

2006/07 Ref.	Short Description	ACTUAL			TARGET					COMPARISONS		
		2004/05 Actual	2005/06 Actual	2006/07 Actual	2006/07 Target	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	2005/06 Unitary Average	2005/06 National Average	2005/06 Nat. Top Perf.
PUTTING RESIDENTS AT THE HEART OF EVERYTHING WE DO												
BV2a	Level of the Commission for Racial Equality's 'Standard for Local Government' to which the authority conforms (1-5)	3	3	2	4	5	5	5	5			
BV2b	The duty to promote racial equality checklist score	84%	84%		87%	90%	93%	96%		74%	63%	79%
BV3	Overall Satisfaction with Medway Council			49%	64%					49.6%	53.2%	58%
BV4	Satisfaction with complaint handling			26%	50%					32.1%	33.3%	37%
BV8	The percentage of invoices for commercial goods and services that were paid by the authority within 30 days of such invoices being received by the authority	93.52%	92.55%	95.11%	96.00%	96.00%	96.00%	96.00%	96.00%	90.68%	92.04%	96.71%
BV78a	Average time for processing new claims (days)	44.10	34.68	27.84	34.00	32.00	30.00	30.00	30.00	35.7	34.5	26.4
BV78b	Average time for processing notifications of changes of circumstance (days)	12.10	13.38	7.58	9.00	9.00	9.00	9.00	10.00	18.4	15.2	9.1
BV79a	Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post decision	99.2%	99.0%	98.6%	98.0%	98.0%	98.0%	98.0%	98.0%	96.91%	97.48%	99.00%
BV117L	The number of physical visits per 1,000 population to public library premises	3,967	4,005	4,220	5,100	4,750	5,000	5,250	5,500			
BV118a	Library users who found a book to borrow.			88%	78%					87.4%	86.6%	90.0%
BV118b	Library users who found the information they were looking for.			78%	78%					77.5%	77.0%	80.5%
BV118c	Library users who were satisfied with the library service overall.			94%	95%					92.7%	91.8%	94.3%

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BV119a	Satisfaction with sport & leisure facilities			58%	78%					57.6%	57.9%	63.0%
BV119b	Satisfaction with libraries			71%	83%					72.2%	73.5%	77.0%
BV119c	Satisfaction with museums and galleries			37%	65%					46.4%	40.9%	51.0%
BV119d	Satisfaction with theatres and concert halls			47%	72%					50.1%	41.4%	53.0%
BV119e	Satisfaction with parks and open space			66%	75%					74.0%	72.9%	78.0%
BV156	Percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	68.14%	68.69%	70.09%	71%	72%	73%	74%	75%			
BV170a	The number of visits to/usages of museums per 1,000 population	260	273	286	270	275	280	285	290	1869	1687	958
BV170b	The number of those visits that were in person per 1,000 population	236	234	257	250	255	260	260	265	887	632	523
BV170c	The number of pupils visiting museums and galleries in organised school groups	13,376	17,576	16,423	15,000	15,500	15,500	15,750	16,000	15072	7153	8156
BV204	Percentage of appeals allowed against the authority's decision to refuse planning applications	30.69%	28.23%	35.14%	30.0%	30.0%	30.0%	30.0%	30.0%	31.2%	30.9%	25.0%
BV226a	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations.		£ 453,351	£493,487	£460,402	£460,402	£460,402	£460,402	£460,402			
BV226b	Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level and above.		48.0%	51.0%	52.0%	70.0%	70.0%	70.0%	70.0%			
BV226c	Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public.		£ 95,341	£99,864	£100,096	£100,096	£100,096	£100,096	£100,096			

