methods of engagement ranging from hard copies to the use of App technology. The Additional Learning Needs parent/ carer drop-in sessions were further expanded to include in-person and virtual sessions and workshops about specific needs.

## **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. Of the 12 measures that support this objective, three measures were on track compared to two off track. However, a further measure was not due to report this quarter ('No data'), and five measures have no targets and are reported for monitoring purposes ('No target (monitoring)').

One measure could not be reported (and shows as 'No data' for both the target and the figure achieved), as the lead service has not provided a target for 'measure 017.

Percentage of individuals paid through contractors being paid the real living wage'. There remains a challenge for the organisation in undertaking a baseline exercise to understand the current position of Real Living Wage without the County,

Two measures were allocated as '**off track**', which were:

- **015.** Number of new apprentices within the Council
  - Achievement of 0 compared to a target of 4.
  - Whilst the target for quarter 1 was to recruit 4 apprentices, and none were recruited during this period, this sits within an overall target of 15 for the year.
  - The number recruited will fluctuate quarter to quarter and we are confident that the annual target will be reached or exceeded.
  - Progress was made during the quarter with 4 new Apprenticeship positions created which it is expected will be occupied during quarter 2.
  - At the time of presenting this report, further progress has been made with 5 new Apprentices having commenced, 2 opportunities currently advertised, and 3 further opportunities being established for advertisement and filling.
  - The Apprenticeship Scheme sits within a wider approach to recruit new talent to the Council to also help with the age profile of the workforce, which includes the appointment of 9 people on 6-month work placements to gain experience (funded through Shared Prosperity Funding) and another 12 young people gaining general work experience.
  - Plans are also in place to report participation in other non-apprenticeship schemes to better reflect the impact the Council's work-based learning offer is creating for the people of Powys.
- **024.** Percentage of staff who feel proud/very proud to work for the Council.
  - Achievement of 79% compared to a target of 82%.
  - This measure is reported once annually in quarter one. The achievement this year is 2% lower than last year.

**Below are some activities of interest that were progressed during the quarter:**

- Adult Social Care uplifted the Council's domiciliary care rate to meet the United Kingdom Home Care Association (UKHCA) minimum home care rate for this financial year for rural and remote packages, which has resulted in significant uplifts for providers, supporting all carers to receive at least the Real Living Wage.
- Business Intelligence and Governance worked with Data Cymru to deliver a series of training sessions to improve attendees understanding of data and how to use it to enhance their work. Around 70 staff from across the Council attended, and feedback indicates that they felt the training had improved their skills. Further, the service is working with two Data Science Master's students to host their projects. The Communications Team supported the open recruitment campaign for the Senior Leadership Team posts, which resulted in 1,800 views of the dedicated microsite landing page, 2,800 views on the Guardian website, and 3,640 views on LinkedIn. Overall, 70 applications were received, resulting in eight of the nine posts being recruited to during the quarter. (Please note that the final appointment was made after quarter 1.)
- Children's Social Care have awarded four degree sponsorships for the year. Leaflet drops were completed for the Council's residential provision resulting in 6 day worker applications and 5 night worker applications at Ty Orsaf. A further 8 new workers were appointed in Bannau following the recruitment drive.

