

BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE

26 AUGUST 2014

COUNCIL PLAN: 2013/2014 YEAR END PERFORMANCE MONITORING

SUPPLEMENTARY REPORT

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Summary

This supplementary report (Appendix 2 to the report) sets out details of the Quarter 4 2013/2014 performance discussions that took place at the following Overview and Scrutiny Committee meetings:

Children and Young People	15 July
Health and Adult Social Care	19 August
Regeneration, Community and Culture	21 August.

1. Overview and Scrutiny Performance Discussions

1.1 This report provides a summary of the discussions held at each Overview and Scrutiny Committee regarding Quarter 4 2013/2014 performance against Council Plan indicators.

1.2 The indicators discussed are listed at point 4.

1.3 Children and Young People Overview and Scrutiny Committee

The Director of Children and Adults' Services introduced the annual report, summarising Medway's performance for 2013-2014 against its priorities as set out in The Council Plan 2013-2015 and highlighted the achievements to date and current challenges. The Committee then raised questions and discussed a number of issues including:

- **Ofsted results.** The downward trend evidenced by the quarterly figures was discussed and it was acknowledged that with standards improving nationally the bar has risen, making it more difficult for schools to show improvement.

- **Educational attainment.** The Committee acknowledged that the validated exam results are not released until the end of the calendar year and that this will feature as an item to this Committee in December 2014.
- **Children not in education, employment and training.** The Director advised that the participation age has risen and that targeted and focused intervention was obtaining better individual results. The University Technical College (UTC) will offer local provision of technical and vocational education for young people aged 14 and above who wish to work in the construction sector in the future.
- **Children who are looked after.** Officers confirmed that efforts to secure permanent Independent Reviewing Officers (IRO) were continuing. It was also noted that the reasons why 4 children deemed 'not in suitable accommodation' were not able to be contacted were complex, and concern was expressed by members that every effort should be made to try to engage with these young people.
- **Action for families.** The Committee praised the work of the Action for Families project which has had national profiling.

1.4 **Regeneration, Community and Culture Overview and Scrutiny Committee**

The Performance and Intelligence Manager introduced the annual report, summarising Medway's performance for 2013-2014 against its priorities and two values for this Committee as set out in the Council Plan 2013-2015. She referred to the 32 Regeneration, Community and Culture key measures of success and highlighted those areas of achievement and those which required improvement. The Committee then raised questions and discussed a number of issues including:

- **Key Project – Sporting Legacy – Leisure Centres.** It was confirmed that refurbishment works at Strood Leisure Centre would include refurbishment of wet-side facilities. Whilst customer satisfaction data relating to the leisure centres did not differentiate between dry-side and wet-side facilities, the way in which information is collected allows customers to provide additional comments if they so wished.
- **Parks and Open Spaces.** The Committee welcomed the fact that 5 parks had secured the Green Flag standard for 2013, these being Broomhill, The Vines, Hillyfields, Riverside Country Park and Capstone Farm Country Park. A Member commended the human sundial provided at Broomhill.
- **Improved Street and Environmental Cleanliness: Litter (PI Code NI 195a) and Non principal classified roads where maintenance should be considered (PI BV224a and NI 169).** The Performance and Intelligence Manager explained the reasons as to why the contractor's customer satisfaction statistics sometimes produced lower levels of customer satisfaction than those reported on a quarterly basis to the Committee. She confirmed that officers regularly held meetings with contractors, and the Council participated in benchmarking with other local authorities and, in

addition, participated in the annual National Highways and Transport Survey completed independently by Ipsos MORI for 78 local authorities.

The Head of Highways and Parking Services informed the Committee that at the end of 2013, Focus Groups had assessed the customer satisfaction surveys. The results showed that a number of questions required re-modelling as it had been established that although some questions related to 'overall perception', respondents were considering how well they could access the network as opposed to the maintenance of roads when providing responses.

- **Street Scene Enforcement.** A Member questioned a breakdown of the figures as they related to businesses and individuals. The Head of Safer Communities advised that he would report back to the Member direct.
- **PI LRCC1 – Number of visitors to tourist attractions.** It was confirmed that the number of visitors to tourist attractions included both Council operated and private sector tourist attractions with both paid and free entry. Visitors to events in Medway were not included within this performance indicator.
- **Cultural Strategy.** It was noted that whilst the Christmas Market was included within the Cultural Strategy, the weekly markets held within Town Centres in Medway did not. The Deputy Director Customer Contact, Leisure, Culture, Democracy and Governance agreed to refer the issue of the promotion of the weekly Town Centre markets to the Town Centre Management Team for consideration.