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DWP1	Percentage of new claims determined within 14 days of receipt of all necessary information	82.39%	90.64%	94.55%	90.00%	90.00%	90.00%	90.00%	90.00%			
DWP2	Percentage of new Rent Allowance claims paid where the first payment is made on time	67.69%	79.07%	85.08%	88.00%	88.00%	88.00%	88.00%	88.00%			
LEL2	Library issues per head of population	4.02	4.83	5.0	5.3	5.8	6.3	6.3	6.3			
LEL3	Number of enquiries in libraries	126,245	167,745	169,199	127,245	127,745	128,245	128,245	128,245			
LEL4	Number of people using computers in libraries per 1,000 population	539.93	717.99	746.25	639.93	750	787	824	861			
LX1	Percentage of DDI telephone calls answered within 15 seconds	87.52%	89.67%	89.88%	95%	95%	95%	95%	95%			
LX2	Percentage of letters answered within 10 days	94.32%	92.65%	94.25%	100%	100%	100%	100%	100%			
LX3	Number of Ombudsman complaints	60	69	57	Targets will not be set as the council uses complaint levels as a service monitoring tool and are less concerned with the volume of complaints than how are they dealt with (see LX4a & b).							
LX4a	Percentage of stage 1 complaints responded to within target timescales	96.30%	92.40%	96.5%	94%	95%	96%	97%	97%			
LX4b	Percentage of stage 2 complaints responded to within target timescales			92%	94%	95%	96%	97%	98%			
LX8	Percentage of emails answered within 10 days			98.9%	94%	99%	99%	99%	99%			
GIVING VALUE FOR MONEY												
BV9	The percentage of council tax collected	93.5%	94.3%	95.09%	97.90%	97.90%	97.90%	97.90%	97.90%	96.36%	97.15%	98.40%

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BV10	The percentage of non-domestic rates which were received by the authority	97.1%	97.0%	97.04%	98.60%	98.60%	98.60%	98.60%	98.60%	98.48%	98.56%	99.26%
BV11a	The percentage of top 5% of earners that are women	44%	47%	49%	50%	50%	50%	50%	50%	43.91%	31.8%	42.45%
BV11b	The percentage of top 5% of earners from black and minority ethnic communities	4.00%	3.69%	3.78%	5.50%	5.50%	5.50%	5.50%	5.50%	3.14%	3.32%	4.33%
BV11c	The percentage of top 5% of earners who have a disability		4.61%	3.21%	5.00%	5.50%	5.50%	5.50%	6.00%	2.49%	3.08%	4.83%
BV12	Number of working days/shifts lost to sickness absence per employee	7.44	7.47	8.08	7.00	7.00	7.00	7.00	7.00	9.62	9.60	8.34
BV14	Early retirements (excluding ill-health retirements) as a percentage of the total workforce	0.21%	0.72%	0.25%	0.19%	0.20%	0.20%	0.20%	0.20%	0.48%	0.57%	0.17%
BV15	Ill health retirements as a percentage of the total workforce	0.24%	0.14%	0.14%	0.20%	0.18%	0.18%	0.18%	0.18%	0.21%	0.28%	0.10%
BV16a	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition	2.26%	3.18%	4.68%	3.00%	3.50%	3.50%	3.75%	3.75%	2.01%	3.22%	3.89%
BV16b	The percentage of economically active disabled people in the area	12.92%	12.92%	12.92%								
BV17a	The percentage of local authority employees from minority ethnic communities	4.25%	4.83%	5.15%	6.2%	6.5%	6.7%	6.7%	6.7%	4.6%	4.9%	4.8%
BV17b	The percentage of the economically active population in the area who are from minority ethnic communities	5.43%	5.43%	5.43%								
BV66a	Percentage of rent collected	97.83%	98.63%	98.16%	98.00%	98.20%	98.40%	98.40%	98.40%	97.55%	97.16%	98.59%
BV66b	Percentage of local authority tenants with more than seven weeks of rent arrears		6.12%	5.46%	6.00%	5.30%	5.00%	4.90%	4.80%	8.45%	7.11%	4.12%
BV66c	Percentage of local authority tenants in arrears who have Notices Seeking Possession served		28.08%	13.08%	25.00%	22.00%	19.00%	19.00%	19.00%	28.89%	27.90%	17.06%
BV66d	Percentage of local authority tenants evicted as a result of rent arrears		0.44%	0.51%	0.40%	0.30%	0.30%	0.30%	0.30%	0.54%	0.52%	0.21%