- Community Wellbeing advertised to recruit a Sport Powys work experience role funded by the Shared Prosperity Fund. The process involved a 2-stage recruitment, which received 16 applications, 12 of which were shortlisted before invitations were given to attend face-to-face interviews.
- Digital Services enrolled 2 team members onto the Open University Degree Apprenticeship Scheme for Applied Software Engineering. A digital induction was created with the aim of increasing the overall level of digital skills in the organisation.
- Economy and Climate recruited a Climate and Economy Project Officer. It is a 12 month post focused on supporting the Council's Climate and Nature Recovery Emergency efforts. 38 residents enrolled on the Employability Programmes and, as a direct result of the programmes' support, 23 Powys residents entered employment.
- Finance Service delivered 'live' risk management learning events and training sessions on the sue of the new schools' software system to 30 employees.
- Highways, Transport, and Recycling celebrated two of its apprentices that were nominated for Welsh Government's Apprentice of the Year award, with the Property Design Team apprentice being awarded joint runner up. An Operational Development Support Officer was recruited using the UK Shared Prosperity funding; their focus is the roll out of the technological system for Waste and Recycling.
- People Services reported that the UK Shared Prosperity Fund has enabled a total of 9 paid work experience opportunities within the Council, included four 6-month graduate work experience placements, 5 6-month non-graduate work experience placements. (Please note that this reporting includes the opportunities referenced earlier by specific host services). Each participant is paid the Real Living Wage as a minimum. 4 Apprenticeship positions have been created this quarter but will not be occupied until approximately quarter 2. 12 work placement opportunities were organised in a variety of service areas.
- Planning and Regulatory Services arranged to support a colleague to undertake an MSc in Planning, commencing in September, that, in addition to the 2 colleagues due to complete their MSc's this year, will help to secure a supply of qualified Planning Officers within the Council. All officers from Trading Standards and Environmental health received training on the requirements of the Police and Criminal Evidence Act Codes C and E, and on interviewing techniques.
- In recognition of the importance to grow our own future leaders and professionals, School Improvement and Learning's Inclusion and Youth Services offered Powys residents the opportunity to join a workshop on how to become an educational psychologist, including access to the doctoral programme. To enhance leadership opportunities and performance and support for pupils across Powys schools, 12 practitioners successfully completed the National Higher Level Teaching Assistant assessment, 3 practitioners as National Higher Level Teaching Assistant assessors, 27 practitioners successfully completed the National Middle Leadership Development Programme, and 23 practitioners completed the National Senior Leadership Development Programme. 11 senior school leaders successfully achieved the assessment for the National Professional Qualification to allow them to take on future school headship roles.

### **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 generally reduced during quarter 1 compared to previous quarters. Of the 11 measures that support this objective, one measure is on track compared to 3 off track. However, a further 1 measure was not due to report this quarter ('No data'), and 6 measures have no targets and are reported for monitoring purposes ('No target (monitoring)').

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

- **033.** Number of households registered with 'Homes in Powys' (the single access point for all social housing in Powys) for an affordable and secure home.
  - Registration of 4,392 compared to a target of 4,044.
  - It is the first time that this measure has been reported as 'off track'. However, the figure does show an improvement when compared to quarter 1 last year when 4,675 households were registered with 'Homes in Powys'.
  - The level of recorded registrations with 'Homes in Powys' is impacted significantly by the availability of social housing and the difficulties households experience in securing affordable private accommodation, both to rent and to buy. The disparity between demand for and availability of one bedroom accommodation and availability is demonstrated by over 57% of households currently registered requiring such accommodation. Of all housing Powys, regardless of tenure, 6% has one bedroom. In addition, currently 44% of vacant council housing is 'top-sliced' for use as temporary accommodation to help manage a greatly increased demand for help from those who are homeless. While this has had a pronounced positive impact on the use of privately provided emergency accommodation such as bed-and-breakfast, which has reduced by over 55% since October 2023, it has reduced the level of properties that can be allocated as a permanent home for households registered with 'Homes in Powys'.
- **034.** 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)
  - Registration of 265 compared to a target of 256.
  - This measure shows a downward trend, as quarter 4 of last year and quarter 1 this year both show as off track. The actual achievement in quarter 1 this year and last year both reported 265 households in temporary accommodation. However, the service had set an aspirational target for quarter 1 this year that was 20 households lower than last year.
- **037.** 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.
  - Registration of 292 compared to a target of 284.
  - This measure is on a downward trend, as both quarter 4 of last year and quarter 1 of this year report being off track. However, the quarter 1 figure of 292 households statutorily homeless this year is significantly lower than the quarter 1 figure last year, which was 408 households.