1.5 **Health and Adult Social Care Overview and Scrutiny Committee**

The Director of Children and Adults stated that she would welcome questions from Members and drew attention to the improved performance in the indicators relating to services for carers which put the Council in a good position to respond to the new requirements under the Care Act 2014. The Deputy Director, Children and Adults clarified the differences between the adult social care survey and the feedback received in relation to the Adults Mental Health Social Work Team which had been moved back inhouse.

The Committee then raised questions and discussed a number of issues including:

- **General observation** The comment was made that the short trends were performing better than the long trends. It was also agreed that, in view of the importance of dealing with this report more robustly the item should be placed earlier on the agenda for future meetings.
- **The proportion of people with learning difficulties who use services who say that those services have made them feel safe and secure** Members were disappointed that this trend was on a downward trend. The Deputy Director, Children and Adults referred to new data received which indicated an upward trend in the proportion of people who use services who say that those service have made them feel safe and secure.

- **Numbers completing the MEND programme** it was felt that the targets were rather modest. The Director of Public Health stated that it had proved challenging to get people to use the MEND programme but the Change4Life programme had proved a more flexible way of helping people with losing weight and living more healthily. She did acknowledge that more needed to be done.
- **Rate of self-reported 4 week smoking quitters aged 16 or over** it was disappointing to see the trend down and a question was asked as to whether this was affected by use of e-cigarettes. The Director of Public Health stated that the downward trend was reflected in results nationally but highlighted that Medway was 13th in the country in getting people to commence the smoking cessation programme and 40th out of 152 as far as the quitting rate was concerned.
- **Number of adults taking part in healthy weight and exercise referral interventions**
Questions were asked as to what more could be done to encourage people to take part in these interventions. The Director of Public Health confirmed that it was often difficult for GPs to raise the issue of obesity with their patients. The Chief Clinical Officer, NHS Medway CCG referred to ongoing improvements in primary care which meant it would be easier for data to be collected and used by GPs to address obesity issues with patients.
- **Support for victims of domestic abuse** This support was commended by a Member at the meeting.
- **Support for carers** Further detail was given by the Deputy Director, Children and Adults about the types of support that carers requested which were often very modest and related to support with housework, gardening etc.
- **Better for less** In response to a question the Deputy Director, Children and Adults explained how the three community hubs were being used and the ways in which there had been an increase in services available to people there including a signer who attends once a week to assist service users to access information about Council services. Members were particularly pleased to hear details of the Changing Places programme, which provided changing facilities in Rochester community hub with a hoist to accommodate adults or children. He undertook to provide more detail about the usage of the hubs.













2. **Items referred to Business Support Overview and Scrutiny**

- 2.1 No items were referred to the Business Support Overview and Scrutiny Committee by the other Committees.







3. **Tables**

- 3.1 Please see page overleaf.




1.1 Ensure older people and disabled adults are safe & supported


Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			Note
			Value	Value	Value	Value	Value	Value	Target	Status	
ASC01	Client satisfaction with adult social care services		62.7	Not measured for Quarters			63.8	68.0			15-May-2014 <i>Draft pending final validation of statutory return</i> The result from the ASC Survey is 63.8%. This is a 1.1 percentage point increase on last year but the target of 68% has been missed. It has been acknowledged that this target was set too high at the start of the year. The result of 63.8% is marginally behind both the 2012-13 comparator result of 64.3% and the 2012-13 national result of 64.1% (2012-13 data).
ASC03	The proportion of people who use services who feel safe		65.80	Not measured for Quarters			64.07	66.00			02-May-2014 <i>Draft pending final validation of statutory return</i> The result from the Adult Social Care Survey is 64.07%. This is a fall on last year's result of 1.7 percentage points. It means that the target of 66% has been missed. Medway's 2013-14 result was lower than the 2012-13 national result of 65.1%, and the 2012-13 Comparator result of 66.2%.
ASC03LD	The proportion of people with learning difficulties who use services who feel safe		83%	Not measured for Quarters			87.1%	83%			02-May-2014 The result from the ASC Survey is 87.1% (54 clients out of 62). This is an increase of 4.1 percentage points on last year. There is no benchmarking data available for comparison.
ASC04LD	The proportion of people with learning difficulties who use services who say that those services have made them feel safe and secure		100%	Not measured for Quarters			93.6%	100%			02-May-2014 The result from the Adult Social Care Survey is 93.6% which represents 59 out of 63 people who said that services made them feel safe. This is a good outturn, but represents a slight drop compared to last year's result of 6.4 percentage points. There is no benchmarking data for comparison.



