

# CYNGOR SIR POWYS COUNTY COUNCIL.

## CABINET EXECUTIVE

25 March 2025

**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 3 Performance (2024-2025)

---

**REPORT FOR:** Endorsement and Decision

---

### 1. Purpose

- 1.1. This report presents the Council's 2024 to 2025 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 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 five quarters.
- 1.6. Please note that Joint Scrutiny Committee will consider the Scorecard in quarters 1 and 3, and their recommendations will be provided as a supplementary report to the Cabinet agenda following those meetings.

### 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 remained generally on track. Of the 15 measures that support this objective, seven measures are on track. One measure was not due to report this quarter ('No data'), and four measures have no targets and are reported for monitoring purposes ('No target (monitoring)').

Three measures could not be reported (and shows as 'blank' for the figure achieved), these measures are:

- 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)
- 50. Percentage of respondents who agree that the community can engage effectively with decision making processes and council actions (a high number is better)
- 51. Percentage of respondents satisfied with the ability to contact us using their preferred method and language (a high number is better)

Every piece of feedback from the people of Powys who contact and engage with us is important and handled individually.

These measures are not intended to represent engagement levels relative to the population. However, presenting this data in numerical form has caused some confusion. We recognise the need for a clearer way to present this information to avoid any misunderstanding.

We will review these measures for next year to ensure the information provided is clear and reflects engagement.

One measure was **not reported**:

- **14.** The percentage of people satisfied with the local area as a place to live
  - The dataset was due to be updated by Welsh Government in August 2024 as part of the National Survey for Wales publications, but it is not yet available on the StatsWales website.

**Below are some activities of interest during the quarter:**

- During the quarter, 86% (218 out of 253 respondents) of customers were satisfied with the service received when contacting the corporate contact centre (this was 82.11% (78 out of 95 respondents) last quarter).
- Adult Social Care's Phase 1 direct payment guides ('What is a direct payment?', 'How do I use it?', and 'What do I need to do?') have been published for individuals in receipt of direct payments and are available on the Council's website.
- Business Intelligence and Governance maintained and updated 26 reports on the Well-being Information Bank (WIB), which is available on the Council's website, ensuring that the evidence and insight available to the people of Powys is robust and up to date.

- Children's Social Care colleagues reviewed the Integrated Disability Service early help process, which has been amended to align with the Children's Services Early Help Team by streamlining paperwork, strengthening the closure procedure, and ensuring mutual sharing of resources and training opportunities.
- During the quarter, 100% of children who the Intervention and Prevention Service work with around family breakdowns will remain with their families safely (this is measure 12).
- The Sport Powys team identified 109 new providers (plus 16 providers from the borders) that were not on the original physical activity provider mapping and started contacting them to encourage them to list their activity with us. This will help us to improve signposting to physical activities, community groups, and opportunities to assist with health prevention and intervention.
- Library colleagues launched a new eMagazine provider, PressReader, which brings enhanced access to thousands of digital magazines and newspapers for Powys library customers.
- Digital Services launched a web based digital facility for Highways staff to quickly and directly provide winter gritting updates to our website, so customers can now see this information as soon as gritting decisions are made, 24/7. They also developed an online form to enable customers to apply quickly and easily for flood relief grants, which made administration of the grant fast and efficient. 24 applications have been submitted so far.
- 27,000 customer requests were handled by the Council's website, which would otherwise have been made by phone or email. This is a decrease from Quarter two which stood at 29,000.
- Due to the development of a facility which uses AI (Artificial Intelligence), we are now able to analyse customer feedback on their experience of using web processes much faster and with more insight. This means we will be able to be more responsive to continually improving customer experience and satisfaction and provide service delivery related insight to the Council's services.
- Economy and Climate referred 30 enquiries to other Service Areas within the Council including, for example, Funding, Housing, Countryside Services, Tourism and Highways.
- Communities for Work+ and Transition into Meaningful Employment teams have held drop-in sessions across the county enabling local people who are unemployed to access face to face support and service information. Two drop-in sessions were held in Brecon (seven residents attended), one in Machynlleth (two residents attended), one in Builth Wells (three residents attended), one Llandrindod Wells (four residents attended) and two in Ystradgynlais where (12 residents attended).
- The Finance Service were successful in their bid to be part of a Local Government Benefit Take Up pilot with Welsh Government and Policy in Practice, which will help the Council with data analytics to better target support to eligible residents.

