

REGENERATION COMMUNITY AND CULTURE OVERVIEW & SCRUTINY COMMITTEE

7 APRIL 2015

COUNCIL PLAN 2014/15 Q3 PERFORMANCE MONITORING REPORT

Report Coordinated by: Stephanie Goad AD Communications Performance and partnerships

Contributors: Regeneration Community and Culture Directorate
Management Team
Corporate Performance and Intelligence Team

Summary

This report summarises the performance of the Council's Key Measures of Success for October/December (Quarter 3) 2014/15 as set out in the refreshed Council Plan 2013/15.

This report includes progress on how we have performed against:

- 19 Key Measures of Success
- 11 Key projects

The performance results and associated service comments are set out under each of Medway's key priorities and values.

Performance highlights

- 8 out of 8 measures with targets are achieving target in Quarter 3
- 3 out of 8 measures have improved over the long trend
- 3 out of 8 measures have improved since the previous quarter

Awards and achievements

- The most improved performer for Public Transport and Walking & Cycling in the UK (National Highways and Transport Awards 2014)

1. Budget and Policy Framework

This report summarises the performance of the Council's Key Measures of Success for Quarter 3 2014/15 as set out in the refreshed Council Plan 2013/15.

2. Background

2.1 This report sets out the performance summary against the two relevant Council priorities and two values for this Committee:

Medway's Priorities

- Safe Clean and Green Medway
- Everyone benefiting from regeneration

Medway's Values

- Putting our customers at the centre of everything we do
- Giving value for money

2.1 It focuses on where we have achieved or exceeded our targets, and how we are addressing areas for improvement.

2.2 Members should note that Council agreed on 25 July 2013 that the scrutiny of housing performance would be discussed at Business Support Overview and Scrutiny Committee. Therefore any performance information highlighted grey within the report is not relevant to this Committee and fall under other Overview and Scrutiny Committees. They have been included to provide context and clarity of how the priorities as a whole have been performing.

2.3 Sections 6 and 7 are similarly highlighted grey, as these related to Council wide performance against the values, rather than just RCC specifically. These sections are to be reviewed at other Committees. Therefore these sections are also only included to provide context and clarity of how the values as a whole have been performing.

3. Summary of performance of Key Measures of Success 2014/15 Quarter 3

We monitor 19 Key Measures of Success to gauge if we are delivering the priorities in our Council Plan. Details of these 19 Measures are included in Appendix 1.

We are able to report on only 8 of these measures for Q3 because 2 are data only (target not required or appropriate), and for 9 measures, data is not available until Q4.

- The Council has successfully met 8 out of 8 measures with targets for Q3.

4 Key priority: Safe, Clean and Green Medway

4.1 Key measures of success - Summary

Details of the 9 key measures of success for this Council priority are included in Appendix 1.

We are able to report on two of the key measures of success at Quarter 3 because we do not set a target for two of the measures, and the remaining five measures are based on bi-annual Tracker information which is due in Quarter 4 2014/15.

- 2 out of 2 measures of success achieved/exceeded target

4.2 Community Safety

The Community Safety Partnership (CSP) shop was opened in the Pentagon Centre for 6 weeks in the run up to Christmas. Community Wardens, Kent Police, KFRS, Public Health, Road Safety and Turning Point supported the shop. The shop received over 4,000 visitors and was viewed positively by partners.

4.3 Street Scene Enforcement Team

To ensure environmental crimes in the public realm are detected and enforced, the Street Scene Enforcement Team attend every fly tip to search for evidence and where possible, remove it immediately. All fly tips are attended within one working day with 90% removed on the same day and 15% yielding evidence for further investigation. For Q3 593 flytips were dealt with before being reported to the Council. Total 31 tonnes were cleared. During Q3 20 Cases were prosecuted at Medway Magistrates Court with fines and costs totalling £10,975.

