

# Business Support Overview and Scrutiny Committee – Supplementary agenda no 1

**A meeting of the Business Support Overview and Scrutiny Committee will be held on:**

**Date:** 27 October 2016

**Time:** 6.30pm

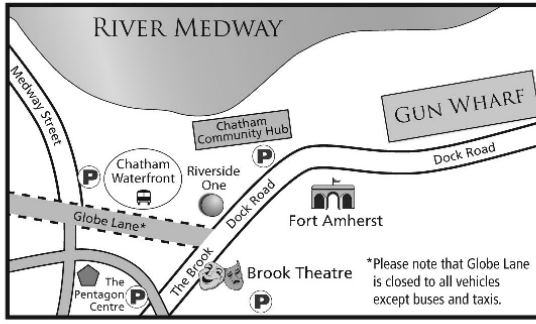
**Venue:** Meeting Room 2 - Level 3, Gun Wharf, Dock Road, Chatham ME4 4TR

## Items

- 6 Council Plan Quarter 1 2016/17 Performance Monitoring Report (Pages 3 - 16)**
- This appendix sets out the performance discussions at other Overview and Scrutiny Committees report summarises.

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**Date: 27 October 2016**



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## APPENDIX 2

### Summary of Quarter 1 2016/7 Overview and Scrutiny performance discussions

#### 1. Framework

- 1.1 Quarter 1 performance was discussed at the following Overview and Scrutiny (O&S) meetings;

Children and Young People O&S (CYP)	06 October
Regeneration, Community and Culture O&S (RCE)	25 October

The Health & Adult Social Care O&S (HASC) will be taking place on 15.11.16.

#### 2. O&S Performance Discussions

- 2.1 This report provides a summary of the discussions held at the CYP & HASC O&S Committees regarding Quarter 1 2016/17 performance against Council Plan indicators. The HASC summary will be provided once the meeting has taken place.
- 2.2 The indicators discussed are listed at point 4.
- 2.3 **Children and Young People O&S Committee**

##### **Discussion:**

The Deputy Director, Children and Adults (Interim) introduced the report which summarised the performance of the directorate in Quarter 1 of year 2016-17 for the priority relevant for this Committee, 'supporting Medway's people to realise their potential'.

A Member asked for more information about the outcomes of the 18 permanent school exclusions during this quarter. It was agreed that a briefing note would be provided.

##### **Decision:**

The Committee noted the report.

- 2.4 **Regeneration, Community and Culture O&S Committee**

##### **Discussion:**

The Committee received a report setting out the performance summary for Quarter 1 2016/17 against the Council's priorities for the Committee:

- Medway: A place to be proud of.
- Maximising regeneration and economic growth.

The Committee raised the following issues:

- **Standards at Shawsted Tip and Riverside Country Park** - A Member commented that following recent visits to Shawstead Tip and Riverside Country Park, she was dissatisfied with the standards at both sites. In particular, she referred to the level of dog excrement at Riverside Country Park. The Director for Regeneration, Culture, Environment and Transformation commented that customer satisfaction levels were usually very high at both sites and gave an assurance that these comments would be taken on board for both sites and action would be taken to reinforce the message at Riverside Country Park that dog walkers should observe regulations requiring them to remove their dogs excrement and dispose of it in the bins provided.
- **Performance Indicator NI 195a – Improved street and environment cleanliness: Litter** – A Member sought clarification as to whether the 96% satisfaction target was intended to be public opinion or the opinion of contract monitoring teams. In response, the Performance Manager clarified that the target was not a satisfaction level but related to the contract monitoring teams carrying out regular street cleansing inspections across Medway to ensure that the contractor was meeting their contractual obligations.
- **Public realm and street scene** – A Member referred to issues in River Ward where private landlords were not providing adequate refuse facilities in buildings and he asked whether any action could be taken to remedy this. The Acting Assistant Director Front Line Services agreed to investigate this and respond to the Member direct.
- **Performance indicator NI 167 – Average journey time along 5 routes across Medway** – A Member sought further information as to the systems used to measure average journey times along the 5 identified routes in Medway. The Performance Manager confirmed that the Head of Integrated Transport had investigated alternative options for obtaining this data having regard to the systems used by other local authorities and it was hoped that a new system would be in place by the end of Quarter 2. The new system could be used to obtain a large range of data including journey times for any date or time period.
- **Performance Indicator GH6 CP – Satisfaction with parks and open spaces** - A Member referred to Gillingham Park and sought clarification as to whether there was an appeal process for this Park to regain Green Flag status and she sought information as to whether action was being undertaken to encourage volunteers to help at this particular park. The Acting Assistant Director Front Line Services confirmed that unfortunately the appeal for Green Flag status for Gillingham Park had been unsuccessful and he agreed to share the Green Flag Judging Report for Gillingham Park.. He advised that there had been a Friends Group for Gillingham Park but this was no longer