- Highways, Transport and Recycling sent out expressions of interest seeking a supplier for a mobile phone app that the public could use to pay for parking. The app will show people where they can park in a town and what the cost of parking will be, which will be useful for visitors when planning their journey and parking.
- Housing Services received 128 'Tell Us' surveys, of which 9 households rated the service as poor or unacceptable. As of 08 January 2025, 7 of those households had either received a follow-up call, or contact had been attempted.
- Legal Services completed the annual canvass write out, which reminds households of the need to register to vote (where residents have changed, or young people are coming up to voting age), and to set up absent vote arrangements should they need to. They also wrote to the EU Citizens impacted by the franchise changes in the Elections Act. The team continued to assess impact of various response methods, for example, web, telephone, and SMS.
- People Services updated the external Learning and Development Offer on the Council's website, to include the current courses on offer to the people of Powys.
- Planning and Regulatory Services' Civil Contingencies Team worked with the Income and Awards Team to administer the Discretionary Assistance Fund (DAF) to assist Powys residents who were affected by Storms Bert and Darragh.
- The Community Health Protection and Wellbeing Team continued its partnership with Powys Teaching Health Board to provide the Farming Fit agricultural community outreach programme, which included visiting the Royal Welsh Winter Fair, and attending Builth Wells, Brecon, and Welshpool livestock markets on three occasions. This resulted in 626 'Making Every Contact Count' conversations with members of our agricultural communities, and 137 health checks being undertaken, following which 15 individuals were advised to contact primary care for further treatment.
- School Improvement and Learning shared the annual headteacher perception survey with all Powys headteachers for completion throughout November and December 2024. Of the 83 schools (79 headteachers) 33 responses were received, which equalled a 41% response rate.

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

Overall, progress against this objective has remained on track. Of the 12 measures that support this objective, five measures were on track with none off track. A further four measures were not due to report this quarter ('No data'), and two measures have no targets and are reported for monitoring purposes ('No target (monitoring)').

One measure could not be reported (and shows as 'blank' 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 within the County.

**Below are some activities of interest during the quarter:**

- Adult Social Care colleagues completed Government Commercial College Contract Management training, which will increase the procurement, commercial, contract management and compliance consistency and knowledge across Adult Social Care commissioning. A former agency member of staff was appointed into a permanent position and has been successful in their application to undertake the Approved Mental Health Practitioner training, which supports positive succession planning in Adult Services.
- Business Intelligence and Governance team members undertook the Managing Successful Programmes practitioner training, which not only develops their own skills but will help to support the transformation programmes that they are working on. The service also facilitated the first Disability Network session, which was well attended. It aims to provide a space for staff to provide mutual support and a collective voice for disabled staff employed by Powys County Council and to support the organisation in being disability inclusive and disability confident.
- Children's Social Care celebrated the receipt of the Social Care Wales registrations for the 'Grow Our Own' students, eight have moved into their Newly Qualified Social Worker positions. The next cohort of our Grow Our Own Students will start their placement learning opportunities in January. The drafting of a recruitment action plan and campaigns started in the quarter, which focuses on recruiting to specific positions within Children's Services.
- Adults Social Care celebrated the receipt of the Social Care Wales registrations for the 'Grow Our Own' students, seven have moved into their Newly Qualified Social Worker positions.
- The Community Wellbeing Powys Archives Team are currently hosting a placement student who is studying for a Masters in Archives and Records Management at Aberystwyth University. As part of their course, the student is required to spend 70 hours cataloguing a discrete archive collection consisting of 6 boxes of various archive materials. The collection currently being undertaken relates to the Manor of Pencelli in Breconshire.
- Digital Services celebrated two colleagues' achievement of their First-Class Honours Degrees in Applied Software Engineering following the successful completion of their 4-year degree apprenticeships. The Digital Skills Trainers provided training sessions to 137 staff, which improved attendees' overall Digital Skills.
- Economy and Climate's Communities for Work and Transition into Employment Team, supported 45 new residents presenting with complex barriers to employment to voluntarily enrol onto our Employability and Skills, enabling them to access intensive one to one mentoring and support as part of their journey into training and employment. 5 new projects were awarded funding under the Shared Prosperity Fund Supporting Local Business investment priority area, with funding totalling £673,500. The funding supports initiatives that could lead to job creation.

