

## APPENDIX 2

### Summary of Quarter 3 2016/17 Overview and Scrutiny performance discussions

#### 1. Framework

- 1.1 Quarter 3 end of year performance was discussed at the following Overview and Scrutiny (O&S) meetings;

Children and Young People O&S	09 March
Health and Adult Social Care O&S	16 March
Regeneration, Culture and Environment O&S	28 March

#### 2. O&S Performance Discussions

- 2.1 This report provides a summary of the discussions held at the Health & Adult Social Care, Regeneration, Culture & Environment and Children and Young People O&S Committees regarding Quarter 3 end of year 2016/17 performance against Council Plan key measures of success.
- 2.2 The measures discussed are listed at point 4.

#### 2.3 Children and Young People O&S Committee

##### Discussion:

The Deputy Director, Children and Adults introduced the report which provided the Committee with a summary of the performance of the Council's key measures of success for 2016/17, as set out in the Council Plan that relate to the remit of this Committee.

Members then raised a number of questions and comments which included:

**Family Nurse Partnership** – a member requested a report to update the Committee on the provision for families previously supported by the Family Nurse Partnership programme that had been transferred to the Health Visiting Service.

##### Decision:

The Committee noted the report

## **2.4 Health and Adult Social Care O&S Committee**

### **Discussion**

The Interim Assistant Director of Adult Social Care introduced the report. She advised the Committee that a pilot project had taken place with Kent Fire and Rescue aimed at reducing social isolation. Other work to reduce social isolation had included the running of coffee mornings in Gillingham with there being an increasing number of people wishing to take part.

The Three Conversation Model, part of the Adult Social Care Improvement Programme, had just gone live. The Model emphasised the need to talk to people and to make them feel that they were being listened to. The piloting of the model was due to take place over 13 weeks.

There would be a focus on encouraging the direct payment of Adult Social Care funding to individuals. There had been a slight increase in uptake but it was hoped to increase the level. Councillors could have a role to play as advocates of direct payments. There had been a sustained reduction in the number of people entering residential care.

There had been a rise in hospital discharge Delayed Transfers of Care (DToC) but the figures remained within target. There had been a rise nationally during the winter.

A Member of the Committee said that she would advocate direct payments once she was satisfied that the people claiming them were receiving sufficient support with the process. The Member also questioned why more equipment provided as part of Adult Social Care provision was not reused. The Interim Assistant Director of Adult Social Care said that there were specific targets in relation to this and that targeted work was being undertaken. However, much of the equipment was specific to the needs of the individual client.

### **Decision**

The Committee considered the quarter 3 2016/17 performance against the key measures of success used to monitor progress against the Council Plan 2016/17.

## **2.5 Regeneration, Community and Environment O&S Committee**

### **Discussion:**

The Committee received a report setting out performance in Quarter 3 for 2016/17 for the key measures of success and projects relevant to this Committee.

The following was discussed:

- **Cleansing of Highways**

A Member referred to the cleansing of highways and the difference in the cleansing regimes for those road networks that encompassed both Kent County Council and Medway Council and he sought information as to the contact person at Kent County Council who was responsible for these works. The Director of Regeneration, Culture, Environment and Transformation agreed that the Assistant Director Front Line Services would provide this information direct to the Member.

- **Collection of trade waste at Chatham Dockside**

A Member referred to issues with trade waste at Chatham Dockside and the Assistant Director Front Line Services confirmed that the Environmental Enforcement team were aware of these issues and would be serving enforcement notices if considered necessary.

- **Removal of street furniture**

A Member advised that British Telecom was currently in the process of removing street furniture that was no longer in use e.g. old telephone boxes. He requested how the Council was progressing with the removal of excess street furniture. The Director of Regeneration, Culture, Environment and Transformation agreed that the Assistant Director Front Line Services would respond direct to the Member.

**Decision:**

The Committee noted the quarter 3 2016/17 performance against the key measures of success used to monitor progress against the Council Plan 2016/17.

