

Summary of Quarter 4 and end of year 2022/23 Overview and Scrutiny performance discussions

1. Framework

- 1.1 Quarter 4 and end of year 2022/23 performance was discussed at the following Overview and Scrutiny (O&S) meetings.

Children and Young People O&S: 14 June 2023

Regeneration, Culture and Environment O&S: 15 June 2023

Health and Adult Social Care O&S: 20 June 2023

2. Items referred to Business Support O&S

No items were referred to Business Support O&S by the other O&S Committees.

3. O&S Performance Discussions

- 3.1 This section provides a summary of the discussions at the Children and Young People O&S Committee, the Health and Adult Social Care O&S Committee and the Regeneration, Culture and Environment O&S Committee.

3.1.1 Children and Young People O&S Committee discussion summary.

The Director of People, Children and Adults' Services introduced the report and with the support of other members of the Directorate Management Team, gave updates relating to the indicators flagged as red within the report.

Members then raised a number of questions and comments, which included:

Training for Workforce - in response to a question on whether the training offer for the workforce as part of the Healthy Schools' programme was being fully utilised, the officer said that this was a universal training service that had been commissioned and was being used by a wide range of professionals which included school staff, health visitors, school nurses.

Persistent Absence – in response to questions on how schools managed issues of persistent absence, officers said that this remained a priority in Medway and they were working with advisors to develop an attendance action plan, through a cross directorate piece of work. Medway was also part of the attendance alliance with monthly monitoring. It was important to note that schools took full responsibility for instances of persistent absence, managed each on a case by case basis and referred to other services for additional support as appropriate.

ILACS 7 - concern was raised that whilst there had been improvements, the report indicated that 29% of audits were inadequate and there were continuing concerns about practice. The officer informed the Committee that ILACS 7 relates to audits, was a long-term measure, and that work to improve practice was progressing in the right direction. In terms of trajectory, at the beginning of the audit work in 2020, of the proportion of audited cases, 69% were inadequate, 37% required improvement and there were none

were graded as good. In the last quarter, in March 2023, of all audits that quarter, 29% were inadequate, 62% required improvement and 9% were good.

Decision:

The Committee noted the Q4 2022/23 performance against the measures used to monitor progress against the Council's priorities and the amended risk register as set out in appendix 2 to the report.

3.1.2 Regeneration, Culture and Environment O&S Committee discussion summary.

The Committee received a report setting out performance for Quarter 4 against the Council's two priorities Place and Growth insofar as they fell within the remit of this Committee, along with a review of the Council's Risk Register.

The following issues were discussed:

Citizens' Panel – In relation to the indicator showing satisfaction with parks and green spaces, Members commented on the composition and number of residents on the Citizens Panel. A Member said that it would also be useful to have a breakdown of the data by ward. Officers responded to explain that the Citizens' Panel is a standing group of individual residents in Medway, which could be used to gain feedback on particular issues and used a well-established methodology. It was suggested that a Briefing Note could be provided to set out further details.

Street and environmental cleanliness – A Member questioned the green rating of this indicator in view of the littered streets they had seen and asked how this indicator is measured. Officers explained that the process for monitoring cleanliness of streets was consistent with the national approach and was a snapshot. An offer was made to show Members the methodology used in further detail. Officers also explained that there could be a number of contributing factors that impacted on street cleanliness but that if Members reported areas of concern including any particular patterns of litter, then officers would look at these. Members acknowledged the role that they and residents could play in reporting any areas of concern to Front Line Services.

In response to a question regarding the timing of refuse collections and road sweeping and whether this aligned, officers responded to confirm that it generally did but they would look at the sequencing of road sweeping and refuse collections in more detail.

Fly tipping and dog fouling enforcement – It was asked why a low number of Fixed penalty Notices had been issued for dog fouling. Officers explained that it was very difficult to enforce as offenders must be caught in the act. A Member also suggested it would be useful to see the number of fly tipping incidents reported as well as sanctions used.

S106 funded park improvements at the Esplanade and Jacksons Field – The reason for the delay in receipt of the S106 payment was queried.