- The Finance Team continued to strengthen financial skills and acumen across the Council through training delivery. 60 people undertook budget holder financial management induction training, and 65 people were trained in the use of Collaborative Planning. 56 people attended a range of finance system training, helping to ensure that the information input to the system is more accurate. 14 people undertook risk management training and 33 people undertook pensions training. Additionally, 257 people completed the Fraud Awareness e-learning, which is a mandatory e-learning module for all employees.
- Highways, Transport and Recycling continued to host two funded work experience placements with the Countryside Access and Recreation team, which aim to develop green skills around countryside access and nature recovery.
- Housing Services advertised apprenticeship opportunities for one Electrician, two Plumbers, and one Trainee Labourer. The response rate was excellent with a total of 35 applicants and all 4 posts have been filled.
- Legal Services welcomed a new Trainee Solicitor to the team.
- People Services completed the Initial Learning Needs Analysis via the Workforce Planning process. Identified gaps will be discussed with each service area in quarter 4, and the Learning Needs Analysis will inform the Learning and Development planning process and organisational training offer (brochure) for 2025.
- Planning and Regulatory Services celebrated one colleague's successful completion of their MSc in Planning at Cardiff University. Two further Planning Officers are being supported in undertaking the MSc in Planning.
- In December, the Ukrainian Resettlement Team welcomed a second social work student to the team for a 5-month work placement. They will be shadowing our case workers and being mentored whilst gaining experience and knowledge before gaining their own caseload.
- School Improvement and Learning colleagues participated in professional learning that was delivered across the Mid Wales Education Partners based on evidence-informed learning and teaching strategies, entitled 'Dysgu ar ei orau / Learning at its best'. 57 practitioners engaged in the events. 94.3% stated that the professional learning improved their knowledge of the subject; 96.2% stated that the content was relevant to their role; and 98.2% stated that they would recommend the professional learning to others. As a result, practitioners are provided with good quality professional learning based on research-informed practices that can be implemented within their school/ classroom to improve aspects of learning and teaching.

### **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 remained mixed. Of the 11 measures that support this objective, three measures are on track compared to two off-track. However, a further two measures were not due to report this quarter ('No data'), and four measures have no targets and are reported for monitoring purposes ('No target (monitoring)').

The two measures allocated as '**off track**' were:

- **032.** Carbon Accounts status (kg of CO2 equivalents) (reports in quarter 3)
  - 90,204,026 kg of CO2 equivalents compared to last year's figure of 85,842,350 kg of CO2 equivalents.
  - Powys County Council uses the Carbon Accounts Framework, as recommended by the Welsh Government Energy Service, for measuring operational emissions. We estimate emissions using a variety of methods such as through direct fuel use or a proxy such as spend.
  - For our Supply Chain, we are using a spend-based approach while we gather contract-specific information for the future. Spend is placed into a SIC code with each SIC code having a DEFRA provided amount of CO2e (CO2 equivalent) emitted per pound spent. Our data for this year saw an additional £12,602,574 of spend accounted for compared to the previous year, contributing to an extra 4,149,679 kg CO2e. This, alongside supply chain emissions per £ increasing from 0.267 to 0.270 kg CO2e/£, led to a significant proportion of the increase this year.
  - We have improved data gathering in some areas such as School Transport which led to an increase of 893,774 kg CO2e.
  - Otherwise, emissions from our fleet saw a small increase (123,200 kg CO2e) compared to last year with buildings showing a small decrease (369,443 kg CO2e).
  - Emissions from business travel increased (192,315 kg CO2e) while emissions from commuting and homeworking decreased (394,459 kg CO2e).
  - Emissions from waste decreased slightly (93,493 kg CO2e) while land use did not see any changes.
- **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) (a low number is better)
  - 255 compared to a target of 246.
  - The measure was off track in quarters 1 and 2 and had been off track in quarter 4 of the last performance year (2023-2024), having been on track in quarters 1, 2, and 3.
  - Our approach to meeting the challenges of homelessness includes:
    - Re-focusing Housing Support Officers on homeless prevention and supporting households in emergency accommodation (B&B and temporary accommodation in privately owned properties).
    - Increased use of social housing (both Council and housing association), as temporary accommodation but recognising that we also need to make sure that other households registered with 'Homes in Powys' are able to have their housing needs addressed.
    - Speeding up the offers of permanent homes to homeless clients and others in housing need.