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BV76a	Housing benefit security: the number of claimants visited per 1,000 caseload	102.00	151.30	166.31	200.00							
BV76b	Housing benefit security: the number of fraud investigators employed per 1,000 caseload	0.15	0.22	0.29	0.25	0.29	0.29	0.29	0.29			
BV76c	Housing benefit security: the number of fraud investigations per 1,000 caseload	9.60	12.14	15.96	13.00	16.00	16.00	16.00	16.00			
BV76d	Housing benefit security: the number of prosecutions and sanctions per 1,000 caseload	1.41	2.95	3.59	3.28	3.59	3.59	3.59	3.59			
BV79b(i)	Recoverable housing benefit overpayments - percentage recovered		58.8%	80.24%	64.00%	64.00%	64.00%	64.00%	80.00%	71.34%	69.53%	79.39%
BV79b(ii)	Recoverable housing benefit overpayments – percentage of total debt recovered including at the beginning of the period		34.13%	38.11%	Awaiting DWP to confirm national targets					33.40%	33.66%	39.69%
BV79b(iii)	Recoverable housing benefit overpayments – percentage of total debt written off including at the beginning of the period		10.78%	6.25%	Awaiting DWP to confirm national targets							
BV220	Compliance against the Public Library Service Standards		2	3	4	4	4	4	4			
HC8	Percentage of rent loss through local authority dwellings becoming vacant	1.07%	1.24%	0.89%	1.00%	1.00%	1.00%	1.00%	1.00%			
LX6	% of voluntary staff leavers	10.42%	9.26%	8.66%	Targets will not be set for this indicator as the council feels it would be inappropriate. The council records levels only as a monitoring tool.							

A CLEAN AND GREEN ENVIRONMENT

BV63	Energy Efficiency: The average standard assessment procedure (SAP) rating of council housing	60	68	69	69	70	71	71	72	68	66	69
BV82a(i)	Percentage of household waste recycled	16.04%	19.10%	20.33%	19.50%	19.60%	20.4%	20.5%	Dependant on new contract	16.61%	17.61%	20.87%
BV82a(ii)	Tonnage of household waste recycled		24,858	26,432	25,358	25,611	25,867	26,126	26,387	15001.30	16731.54	15126.10
BV82b(i)	Percentage of household waste composted	11.24%	12.65%	12.27%	14.10%	12.9%	12.9%	Dependant on new contract		8.21%	8.95%	13.05%

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BV82b(ii)	Tonnage of household waste composted		16,454	15,948	16,619	16,784	16,953	17,122	Dependant on new contract	7,306.38	9,187.30	8,770.30
BV82c(i)	Percentage of household waste used to recover heat, power and other energy sources	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	12.72%	11.95%	6.72%
BV82c(ii)	Tonnage of household waste used to recover heat, power and other energy sources		0	0	0	0	0	0	0	9,531.47	20,565.97	13,174.00
BV82d(i)	Percentage of household waste landfilled	72.72%	68.24%	67.41%	66.40%	65.90%	65.90%	65.90%	65.90%	62.37%	62.26%	59.41%
BV82d(ii)	Tonnage of household waste landfilled		88,796	87,642	89,684	90,581	91,487	92,401	93,325	57,460.55	131,441.86	53,892.20
BV84a	Number of kilograms of household waste collected per head	533	518	518	523	521	521	521	Dependant on new contract	502.0	438.6	394.0
BV84b	Kilograms of waste collected per head - percentage change		-2.81%	0%	1%	-0.4%	0%	0%	Dependant on new contract	-2.91%	-1.10%	-3.79%
BV86	Cost of waste collection per household	£48.55	£44.13	£43.85	£52.87	£45.00	£46.00	£50.00	£52.00	£45.81	£49.15	£39.48
BV87	Cost of waste disposal per tonne municipal waste	£50.03	£58.94	£64.28	£59.89	£65.62	£75.02	£85.00	£94.00	£45.90	£46.18	£39.46
BV89	Satisfaction with cleanliness			59%	65%					64.3%	67.4%	73.0%
BV90a	Satisfaction with waste collection			87%	90%					78.5%	78.9%	85.0%
BV90b	Satisfaction with waste recycling (local facilities)			78%	78%					69.5%	70.0%	75.0%
BV90c	Satisfaction with waste disposal (local tips)			86%	78%					80.8%	79.5%	85.0%
BV91a	Percentage of population in Medway served by a kerbside collection of at least one recyclable	86.1%	87.5%	88.62%	87.7%	88.7%	89.0%	90.0%	90.0%	94.0%	94.6%	100.0%
BV91b	Percentage of population in Medway served by a kerbside collection of at least two recyclables	86.1%	87.5%	88.62%	87.7%	88.7%	89.0%	90.0%	90.0%	89.5%	90.8%	100.0%