In Q3 the Community Wardens dealt with 119 stray dogs 60 of which were taken to the kennels, of which 25 were subsequently reunited with their owners. The remaining 59 were scanned for microchips on street and returned directly to the owner. The home boarding licensing scheme, which involves regulating the keeping and running of animal boarding establishments received positive media coverage during Q3 with 9 premises now licensed in Medway.

4.4 Domestic Abuse

Medway Council working with its partners is committed to prevent and reduce Domestic Abuse (DA). The Pan Kent Independent Domestic Violence Advocate Service (IDVA) operates across Kent and Medway and is provided by a consortium of four voluntary sector organisations: KDAC (Kent Domestic Abuse Consortium). The service has been running since April 2013 and is in its second of a three-year term. The multi-agency funding supports high and lower risk of domestic abuse.

Figures for domestic abuse have been finalised up to Q2 2014/15. During the first 6 months of 2014/15 KDAC has already supported 250 clients, compared to a total of 295 clients in its entire first year. 98.4% (61/62) in 2014/15 have had their risk of domestic abuse reduced as a result of IDVA intervention. Reported incidence of domestic abuse in Medway increased; Kent Police dealt with 2,837 in the first 6 months of 2014/15 compared to 2,583 during the same period of time in 2013/14. It is believed that improved access arrangements account for the rise, rather than the incidence increasing within Medway.

Medway Council conducted a range of events to promote awareness of domestic abuse in Q3. To mark the national elimination of violence against women and girls campaign, the Medway Domestic Abuse Forum organised a conference the week beginning 24th November incorporating various themes including domestic abuse in adolescents, safety planning for victims and working with perpetrators of domestic abuse. The conference was attended by over 120 people from multi agency partners and was an invaluable resource for information sharing. Continuing with the theme, on 25 November 2014 Medway Council launched its revised and updated Domestic Abuse Policy.

In October 2014 it was agreed that Medway Council would become a White Ribbon Authority. The CSP will be taking forward this campaign where the White Ribbon is used as a symbol of hope for a world where women and girls can live free from the fear of violence.

4.5 Parks and open spaces

There are currently 27 Volunteer Groups supporting a diverse range of activity from allotment management through to site tasks and supporting funding applications. The Lordswood Leisure Centre play area refurbishment and Riverside Country Park play area extension were completed in Q3.

4.6 Recycling

In Q3 The Council with its contractor Veolia have been finalising the rollout of twin stream recycling in flats, and anticipate the first bins being changed over in February 2015. The full rollout is likely to take up to two years to complete as each site must be visited and bin numbers agreed with landlords/residents.

4.7 Key Project: Weekly kerbside recycling and composting service

The weekly recycling collection was launched in October 2013. Since then 14 articles and adverts have been published in Medway Matters encouraging residents to recycle and minimise their waste. The most recent article in Oct/Nov thanked residents for a successful year of weekly recycling and explained more about recycling end destinations. A short video was produced to reinforce the recycling message which has been promoted on the Medway Matters website and broadcast on the Big Screen since mid December.

In 2014/15 there has been an increase in kerbside recycling rate compared with 2013/14:

- Q1 2014/15 48.5% (Q1 2013/14 42.1%)
- Q2 2014/15 45.0% (Q2 2013/14 40.0%)
- Q3 2014/15 40.0% (Q3 2013/14 42.0%) (Based on 2 complete months and an estimate for December)

The kerbside recycling rate varies seasonally (e.g. more garden organics in spring/summer) and was greater in Q3 2013/14 following the introduction of weekly recycling collections. The effect is that although Q3 performance for 2014/15 is lower than Q3 2013/14, the annual target of 43% is predicted to be met.

From November 2013 to October 2014, compared to the same 12-month period the year before, the weekly collections have yielded positive results including:

- An overall decrease of 3% black sacks
- An overall increase of 5% in mixed recycling and paper
- An overall increase of 29% in organic waste

5 Key priority: Everyone benefiting from the area's regeneration

5.1 Key measures of success - Summary

Details of the 10 key measures of success for this Council priority are included in Appendix 1.