- 'Flipping' of temporary accommodation to a Secure Contract, when the temporary housing is suitable for the client's needs according to 'Homes in Powys' policy, wherever possible to avoid homeless clients moving twice.

**Below are some activities of interest during the quarter:**

- In Quarter 3 the Money Advice Service delivered financial income gains to residents totalling £561,658.51. The number of calls to the Money Advice Team increased to an average of 29 per month and 456 residents' referrals were completed.
- With the increase in domiciliary care providers, it has been positive to see the effects of this allowing individuals to have more choice and in most cases reduced waiting times.
- Adult Social Care have worked alongside colleagues in Highways, Transport and Recycling to identify where there are barriers to online access including Wi-Fi and 4G; mapped the findings against current referrals to establish the extent of the gaps in connectivity and are working alongside Digital Transformation and ICT on how the Council can mitigate inequality of access to online social care support and services.
- The new Impact Assessment (IA) solution has been launched with guidance on how to access and use the new system provided (including training session for all Cabinet). The new solution is user friendly and enables multiple people to work on impact assessments together. Also, an advisory support panel has been set up to aid officers improve the quality of impact assessments.
- In November Sport Powys hosted and coordinated a second Insport Day. Insport is an opportunity for school pupils and members of the public to engage in disability sport opportunities. 75 attendees took part in Swimming sessions hosted by Swim Wales, wheelchair rugby with Cardiff rugby, Table tennis with Table Tennis Wales and Silver Paralympian Rob Davies of Brecon, Archery, Boccia, and Circus skills provided by Disability Sport Wales and Sport Powys.
- Number Up: Seven 'Spooktacular Creations!' sessions were held in libraries across the county over the October half-term week. These were papercraft and stop-motion animation workshops for families.
- In December, we redeveloped and relaunched the 'Warm Spaces' system developed in 2022. The system handles web-based expressions of interest, full applications, funding applications and features a web based admin approval process which populates an online directory of approved spaces including maps and available facilities. 20 venues have been added to the directory so far, providing safe and warm spaces for our residents. However, it is recognised that the pace of delivery for the Warm Hubs is not sufficiently fast enough given the severe weather. For future scheme launches, greater engagement with internal colleagues will happen sooner
- Children's Social Care are trialing an Artificial Intelligence enabled translation solution, developed in-house, to improve access to services for service users where their first language is not English or Welsh.



- During Quarter three, as a direct result of individual mentoring, the ‘Communities for work and transition into meaningful employment’ teams have supported 22 residents with complex needs into employment, providing greater financial stability, purpose, and greater sense of personal worth. The salaries that participants enter are voluntarily recorded across a band range. Of those who entered employment, 20 disclosed salaries, with the average salary coming out at £23,200. Overall, this shows us that an estimated £12,582 has entered the local economy, where disposable income spent on groceries, housing entertainment and health care help boost local businesses, contribute to tax revenues, and grow the economy at local level.
- Housing need figures have successfully dropped below target for Powys with a total of 3,375 households on the Homes in Powys Common Housing Register at the end of quarter three. This is a significant decrease since the end of quarter two (4,438) and since the same period last year (4,051).
- Housing Services has been able to tap into the shared Prosperity Fund to support the recruitment of three researchers to gather the views of people living in temporary accommodation to find out from the perspective of those who are homeless what Housing Services does well and where we can do things even better.
- Housing Services was invited to run a workshop, showcasing best practice, at the Welsh Government’s Homelessness Prevention Best Practice Online Event on December 3rd, 2024. The workshop was centred on our approach to ‘flipping’ temporary accommodation to secure contracts as part of our Rapid Rehousing Transition Plan.
- 4 Empty Properties have been brought back into use with home improvement loan support and 10 empty properties have been brought back into use via “Indirect Action” (without financial support). This work includes, Council Tax checks, advice, referrals, VAT Letters, survey visits, and a housing “buy back” of an empty property within a block of flats that is now in Council ownership. Collectively, the Housing Service has cumulatively secured “16 empties back into use by the end of quarter 3 2024/25 (an increase of 14 completions from the 2 reported at the end of quarter 2)”.
- A successful bid for UK Shared Prosperity Fund funding allowed us to offer 11 paid work experience opportunities to provide individuals with invaluable experience working for a local authority in a field relating to their area of interest. To date, one individual who took part in the scheme has secured permanent employment at Powys County Council, another has secured an apprenticeship with another organisation.
- A VAWDASV (Violence Against Women, Domestic Abuse and Sexual Violence) Champions hub has been created to ensure that staff are aware of the services VAWDASV Champions can provide and can access them more easily.
- The UK Shared Prosperity Fund funded Cooking Counts project, concluded with a total of 45 participants completing the six, three-hour session course. In the post-course questionnaire, 77% of participants stated that they are now more confident in their day-to-day maths skills, 95% stated that they are more confident with budgeting, and 100% of participants stated they have an

