

Values

Performance: Quarter 4 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 Only | Data Only | NA | NA |

Strategic Risks

The quarter 4 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 Operating Officer | AI | L – very high I – catastrophic |

| Reference | Risk Register Page (app 5) | Risk | Owner | Current residual risk score | L-likelihood I-impact |
|-----------|----------------------------|--|---|-----------------------------|-----------------------------------|
| SR46 | 9 | Medway's Economic Recovery from Covid19 | Assistant Director Regeneration | BII | L – high I – major |
| SR32 | 39 | Data and information | Director of People, Assistant Director Legal & Governance | CII | L – significant I – major |
| SR36 | 46 | Alternative service delivery models | Assistant Director Regeneration, Chief Operating Officer | BIII | L – high I – moderate |
| SR37 | 52 | Cyber Security | Chief Operating Officer | AI | L – very high I – catastrophic |
| SR02 | 65 | Business continuity and emergency planning | Director of Place and Deputy Chief Executive, Chief Operating Officer | DII | L – low I – major |
| SR49 | 81 | Income Reduction due to Covid19 | Chief Operating Officer | CII | L – 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 Q4, 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.4 2020-21 | Q.3 2021-22 | Q.4 2021-22 | Timeliness performance Compared to previous quarter |
|--|------------------------|------------------------|------------------------|--|
| Corporate Stage 1 - Target responses within 10 working days is 80% | | | | |
| Volumes received | 294 | 172 | 221 |  0.5 pp |
| Responses issued | 260 | 204 | 197 | |
| Responses within 10 working days | 241 | 174 | 167 | |
| % responses meeting target | 92.7% | 85.3% | 84.8% | |
| Corporate Stage 2 - Target responses within 15 working days is 75% | | | | |
| Volumes received | 29 | 35 | 36 |  6.4 pp |
| Responses issued | 33 | 38 | 34 | |
| Responses within 15 working days | 29 | 30 | 29 | |
| % responses meeting target | 87.9% | 78.9% | 85.3% | |
| Children's Social Care Stage 1 - Target responses within 20 working days is 75% | | | | |
| Volumes received | 7 | 7 | 4 | |
| Responses issued | 5 | 10 | 3 | |
| Responses within 20 working days | 5 | 10 | 3 | |
| % responses meeting target | 100.0% | 100.0% | 100.0% | |
| Adults Social Care - Target responses within 20 working days is 75% | | | | |
| Volumes received | 27 | 15 | 22 |  4.9 pp |
| Responses issued | 22 | 18 | 16 | |
| Responses within 20 working days | 20 | 16 | 15 | |
| % responses meeting target | 90.9% | 88.9% | 93.8% | |
| Local Government and Social Care Ombudsman complaint volumes | | | | |
| LGSCO referrals | 12 | 20 | 19 | |
| LGSCO decisions | 10 | 19 | 19 | |
| LGSCO upheld decisions | 2 | 1 | 3 | |

pp = percentage point

The Q4 trend for stage one corporate complaints over the last three years is as follows:

| | |
|---------|-------|
| 2021-22 | 84.8% |
| 2020-21 | 92.7% |
| 2019-20 | 90.2% |

Volumes of stage one corporate complaints increased compared to the previous quarter although they are lower than the same period in the previous year.

Stage 1 corporate complaints (Response target 10 working days)

Stage one corporate response timeliness performance slightly declined compared to the previous quarter, although still achieved **84.8%** against the council's target of 80%. A total of 167 complaints were responded to within 10 working days.

Annual performance for 2021-22 achieved **87.2%**

Stage 2 corporate complaints (Response target 15 working days)

Stage two corporate response timeliness further improved with **85.3%** of complaints being responded to within 15 working days against the Council's target of 75%, an increase of 6.4 percentage points compared to the previous quarter.

Annual performance for 2021-22 achieved **81.7%**

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

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

Annual performance for 2021-22 achieved **96.2%**

Adult social care complaints (Response target 20 working days)

Adult Social Care complaints performance improved compared with the previous quarter and **93.8%** of complaints were responded to within the Council's target of 20 working days, exceeding the council's performance target of 75%.

Annual performance for 2021-22 achieved **82.9%**

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 19 referrals for which it invited comment. The LGSCO also made decisions in respect of 19 referrals and upheld three complaints (two complaints were upheld – maladministration and injustice; and one complaint was upheld – maladministration and no injustice). One complaint was not upheld, and the remaining 15 complaints were closed after the LGSCO made its initial enquiries.

Compliments

There were **64** corporate compliments throughout Q4, compared with 73 in the previous quarter.

Waste Services received **22** compliments, mainly about friendly and helpful waste collection crews and for street cleaning. The **Planning Team** received **13** compliments for support and advice throughout planning applications, **Medway Norse** received **9** compliments for grounds maintenance and flower displays, and **Customer and Business Support (CABS)** received **6** compliments about polite and helpful service and for speediness in processing a bus pass.

The remaining **14** compliments were shared among a further nine service areas.