operational. However, he was happy to revisit re-establishment of the Friends Group as part of the work to secure the Green Flag status for Gillingham Park.

- **Battle of Medway** – A Member sought information on the proposed commemoration the 350<sup>th</sup> anniversary of the Battle of Medway in 2017. The Assistant Director Physical and Cultural Regeneration briefly outlined the types of events being planned as part of the commemorative event.
- **Gun Wharf Marina**– A Member asked for an update on plans to have mooring facilities at Gun Wharf. The Director for Regeneration, Culture, Environment and Transformation advised that work was currently in hand on this proposed development as part of the plans for the regeneration of Chatham and it would be marketed shortly.
- **Medway Mile** - A Member congratulated Officers on the successful organisation of the Medway Mile. She added that this event, which was free of charge, was well supported by participants. Another Member added that she had a number of friends who were not Medway residents who had expressed to her that they were impressed with events staged in Medway, many of which were free of charge.

#### **Decision:**

The Committee agreed to:

- a) Note the Quarter 1 2016/17 performance against the key measures of success used to monitor progress against the Council Plan 2016/17.
- b) Note that the Chief Executive, in consultation with the Portfolio Holder for Resources has approved the adjustment of Quarter 1 target for performance measure LRCC 4a (Jobs created and safeguarded), from 75 to 35 to reflect the delayed receipt of Locate in Kent data, in accordance with the authority delegated to them at Full Council in February 2016.
- c) Note that the Acting Assistant Director Front Line Services will discuss the issue of private landlords and the provision of refuse facilities with the relevant Councillor direct outside of the meeting.
- d) Note that Officers have agreed to take the necessary action to reinforce to dog walkers at Riverside Country Park the requirement for them to dispose of dog excrement in a responsible manner using the bins provided.
- e) Note that the Acting Assistant Director Front Line Services will discuss with the relevant Member concerned outside of the meeting the possibility of reviving the Friends of Gillingham Park as part of work to regain Green Flag status for this park.



#### **4. Tables**







Please see page overleaf.

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Title
<b>1 Medway: A place to be proud of</b>









Title
<b>1.1 A clean and green environment</b>

Code	Short Name	Success is	2014/15	2015/16	Q4 2015/16	Q1 2016/17					2016/17	Latest Note Date	Latest Note
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
GH6 CP	Satisfaction with parks and open spaces – Citizens Panel result		N/A	N/A	N/A	68.7%	70%		N/A	N/A	70%	04-Aug-2016	<p>Whilst this is below target it still represents a strong satisfaction score reflecting the ongoing targeted investment into the Greenspaces estate and external accreditation secured via Green Flag. The Council achieved six green flags in 2016 following judging at Great Lines Heritage Park, Broomhill Park, Hillyfields, The Vines, Capstone Farm Country Park and Riverside Country Park. While Gillingham Park was not judged as meeting the standard, an appeal has been lodged and remedial actions are being pursued to ensure that the standard is met.</p> <p>Poor weather at the start of the year meant that a number of horticultural activities were delayed. This was followed by a period of warm weather, which accelerated grass and weed growth. The Council's contractor has struggled to get back on top of grounds maintenance schedules, but has now done so.</p> <p>Volunteering goes from strength to strength, and this contributes hugely towards getting people actively</p>

