

Values

Performance: Quarter 2 2021/22

Key

Red	significantly below target (>5%)	Amber	slightly below target (<5%)	Green	met or exceeded target
IMP	Improved	DET	Worsened	Static	Static
Data	No target	NA	Not available	Not available	Not available
Short Trend	Since last qtr	Long Trend	Avg over last 4 qtrs	Avg over last 4 qtrs	Avg over last 4 qtrs

Council Plan measures: summary performance

There are 2 Council Plan measure for values:

PI Code	PI Name	Current Value	Current Target	Status	Short Trend	Long Trend
FIN 18	Unmodified VFM Conclusion from external auditors	Waiting auditor's conclusion	Yes	NA	NA	NA
DIGI TU 01	Digital Take Up	Awaiting data	Data Only	NA	NA	NA

Strategic Risks

The quarter 2 21/22 strategic risk register is attached at Appendix 5. The register shows all strategic risks together with mitigation in place to minimise impact and likelihood. The risks pertaining to the values are shown below (full details in Appendix 5).

Reference	Risk Register Page (app 5)	Risk	Owner	Current residual risk score	L-likelihood I-impact
SR03B	4	Finances	Chief Finance Officer	AI	L – very high I - catastrophic
SR46	10	Medway's Economic Recovery from Covid19	Assistant Director Regeneration	BII	L - high I - major

Appendix 4

Reference	Risk Register Page (app 5)	Risk	Owner	Current residual risk score	L-likelihood I-impact
SR32	39	Data and information	Chief Finance Officer, Director of People	CII	L – significant I – major
SR36	44	Alternative service delivery models	Assistant Director Regeneration, Chief Finance Officer	BIII	L – high I – moderate
SR37	50	Cyber Security	Chief Finance Officer	CI	L – significant I – catastrophic
SR02	61	Business continuity and emergency planning	Director of Place, Deputy Chief Executive	DII	L – low I – major
SR49	80	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 Q2, 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.				
	Q2 2020-21	Q1 2021-22	Q2 2021-22	Timeliness performance Compared to previous quarter
Corporate Stage 1 - Target responses within 10 working days is 80%				
Volumes received	267	371	334	 2.6pp
Responses issued	255	366	344	
Responses within 10 working days	220	318	308	
% responses meeting target	86.3%	86.9%	89.5%	
Corporate Stage 2 - Target responses within 15 working days is 75%				
Volumes received	40	65	44	 24.2pp
Responses issued	27	50	53	
Responses within 15 working days	24	47	37	
% responses meeting target	89.0%	94.0%	69.8%	
Children's Social Care Stage 1 - Target responses within 20 working days is 75%				
Volumes received	22	4	11	 12.5pp
Responses issued	21	5	8	
Responses within 20 working days	21	5	7	
% responses meeting target	100.0%	100.0%	87.5%	
Adults Social Care - Target responses within 20 working days is 75%				
Volumes received	36	26	23	 5.0pp
Responses issued	26	23	19	
Responses within 20 working days	21	17	15	
% responses meeting target	80.8%	73.9%	78.9%	
Local Government and Social Care Ombudsman (LGSCO) complaint volumes				
LGSCO referrals	13	8	16	
LGSCO decisions	12	8	17	
LGSCO upheld decisions	1	2	1	

*pp = percentage points

The Q2 trend for stage one corporate complaints over the last three years is as follows:

2021-22	89.5%
2020-21	86.3%
2019-20	91.6%

Volumes of both stage one and stage two corporate complaints have decreased compared to the previous quarter and are now nearer the levels we would expect to see. They remain higher than the same period in the previous year when volumes of complaints were considerably lower due to Covid19.

Stage 1 corporate complaints (Response target 10 working days)

Stage one corporate response timeliness performance has improved compared to the previous quarter, achieving 89.5% against the council's target of 80%. A total of 308 complaints were responded to within 10 working days.

Stage 2 corporate complaints (Response target 15 working days)

Unusually, stage two corporate response timeliness performance fell below the council's target of 75% with 69.8% of complaints being responded to within 15 working days. This was due to the council needing more time to thoroughly investigate the complex issues and implement appropriate remedies. In line with Medway Council's complaints policy, the Customer Relations team kept complainants informed of any delays.

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

Children's Social Care performance has declined compared to the outstanding performance in the previous quarter but remains strong with 87.5% 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 improved compared to the previous quarter and 78.9% of complaints were responded to within the council's target of 20 working days, achieving the council's performance target of 75%. Due to the complexity of Adult Social Care complaints, legislation allows up to six months for complaints to be fully responded to.

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

The Local Government and Social Care Ombudsman (LGSCO) notified Medway Council that it had received 16 referrals for which it invited comment. The LGSCO also made decisions in respect of 17 referrals and upheld one complaint (upheld – no further action). Two complaints were not upheld and the remaining 14 complaints were closed after the LGSCO made its initial enquiries.

Compliments

There were 71 corporate compliments throughout Q2, compared with 81 in the previous quarter.

Waste Services received 27 compliments, mainly about friendly and helpful waste collection crews and staff at Household Waste and Recycling Centres (HWRCs), and several compliments were made in respect of the booking system to visit the HWRC sites. Medway Norse received 11 compliments, predominantly about grass cutting and the management of green spaces, and Customer and Business Support received 9 compliments relating to assistance provided for a range of queries. The remaining 24 compliments were shared among a further 10 service areas.