We are able to report on six of the measures at Quarter 3 because information on four measures are not available until Quarter 4.

- 6 out of 6 measures of success have achieved/exceeded target
- 3 out of 6 measures have improved since last quarter
- 3 out of 6 measures have improved compared with the average of the previous four quarters

Service Comments

5.2 Homelessness

The level of homeless applications in Medway has seen a year on year increase, which is reflective of both national and regional trends. The increase in demand for the homeless service is driven by a number of factors, primarily connected with the difficulties households have in securing suitable affordable accommodation in the private sector, and a limited supply of affordable housing.

The number of households making a homeless application in Q3 2014/15 has increased by 48% compared to the same period last year (Q3 2013/14 240, Q3 2014/15 356).

In Q3 14/15 388 decisions were made on homeless applications, compared to 277 in Q3 13/14. Despite the increase in the number of decisions being made, officers have achieved 76.8% of homelessness decisions within the government recommended target of 33 days, which is an improvement on Q3 2013/14 (74.7%).

If the Council cannot prevent homelessness, there is a requirement to provide some households with temporary accommodation (TA) whilst their situation is investigated or suitable alternative accommodation is sourced. At the end of Q3 there were 230 households living in TA. Whilst an increase in homeless applications had been anticipated, the actual level has been above that expected. This has meant that the demand for temporary accommodation (TA) has increased whilst applications are investigated or until suitable affordable housing is available.

In order to ensure households are moved on from TA as quickly as possible, the time taken to make homeless decisions is being closely monitored and work is continuing within the team to find suitable alternative arrangements to TA. Whilst there has been an increase in the overall number of households in temporary accommodation from Q2 to Q3, there were no households with dependent children living in bed and breakfast for more than six weeks at the end of Q3 2014/15. This highlights the efforts made by the Housing team to secure and move families into alternative accommodation as soon as possible.

5.3 Employment

In November 2014 only 2.2% of Medway's population aged 16-64 claimed job seekers allowance, the lowest it has been since July 2008. As a result of unemployment decreasing, the number of referrals to Employ Medway is decreasing; reducing the amount of customers Employ Medway has to work with.

During Q3 Medway Council assisted 55 people finding a first job and a further 52 customers re-entering the workplace. Employ Medway has out performed all other G4S sub contractors in Kent on outcome targets (customers staying in work for 6 months). Q3 saw a provisional figure of 49 customers being helped to sustain work for at least 6 months, an increase on Q2 (41). In addition provisional figures show that Medway Council have helped create and safeguard 363 Jobs for the year to date 2014/15.

The TIGER scheme, which supported the start up or growth of local businesses through loans, ended in October 2014. The scheme lent a total of £14.5m, of which £4.3m went to 13 businesses in Medway, creating 328 jobs and safeguarding a further 115. Three of these businesses were new inward investments into Medway.

The Council sponsored a Construction Expo in October 2014, in which business and industry leaders from the South East met to discuss the latest construction, manufacturing and engineering trends. More than 95 exhibitors presented products and services at the Expo and offered the latest initiatives in regeneration, sustainability, innovation and growth. The Expo also highlighted a series of new regeneration sites in Medway, showcasing Rochester Riverside and Chatham Waters developments. Exhibitors at the event also provided workshops and apprentice zones, with students building a brick arch and a timber roof.

5.4 Key project: Enjoy Medway - Culture, heritage, sport & tourism

The Council continues to work to establish Medway as a destination for culture, heritage, sports and tourism and Cabinet adopted the new Cultural Strategy on 28th October 2014.

Medway successfully delivered a diverse range of cultural and leisure events in Q3. The Dickens Country Experience bus was launched in November and ran on weekends from Saturday 15 November to Sunday 21 December. 427 people took part in the experience with most tours sold out in advance.