Code	Short Name	Success is	2014/15	2015/16	Q4 2015/16	Q1 2016/17					2016/17	Latest Note Date	Latest Note	
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target			
														involved in their local green spaces.
NI 195a NEW	Improved street and environmental cleanliness: Litter		97.42 %	96.92 %	97.33 %	97.00 %	96.00 %				96.00 %	11-Jul-2016	The contract monitoring team carry out regular street cleansing inspections across Medway to ensure the contractor is meeting their contractual obligations. During Q1 of locations were at a grade B (predominantly free of litter and refuse except for some small items) or above, providing a positive result that is within target	
W6 CP	Satisfaction with refuse collection – Citizens Panel result		N/A	N/A	N/A	92.4%	85%		N/A	N/A	86%	02-Aug-2016	Highest recorded satisfaction via CP. Results were from 559 respondents to the May 2016 questionnaire and suggests Medway residents continue to receive an excellent service.	

Title
<b>2 Maximising regeneration and economic growth</b>


Title
<b>2.1 Residents with jobs and skills</b>

Code	Short Name	Success is	2014/15	2015/16	Q4 2015/16	Q1 2016/17					2016/17	Latest Note Date	Latest Note
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
NI 117	The percentage of 16-18 year olds who are not in education, employment or training (NEET)		7.31%	7.80%	7.80%	7.50%	6.00%				6.00%	15-Jul-2016	7.5% of 16-18 year olds are NEET, this represents 724 young people. There has been a reduction in the numbers NEET since Q4 last year and more significantly a reduction on the 2015-16 Q1 percentage of 7.78%. The latest full year national figures (to June 2015) show 6.5% of 16-18 year olds as NEET which is the same for the most recent national quarterly data (Jan-March 2016)
LRCC4a	Number of jobs created and safeguarded (cumulative)		476	759	759	39	35				300	19-Aug-2016	Q1 does not include Locate in Kent figures which report twice yearly and due after September. Inward Investment contract currently being renegotiated with KCC for contract to cover next 3 years.





Title

2.2 Getting around Medway

Code	Short Name	Success is	2014/15	2015/16	Q4 2015/16	Q1 2016/17					2016/17	Latest Note Date	Latest Note
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
NI 167 New	Average journey time along 5 routes across Medway		2.95	3.45	3.75	N/A	4.00	N/A	N/A	N/A	4 mins	18-Jul-2016	During Q1 technical issues have arisen with the collection of journey time data. To address these, the Council have explored alternative options for obtaining this information. The Council is aiming to have a new system operational by the end of Q2. The Cloud/web based system collates data from vehicles via GPS. A map of the entire Medway Towns can then be accessed online, and the map interrogated to obtain a large range of data, including journey times for any date or time period. However, it should be noted that there may be a differential between the data previously obtained via the ANPR system and the data obtained via this new service






Title
<b>3 Supporting Medway's people to realise their potential</b>











Title
<b>3.1 Healthy and active communities</b>


Code	Short Name	Success is	2014/15	2015/16	Q4 2015/16	Q1 2016/17					2016/17	Latest Note Date	Latest Note
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
PH14	Excess weight in 4-5 year olds		21.6%	N/A	Not measured for Quarters	Not measured for Quarters					21.5%	22-Jul-2016	<p>This is an annual data collection conducted by School Nursing service, with data collection currently taking place across all Medway schools. Data to be published by the Health &amp; Social Care Information Centre in December 2016, for 2015/16 school year prevalence.</p> <p>The third annual summit of the Medway Supporting Healthy Weight Network, hosted by Cllr Brake, took place on 8th September. This year's event was a collaboration with University of Kent, and similar to previous years, raised the profile of the obesity agenda, recruited support from partners for further action, celebrated the success of projects in the last year and agreed priority actions to move forward as a network.</p>
PH15	Excess weight in 10-11 year olds		34%	N/A	Not measured for Quarters	Not measured for Quarters					34%	22-Jul-2016	<p>This is an annual data collection conducted by PH Healthy Weight team, with data collection currently taking place across all Medway schools. Data to be published by the Health &amp; Social Care Information Centre in December 2016, for 2015/16 school year prevalence.</p> <p>The third annual summit of the Medway Supporting</p>