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BV199a	Percentage of relevant land and highways that is assessed as having combined deposits of litter and detritus across four categories of cleanliness- litter and detritus		23%	13.67%	21%	18%	16%	14%	12%	14.0%	15.3%	8.8%
BV199b	The proportion of relevant land and highways from which unacceptable levels of graffiti are visible.		4%	5.67%	4%	3%	3%	3%	3%	5%	4%	1%
BV199c	The proportion of relevant land and highways from which unacceptable levels of fly -posting are visible.		1%	1.33%	1%	1%	1%	1%	1%	1%	1%	0%
BV199d	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping.		4	1	3	2	2	2	2			
BV216a	Number of 'sites of potential concern' within the local authority area with respect to land contamination.		1213	1230	1237	1262	1287	1313	1339			
BV216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'.		1.98%	3.0%	2.5%	2.5%	2.5%	2.5%	2.5%	7%	11%	9%
BV217	Percentage of pollution control improvements to existing installations completed on time.		94%	90%	94.5%	95%	95.5%	96%	96.5%	79%	86%	100%
BV218a	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification		90%	92%	92%	94%	95%	96%	96%	85.01%	81.56%	96.64%
BV218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle		100%	100%	100%	100%	100%	100%	100%	80.00%	74.39%	95.00%

SAFER COMMUNITIES

BV99a(i)	Road accident casualties: all killed or seriously injured, number	96	96	90	116.80	109.50	102.20	94.90	87.6	95	224	83
BV99a(ii)	Road accident casualties: all killed or seriously injured, percentage change	-9.43%	0.00%	-6.25%	-4.76%	-6.25%	-6.67%	-7.14%	-7.69%	-2.4%	-6.7%	-19.3%
BV99a(iii)	Road accident casualties: all killed or seriously injured, percentage change from 1994-98 average	-34.25%	-34.25%	-38.36%	-20.0%	-25.0%	-30.0%	-35.0%	-40%	-17.9%	-26.0%	-40.4%
BV99b(i)	Road accident casualties: all children killed or seriously injured, number	13	15	9	21.30	19.88	18.46	17.04	15.62	13	26	11
BV99b(ii)	Road accident casualties: all children killed or seriously injured, percentage change	-18.75%	15.38%	-40.0%	-6.25%	-6.67%	-7.14%	-7.69%	-8.33%	7.8%	4.8%	-26.5%