The Rochester Christmas Market and Dickensian Christmas were visited by a total of 328 tourist coaches this year compared to 297 in 2013. The Dickensian Christmas weekend witnessed a record number of foreign visitors, with 40 coaches attending in 2014 compared to 31 in 2013. Direct user surveys were conducted at the events and reported 99% (518/522) of respondents answering very or fairly satisfied. The events also helped increase the number of visitors to Council attractions in Q3 from 34,518 in 2013 to 43,041 in 2014. The Council is on track to exceed this target by year end.

Medway Council is committed to provide leisure facilities for all. The major refurbishment programme worth £1.9m at Strood Sports Centre is on schedule for completion. The new reception area was completed and opened in time for Christmas and phase 1 of the new fitness suite will open in January 2015. The

opening of the new section of the fitness suite will allow work to continue on converting the existing part of the gym and the creation of three new dance studios and the new café. Work is due to be completed in the spring.

Improvements to Medway Park in Q3 have included the opening of the new functional training area, and the development of the former shooting range into a multi-use room. This has allowed an increased number of fitness classes to be held in the centre, with more than 100 per week now being held. Improvements to the centre have helped increase footfall and Medway Park welcomed its 800,000th visitor of 2014, a record level of attendance.

5.5 Transport

Medway Council took part in the annual National Highways and Transport (NHT) Survey in summer 2014 alongside 78 other Local Authorities. The Survey was sent to 5,200 Medway residents asking satisfaction questions on topics including Public transport and traffic congestion.

Results were published in October showing improvement in the satisfaction of Medway's residents; overall satisfaction increasing from 55.2% in 2013 to 56.4% in 2014, above the Unitary Authority average of 55.5%.

The NHT Public Satisfaction Survey 2014 Outstanding Performance Awards were held in on 14th October 2014 and of the 78 participating authorities, Medway Council was awarded the most improved performer for Public Transport and Walking & Cycling in the UK. In addition, Medway was in the top five most improved performers for Tackling Congestion and Road Safety.

To improve the quality of public transport, the Council have worked in partnership with Arriva who have made some significant fleet improvements during Q3, including the rolling out of the new "Sapphire" bus on the key 101-commuter route. This flagship vehicle includes new leather-type seating, free on-board wifi, power sockets, and arrival destination screens and voice announcements.

To assist with improving health, reducing car journeys and reducing traffic around schools, the Council took part in International Walk to School Month in October 2014 with 19 Medway schools taking part. In addition to this, eight Medway schools have signed up to a pilot project in partnership with Public Health that will commence in Q4 aimed at tackling child obesity by encouraging walking to school.

5.6 Key Project – Highways Maintenance 2014/15

The Council continues to invest with its programme of planned road maintenance schemes. There are 38 planned road-resurfacing sites (33 completed), however one site, The Street, Halling, will be carried forward into the 2015/16 programme due to utility works. The other 37 planned road-resurfacing sites will be completed on time and within budget.

The Council is also progressing with its programme of repairs and schemes to ensure pavements reach a good standard of maintenance. This is underpinned by an inspection programme based on the level of risk associated with the highway. Of the 21 planned pavement-resurfacing sites, 18 have been completed and the full programme of works will be completed on time and within

budget. These robust programmes have been funded by the additional £2.4m secured from the council along with a further £440k from the Department for Transport.

The road-marking programme started on the 8 October is now complete and the programme to paint roundabouts directional arrows (the black and white chevrons) on appropriate roundabouts is 98% completed. Cyclic gully cleansing has been completed on 19 of the 22 wards, including the first cycle of all A and B roads.

The Council has now entered the Winter maintenance period and Veolia and Quadron have been supplied with updated plans of the prioritised footway salting routes. The Snow Warden pilot has also been advertised through various forms of media including the Council's website and local papers.