**Below are some activities of interest that were progressed during the quarter:**

- Adult Social Care secured new accommodation to support 3 individuals in Ystradgynlais to ensure that they can remain within their community whilst having the appropriate support to maximise their independence.
- Business Intelligence and Governance worked with colleagues in People Service to review the various equality, diversity, and inclusion (EDI) pledges that the Council is committed to, with the intention of enabling them to be practically implemented. The Council is a member of Proud Councils and, as such, participated collectively in Pride Cymru in June.
- Children's Social Care continued to develop additional springboard properties for those aged 16+ years. Whilst there have been some delays, 2 of the properties were completed and became ready for young people to move in.
- Community Wellbeing colleagues supported refugee events across the county, including Sport Powys attending 3 refugee community days, and working with Hay, Brecon and Talgarth Sanctuary for Refugees by attending a day at Brecon High School that included 250 refugees from 20 countries to create a sense of community.
- Digital Service installed mobile strength and coverage devices on waste lorries as part of the Growing Mid Wales Digital Programme. The devices will produce detailed coverage maps of the region that will help inform where the programme will best intervene to have the greatest coverage impact.
- Economy and Climate colleagues developed a Local Area Energy Plan in partnership with local stakeholders, which was funded by Welsh Government. It outlines the changes required to our energy system to be Net Zero by 2050 and identifies areas that could reduce fuel poverty by increasing retrofit and energy efficiency measures in homes and businesses.
- Finance colleagues in the Money Advice Service delivered £531,567.84 of financial gains to residents, assisting 329 people. In addition, 3,291 Free School Meals eligibilities were identified with the potential to receive financial assistance through School Education Grants. £248,650.00 of School Education Grants were awarded, and £133,988.04 of Discretionary Housing Payments were awarded.
- Highways, Transport, and Recycling progressed the UK Shared Prosperity Funded project with Ramblers Cymru to deliver rights of way enhancements in Coelbren, Llangorse, and Welshpool. The aim is to support people's wellbeing as well as providing economic benefits.
- Housing's Financial Support Officers assisted 59 households with Fuelbank vouchers (to assist with energy costs). They also attended the Welshpool Warm Hub, where they assisted approximately 20 tenants and established plans to schedule regular drop-ins.
- People Service formed a working group to assess and enhance the Council's internal Equalities mandatory training. The group has outlined project steps and reached out to networks for feedback on the existing provision. Planning and Regulatory Services prepared the Preferred Strategy for the Powys Replacement Local Development Plan (2022-2027) ahead of its publication for public consultation, which is due to commence in quarter 2. It includes policies that will assist in tackling poverty and inequality, and that will enhance well-being.
- School Improvement and Learning received 688 responses for the Cost of the Non-School Day survey from children and young people in Powys about the barriers they may experience in accessing leisure and play activities. As a result, responses will be reviewed and addressed to improve future access. The Every Voice Heard (Child Poverty Action Group Pilot) is being undertaken in

four schools, and by the end of quarter 1 questionnaire responses had been received from 197 parents, 284 learners, and 30 staff. Outcomes of the questionnaire and pilot schools will be used to ensure that Youth Champions are identified and that the cost of all parts of the school day are carefully planned and considered by Powys schools.

## **2.4. Engagement Activities**

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

- **Ongoing Engagement Project**
  - Do you have a minute?
- **Growing Mid Wales**
  - Digital Connectivity Survey (Third party external link)
  - Supporting Enterprise Survey (Third party external link – still active)
- **Rent Smart Wales**
  - Private tenant survey (Third party external link)
  - Landlord and Property Agents survey (Third party external link)
- **Countryside Services**
  - Volunteer Survey

A further 337 people joined the Powys People's Panel, a group of residents that take part in surveys and other opportunities to express their views on council services and other issues related to living in Powys by opting in through their My Powys Account, which brings the total to 6,318 members.

## **3. Advice**

- 3.1. That Cabinet receive the Corporate and Strategic Equality Plan Scorecard 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 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 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 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).

