

Values

Performance: Quarter 1 2021/22

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 are 2 Council Plan measure for values.

PI Code	PI Name	Current Value	Current Target	Traffic Light	Short Trend	Long Trend
FIN 18	Unmodified VFM Conclusion from external auditors	19/20 SOA still draft	Yes	NA	NA	NA
DIGI TU 01	Digital Take Up (Q4 20/21 data)	68.8%	Data	Data	IMP	IMP

Strategic Risks

The quarter 1 21/22 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 all values are shown below (full details in Appendix 4).

Reference	Risk Register Page (app 4)	Risk	Owner	Current residual risk score	L – Likelihood I – Impact
SR35	57	Homelessness	Assistant Director Culture and Community	CIII	L – significant I – moderate

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	9	Medway's Economic Recovery from Covid19	AD Regeneration (Recovery Lead Officer for Medway Council)	BII	L – high I – major
SR32	30	Data and information	Chief Legal Officer	CII	L – significant I – major
SR36	34	Alternative service delivery models	Chief Legal Officer, Chief Finance Officer	BIII	L – high I – moderate
SR37	39	Cyber Security	Chief Finance Officer	CI	L – significant I – catastrophic
SR02	48	Business continuity and emergency planning	Director of Place, Chief Finance Officer	DII	L – low I – major
SR49	65	Income Reduction due to Covid19	Chief Finance Officer	BII	L – high I – major

Complaints and Compliments

The following table gives an overall picture of the volumes and timeliness performance of each area for complaints in Q1, and compares this to the previous quarter, and the same period during the previous year.

Summary of timeliness performance compared to the previous quarter and to the same quarter during the previous year.

	Q1 2020-21	Q4 2020-21	Q1 2021-22	Timeliness performance Compared to previous quarter
Corporate Stage 1 - Target responses within 10 working days is 80%				
Volumes received	120	294	370	 5.3pp
Responses issued	123	260	364	
Responses within 10 working days	106	241	318	
% responses meeting target	86.2%	92.7%	87.4%	
Corporate Stage 2 - Target responses within 15 working days is 75%				
Volumes received	23	29	65	 6.1pp
Responses issued	26	33	50	
Responses within 15 working days	20	29	47	
% responses meeting target	76.9%	87.9%	94.0%	
Children's Social Care Stage 1 - Target responses within 20 working days is 75%				
Volumes received	19	7	4	
Responses issued	23	5	5	
Responses within 20 working days	19	5	5	
% responses meeting target	82.6%	100.0%	100.0%	
Adults Social Care - Target responses within 20 working days is 75%				
Volumes received	21	27	26	 17.0pp
Responses issued	19	22	23	
Responses within 20 working days	15	20	17	
% responses meeting target	79.0%	90.9%	73.9%	
Local Government and Social Care Ombudsman complaint volumes				
LGSCO referrals	1	12	8	
LGSCO decisions	5	10	8	
LGSCO upheld decisions	0	2	2	
*pp = percentage points				

The Q1 trend for stage one corporate complaints over the last three years is as follows:

2021-22	87.4%
2020-21	86.2%

2019-20

92.4%

Volumes of complaints in most areas have returned to pre-Covid19 levels.

Stage 1 corporate complaints (Response target 10 working days)

Stage one corporate response timeliness performance has reduced compared to the previous quarter but remains strong at 87.4% against the council's target of 80% and 318 complaints were responded to within 10 working days.

Stage 2 corporate complaints (Response target 15 working days)

Stage two corporate response timeliness performance improved again with an excellent 94.0% of complaints responded to within 15 working days, far exceeding the council's target of 75%.

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

Children's Social Care performance has been exceptional with 100.0% 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)

Adult Social Care complaints performance has fallen below the performance target of 75% as six responses were issued outside of the council's performance target of 20 working days. Legislation however allows up to six months for Adult Social Care complaints to be fully responded to.

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

There has been a further decrease in referrals made to the Local Government and Social Care Ombudsman (LGSCO), with eight referrals being made during Q1 compared with 12 in Q4. The Ombudsman made eight decisions; two complaints were upheld, and one was not upheld. The remaining five were closed after initial enquiries made by the LGSCO.

Compliments

There were 81 compliments throughout Q1, compared with 107 in the previous quarter.

Medway Norse received a high volume of compliments (28) mainly about planting and allowing grass verges to grow longer throughout May. Waste Services received 21 compliments which were focused around friendly and helpful staff at the Household Waste and Recycling Centres and street cleansing crews, and thanked colleagues for prompt responses and a good service throughout the Covid19 pandemic.

The remaining compliments were shared among 13 other service areas.