

Ways of Working

Performance: Quarter 2 2020/21

Key

Red	significantly below target (>5%)	Amber	slightly below target (<5%)	Green	met or exceeded target
Imp	Improved	Det	Worsened	Static	Static

Council Plan measures: summary performance

There is 1 Council Plan measure for this priority.

Data only (no target set)

Code	Status	Measure	Long Trend	Short Trend
DIGI TU 01	Data	Digital take up	IMP	IMP

Strategic Risks

The quarter 2 20/21 Strategic Risk Register is attached at Appendix 4. The register shows all strategic risks together with mitigation in place to minimise impact and likelihood. The risks pertaining to ways of working are shown below (full details in Appendix 4).

Reference	Risk Register Page (app 4)	Risk	Owner	Current residual risk score	L-likelihood I-impact
SRO3B	4	Finances	Chief Finance Officer	AI	L – very high I - catastrophic
SR46	7	Medway's Economic Recovery from Covid19	Assistant Director Regeneration (Recovery Lead Officer for Medway Council)	BII	L - high I - critical
SR32	29	Data and information	Chief Legal Officer	CII	L - significant I - critical

Reference	Risk Register Page (app 4)	Risk	Owner	Current residual risk score	L-likelihood I-impact
SR36	42	Alternative service delivery models	Chief Legal Officer, Director of RCET	BIII	L - high I - Marginal
SR37	45	Cyber Security	Chief Finance Officer	CI	L - Significant I - Catastrophic
SR02	3	Business continuity and emergency planning	Director of RCET	DII	L - low I - critical

Way of working: Giving value for money

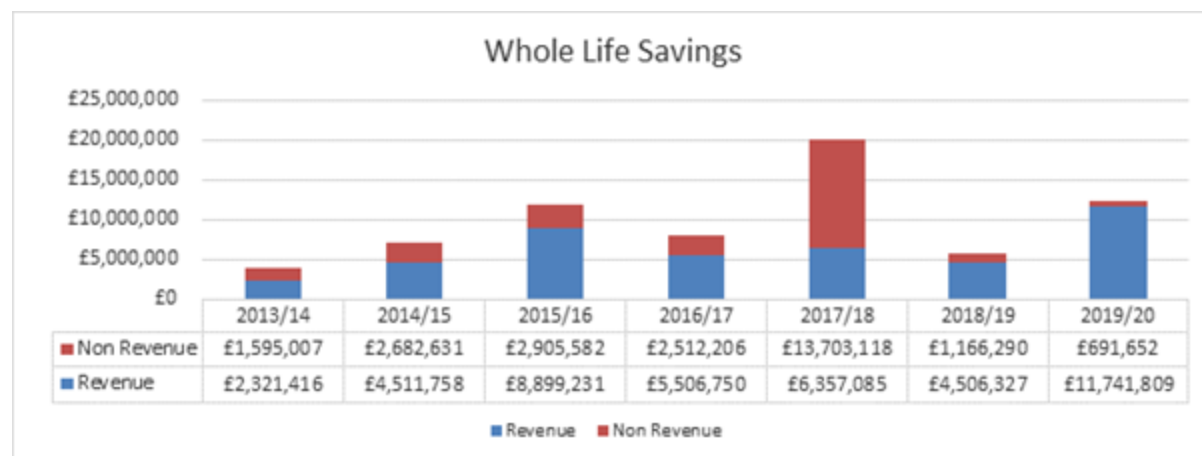
Giving value for money: Contracts

Comments

The Category Management team continues to achieve significant value for money as a result of the contracts awarded. The Council spends roughly £320 million each year buying goods, services and works for the community. We aim to secure the best value for money when we buy (procure) from suppliers.

Actions

Since the inception of Category Management, over £69million worth of whole life benefits have been returned back to the Council (ie: benefits across the full term of all contracts). This includes revenue and non-revenue benefits. This is represented in the table below.



Compliments and Complaints

Compliments

Volumes of compliments remain high; there were 145 compliments received, compared with 171 in the previous quarter.

Waste Services and Customer and Business Support (CABS) share the majority of these compliments, which focus on high quality service, professional staff, and valued support from the Blue Badge Team and Macmillan Welfare Benefits Team. Other significant compliments relate to efficiency through virtual team meetings by the Planning Team, maintenance of greenspaces and management of grass verges, and appreciation for the efforts that were made to ensure Covid safety following the reopening of the Leisure services.

Complaints

In Q2, 255 stage one complaints were responded to, and of those, 220 were responded to within 10 working days, giving an excellent timeliness performance of 86.3%. 6.3 percentage points above our target of 80%.

The following table gives an overall picture of the volumes and timeliness performance of each area for complaints in Q.2, and compares this to the previous quarter, and the same period during the previous year.