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**Corporate Director:** Jane Thomas (Director of Corporate Services)

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

- A. Each new performance year commences on 01 April, following the publication of the Council's new Corporate and Strategic Equality Plan: Stronger, Fairer, Greener on 01 April 2023. (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.
- 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.

## Appendix B: CSEP Measures over time

<b>Objective 1: We will improve people's awareness of services, and how to access them, so that they can make informed choices.</b>				
<b>Measure</b>	<b>Quarter 1 (2024-2025)</b>	<b>Quarter 4 (2023-2024)</b>	<b>Quarter 3 (2023-2024)</b>	<b>Quarter 2 (2023-2024)</b>
<b>02.</b> Number of people in Powys with access to preventative digital solutions	<b>562</b> No target (monitoring)	<b>539</b> No target (monitoring)	<b>194</b> No target (monitoring)	<b>121</b> No target (monitoring)
<b>04.</b> Number of visits to leisure centres (a high number is better) (cumulative – year to date)	<b>484,373</b> On track	<b>1,902,344</b> On track	<b>1,390,703</b> On track	<b>927,357</b> On track
<b>06.</b> 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)	<b>(Blank)</b>	<b>No data</b>	<b>53</b> On track	<b>No data</b>
<b>09.</b> The number of (active) user participations (a high number is better) (cumulative - year to date)	<b>382,341</b> On track	<b>1,487,250</b> On track	<b>1,079,123</b> On track	<b>793,391</b> On track
<b>10.</b> Percentage of people report achieving their family goal through Early Help (a high number is better)	<b>93%</b> On track	<b>98%</b> On track	<b>92.5%</b> On track	<b>89%</b> Off track
<b>11.</b> Percentage accessing Intervention & Prevention that demonstrate positive progression (a high number is better)	<b>93%</b> On track	<b>84%</b> Off track	<b>80%</b> Off track	<b>90%</b> On track
<b>12.</b> Percentage (children) using Intervention & Prevention remain with families safely	<b>100%</b> On track	<b>99%</b> On track	<b>90%</b> Off track	<b>97%</b> On track
<b>14.</b> The percentage of people satisfied with the local area as a place to live (a high number is better) (Reports in Quarter 2)	<b>No data</b>	<b>No data</b>	<b>No data</b>	<b>95%</b> No target (monitoring)
<b>39.</b> Number of 'Keeping in Touch' visits (Housing) (cumulative - year to date)	<b>183</b> No target (monitoring)	<b>407</b> No target (monitoring)	<b>302</b> No target (monitoring)	<b>208</b> No target (monitoring)
<b>47.</b> Number of contacts made to Adult Social Services (ASSIST) receiving information and advice	<b>503</b> No target (monitoring)	New for 2024-2025		
<b>048.</b> Number of contacts made to Children's Social Services (Front Door) receiving information and advice	<b>1,246</b> No target (monitoring)	New for 2024-2025		

<b>Objective 1: We will improve people's awareness of services, and how to access them, so that they can make informed choices.</b>				
<b>Measure</b>	<b>Quarter 1 (2024-2025)</b>	<b>Quarter 4 (2023-2024)</b>	<b>Quarter 3 (2023-2024)</b>	<b>Quarter 2 (2023-2024)</b>
<b>49.</b> 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)	<b>14%</b> Off track	New for 2024-2025		
<b>50.</b> Percentage of respondents who agree that the community can engage effectively with decision making processes and council actions (a high number is better)	<b>14%</b> Off track	New for 2024-2025		
<b>51.</b> Percentage of respondents satisfied with the ability to contact us using their preferred method and language (a high number is better)	<b>43%</b> Off track	New for 2024-2025		
<b>52.</b> Percentage of customers satisfied with the service received when contacting the corporate contact centre (a high number is better) (cumulative – year to date)	<b>93.75%</b> On track	New for 2024-2025		