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BV99b(iii)	Road accident casualties: all children killed or seriously injured, percentage change from 1994-98 average	-55.17%	-47.20%	-68.3%	-25%	-30%	-35%	-40%	-45%	-31.3%	-39.1%	-55.7%
BV99c(i)	Road accident casualties: all slight injuries, number	781	730	755	973	986	998	1010	1021	738	1656	718
BV99c(ii)	Road accident casualties: all slight injuries, percentage change	-0.64%	-6.53%	3.42%	-1.37%	-1.32%	-1.21%	-1.18%	-1.17%	1.6%	-2.0%	-8.6%
BV99c(iii)	Road accident casualties: all slight injuries, percentage change from 1994-98 average	-14.40%	-18.98%	-16.21%	8%	9%	11%	12%	13%	-3.8%	-9.5%	-21.1%
BV126	Domestic burglaries per 1,000 households	10.5	11.0	11.5	10.0	9.0	9.5	9.5	9.50	14.8	10.8	6.4
BV127a	Violent crime per 1000 population		24.1	24.9						26.0	19.2	12.5
BV127b	Robberies per 1000 population		1.3	1.3						1.4	1.3	0.3
BV128	Vehicle crimes per 1,000 population	13.36	14.40	13.1	13.14	12.5	12.5	12.5	12.5	15.9	11.5	7.3
BV166a	Score against a checklist of enforcement best practice for Environmental Health	85.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.5%	89.6%	100.0%
BV166b	Score against a checklist of enforcement best practice for Trading Standards	88.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.0%	96.1%	100.0%
BV174	Racial incidents involving the local authority per 100,000 population	97.50	118.67	126.24	70.00	55.00	40.00	40.00	40.00			
BV175	The percentage of racial incidents that resulted in further action	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.2%	94.7%	100.0%
BV198	The number of problem drug misusers in treatment per thousand head of population aged 15-44	6.27	5.82	6.94	6.24					78.57	64.29	78.25
BV215a	The average time in days taken to repair a street lighting fault, where response time is not under the control of a DNO.		4.39	5.19	4.3	5.0	5.0	4.5	4.0	6.73	5.74	3.43
BV215b	The average time in days taken to repair a street lighting fault, where response time is under the control of a DNO.		42.06	22.33	39	30	30	30	30	25.93	26.45	14.03

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BV225	Actions Against Domestic Violence - The percentage of questions from a checklist to which a local authority can answer 'yes'											
CHILDREN AND YOUNG PEOPLE HAVING THE BEST START IN LIFE												
BV38	Percentage of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A*-C or equivalent	49.7%	51.7%	55.1%	58.0%	59.3%	61.0%	61.0%	61.0%	53.2%	54.2%	58.3%
BV39	Percentage of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A*-G including English and mathematics	91.6%	91.7%	89.9%	96.0%	96.0%	96.0%	96.0%	96.0%	87.8%	88.2%	90.8%
BV40	Percentage of pupils in schools maintained by the authority achieving level 4 or above in the Key Stage 2 mathematics test	68.1%	69.3%	70.4%	78.0%	78.0%	81.0%	81.0%	81.0%	74.1%	74.7%	77.4%
BV41	Percentage of pupils in schools maintained by the authority achieving level 4 or above in the Key Stage 2 English test	71.5%	76.5%	75.7%	79.0%	80.0%	82.0%	82.0%	82.0%	77.3%	78.5%	81.2%
BV43a	Percentage of statements of special educational needs issued by the authority in a financial year and prepared within 18 weeks excluding those affected by exceptions to the rule under the SEN Code of Practice	100.0%	100.0%	100%	100.0%	100.0%	100.0%	100.0%	100%	95.2%	96%	100%
BV43b	Percentage of statements of special educational needs issued by the authority in a financial year and prepared within 18 weeks including those affected by exceptions to the rule	99.3%	100.0%	100%	95.0%	100.0%	100.0%	100.0%	100%	84.0%	82.7%	95.4%
BV44L	Number of pupils permanently excluded during the year from all schools maintained by authority per 1,000 pupils at all maintained schools	2.0	1.2	0.9	1.2	1.1	1.0	1.0	1.0			
BV45	Percentage of half days missed due to total absence in secondary schools maintained by the authority	7.8%	7.4%	7.8%	7.0%	7.0%	7.0%	7.0%	7.0%	8.08%	7.89%	7.26%
BV46	Percentage of half days missed due to total absence in primary schools maintained by the authority	5.4%	5.6%	5.7%	5.0%	5.0%	5.0%	5.0%	5.0%	5.59%	5.56%	5.13%
BV49	Percentage of looked after children with 3 or more placements in the year	8.00%	2.80%	5.7%	3.00%	3.00%	3.00%	3.00%	3.00%			
BV50	Percentage of young people leaving care aged 16 and over with at least one GCSE grade A-G	51.4%	45.7%	75%	60%	60%	60%	60%	60%	54%	54%	59%
BV161	Percentage of care leavers who were engaged in employment, education or training	93%	74%	57.1%	74%	80%	80%	80%	80%	0.76%	0.78%	0.91%