Safe Spaces Scheme – It was suggested that this should be expanded to the night-time economy and officers confirmed they are looking to expand this going forward.

Anti-idling project – In response to a question about why Rainham was chosen for the project officers would provide the rationale for this.

Number of jobs created and safeguarded – Officers were requested to provide data on the quality, sustainability, full time equivalent and levels of pay in relation to the Number of Jobs Created and Safeguarded (Cumulative) performance indicator.

Housing Infrastructure Fund (HIF) – The potential withdrawal of the HIF funding was discussed, and officers clarified that no final decision had yet been taken by the Government. Representations were being made to Homes England and the Department for Levelling Up Housing and Communities to seek support for the funding not to be withdrawn.

Priority Play Programme – Context was provided regarding the allocation of £250k. In response to a query, it was explained that this was the absolute minimum needed to keep playgrounds open and safe and provided good value for money.

Getting around Medway – In response to a request for additional information on the average journey time along 5 routes across Medway measure, a briefing note on the metrics used and the 5 routes would be provided.

Bus Service Improvement Plan – Officers would provide a briefing note updating on progress in response to a request from a Member.

Performance indicators, definitions and format - With regards to the indicators included in the report, the opportunity to reframe the Council Plan was available to the new administration. The difference between short term and long-term trends was clarified for Members. A Member also requested a one-page summary collating all the relevant performance indicator codes for ease of reference.

Decision:

The Committee:

- a) Noted the Q4 2022/23 performance against the measures used to monitor progress against the Council's priorities and considered the Strategic Risk Summary.
- b) Requested a briefing note on the Citizens Panel including a breakdown of the satisfaction data for parks and open spaces by ward.
- c) Requested that the sequencing of road sweeping and refuse collection schedules be looked at in more detail.
- d) Asked to receive a breakdown of data on the number of fly tipping prosecutions.
- e) Requested an update on the reason for the delay in receiving the S106 Funded Park Improvements funding relating to The Esplanade and Jacksons Field.
- f) Asked to receive the rationale for the selection of the location for the anti-idling project.
- g) Requested data on the quality and sustainability of the jobs created in relation to the Number of Jobs Created and Safeguarded (Cumulative) performance indicator.
- h) Requested a briefing note on progress regarding the Bus Service Improvement Plan and further information on the metrics and 5 routes used for the 'Getting around Medway' performance indicators.

i) Requested a one-page summary collating all of the relevant performance indicators codes.

3.1.3 Health and Adult Social Care O&S Committee discussion summary.

Members considered a report on performance in Quarter 4 2022/23 on the delivery of the programmes and measures in the Council Plan which fell under the remit of the Committee which was: People. This report also presented the quarter 4 2022/23 review of strategic risks.

Members were updated on the three performance indicators with a red status.

PH13 - Rate per 100,000 of self-reported 4-week smoking quitters aged 16 or over (cumulative) (Q3 22/23) – the Director of Public Health advised this was an ambitious, stretch target. Higher rates generally were in more disadvantaged communities, which was a challenge. In 2012 smoking prevalence in Medway residents aged 18+ had been 25.5%, compared to the current rate of 14.5% in 2021. This demonstrated the effort being taken to tackle this significant threat to the public's health.

ASCOF 1C(2i) - Percentage of clients receiving a direct payment for their social care service – Members were advised that the decrease in the numbers of people in receipt of a direct payment was due to the transfer of people attending a day service via a direct payment to a commissioned service in order to recoup the 20% VAT cost. New staff had been recruited which would help address the backlog of direct payment referrals and increase the number of people in receipt of a direct payment.

ASCOF 1G (n) - Proportion of adults with a primary support reason of learning disability support who live in their own home or with their family – Members were advised the team was working hard to keep people at home and living independently, where that was appropriate.

Decision:

The Committee agreed to note the Quarter 4 2022/23 performance against the measures used to monitor progress against the Council's priorities and to also note the amended Strategic Risk Summary as set out in Appendix 2 to the report.