Code	Short Name	Success is	2014/15	2015/16	Q4 2015/16	Q1 2016/17					2016/17	Latest Note Date	Latest Note	
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target			
														Healthy Weight Network, hosted by Cllr Brake, took place on 8th September. This year's event was a collaboration with University of Kent, and similar to previous years, raised the profile of the obesity agenda, recruited support from partners for further action, celebrated the success of projects in the last year and agreed priority actions to move forward as a network






<b>Title</b>
<b>3.2 Resilient families</b>

Code	Short Name	Success is	2014/15	2015/16	Q4 2015/16	Q1 2016/17					2016/17	Latest Note Date	Latest Note
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
NI 101	The percentage of looked after children who achieve five A*-C GCSEs including English and maths		.0%	28.6%	Not measured for Quarters	Not measured for Quarters					N/A	03-Aug-2016	Provisional GCSE results become available in the early autumn and performance will be reported after Q2 subject to national publication timescales. GCSE results are changing and this measure may need to change as well in future years.
A1	The average number of days between a child entering care and moving in with adoptive family		711	686	686	629	659				608	18-Aug-2016	Strong improvement in performance, The effect of improvements in the timeliness of legal proceedings made over the last 3 years are now beginning to show and should lead to continued improvement. However, achieving the year end target will remain challenging.

Code	Short Name	Success is	2014/15	2015/16	Q4 2015/16	Q1 2016/17					2016/17	Latest Note Date	Latest Note
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
CASEIEY FS Gap	Percentage achievement gap at Early Years Foundation Stage Profile between the lowest attaining 20 % of children and the mean		N/A	N/A	N/A	N/A	31%	N/A	N/A	N/A	31%	15-Jul-2016	This data is provided via a statistical first release, published later in the year.
CSC0004	Number of LAC per 10,000 children		N/A	N/A	N/A	68.6	68.2		N/A	N/A	67.0	18-Aug-2016	The number of looked after children has increased up to a peak of 72.1 per 10,000 children at the end of February 2016. This has been substantially turned around in the last 4 months and we are well on our way to achieving target by the end of the year.
CSC0005	CAF/Early help assessments achieving desired outcomes		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	19-Jul-2016	The establishment of this performance indicator is scheduled for Q2, following the completion of an update to Early Help recording.
CSC0006	Number of CP per 10,000 children		N/A	N/A	N/A	65.6	79.3		N/A	N/A	65.3	19-Jul-2016	Strong focus by teams on the appropriateness of CP plans and alternatives have seen a 24% reduction in the number of plans over the first quarter. We are expecting to reach our year end target in Q2.
N23	The percentage of children social care substantive posts not filled by permanent social workers		32.53 %	40.14 %	38.27 %	42.87 %	35%				25%	18-Aug-2016	Work to improve recruitment & retention of Social Workers continues at pace including: <ul style="list-style-type: none"> <li>• Ambitious and far reaching recruitment campaign targeting recruitment for all new roles within the structure</li> <li>• New micro site launched</li> <li>• New Cohort of 13 NQSWs recruited for Children's Services starting in September 2016</li> </ul>