2006/07 Ref.	Short Description	ACTUAL			TARGET					COMPARISONS		
		2004/05 Actual	2005/06 Actual	2006/07 Actual	2006/07 Target	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	2005/06 Unitary Average	2005/06 National Average	2005/06 Nat. Top Perf.
BV162	Reviews of child protection cases	98.4%	99.2%	98.0%	99%	100%	100%	100%	100%	99%	99%	100%
BV163	Adoptions of children looked after	8.4%	9.4%	8.2%	8.0%	8.0%	8.0%	8.0%	8.0%	8.1%	7.9%	9.5%
BV181a	Percentage of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in English	69.70%	74.80%	71.90%	76.00%	76.00%	81.00%	81.00%	81.00%	72.17%	73.02%	77.00%
BV181b	Percentage of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in Mathematics	71.30%	74.20%	76.20%	77.00%	74.00%	78.00%	78.00%	78.00%	72.96%	72.90%	77.00%
BV181c	Percentage of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in Science	63.30%	69.20%	70.60%	73.00%	72.00%	76.00%	76.00%	76.00%	69.11%	68.49%	74.00%
BV181d	Percentage of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in ICT assessments	67.60%	69.40%	59.20%	74.00%	77.00%	77.00%	77.00%	77.00%	67.10%	67.84%	73.83%
BV183a	Average length of stay in B&B accommodation of households which include dependant children or a pregnant woman and which are unintentionally homeless and in priority need (weeks)	4	2	3	6					2.60	2.98	1.00
BV183b	Average length of stay in hostel accommodation of households which include dependant children or a pregnant woman and which are unintentionally homeless and in priority need (weeks)	15	12	55	6	6	6	6	6	6.46	10.89	0.00
BV194a	Percentage of pupils in schools maintained by the authority achieving level 5 or above in the Key Stage 2 English tests	22.3%	23.9%	27.4%	29.0%	29.0%	29.0%	29.0%	29.0%	25%	26%	29%
BV194b	Percentage of pupils in schools maintained by the authority achieving level 5 or above in the Key Stage 2 mathematics tests	26.6%	26.7%	27.2%	31.0%	31.0%	31.0%	31.0%	31.0%	30%	30%	32%
BV197	Change in the number of conceptions to females aged under 18, resident in the area, per 1,000 females aged 15-17 resident in the area, compared with the baseline year of 1998	-11.3%	-11.9%	-3.5%	-18.2%	-24.6%	-30.9%	-37.3%		-11.0%	-10.2%	-18.2%
BV221a	Percentage of young people participating in youth work gaining recorded outcomes.		18.7%	33%	20.7%	22.7%	24.7%	26.7%	27%	43%	44%	59%
BV221b	Percentage of young people participating in youth work gaining accredited outcomes.		21.3%	29.4%	22.3%	23.3%	24.3%	25.3%	26%	19%	19%	25%
BV222a	Percentage of leaders of integrated early education and childcare settings funded or part funded by the Local Authority with qualification level 4 or above		12.8%	15.38%	14%	16%	18%	20%	22%	27%	26%	35%

2006/07 Ref.	Short Description	ACTUAL			TARGET					COMPARISONS		
		2004/05 Actual	2005/06 Actual	2006/07 Actual	2006/07 Target	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	2005/06 Unitary Average	2005/06 National Average	2005/06 Nat. Top Perf.
BV222b	Percentage of early education settings with Local Authority funding that have input from trained staff (graduate or teacher training)		4.0%	17.95%	5%	18%	20%	22%	24%	62%	56%	100%
LEL1	Average GCSE/GNVQ points score of 15 year old pupils in schools maintained by the authority	333.7	343.8	352.5	350.0	361.0	361.0	361.0	361.0			
LEL5	Percentage of secondary schools reaching the GCSE floor targets	94.7%	89.5%	89.5%	100.0%	100.0%	100.0%	100.0%	100.0%			
LEL6	Percentage of all 3 year olds in nursery places provided or funded by the council	93.10%	90.08%	90.78%	98.00%	98.00%	98.00%	98.00%	95.00%			