1.2 We will support carers in the valuable work they do

Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Trend
ASC10	Carers receiving an assessment or review		13.7%	3.7%	9.0%	13.1%	26.5%	26.5%	20.0%			15-May-2014 <i>Draft pending final validation of statutory returns.</i> The provisional outturn is 26.5%, 6.5 percentage points above the target and also marks a 12.8 percentage point increase from 2012-13. The introduction of telephone interviews at the beginning of Quarter 4 has led to a sharp increase in the number of carers' assessments being completed, with almost 60% of all assessments for the year completed in January - March.
ASC02	Carer satisfaction with adult social care services		43.70	Not measured for Quarters			46.70	44.00			03-Apr-2014 The 13-14 Carers Survey was carried out in Q3. This went to over 300 carers who had been assessed or reviewed by Adult Social Care in the previous year. 46.7% stated that they were extremely or very satisfied with services. This is an increase on the previous year (43.7%) and has exceeded target. Comparison data is not available for 13-14, however this compares favourably to the latest comparator group average of 44.7%.	

1.4 We will promote and encourage healthy lifestyles for adults



Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Trend
NI 123	Rate of self-reported 4 week smoking quitters aged 16 or over		2271	478	910	1339	N/A	N/A	2378			09-Apr-2014 Numbers accessing stop smoking services both locally and nationally are decreasing. However, Medway are still treating more people and achieving more quitters per 100,000 population than the England average. The Medway stop smoking team has recently gained accreditation through the National





Code	Short Name	Success Is
PH1	Number of adults taking part in healthy weight and exercise referral interventions	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
1107	286	436	342	343	1407	1250		

Note
<p>Centre for Smoking Cessation training. They are only the second service in the country to gain accreditation. The service is actively engaging with national campaigns such as National 'No Smoking Day' and 'Stoptober' to promote footfall through the service.</p> <p>Please note status and trend is against Q3 performance due to time lag in obtaining data. Q3 target = 1591</p> <p>09-Apr-2014 343 adults have attended the exercise and adult weight management programmes this quarter. The numbers can be broken down as 275 exercise referral clients and 68 weight management clients (Tipping the Balance).</p>








2.1 Ensure the most vulnerable children & young people are safe

Code	Short Name	Success Is
PAF-CF/C68 NI 66	Looked after children cases which were reviewed within required timescales	
NI 147	Care leavers in suitable accommodation	




2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
87.5%	97.0%	98.0%	80.4%	80.1%	80.1%	95.0%		
94.9%	100.0%	90.5%	88.2%	89.5%	91.8%	95.0%		

Note
<p>15-May-2014 <i>Draft pending final validation of statutory return.</i> Below target for the year and remains a continued focus with work being done with the IRO Team to ensure this improves.</p> <p>02-May-2014 <i>Draft pending final validation of statutory return.</i> During the year we have had 6 children not in suitable accommodation, 2 of which were in custody. However, our attempts to contact 4 of these young people were unsuccessful and we were therefore unable to determine whether they were in suitable accommodation.</p>




2.2 Champion high standards in schools

Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Trend
SE KS4a	Achievement of 5 or more A* - C grades at GCSE or equivalent including English and Maths (LAA) (formerly NI 75)		61.2%	Not measured for Quarters				60.9%	63.0%			15-Apr-2014 Medway's performance for Academic Year 2012-2013 is at 60.9% which is down from the previous year, but is still slightly higher than the national figure for state-funded schools of 60.8%. Figures were taken from the published figures in the Statistical First Release SFR04/2014 table 3.
SE2 OE	Ofsted school judgements showing a trend of improvement – Overall Effectiveness			64.0%	64.3%	64.3%	60.2%	60.2%	70.0%		N/A	10-Apr-2014 At the end of Q4, 53.2% of primary schools and 82.4% of secondary schools in Medway (excluding PRUs) had an Ofsted judgement of good or better for overall effectiveness, including all 4 of the Medway special schools (100%). This represents a reduction from last quarter, and is below target.
SE2 QT	Ofsted school judgements showing a trend of improvement – Quality of teaching			65.0%	66.3%	66.3%	62.2%	62.2%	71.0%		N/A	15-Apr-2014 At the end of Q4, 45.6% of primary pupils and 83.5% of secondary pupils in Medway (excluding PRUs) had an Ofsted judgement of good or better for quality of teaching, including all 4 of the Medway special schools (100%). This represents a reduction from last quarter, and is still below target.