### **3 Items referred to Business Support O&S**













No items were referred to Business Support O&S by the chairs of the other O&S Committees.

#### **4. Tables**

Please see page overleaf.









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	Q2 2016/17	Q3 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	71%	68.8%	70%				70%	23-Jan-2017	Satisfaction with Medway's green spaces continues to be high, showing a small reduction on the previous quarter's figures. The Council will continue to work with Medway Norse and investigate current performance.
NI 195a NEW	Improved street and environmental cleanliness: Litter		97.42%	96.92%	97.67%	97.00%	96.00%				96.00%	05-Jan-2017	The contract monitoring team carry out regular street cleansing inspections across Medway to ensure the contractor is meeting their contractual obligations. During Q3 the vast majority of inspections returned scores of grade B (predominantly free of litter and refuse except for some small items) or above. These excellent results are being achieved through the close working of client and contracting teams, ensuring best value, performance and clean streets for Medway.
W6 CP	Satisfaction with refuse collection - Citizens Panel result		N/A	N/A	90%	89.9%	85%				85%	20-Jan-2017	This performance remains exceptionally high and suggests Medway residents continue to receive an excellent weekly collection 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	Q2 2016/17	Q3 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%	5.30%	6.30%	6.00%				6.00%	10-Jan-2017	<p>December data is not yet available. Based on November data 6.3% (639) young people are NEET. This is a decrease on the percentage of NEET (7.4%) and numbers of NEET (724) at the same point last year (November 2015).</p> <p>Performance against the revised targets detailed in the Q2 commentary are as follows:</p> <ul style="list-style-type: none"> <li>. Target 16 year olds - 3.21% November performance 2.8% variance -0.41 percentage points (pp)</li> <li>. Target 17 year olds - 6.17% November performance 6.3% variance +0.13 pp</li> <li>. Target 18 year olds - 9.15% November performance 9.6% variance +0.45pp</li> </ul> <p>As such it can be seen that whilst there are proportionally less 16yo NEETs than the target there are proportionally more 17 and 18 year olds.</p>
LRCC4a	Number of jobs created and safeguarded (cumulative)		476	759	186	267	225				300	11-Jan-2017	Some Q3 figures still awaited but cumulative figure of 267 above target of 225 and includes 25FTE jobs at new TK Maxx Hempstead Valley store opened in October.




Title

2.2 Getting around Medway

Code	Short Name	Success is	2014/15	2015/16	Q2 2016/17	Q3 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	N/A	N/A	4.00	N/A	N/A	N/A	4 mins	10-Jan-2017	<p>The Basemap system is now operational with data available up to April 2015. As a comparison exercise officers used the new system to compare like for like with the ANPR data for the months October 2014 and November 2014. The Basemap system produced a close comparison to the previous ANPR data.</p> <p>However, the 4 minute per mile target for NI-167 has not been updated since 2008. Given the change in travel habits and increase in car use since then, it would be prudent to consider a new target for NI-167. As the method for measuring NI-167 will now change to Basemap it would be sensible to consider a new target along with an adjusted method of reporting the data, albeit mindful of the continuity of reporting needed for the LGF transport projects.</p>







Title

**2.3 Preventing homelessness**

Code	Short Name	Success is	2014/15	2015/16	Q2 2016/17	Q3 2016/17					2016/17	Latest Note Date	Latest Note
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
HC4	Number of private sector properties improved as a result of the Council's intervention	Aim to Maximise	N/A	N/A	106	118	175				600	10-Jan-2017	<p>Medway undertakes a range of work to improve properties within the private sector. This includes dealing with complaints from tenants and landlords, inspecting and licencing HMOs, carrying out inspections of properties and dealing with travellers.</p> <p>In the third Quarter of 2016-17, 118 households were assisted in this way, this number has slightly increased from the previous quarter but is below target. Complaints during the warmer months of the year are typically lower as most relate to heating, hot water and dampness. Other than isolated incidents of cold weather during quarter three, temperatures have been relatively mild throughout the year leading to lower numbers of complaints. This is likely to impact on the achievement of overall annual target.</p>