OLDER AND VULNERABLE PEOPLE MAINTAINING THEIR INDEPENDENCE

BV53	Number of households receiving intensive homecare per 1,000 people aged 65 and over	17.19	17.20	17.99	18.00	18.80	19.60	19.60	19.60	11.21	13.91	16.64
BV54	Older people aged 65 or over helped to live at home per 1,000 people over 65	74.00	103.70	85.9	104.00	105.00	112.00	112.00	112.00	84.39	88.07	100.10
BV56	Percentage of items of equipment costing less than £1,000 delivered within 7 working days (note change in definition from 21 working days)	77.70%	86.35%	87.2%	87%	90%	95%	95%	95%	85%	86%	91%
BV195a	Acceptable waiting times for assessment: percentage where time of first contact to beginning of assessment is less than 48 hours (2 calendar days)	68.6%	75.1%	70.4%	83.5%	88%	91%	91%	91%			
BV195b	Acceptable waiting times for assessment: percentage where time of 1st contact to completion of assessment is less than or equal to 4 weeks (28 calendar days)	85.8%	85.9%	90.3%	88.5%	91%	94%	94%	94%			
BV196	The percentage where the time from completion of assessment to provision of all services in a care package is less than or equal to four weeks (28 calendar days)	85.2%	88.6%	82.2%	90.0%	95.0%	98.0%	98.0%	98.0%	85.4%	86.7%	91.5%
BV201	The number of adults and older people receiving direct payments per 100,000 population aged 18 years or over	45.9	58.6	77.8	65	74	80	80	80	79	84	99
BV202	The number of people sleeping rough on a single night within Medway	5	5	5	5	5	5	5	5	4	4	0
HC1	The average time taken to decide whether to accept people as homeless (days)	58	68	58	33	33	33	33	33			
HC2	Assessments per 1,000 population aged 65 or over	169.7	178.2		180.0	192.0	198.0	198.0				

2006/07 Ref.	Short Description	ACTUAL			TARGET					COMPARISONS		
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PEOPLE TRAVELLING EASILY AND SAFELY IN MEDWAY												
BV100	Number of days of temporary traffic controls or road closures on traffic sensitive roads caused by council road works per km of traffic sensitive road	1.43	1.87	0.91	1.20	1.10	1.00	1.00	1.00	1.2	1.2	0.1
BV102	Number of passengers on local bus services	8,288,927	8,541,020	8,732,284	9,500,000	9,700,000	9,880,000	9,880,000	9,266,000	10,253,708	50,090,902	27,777,395
BV103	Satisfaction with transport information			43%	75%					50.8%	53.6%	60.0%
BV104	Satisfaction with bus services			51%	55%					57.2%	60.0%	68.0%
BV165	Percentage of pedestrian crossings with facilities for disabled people	88.60%	98.56%	100.0%	98.00%	100.0%	100.0%	100.0%	100.0%	84.3%	82.8%	99.6%
BV178	The percentage of total length of footpaths and rights of way that were easy to use by members of the public	37.54%	54.9%	44.7%	60.0%	70.0%	70.0%	70.0%	70.0%	78.8%	74.6%	88.2%
BV187	Condition of surface footways - Percentage above deficiency threshold	35.86%	26.74%	6%	31%	29%	27%	25%		21%	24%	12%
BV223	Percentage of the local authority principal road network where structural maintenance should be considered		6.04%		5.5%	5.0%	4.5%	4.0%				
BV224a	Percentage of the non-principal classified road network where maintenance should be considered		5.51%		5.00%	4.50%	4.00%	3.50%				
BV224b	Percentage of the unclassified road network where structural maintenance should be considered		24.29%	27.5%	22.00%	20.00%	18.00%	16.00%				
LDE3	Percentage increase in the number of journeys on contracted local bus services over a 4 week period in comparison to last year	-6.90%	-4.15%	-1.89%	5.00%	1.00%	1.00%	1.00%	1.00%			
LDE4	Reliability of bus services contracted by the Council	99.48%	99.67%	99.57%	99.60%	99.68%	99.70%	99.71%	99.72%			
BV64	The number of private sector vacant dwellings that are returned into occupation or demolished as a direct result of action by Medway Council	24	15	16	15	30	45	45	45	65.22	74.43	76.50
BV74a	Satisfaction of tenants of council housing with the overall service provided by their landlord			80%	87%			87%		78.61%	78.09%	84.00%