5.7 Key Project – Rochester Riverside next phase

Rochester Riverside is a flagship project in Medway Council's regeneration programme. The site comprises 32 hectares (74 acres) of brownfield development land, stretching from Rochester Bridge to the north and Doust Way to the south. Whilst meeting the Council's objective of providing new homes and jobs for Medway, the development at Rochester Riverside will bring other benefits including a range of publicly accessible open spaces, retail and leisure facilities as well as improvements to the 'Gateways' between the River and Rochester High St.

Following adoption of the 2014 Development Brief and Masterplan, the Council is to commence the procurement of a development partner to work with the Council and Homes and Communities Agency to deliver the remaining phases of Rochester Riverside. A contract notice will be issued in January 2015 and it is anticipated that a preferred developer will be appointed by the end of the year.

5.8 Key Project – New Rochester Station

Network Rail has now commenced construction of the new station building. Construction of the building will take place over the course of the year, with the new opening in December 2015.

5.9 Key Project – Chatham Town Centre – Growing Places Fund

Phase 2 of Sun Pier Pontoon is underway which includes additional anti-climb measures and refurbishment of the Pier itself. The final specification has been agreed and the works will be complete by the end of the Q4.

The Medway Street site detailed design for a potential car park extension is now complete and under review; work is expected to commence in Q4.

Phase 1 of the River Walk Works is nearing completion with the final detail of the new gun carriages to be delivered in Q4. Phase 2 of the River Walk Works has a draft detail design currently under review. Implementation will begin in Q4 2014/15.

5.10 Key Project – New council homes for Medway Council

Progress is being made on the two work streams to provide new Council homes for Medway. The first is the provision of new homes on former council garage

sites. Detailed planning permissions have been granted on 10 former garage sites, which will provide 23 homes, ranging from 1-bedroom bungalows to 5-bedroom family house. The construction contract was awarded in June 2014 and the contractor has taken possession of 9 of the sites. It is expected that the final site will be given to the contractor in early 2015 once the rights of way issue has legally completed. The first 13 homes will be available for occupation during March 2015.

The second provision is to develop the former Gillingham College site (Beatty Avenue) to provide 32 affordable bungalows to rent. A planning application for the scheme has been submitted and a decision is expected by mid 2015. The procurement process has commenced for a contractor to build the scheme for the Council. The Invitation to tender was received back by the Council on the 17th December 2014 and Officers and the Council's consultants are reviewing the returns. The Council is expected to be in a position to let the contract by mid 2015.

5.11 Key Project – Rochester Airport

The Council approved the master plan for the redevelopment of Rochester Airport in January 2014, and a new lease to the airport operator for a 25-year period was also granted in 2014. Consideration of the current planning application to improve the airport's operational infrastructure and install a hard paved runway was deferred for a site visit mid January 2015, and the planning application was approved by the Planning Committee on 4th February 2015.

Several high value businesses have expressed an interest in building their own high specification premises on the land at Rochester Airport. The development process for the airport operator's facilities is anticipated to start in 2015.

5.12 Key Project – RECREATE

The Community Interest Company (CIC) is responsible for the management of the creative workspace at Sun Pier House and regular meetings are held by the Council with the CIC to ensure that there is a good exchange of information and a coherent link with other creative venues in Chatham. Medway Council provided the CIC with a Business Advisor from Kent Invicta Chamber, who meets with them regularly to review their business plan and to advise them on key business decisions.

The Council launched a business support programme for established businesses, run by The Artists Information Company and comprising of a series of 6 workshops and 1-2-1s with the speakers. The course covers subjects such as Negotiating Public Art and Commissioning Projects and Crowd Funding. Recreate also took an exhibition stand at Kent 2020 Start-up Live, where 10 Medway artists exhibited and demonstrated their work to over 500 visitors.

Following the launch of the Designer-Maker Fair, 'Bespoke' in June 2014, a second Fair was held in the Sun Pier House Gallery on 15th November 2014. This was preceded by a Meet the Buyer and preview event on Friday 14th November.