improved confidence in cooking healthy meals at home. A full evaluation of the project is currently underway. However, the time commitment of the Cooking Counts Project proved a barrier for some. Any future similar workstreams will take this into account, to ensure participation from as many as possible. All resources and lesson plans for Cooking Counts were developed in house and therefore will be able to be utilised for future similar workstream.

- **Child Poverty: Innovation and Supporting Communities Grant: The Volunteering Officer for Young People** was successfully recruited towards the end of the 2024 and initial work has commenced to identify volunteering opportunities for young people aged 14-25.
- **The Children and Young Peoples Social Prescriber** was successfully recruited towards the end of the 2024 and initial work to provide specific support to children, young people and their families has commenced.
- **Financial Education for Children, Young People, and their Families: The Money and Advice Team** visited Ysgol Llanfyllin week-ending 11 October 2024 to talk to the Year 10, 11, 12 and 13 learners about money advice, the service they provide, budgeting tips and lots of basic information on support that they and their families can access. The session was well received and queries both at the time and since the session. These will now be offered to other schools in Powys.
- The small grants scheme received 55 applications, requesting £54,000 in funding from the £30,000 that was available. This small grant scheme offers a funding opportunity where individual organisations and groups can apply to deliver community focused initiatives and events that will focus support for low-income families, families experiencing poverty or those impacted by the cost of living. In collaboration with PAVO, a Young Person's Panel met in December to consider the applications, and their feedback was taken to the Office Panel (which has representatives from Powys County Council, PAVO, Powys Teaching Health Board and Neath Port Talbot Group of Colleges). 41 applications were success and the grant award notifications being issued prior to the end of 2024. Activities supported range include family Christmas activities, engagement events, sports activities, dance sessions, cooking sessions and family activity / fun days.

## **2.4. Engagement Activities**

We had 1,523 visitors (internal and external) to our engagement hub website, where 6% of them actively engaged/participated on the website by submitting a contribution.

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

- **Ongoing Engagement Project**
  - Do you have a minute?
- **Schools and Education**
  - Ysgol Bro Cynllaith
- **Planning and Flooding**
  - Severn Valley Flood Scheme – Drop in events ([External Link](#))

- Carnedd Wen Wind Farm (External Link)
- **Housing**
  - Housing Options in Llanfyllin (External Link)
- **Senedd**
  - Senedd Visitor Levy Consultation (External Link)
- **Data Cymru Survey**
  - National Residents Survey – Let’s Talk: Living in Powys (External Link)

A further 252 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 6,881 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, following its presentation to Senior Leadership Team.

### **5. Legal implications**

- 5.1. The Monitoring Officer notes the content of the report, following its presentation to Senior Leadership Team. 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](#).