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EXISTING MEDWAY COMMUNITIES BENEFITTING FROM THE AREA'S REGENERATION												
BV74b	Overall Service with Landlord - black & minority ethnic			68%	93%			93%		73.64%	70.52%	82.00%
BV74c	Overall Service with Landlord - non black & minority ethnic			81%	87%			87%		78.96%	78.08%	84.00%
BV75a	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services			69%	80%			80%		64.68%	62.99%	69.00%
BV75b	Participation in housing management - black & minority ethnic			60%	87%			87%		58.46%	59.08%	71.00%
BV75c	Participation in housing management - non black & minority ethnic			69%	80%			80%		64.68%	63.12%	70.00%
BV106	Percentage of new homes built on previously developed land	94.27%	81.13%		55.00%	60.00%	60.00%	70.00%		78.17%	77.12%	96.74%
BV109a	Percentage of major commercial and industrial applications determined in 13 weeks	66.80%	60.00%	68.29%	60.00%	60.00%	60.00%	60.00%	60.00%	63.64%	64.92%	74.90%
BV109b	Percentage of minor commercial and industrial applications determined in 8 weeks	66.79%	64.23%	72.46%	65.00%	65.00%	65.00%	65.00%	65.00%	73.67%	74.23%	81.07%
BV109c	Percentage of other applications determined in 8 weeks	86.77%	83.72%	86.89%	80.00%	80.00%	80.00%	80.00%	80.00%	85.31%	86.49%	91.39%
BV111	Satisfaction with the planning service by those making a planning application			74%	70%					70.9%	72.2%	80.0%
BV164	Does Medway Council follow the Commission for Racial Equality's code of practice in rented housing and follow Good Practice Standards for social landlords on tackling harassment included in Tackling Racial Harassment: Code of Practice for Social Landlords?	NO	NO	NO	YES							
BV184a	The percentage of council dwellings which were non-decent at 1 April 2005	28%	27.9%	36%	28.80%	3.45%	3.45%	2.58%	1.5%	33%	32%	16%
BV184b	The percentage change in proportion of non-decent homes between 1 April 2005 and 1 April 2006	33.30%	-3.58%	-3.22%	-88.00%	0.00%	-0.25%	-100.00%	0%	15.3%	21.2%	28.3%
BV200a	Did the Local Planning Authority submit the Local Development Scheme by 28 March 2005 and thereafter maintain a three-year rolling programme?	NO	YES	YES	YES	YES	YES	YES	YES			

2006/07 Ref.	Short Description	ACTUAL			TARGET					COMPARISONS		
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BV200b	Has the Local Planning Authority met the milestones which the current Local Development Scheme sets out?	YES	YES	YES	YES	YES	YES	YES	YES			
BV200c	Did the Local Planning Authority publish an annual report by 31 December of each year?		YES	YES	YES							
BV203	The percentage change in the average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year	-2.33%	-1.76%	-2.11%	-10.00%	-10.00%	-10.00%	-10.00%	-10.00%	0.64%	6.29%	-16.0%
BV205	Planning: Percentage score against a quality of service checklist	83.30%	94.44%	94.44%	100.0%	100.0%	100.0%	100.0%	100.0%	90.7%	90.1%	100.0%
BV212	Average time (days) taken to re-let council dwellings	21.2	26.5	25.1	22	21	20	19	18.0	44	42	29
BV213	Households who consider themselves as homeless, who approached the authority's housing advice service and for whom housing advice casework intervention solved their situation.		6	6	6	6	6	6	6	42	21	5
BV214	Repeat homelessness: proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same authority within the last two years.		4.98%	3.14%	14.00%					3.12%	3.05%	0.37%
HC6	Average weekly costs per local authority dwelling of repairs	£12.86	£13.02	£14.81	£12.70	£12.38	£12.07	£11.77	£11.48			
HC9	Percentage of urgent repairs to council dwellings completed on time	95%	98%	98%	98%	98%	98%	98%	98%			

Figures in italics are awaiting confirmation