<b>Objective 2: We will support good quality, sustainable, employment opportunities and pursue real living wage accreditation.</b>				
<b>Measure</b>	<b>Quarter 1 (2024-2025)</b>	<b>Quarter 4 (2023-2024)</b>	<b>Quarter 3 (2023-2024)</b>	<b>Quarter 2 (2023-2024)</b>
<b>15.</b> Number of new apprentices within the Council (a high number is better)	<b>0</b> Off track	<b>8</b> On track	<b>9</b> On track	<b>4</b> On track
<b>17.</b> 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.	<b>No data</b>	<b>No data</b>	<b>No data</b>
<b>18.</b> Number of vacancies (excluding Schools)	<b>288</b> No target (monitoring)	<b>280</b> No target (monitoring)	<b>339</b> No target (monitoring)	<b>345</b> No target (monitoring)
<b>19.</b> Staff turnover rate during the quarter	<b>2.26</b> No target (monitoring)	<b>2.14</b> No target (monitoring)	<b>2.59</b> No target (monitoring)	<b>4.7</b> No target (monitoring)
<b>20.</b> Average days sickness per full time equivalent employee (a low number is better)	<b>1.71</b> On track	<b>2.75</b> Off track	<b>2.17</b> On track	<b>1.9</b> Off track

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

<b>Objective 3: We will work to tackle poverty and inequality to support the well-being of the people of Powys.</b>				
<b>Measure</b>	<b>Quarter 1 (2024-2025)</b>	<b>Quarter 4 (2023-2024)</b>	<b>Quarter 3 (2023-2024)</b>	<b>Quarter 2 (2023-2024)</b>
<b>28.</b> 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)	<b>0</b> No target (monitoring)	<b>18</b> Off track	<b>18</b> No target (monitoring)	<b>10</b> No target (monitoring)
<b>29.</b> Acquire ten homes per year, for letting by the Council, at social rents on secure contracts (cumulative - year to date)	<b>2</b> No target (monitoring)	<b>10</b> On track	<b>9</b> No target (monitoring)	<b>7</b> No target (monitoring)

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

<b>Measure</b>	<b>Quarter 1 (2024-2025)</b>	<b>Quarter 4 (2023-2024)</b>	<b>Quarter 3 (2023-2024)</b>	<b>Quarter 2 (2023-2024)</b>
<b>30.</b> The percentage of rental income lost through Council unoccupied housing (a low number is better) (cumulative - year to date)	<b>2.57%</b> On track	<b>3.72%</b> On track	<b>3.63%</b> On track	<b>3.6%</b> On track
<b>31.</b> Number of new homes created by bringing empty properties back into use (a high number is better) (cumulative - year to date)	<b>0</b> No target (monitoring)	<b>7</b> Off track	<b>5</b> No target (monitoring)	<b>4</b> No target (monitoring)
<b>32.</b> Carbon Accounts status (kg of CO2 equivalents) (reports in quarter 2)	<b>No data</b>	<b>No data</b>	<b>No data</b>	<b>85,842,350</b> No target (monitoring)
<b>33.</b> 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)	<b>4,392</b> Off track	<b>4,253</b> On track	<b>4,051</b> On track	<b>3,983</b> On track
<b>34.</b> 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)	<b>265</b> Off track	<b>300</b> Off track	<b>257</b> On track	<b>264</b> On track
<b>35.</b> The child absolute poverty rate (provisional) (a low number is better) (Reported in Quarter 1)	<b>18.8%</b> No target (monitoring)	<b>No data</b>	<b>No data</b>	<b>No data</b>
<b>36.</b> Number of children living in absolute poverty (provisional) (Reported in Quarter 1)	<b>4,868</b> No target (monitoring)	<b>No data</b>	<b>No data</b>	<b>No data</b>
<b>37.</b> 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).	<b>292</b> Off track	<b>309</b> Off track	<b>265</b> On track	<b>278</b> On track
<b>38.</b> Number of rough sleepers i.e. those sleeping in the open air (a low number is better)	<b>1</b> No target (monitoring)	<b>1</b> On track	<b>1</b> On track	<b>1</b> On track