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	Q2 2016/17	Q3 2016/17					2016/17	Latest Note Date	Latest Note
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
PH10	Percentage of people completing an adult weight management service who have reduced their cardiovascular risk		76.4%	77.5%	76.4%	77.0%	70.0%				75%	04-Jan-2017	481 of the 625 people who completed the Tipping the Balance programme or exercise referral scheme achieved a reduction in their cardiovascular risk. This will include improvements to blood pressure, weight reduction, cholesterol levels as well as improvements in lifestyle and behaviour change.
PH14	Excess weight in 4-5 year olds		21.6%	21.9%	Not measured for Quarters	Not measured for Quarters					21.5%	09-Jan-2017	<p>For children in reception year, the combined overweight and obesity figure (known as 'excess weight'), has fallen to 21.9% in Medway in 2015/16, from 25.3% in 2008/09, and is now the same as the England average.</p> <p>In Medway, there are established services for children and young people to achieve and maintain healthy weight. Mind, Exercise, Nutrition, Do it (MEND) has a number of free courses for families with children up to 13 years old. There are also a range of other community initiatives aimed at promoting healthy eating.</p>
PH15	Excess weight in 10-11 year olds		34%	33.5%	Not measured for Quarters	Not measured for Quarters					34%	09-Jan-2017	For children in the Year 6 age group, the rate of those with excess weight has reduced since 2007/08, to 33.5% in 2015/16. This is similar to the national average of 34.2%.







Code	Short Name	Success is	2014/15	2015/16	Q2 2016/17	Q3 2016/17					2016/17	Latest Note Date	Latest Note
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
													In Medway, there are established services for children and young people to achieve and maintain healthy weight. Mind, Exercise, Nutrition, Do it (MEND) has a number of free courses for families with children up to 13 years old. There are also a range of other community initiatives aimed at promoting healthy eating.

Title
<b>3.2 Resilient families</b>





Code	Short Name	Success is	2014/15	2015/16	Q2 2016/17	Q3 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						10-Jan-2017	At the time of writing provisional GCSE results are not yet published. Data is expected in March 2017.
A1	The average number of days between a child entering care and moving in with adoptive family		711	686	631	610	625				608	10-Jan-2017	Performance has improved and is just shy of the end of year target, however achieving the year end target will remain challenging due to historical timescales for care proceedings and the 3 year timescale covered by the indicator. Performance for the last year only is much improved at 456 days.
CASEIEY FS Gap	Percentage achievement gap at Early Years Foundation Stage Profile between the		N/A	N/A	Not measured for Quarters	29.7%	31%		N/A	N/A	31%	10-Jan-2017	This result was published in December. Medway has closed the attainment gap between all children and the bottom 20% by 1.9pp on last year. Medway has a









Code	Short Name	Success is	2014/15	2015/16	Q2 2016/17	Q3 2016/17					2016/17	Latest Note Date	Latest Note	
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target			
	lowest attaining 20 % of children and the mean													smaller and therefore better gap than the national gap, which is 31.4%, by 1.7pp. Nationally the year on year reduction (2015 to 16) was 0.7pp. For Medway narrowed the gap by 1.9pp, which is over 2.5 times as much as the national movement. The target of 31% has been beaten.
CSC0004	Number of LAC per 10,000 children		N/A	N/A	64.7	62.2	66.4				67.0	10-Jan-2017	The year end target has been achieved. The target was set in line with average rate in the South East of England adjusted for the level of deprivation in Medway (IDACI index). The number of LAC is very strongly linked to the level of deprivation and hence it should not be expected to fall further, but will fluctuate according to need.	
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	10-Jan-2017	We are not able to report on this outcome until the new early help framework 'assessment and review tool' is launched across Medway since this has the mechanisms to accurately report on outcomes achieved. This is not expected to be launched until the next financial year.	
CSC0006	Number of CP per 10,000 children		N/A	N/A	52.7	50.2	70.6				65.3	10-Jan-2017	The year end target has been achieved. The rate in Medway is now comfortably between the average rate of 41 in the South East of England and the average rate of 56 when the level of deprivation in Medway (IDACI index) is factored in.	
N23	The percentage of children social care substantive posts not filled by permanent social workers		32.53 %	40.14 %	40.4%	40.0%	30%				28%	19-Jan-2017	Work to improve Recruitment & Retention of Social Workers continues at pace including; – Ambitious and far reaching recruitment campaign targeting recruitment for Practice Managers and Social	