Code	Short Name	Success is	2014/15	2015/16	Q4 2015/16	Q1 2016/17					2016/17	Latest Note Date	Latest Note	
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target			
														<ul style="list-style-type: none"> <li>National campaign including advertorial with Guardian to launch in September together with continued media coverage on Facebook, LinkedIn and Google using Jobs Go Public</li> <li>Relaunch of Refer a Friend Scheme</li> <li>Continuous follow up of potential candidates joining the talent pool</li> </ul>
PH16	Smoking at time of delivery		N/A	16.81	16.81	N/A	N/A	N/A	N/A	N/A	17.9	06-Jul-2016	<p>Q1 data not available at this time.</p> <p>Discussions are being held to try to address the number of women who decline an appointment with the Stop Smoking Service and those who we are unable to contact.</p> <p>Smoking in Pregnancy profile will be raised by default when the Medway Foundation Trust becomes a smoke free site in October.</p> <p>A seminar will be held on the 27th of September to engage Obstetricians, Sonographers, Midwives and other maternity service staff in the maternal smoking remit.</p>	

Title													
3.4 All children achieving their potential in schools													
Code	Short Name	Success is	2014/15	2015/16	Q4 2015/16	Q1 2016/17					2016/17	Latest Note Date	Latest Note
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
SE KS4a	The percentage of children achieving five or more A*- C grades at GCSE or equivalent including English and Maths		58.8%	57.8%	Not measured for Quarters	Not measured for Quarters					60.0%	03-Aug-2016	Provisional GCSE results become available in the early autumn and performance will be reported after Q2 subject to national publication timescales. GCSE results are changing and this measure may need to change as well in future years.
CA13	The percentage of children permanently excluded from school		0.23%	0.22%	0.00%	0.04%	0.02%				0.06%	03-Aug-2016	This represents 18 pupils permanently excluded from School. The full year target is 26 pupils. This means that in one quarter almost 70% of the annual expected exclusions have been made. As such if there are more than 8 permanent exclusions in the next 9 months then the target will not be met. This is 3 children more than the same quarter last year. 89% (16/18) of these exclusions were from Secondary academies, 5.5% (1) was from a primary academy and 5.5% (1) from a maintained secondary.
CASEIKS 4 Ofsted	The percentage of secondary sector schools in Medway judged to be good or better		N/A	N/A	N/A	88.2%	88.2%		N/A	N/A	88.2%	15-Jul-2016	This is a new measure. 88.2% of secondary schools represents 15 out of 17 eligible schools. 4 secondary's are outstanding and 11 are good.
CASEISP EC Ofsted	The percentage of special schools in Medway judged to be good or better		N/A	N/A	N/A	80%	80%		N/A	N/A	80%	03-Aug-2016	This is a new measure. 4 out of 5 schools with an inspection are judged as good or outstanding. 2 Special Schools are outstanding and 2 are good.
EDU3(b)	The percentage of children who were		N/A	N/A	4.4	4.7	5.5				N/A	03-Aug-2016	The 10% threshold has now been in place for a year and comparisons with 2015-16 are now possible. Persistent

Code	Short Name	Success is	2014/15	2015/16	Q4 2015/16	Q1 2016/17					2016/17	Latest Note Date	Latest Note	
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target			
	persistently absent from school													absence has dropped to 4.7% compared to Q1 2014–15 where it was 7.3% This is a 2.9 percentage point drop. However it must be noted that in 2015–16 the response rate from schools to this voluntary collection was 91%, whereas this year it was 67%. This is a difference of 25 schools so the robustness of this years' data is questionable.
SE KS2	The percentage of children who achieved level 4 or above in Reading, Writing and Mathematics at KS2		75.0%	73.0%	Not measured for Quarters	Not measured for Quarters					76%	03–Aug–2016	This validated data includes 7 schools that are below floor threshold (a combination of measures that identify schools that are consistently underperforming in reading, writing and maths). A “Securing Outcomes” Programme as well as bespoke consultancy and advice has been developed to improve pupil outcomes. Provisional results from the tests taken in May will be available in Q2.	
SE2 OEPr	The percentage of primary sector schools in Medway judged to be good or better		N/A	74.6%	74.6%	80.3%	75.0%				75.0%	03–Aug–2016	Using the same methodology as Ofsted 53 out of 66 schools with countable current Ofsted reports are judged as good or outstanding. This time last year 41 schools were good or outstanding. 9% (6) are outstanding and 71% (47) are good.	

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