The Pop-Up Creative Space in Chatham has been continually occupied and has hosted a further 12 exhibitions and 7 events. A further 31 artists have used the

space and there have been almost 600 visitors during Q3, making a total of 107 artists benefiting directly from the space and 1,582 visitors to date.

Recreate sponsored the Film, Video and Digital Arts Festival in October 2014, which took place across several venues such as the Guildhall Museum, POP Creative Space, Sun Pier House and Rochester Corn Exchange. Work from UCA graduates and French film-makers were amongst 2 major commissions and other original works to be shown over 3 days.

2 Graduates have received a bursary from the University of Kent to exhibit at Rochester Art Gallery from January - March 2015. Recreate funded a studio for the graduates for the 2 months prior to the exhibition, and Medway Council Arts Team is providing support for marketing, insurance and logistics in the build up to and during the exhibition.

5.13 Key Project – Eastgate House

Tendering of the main refurbishment works at Eastgate House has been completed and the contract was awarded to Fairhurst Ward and Abbot Restoration Ltd at Cabinet in December 2014. Pre-start discussions are now taking place and a meeting has been held with the Friends Group to update them on progress.

A condition Survey for the Dickens Chalet has also been completed and a revised cost plan for Eastgate House Gardens has been produced.

During the Rochester Christmas Market and Dickensian Christmas Festival, Eastgate House opened, with over 6,000 people visiting.

5.14 Key Project: Community Hub Development – Libraries

The development of Community Hubs is the key strategic driver for libraries. The contract for the Strood Community Hub is almost at the end of the construction programme and the project is running to programme and to budget.

Key project phases delivered during Q3 were the decant plan for opening being approved, external planning conditions (building) discharged and the fit out contract awarded and scheduled to commence in January 2015.

5.15 Key Project – Sporting Legacy

Medway Council is now running a strong active senior sports programme in community settings encouraging the older generation to continue to play sport and be active. The sessions include new age curling, Boccia, table tennis, dance and chair based exercise. These sessions are running within retirement groups across Medway. It also includes the successful Tea Dance programme, which will be extending to the peninsula and Lordswood.

The Medway Sports Awards took place Friday 12th December 2014, presented by guest of honour, Olympic, Commonwealth and European long jump champion Greg Rutherford. Among those nominated were a Paralympic gold medallist, a world champion, and two Commonwealth Games finalists. Q3 also saw the inaugural inductees into the Medway sporting Hall of Fame.

6 Value 1: Putting our customers at the centre of everything we do

6.1 Investors in people

Medway achieved Investors in People (IiP) Gold award in October. This is an external accreditation which acknowledges that the most successful, customer-focused businesses are those that invest in their staff. It measured our approach to the support, development and recognition of staff together with arrangements for communications, management practice, social responsibility and employee benefits. It puts us in the top 7% of all employers in the Country.

6.2 Customer Perception

We use a variety of methods to find out what our customers think of our services. These include;

- Citizens Panel – Postal survey sent to over 2,000 residents on a quarterly basis
- Tracker – Bi-Annual telephone survey of around 400 residents. Data from the Tracker is used under each priority heading, reported as Key Measures of Success detailed in Appendix 1 and at section 9.3 below.
- GovMetric - A customer feedback tool that gives customer ratings data from face-to-face (FTF), telephone and web channels. See section 9.5 below for further information.

6.3 Tracker

The results of the next Tracker survey scheduled for March will be included in the Quarter 1 performance report for 2015/16.

6.4 Citizen Panel

The Citizen Panel is a postal survey sent to over 2,000 residents who have been selected to match the community profile as near as possible. The Citizen Panel are asked standard questions to find out how well they believe we are delivering on our key priorities and values. This enables Medway to track the satisfaction rating over time. The survey is carried out on a quarterly basis.