Code	Short Name	Success is	2014/15	2015/16	Q2 2016/17	Q3 2016/17					2016/17	Latest Note Date	Latest Note	
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target			
														Workers – Microsite enhancements for campaign launched at end of October – Next cohort of NQSWs being planned for February/March intake – Continuous follow up of potential candidates joining the talent pool – Benchmarking of Medway's pay data against other authorities being undertaken to ensure competitive offer
PH16	Smoking at time of delivery		N/A	16.81	16.62	N/A	17.9				17.9	09-Jan-2017	The Saving Babies' Lives seminar was attended by 76 delegates with good evaluation and keen interest from key stakeholders to form a Maternal Smoking Strategy Group to develop an action plan to address high rates of smoking during pregnancy. The group first met in December.	














Title











### 3.3 Older and disabled people living independently in their homes

Code	Short Name	Success is	2014/15	2015/16	Q2 2016/17	Q3 2016/17					2016/17	Latest Note Date	Latest Note
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
ASCOF 1C(2i)	Percentage of clients receiving a direct payment for their social care service		25%	29.9%	24.1%	27.3%	30%				30%	10-Jan-2017	Performance has improved over Q2, by 3.2pp. Although this remains shy of the 30% target the gap has now closed to 2.7pp. work continues with frontline staff to encourage a greater take up of direct payments.

Code	Short Name	Success is	2014/15	2015/16	Q2 2016/17	Q3 2016/17					2016/17	Latest Note Date	Latest Note	
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target			
														Changes to the reporting lines of the Financial Assessment team, to come under the Business and Intelligence head of service will create opportunities and efficiencies with the Personalisation and Finance lead.
ASCOF 2A(1)	Permanent admissions to care homes per 100,000 pop – 18-64		23.61	18.7	2.9	1.2	3.5				11	10-Jan-2017	Delays in admissions being added to Framework I continue to mean that current performance data is not robust. Although only 2 admissions were made in Q3 there is a likelihood that this will be revised upwards. At the end of Q3 the rate per 100,000 is 6.9, which represents 12 admissions. This is well below the 14 admissions per 100,000 target, which represents 24 admissions.	
ASCOF 2A(2)	Permanent admissions to care homes, per 100,000 pop – 65+		741.94	597.82	133.1	71.2	144				600	10-Jan-2017	<p>The provisional figure for Q3 is 71.2 admissions per 100,000. This represents only 31 admissions and is expected to rise as new placements are added to Framework I retrospectively.</p> <p>With the current available data there has been 145 admissions this year so far, 117 below target. This represents 332.2 admissions per 100,000. However the Q3 figures are not robust.</p> <p>Q1 and 2 for 2016-17 are below the respective quarters for 2015-16, representing a year on year fall in admissions by 29 persons. (143 in 2015-16 vs 114 in 2016-17).</p>	