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

**Tel:** 01597 826768

**Email:** [catherine.james@powys.gov.uk](mailto: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: 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

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

Measure	Lead Service	Quarter 3 (2024-2025)	Quarter 2 (2024-2025)	Quarter 1 (2024-2025)	Quarter 4 (2023-2024)	Quarter 3 (2023-2024)
<b>02.</b> Number of people in Powys with access to preventative digital solutions	Adult Social Care	<b>791</b> No target (monitoring)	<b>544</b> No target (monitoring)	<b>562</b> No target (monitoring)	<b>539</b> No target (monitoring)	<b>194</b> No target (monitoring)
<b>04.</b> Number of visits to leisure centres (a high number is better) (cumulative – year to date)	Community Wellbeing	<b>1,410,622</b> On track	<b>941,487</b> On track	<b>484,373</b> On track	<b>1,902,344</b> On track	<b>1,390,703</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)	Community Wellbeing	<b>57</b> On track	<b>No data</b>	<b>(Blank)</b>	<b>No data</b>	<b>53</b> On track
<b>09.</b> The number of (active) user participations (a high number is better) (cumulative - year to date)	Community Wellbeing	<b>1,088,631</b> On track	<b>723,632</b> On track	<b>382,341</b> On track	<b>1,487,250</b> On track	<b>1,079,123</b> On track
<b>10.</b> Percentage of children, young people and their families report that they achieve their family goal through accessing Early Help (a high number is better)	Children's Social Care	<b>88%</b> On track	<b>88%</b> On track	<b>93%</b> On track	<b>98%</b> On track	<b>92.5%</b> On track
<b>11.</b> Percentage of young people who use the Intervention and Prevention services demonstrate positive progression (a high number is better)	Children's Social Care	<b>93%</b> On track	<b>78%</b> Off track	<b>93%</b> On track	<b>84%</b> Off track	<b>80%</b> Off track
<b>12.</b> Percentage of children who the Intervention and Prevention Service work with around family breakdowns will remain with their families safely	Children's Social Care	<b>100%</b> On track	<b>96%</b> On track	<b>100%</b> On track	<b>99%</b> On track	<b>90%</b> Off track

Measure	Lead Service	Quarter 3 (2024-2025)	Quarter 2 (2024-2025)	Quarter 1 (2024-2025)	Quarter 4 (2023-2024)	Quarter 3 (2023-2024)
14. The percentage of people satisfied with the local area as a place to live (a high number is better) (Reports in Quarter 2)	Business Intelligence and Governance	No data	(Blank)	No data	No data	No data
39. Number of 'Keeping in Touch' visits (Housing) (cumulative - year to date)	Housing	426 No target (monitoring)	342 No target (monitoring)	183 No target (monitoring)	407 No target (monitoring)	302 No target (monitoring)
47. Number of contacts made to Adult Social Services (ASSIST) receiving information and advice	Adult Social Care	564 No target (monitoring)	530 No target (monitoring)	503 No target (monitoring)	New for 2024-2025	New for 2024-2025
48. Number of contacts made to Children's Social Services (Front Door) receiving information and advice	Children's Social Care	1,193 No target (monitoring)	1,485 No target (monitoring)	1,246 No target (monitoring)	New for 2024-2025	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)	Business Intelligence and Governance	No figure achieved has been provided	26% On track	14% Off track	New for 2024-2025	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)	Business Intelligence and Governance	No figure achieved has been provided	26% On track	14% Off track	New for 2024-2025	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)	Business Intelligence and Governance	No figure achieved has been provided	37% Off track	43% Off track	New for 2024-2025	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)	Digital	86% On track	82.11% On track	93.75% On track	New for 2024-2025	New for 2024-2025



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

Measure	Lead Service	Quarter 3 (2024-2025)	Quarter 2 (2024-2025)	Quarter 1 (2024-2025)	Quarter 4 (2023-2024)	Quarter 3 (2023-2024)
15. Number of new apprentices within the Council (a high number is better)	People	3 On track	5 On track	0 Off track	8 On track	9 On track
17. Percentage of individuals paid through contractors being paid the real living wage (a high number is better) (cumulative - year to date)	Finance	No target or figure achieved has been provided.	No target or figure achieved has been provided.	No target or figure achieved has been provided.	No data	No data
18. Number of vacancies (excluding Schools)	People	180 On track	231 On track	288 Off track	280 No target (monitoring)	339 No target (monitoring)
19. Staff turnover rate during the quarter	People	3% On track	4.3% On track	2.26% On track	2.14% No target (monitoring)	2.59% No target (monitoring)
20. Average days sickness per full time equivalent employee (a low number is better)	People	2.61 On track	1.64 On track	1.71 On track	2.75 Off track	2.17 On track
21. Percentage of recruitment exercises leading to a successful appointment on first advertisement of the role (a high number is better)	People	61.5% On track	68% On track	44% Off track	58% No target (monitoring)	58% No target (monitoring)
22. Number of guaranteed interviews offered to Armed Forces veterans who meet the criteria (a high number is better)	People	3 No target (monitoring)	7 No target (monitoring)	3 No target (monitoring)	4 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)	People	No data	No data	75% On track	No data	No data