2.3 Promote and encourage healthy lifestyles

Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14				Note
			Value	Value	Value	Value	Value	Value	Target	Status	Trend	
PH3	Numbers completing the MEND programme		81	23	24	64	100	100	100			09-Apr-2014 32 young people completed the programme in quarter 4 with 8 completed the teenage weight management programme called Fit Fix, 9 families completed MEND 7-13, 4 families completed MEND 5-7 and 11 families completed MEND 2-4. As previously reported the team have had difficulty recruiting to the these programmes, however the total of 87 is the joint highest in the teams history. It has been evident for sometime that families were more reluctant to sign up for the ten week twice a week intervention, so the team have piloted a new programme called Change4Life club. This programme was launched in 2013 and was targeted to the families of children who have the highest BMI readings during the National Child Measurement process. Families are offered access to one of the Public health teams specialist advisors, some new resources and other forms of support, however the programme is less intensive than the ten week MEND programme. 13 families have so far engaged and completed the 12 week programme, as they have found this option more appealing than the more formal groups. The programme is showing positive outcomes with families and children losing weight and improving their lifestyle, so is likely to become a part of our menu of support options for families, during 2014. This is in addition to the insight gathering task that is well underway where we hope to gather the views of children, parents and referrers as to the barriers for accessing services, and asking them what support they want from us.




3.1 We will work with the community to keep Medway clean and safe

Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Trend
NI 195a	Improved street and environmental cleanliness: Litter		96.37	97.00	97.33	97.67	97.00	97.25	96.00			11-Apr-2014 At the end of 13/14 97% 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 above target. Year end performance 13/14 is an improvement on Year End 12/13 (96.37%). The contract monitoring team carry out regular street cleansing inspections across Medway to ensure the contractor is meeting their contractual obligations.







3.2 We will support victims of domestic abuse

Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Trend
ASC09	Percentage of adult safeguarding referrals where domestic abuse is a factor	N/A		16.7%	14.6%	11.6%	20.6%	15.7%	N/A		N/A	02-May-2014 In Q4, in 13 out of 63 referrals (20.6%) domestic abuse was a factor. This is a higher percentage than in previous quarters with the year end outturn at 15.7%. In nine cases the primary allegation was physical abuse, financial abuse accounted for three cases and psychological abuse in one case. The alleged perpetrator in all but four cases was the victim's partner. Six of the cases are being case managed by the Mental Health Social Work Team; one by the Physical Disability, one by the Learning Disability and five by Older Persons Care Management teams. The referrals were evenly spread across police, mental health staff, family members, social or health care staff. Three of the alleged victims were male.


4.1 We will secure a reliable and efficient local transport network



Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			Note		
			Value	Value	Value	Value	Value	Value	Target	Status		Trend	
BV224a NI 169	Non-principal classified roads where maintenance should be considered		12.00%	Not measured for Quarters					10.00%	13.00%			<p>24-Apr-2014 Additional funding provided by Medway Council and the Department of Transport for the improvement of roads has contributed to the improved figures recorded.</p> <p>Increased use of the JCAM software to assist the Engineers in planning the maintenance schedules has enabled them to make informed decisions in the targeting of large sections of the road network for maximum impact, this has also contributed to the improved values achieved this year.</p>

4.3 Ensure that people have the skills to take up job opportunities

Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Trend
NI 117	16 to 18 year olds who are not in education, employment or training (NEET)		6.60%	6.02%	5.87%	6.40%	6.41%	6.41%	6.00%			<p>15-May-2014 The final year end outturn is 6.41%. This is slightly above the target of 6%. There are significant differences between age groups. For those aged 16 there was an outturn of 5.10% , for those aged 17 - an outturn of 6.50%, and for those aged 18 - an outrun of 7.37%. At end March 2014 only one ward, Luton and Wayfield, had a NEET level above the ward target of 10%.</p>
NI 148	Care leavers in education, employment or training		51.3%	50.0%	57.1%	70.6%	52.6%	57.5%	60.0%			<p>02-May-2014 <i>Draft pending final validation of statutory return.</i></p> <p>Improvement has come about through co-ordination of activity with leaving care team, HR and partner agencies and targeted tracking of young people in the cohort.</p>

4.4 Medway as a destination for culture, heritage, tourism & sport

Code	Short Name	Success Is
LRCC1	Number of visitors to tourist attractions in Medway	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
740956	205775	447203	589512	697472	697472	700000		

Note
23-Apr-2014 2013/14 has been a slightly weaker year in comparison with 2012/13, our strongest year on record. This is due to the reduced opening of some attractions and the loss of the Kingswear castle. Figures for the LV21 lightship have not yet been received so these will be added in the next few weeks and will increase the final figure. The fourth quarter Jan- March 2014 is considerably up on previous fourth quarters and bodes well for the 2014 season.