- 738 residents completed the survey in November 2014
 - 63% were very or fairly satisfied with the way the Council runs its services
 - 12.3% very satisfied.
 - 8.9% very or fairly dissatisfied;
 - 4.1% very dissatisfied.
 - 24.7% were neither satisfied or dissatisfied.
- There has been a significant increase in satisfaction (from 57% in Q2 to 63% in Q3), The overall rate of satisfaction is now the same as the Q1 survey.

6.5 GovMetric

The following tables show the percentage of GovMetric respondents who have rated their service as “Good.”

Face to face users rating service as “Good”

Q3 2013/14	Q2 2014/15	Q3 2014/15	Short Trend	Long Trend
61%	64%	67%	↑	↑

Source: GovMetric. Short Trend: Comparison with previous quarter. Long trend - Comparison with same time period previous year.

Web users rating service as “Good”

Q3 2013/14	Q2 2014/15	Q3 2014/15	Short Trend	Long Trend
53%	43%	50%	↑	↓

Source: GovMetric. Short Trend: Comparison with previous quarter. Long trend - Comparison with same time period previous year.

- 5,248 ratings were received across all channels in Quarter 3 2014/15
- Overall the percentage of “good” ratings received has improved in all channels between Q2 and Q3 2014/15.
- We benchmark against 70 other local authorities. Over the last quarter we have improved against our benchmarking partners:
 - Top quartile – face to face
 - Top ten ranking – face to face
 - Top quartile - web

6.6 Complaints

Q2 2014/15 Performance

Performance indicators	Q1	Q2	Q3
Total number of complaints received	415	728	407
Total number of cases closed	346	680	427
Total number of cases dealt with within 10 days	262	525	313
% of cases dealt with within 10 days	75.7%	77.2%	73.3%

(NB Q2 volumes are untypical, reflecting a large number of complaints on one issue)

Service Comments

The Quarter 3 performance on the 10-day response indicator was 73.3%, against the target of 75%, which is very disappointing after the target was reached in both of the previous quarters.

Performance in October, November and December respectively was 69.2%, 80.9% and 72.7%. As often happens, in both of those months that missed the 75% target, more complaints were responded to than were received, and commonly some of those responses will have been out of time, dragging down the timeliness indicator.

In the 9 months to date the 75% target was reached in 5 of those months, and the year to date average is 75.7%. Overall performance compared to the 2013/14 average remains up from 66%.

There remains a challenge to improving further but the Customer Relations Team is working with service areas across the whole council to achieve that step up to 75% this year.

7 Value 2: Giving value for money

Phase 4 customer contact and administration

The e-forms to allow on line booking of bulky waste collections and pest control bookings went live as planned in October. With all digital technology it is important to continue to develop and improve it so customers get the best experience. Further customer testing has taken place with a report with recommendations for enhancements due in January.

Scoping has started for the business case for investment in a new council website which will be accessible from mobile devices and have improved search facilities. This lack of functionality is a major deficiency with the current site. In the meantime, work continues to overhaul the content on the website to make it easier to use.

The next phase of reviews of customer contact and administration activity have commenced in economic development, student services and mental health.

8 Risk management

Risk management helps to deliver performance improvement and is at the core of decision-making, business planning, managing change and innovation. It is practised at both management and service delivery level, enabling the effective use of resources, and securing the assets of the organisation and its continued financial and organisational well-being. The purpose of the Council Plan performance monitoring reports during the year is to enable managers and members to manage the key risks identified in delivering priorities.

9 Financial and legal implications

There are no finance or legal implications arising from this report.

10 Recommendation

It is recommended that Members consider Quarter 3 2014/15 performance against the Key Measures of Success used to monitor progress against the Council Plan 2013/15

Lead officer contact

Anthony Lewis, Corporate Performance and Intelligence Manager
Tele no 01634 332092
Email anthony.lewis@medway.gov.uk

Background papers

Refreshed Council Plan 2013/15

<http://democracy.medway.gov.uk/mglIssueHistoryHome.aspx?Ild=11783>