Measure	Lead Service	Quarter 3 (2024-2025)	Quarter 2 (2024-2025)	Quarter 1 (2024-2025)	Quarter 4 (2023-2024)	Quarter 3 (2023-2024)
<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)	People	No data	No data	79% Off track	No data	No data
<b>25.</b> Percentage of staff who report good/excellent well-being (reports in quarter 1) (a high number is better)	People	No data	No data	65% On track	No data	No data
<b>40.</b> Number of apprentices employed by the Council (on the last day of the quarter) (a high number is better)	People	27 No target (monitoring)	26 No target (monitoring)	32 No target (monitoring)	32 No target (monitoring)	32 No target (monitoring)
<b>41.</b> Mean gender pay gap (reports in quarter 4) (a low number is better)	People	No data	No data	No data	7.09% On track	No data

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

Measure	Lead Service	Quarter 3 (2024-2025)	Quarter 2 (2024-2025)	Quarter 1 (2024-2025)	Quarter 4 (2023-2024)	Quarter 3 (2023-2024)
<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)	Housing	0 No target (monitoring)	0 No target (monitoring)	0 No target (monitoring)	18 Off track	18 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)	Housing	10 No target (monitoring)	7 No target (monitoring)	2 No target (monitoring)	10 On track	9 No target (monitoring)
<b>30.</b> The percentage of rental income lost through Council unoccupied housing (a low number is better) (cumulative - year to date)	Housing	2.55% On track	2.44% On track	2.57% On track	3.72% On track	3.63% On track
<b>31.</b> Number of new homes created by bringing empty properties back into	Housing	16	2	0	7	5

Measure	Lead Service	Quarter 3 (2024-2025)	Quarter 2 (2024-2025)	Quarter 1 (2024-2025)	Quarter 4 (2023-2024)	Quarter 3 (2023-2024)
use (a high number is better) (cumulative - year to date)		No target (monitoring)	No target (monitoring)	No target (monitoring)	Off track	No target (monitoring)
<b>32.</b> Carbon Accounts status (kg of CO2 equivalents) (reports in quarter 3)	Economy and Climate	<b>90,204,026</b> Off track	<b>No data</b>	<b>No data</b>	<b>No data</b>	<b>No data</b>
<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)	Housing	<b>3,375</b> On track	<b>4,438</b> Off track	<b>4,392</b> Off track	<b>4,253</b> On track	<b>4,051</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)	Housing	<b>255</b> Off track	<b>265</b> Off track	<b>266</b> Off track	<b>300</b> Off track	<b>257</b> On track
<b>35.</b> The child absolute poverty rate (provisional) (a low number is better) (Reported in Quarter 1)	Business Intelligence and Governance	<b>No data</b>	<b>No data</b>	<b>18.8%</b> No target (monitoring)	<b>No data</b>	<b>No data</b>
<b>36.</b> Number of children living in absolute poverty (provisional) (Reported in Quarter 1)	Business Intelligence and Governance	<b>No data</b>	<b>No data</b>	<b>4,868</b> No target (monitoring)	<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).	Housing	<b>265</b> On track	<b>278</b> On track	<b>292</b> Off track	<b>309</b> Off track	<b>265</b> On track

Measure	Lead Service	Quarter 3 (2024-2025)	Quarter 2 (2024-2025)	Quarter 1 (2024-2025)	Quarter 4 (2023-2024)	Quarter 3 (2023-2024)
38. Number of rough sleepers i.e. those sleeping in the open air (a low number is better)	Housing	2 No target (monitoring)	1 No target (monitoring)	1 No target (monitoring)	1 On track	1 On track