Summary of timeliness performance compared to the previous quarter

	Q.2 2019-20	Q.1 2020-21	Q.2 2020-21	Timeliness performance Compared to previous quarter
Corporate Stage 1 - Target responses within 10 working days is 80%				
Volumes received	301	120	267	Up 0.1%
Responses issued	297	123	255	
Responses within 10 working days	272	106	220	
% responses meeting target	91.6%	86.2%	86.3%	
Corporate Stage 2 - Target responses within 15 working days is 75%				
Volumes received	43	23	40	Up 12.0%
Responses issued	42	26	27	
Responses within 15 working days	37	20	24	
% responses meeting target	88.1%	76.9%	88.9%	
Children's Social Care Stage 1 - Target responses within 20 working days is 75%				

Volumes received	33	19	22	Up 17.4%
Responses issued	21	23	21	
Responses within 20 working days	20	19	21	
% responses meeting target	95.2%	82.6%	100.0%	
Adults Social Care - Target responses within 20 working days is 75%				
Volumes received	42	21	36	Up 1.8%
Responses issued	34	19	26	
Responses within 20 working days	30	15	21	
% responses meeting target	88.2%	79.0%	80.8%	

The Q.2 trend for stage one corporate complaints over the last three years is as follows:

2020-21	96.3%
2019-20	91.6%
2018-19	84.5%

The report highlights a return to normal volumes of complaints, following a notable reduction of complaint volumes during the height of the Covid restrictions, and improved performance in all areas.

Stage 1 corporate complaints (Response target 10 working days)

Volumes of corporate stage one complaints (267) have more than doubled compared to the exceptionally low volumes received in Q1 (120) but have returned to a level or number considered normal for the time of year.

Stage one corporate response timeliness performance has improved, with 86.3% of complaints responded to within 10 working days, exceeding the council's target of 80%.

Stage 2 corporate complaints (Response target 15 working days)

Volumes of corporate stage two complaints (40) have significantly increased compared to the exceptionally low volumes received in Q1 (23) but have also returned to a level or number considered normal for the time of year.

Stage two corporate response timeliness performance has significantly improved, with 88.9% of complaints responded to within 15 working days, exceeding the council's target of 75%.

Children’s social care complaints (Response target 20 working days)

Children’s Social Care performance has significantly improved, with 100% of complaints responded to within 20 working days, exceeding the council’s performance target of 75%.

Adult social care complaints (Response target 20 working days)

Adults Social Care performance has improved, with 80.8% of complaints being responded to within 20 working days, exceeding the council’s target of 75%.

Local Government and Social Care Ombudsman (LGSCO) referrals and decisions

There were 13 referrals made to the Local Government and Social Care Ombudsman (LGSCO). 12 decisions were made, and one complaint was upheld by the LGSCO.

Way of working: Finding the best digital innovation and using it to meet residents’ needs

Deliver digital transformation programme Project 1:
Deliver the service and digital roadmap

Council Plan Measure
DIGI TU 01 Digital Take Up % of square footage let in council owned business units

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q2 2020/21	Data	NA	Data	Maximise	IMP	IMP
Q1 2020/21	Data	NA	Data	Maximise	IMP	IMP

Way of working: Working in partnership where this benefits our residents

Comments

We cannot achieve our vision for Medway on our own. This has never been so apparent as in the last few months when the visible strengths of partnership and community have enabled us to deliver a comprehensive and effective response to the pandemic in Medway, keeping people safe and helping to support those who are most in need. Organisations have come together from the public, private and voluntary sector. A list of those we wish to thank is shown below.

We will continue to work with partners to deliver the services that matter most to Medway's residents, businesses and visitors.

ABC Taxis
A C Goatham
Age UK
All Medway schools – Head Teachers and staff
All Saints Community Project
Arriva
Asda – Gillingham Pier.
ASD Transport
British Heart Foundation
Canada Cabs
Carers First
Caring Hands
Castledene
Caterlink
Chartwells
Choices – Medway Domestic Abuse Service
Citizens Advice Medway
Cooling Castle Barn
Copper Rivet Distillery
Crisis
Diocese of Rochester
Domiciliary care providers, care home providers and supported living providers for the incredible support they provide every day to people with care and support needs
Gillingham Street Angels
HATS Group
Healthwatch Medway
Imago
Informal carers people in our community providing essential support to members of their families
Kent Association to the Blind
Kent Fire and Rescue
Kent Hindu Samajam
Kent Invicta Chamber of Commerce (for handling calls from local businesses, and providing signposting and advice
Kent Muslim Welfare Association
Kent Police in Medway, particularly the Community Safety Unit and PCSOs
KMP Accounts
Locate in Kent (for their contribution to new support measures)
Mears
MC Personnel
Medway Clinical Commissioning Group
Medway Commercial Group (MCG)
Medway Community Healthcare
Medway Foodbanks (Trussel Trust)

Medway Integrated Community Equipment Service - the Medway technicians, drivers, admin and store manager have been amazingly supportive and hard working
Medway NHS Foundation Trust
Medway Norse
Medway Task Force
Medway Voluntary Action
Megan CiC
MHS Homes
Mid Kent College
Nucleus Arts
One Big Family
Personal care assistants – who provide support to people in receipt of Direct Payments
Rainham Coaches
RBLI
Rotary Club
Salvation Army: Chatham and Rochester
Salvation Army: Gillingham
SAS Executive Travel
Sateeda
SELEP (for providing daily business briefings for our business community, and moving rapidly to signal support for project promoters)
Shared Lives carers
Shell Garage, Dock Road
Southeastern
Strood Community Project
Supported housing providers and floating support services who have continued to keep vulnerable people safe in their homes.
Tescos
The Contract Dining Company
The Princess Project
Time for the Homeless
University of Greenwich
Visit Kent
Vokes Taxis
Volker Highways
WALT: Walderslade Together
wHoo Cares
Young Lives Foundation