Code	Short Name	Success is	2014/15	2015/16	Q2 2016/17	Q3 2016/17					2016/17	Latest Note Date	Latest Note
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
ASCOF 2Cii	Delayed transfers of care from hospital which are attributable to adult social care per 100,000 population		2.0	3.8	2.6	2.8	4.0				4.0	10-Feb-2017	Following the publication of the December figures, DToC attributable to ASC per 100,000 population is at 2.8. This represents 5 out of 47 delays. For the quarter there were 120 delays of which 21 (17.5%) were attributable to Medway ASC. In Q3 2015 there were a total of 88 delays of which 23 were attributable to ASC, which is 26%. As such, year on year Medway has reduced the proportion of DToCs attributable to ASC by 8.5percentage points which is, proportionally, a 33% reduction on last year. Nationally the proportion of DToCs attributable to ASC in Q3 2016 was 44%, up from 39% in 2015. This is a 5pp, or 12.8% rise. As such Medway is performing strongly.
ASCOF 3B	ASCOF 3B Overall satisfaction of carers with social services		41.4%	N/A	Not measured for Quarters	34.7% 16/17 annual value	44% 16/17 annual target			N/A	44%	10-Jan-2017	Provisional results show that carers satisfaction has dropped considerably, year on year, by 6.7pp. This is greater than the drop between 2013/14 and 2014/15, which was 5.3 percentage points. National comparison data is not yet available. Early, local analysis, suggests that many carers answered that they were neither satisfied or dissatisfied, a response that removes them from the countable nominator.

Title													
3.4 All children achieving their potential in schools													
Code	Short Name	Success is	2014/15	2015/16	Q2 2016/17	Q3 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	60.0%	60%				60.0%	19-Jan-2017	<p>The revised and final figure for 2016 is 60%.</p> <p>Medway has continued to outperform national in this measure, being 2.3pp above the national attainment. Medway has improved year on year by 3.8% where as nationally the improvement has been 0.7%. This shows Medway has improved its results faster than results have improved nationally.</p> <p>For next year this measure will be replaced by the percentage of children achieving threshold in English and Maths.</p>
CA13	The percentage of children permanently excluded from school		0.23%	0.22%	0.01%	N/A	0.02%	N/A	N/A	N/A	0.06%	10-Jan-2017	Due to a technical problem Impulse data is not available. A manual work around has been implemented but, currently data, is not available.
CASEIKS 4 Ofsted	The percentage of secondary sector schools in Medway judged to be good or better		N/A	N/A	88.2%	88.2%	88.2%				88.2%	10-Jan-2017	Data is based on November results. There has been no change since Q2, 88.2% of secondary schools represents 15 out of 17 eligible schools. 4 secondary schools 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	80%	80%	80%				80%	10-Jan-2017	There has been no change since last quarter.

Code	Short Name	Success is	2014/15	2015/16	Q2 2016/17	Q3 2016/17					2016/17	Latest Note Date	Latest Note
			Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
EDU3(b)	The percentage of children who were persistently absent from school		N/A	N/A	4.7	6	5.5				N/A	10-Jan-2017	<p>The term 1 outturn, is 6.0% This is based on a 71% of schools contributing to the voluntary return, as such the robustness of the data is in question. In term 1 2015-16, based on a return rate of 84%, 7.3% of pupils were classed as persistently absent.</p> <p>Although the base percentage performance is improved year on year the considerable drop in participation brings into doubt the validity of the 2016-17 outturn.</p>
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	49.0% 16/17 annual value	76.0% 16/17 annual target		N/A	N/A	76.0%	19-Jan-2017	<p>Note: For 2016/17 this will be data only, as the existing Medway target no longer reflects the recent changes to the national methodology for calculating KS2 performance. Performance in 2017/18 will be monitored against a new target.</p> <p>The revised performance figure is 49%, against a national result of 54%. Medway is, as such 5pp behind national attainment. However in 2015-16, under a different testing regime of a similar measure Medway was 8 pp behind national attainment. This makes Medway ranked 123rd out of 152 authorities, which is 25 places better than the previous year when Medway was 148th.</p>
SE2 OEP	The percentage of primary sector schools in Medway judged to be good or better		N/A	74.6%	83.1%	81.8%	75.0%				75.0%	10-Jan-2017	66 Schools have been inspected. 7 are outstanding and 47 are good, making 54 in total. 1 school has been inspected since September, gaining a satisfactory grade.