

Values Performance: Quarter 3 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	Traffic Light	Short Trend	Long Trend
FIN 18 (19/20 annual)	Unmodified VFM Conclusion from external auditors	Yes	Yes	Green	STATIC	STATIC
DIGI TU 01	Digital Take Up	NA	Data	NA	NA	NA

Strategic Risks

The quarter 3 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 ways of working 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	A1	L – very high I – catastrophic
SR46	9	Medway's Economic	Assistant Director	B11	L – high I – major

Reference	Risk Register Page (app 5)	Risk	Owner	Current residual risk score	L-likelihood I-impact
		Recovery from Covid19	Regeneration		
SR32	36	Data and information	Chief Finance Officer, Director of People, Assistant Director Legal & Governance	CII	L – significant I – major
SR36	40	Alternative service delivery models	Assistant Director Regeneration, Chief Finance Officer	BIII	L – high I – moderate
SR37	46	Cyber Security	Chief Finance Officer	CI AI	L – significant very high I – catastrophic
SR02	58	Business continuity and emergency planning	Director of Place and Deputy Chief Executive, Chief Finance Officer	DII	L – low I – major
SR49	78	Income Reduction due to Covid19	Chief Finance Officer	BH CII	L – high significant I – major

Complaints and Compliments

The following table gives an overall picture of the volumes and timeliness performance of each area for complaints in Q.3, 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.

	Q.1 2021-22	Q.2 2021-22	Q.3 2021-22	Timeliness performance Compared to previous quarter
Corporate Stage 1 - Target responses within 10 working days is 80%				
Volumes received	371	333	174	 4.2 pp
Responses issued	366	344	204	
Responses within 10 working days	318	308	174	
% responses meeting target	86.9%	89.5%	85.3%	
Corporate Stage 2 - Target responses within 15 working days is 75%				
Volumes received	65	44	35	 8.9 pp
Responses issued	50	53	38	
Responses within 15 working days	47	37	30	
% responses meeting target	94.0%	70.0%	78.9%	
Children's Social Care Stage 1 - Target responses within 20 working days is 75%				
Volumes received	4	11	7	 12.5 pp
Responses issued	5	8	10	
Responses within 20 working days	5	7	10	
% responses meeting target	100.0%	87.5%	100.0%	
Adults Social Care - Target responses within 20 working days is 75%				
Volumes received	26	23	15	 9.9 pp
Responses issued	23	19	18	
Responses within 20 working days	17	15	16	
% responses meeting target	73.9%	79.0%	88.9%	
Local Government and Social Care Ombudsman complaint volumes				
LGSCO referrals	8	16	20	
LGSCO decisions	8	17	19	
LGSCO upheld decisions	2	1	1	

The Q.3 trend for stage one corporate complaints over the last three years is as follows:

2021-22	85.3%
2020-21	87.7%
2019-20	96.3%

Volumes of both stage one and stage two corporate complaints have further decreased compared to the previous quarter, and are lower than previous years' records.

Stage 1 corporate complaints (Response target 10 working days)

Stage one corporate response timeliness performance has declined compared to the previous quarter, although still achieved **85.3%** against the council's target of 80%. A total of 174 complaints were responded to within 10 working days.

Stage 2 corporate complaints (Response target 15 working days)

Stage two corporate response timeliness improved with **78.9%** of complaints being responded to within 15 working days against the council's target of 75%, an increase of 8.9 percentage points compared to the previous quarter.

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

Children's Social Care performance improved considerably with all responses being issued within 20 working days, achieving **100.0%** performance, and far exceeding the Council's target of 75%.

Adult social care complaints (Response target 20 working days)

Adult Social Care complaints performance also improved compared with the previous quarter and **88.9%** of complaints were responded to within the Council's target of 20 working days, exceeding the council's performance target of 75%.

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 20 referrals for which it invited comment. The LGSCO also made decisions in respect of 19 referrals and upheld one complaint (upheld; maladministration and no injustice). Two complaints were not upheld, and the remaining 16 complaints were closed after the LGSCO made its initial enquiries.

Compliments

There were **73** corporate compliments throughout Q3, compared with 71 in the previous quarter.

Waste Services received **19** compliments, mainly about friendly and helpful waste collection crews and staff at Household Waste and Recycling Centres (HWRCs), and

thorough street cleaning. Customer and Business Support (CABS) received **10** compliments around Blue Badge applications, and general helpfulness and information offered by the telephony service, and the Planning team also received **10** compliments which related to fast and efficient assessment processes, good communication, and general advice and support.

The remaining **34** compliments were shared among a further seven service areas.