

# **BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE**

**21 JUNE 2012**

## **COUNCIL PLAN 2011/12 YEAR END PERFORMANCE REPORT**

Report from: Stephanie Goad Assistant Director Communications,  
Performance and Partnerships

Author: Kate Mummery, Senior Research and Review Officer  
Preeya Madhoo, Research and Review Team Manager

### **Summary**

This report sets out the Quarter 4 / Year End Council Plan performance management report.

### **1. Budget and Policy Framework**

1.1 This document reports year-end performance against the Council Plan 2011/12, which is a key part of the budget and policy framework.

### **2. Background**

2.1 This report includes an overview of priorities in the narrative below and in Appendix 1 summarising the status of each Key Measure of Success. Year-end performance tables are attached at Appendix 2. Targets related to the Council Plan 2012/13 are included at Appendix 3.

### **3. Performance reporting**

3.1 This report outlines the Year End Performance across the Council's priority areas. Members are able to look back across the year and review the progress that has been made to achieve the outcomes that were set at the beginning of the year.

3.2 In 2011/12 Medway Council has made improvements across a number of key areas. Despite the financial challenges to the public sector, the Council has continued to deliver good quality services.

- 3.3 The main body of this report outlines the key highlights under each Council priority area. As this is a year end report the highlights refer to quarter 4 activity and give an overall review across the full year.
- 3.4 Under each priority area, where the deputy leader has identified areas of special interest, an update on these areas has been provided. These special interest areas will be embedded as indicators within the new performance year.

### **Priority 1: A safe, clean and green Medway**

- 3.5 The Love Medway campaign gained further momentum this financial year with the launch of the Love Medway App. This provides an easy and efficient way for residents, officers and partners to report environmental issues such as fly tipping, graffiti and fly posting. To date there have been 8,809 reports. Currently there are 76 registered Council users and 364 non-Council users. 108 people “like” The Love Medway Facebook. There will be a marketing campaign in 2012-13 to promote the use of the App. The App will be referenced in all Council communications within the year to ensure increased awareness within Medway.
- 3.6 A further £370,000 of EU funding has been secured through successful bids to the Interreg programme for the Developing Neighbourhood Action project. This project will enable the development of health and community nursing outreach services at community centres in disadvantaged neighbourhoods. It will also support community safety improvement actions in target neighbourhoods and provide resources to deliver physical streetscape improvements in Chatham town centre.
- 3.7 The Household Waste Recycling Centres (HWRC) contract year ran from October 2010 to September 2011. The target recycling rate for all sites for year 1 was 50%. Currently we are performing at 51.41%. The new HWRC contract year began in October 2011 and the target for year 2 is 60% recycling rate at each individual site. Performance for Oct 11 to Feb 12 is currently 56.12%.
- 3.8 Waste Services have worked in partnership with the community team and partnership office assisting with community clean ups in total 159 were achieved. In 2011-2012 waste services provided essential equipment for these clean-ups to be carried out with our contractor collecting the waste generated from the clean-ups. We provided this service for community payback, HM prison service and the community officers, waste services will continue to provide this service into 2012/2013.
- 3.9 Medway has 45 walking bus routes in place, with approx. 900 children participating in the initiative. This number is set to increase with 12 new schools and after school clubs registering an interest.
- 3.10 11 test purchases exercises for Alcohol and Tobacco against a target of 12 have taken place during this year. In quarter 4 Test Purchase exercise took

place for Alcohol and tobacco. 5 premises were visited and there was 1 sale of alcohol. The sale is subject to further action. This low number of sales suggest that traders are heeding advice and adopting effective policies towards this age group.

- 3.11 During 2011-12 over £900,000 of capital investment was made into parks and open spaces including improvements to 20 play areas, creation of new allotment site with 140 plots in Hempstead and further improvements to Gillingham Park (which receives an estimated 500,000 visits per year). Funding for schemes was provided by Section 106, Member Priority Funding and External Grant Aid. The outcome of this continuing investment in Greenspaces was the securing of 5 Green Flags (with The Vines and Capstone Farm Country Park being awarded the top band score) and customer satisfaction ratings averaging 84% for parks and 85% for play areas.

### **Drive down energy use via property rationalisation and other measures**

- 3.12 The Council is committed to driving down energy use across its estate through property rationalisation and other measures to reduce its carbon footprint. A comprehensive property audit is being undertaken to identify the worst performing assets to allow a targeted programme of property rationalisation. In addition, energy efficiency projects have been identified and undertaken, which is resulting in both energy and cashable savings. A further programme of energy saving projects is being developed for 2012/13.

Further projects are being developed for 2012/13 as follows:

- Voltage Optimisation Unit for Medway Park Leisure Centre (LC) and Riversides Offices
- Exploring viability of Combined, Heat and Power plant (CHP) for Medway Park LC and Strood LC.
- Replacement of U type fluorescent tubes fitting with energy efficiency LED lighting panels fittings within Gun Wharf Building
- Replacement of SoN lighting with LED Flood lights in Strood LC and Hundred of Hoo Swimming Pool.

### **Priority 2: Children and young people in Medway have the best start in life**

- 3.13 During quarter 4 an analysis of all social care assessments shows that children are being seen promptly and, where serious concerns exist, the more in depth core assessment is undertaken to identify need and safeguarding issues. All referrals are screened upon receipt to ensure that those cases where there is risk of harm to children and young people are assigned promptly to a social worker and the appropriate assessment begun. This focus on quality of assessment is very important in the context of an unprecedented increase in the number of referrals to Children's Social Care. During the last year there were 5364 referrals representing an increase of 44% from the previous year. The complexity of cases has also increased with 70% more Core Assessments carried out than in 2010/11. These pressures

have had an impact on the ability to complete assessments within timescales. Similar increases are being experienced nationally, published data for the year ending 31 March 2011 shows the rate of referrals had increased by 22% over the previous 4 years with 38% more initial assessments taking place and 74% more core assessments. Anecdotal evidence over the last year indicates that these rates of increase have been sustained during 2011/12.

- 3.14 There are currently 366 children subject to a child protection plan, a 30% increase on the same time last year however quarter 4 saw the first drop in the number of children subject to a CP plan in 3 years. There has been a 4.5% increase in the number of looked after children to 446 implying that the rate of increase over the last two years has slowed down. As with referrals, above, these increases are having an impact on the timeliness of looked after children reviews and review conferences for children subject to a CP plan. The Independent Reviewing officers work closely with Children's Care to manage risks and to ensure that the most vulnerable young people's reviews are held on time.
- 3.15 The Department for Education launched a consultation on Children's Safeguarding Performance Information in response to Professor Munro's review of safeguarding. The proposed performance measures will be moving away from the measures to timeliness to outcomes for children. This is also reflected in Ofsted's new Framework for inspection, which will focus on practice and impact on the child's journey from needing to getting help rather than rules and targets.
- 3.16 Work is almost complete on the 'end to end' review services for looked after children. This work is designed to identify effective early help that addresses need at the early stages and prevent it escalating enabling children to remain with their families.
- 3.17 'The Medway Model of Practice', which promotes best practice, continues to be embedded. The model aims to ensure assessments are of consistently good quality and support evidence based decision making, which in turn supports effective care planning.
- 3.18 During the last quarter a Placement Officer was appointed to support social workers in identifying and securing independent fostering placements when this is deemed appropriate. Some existing placements have been reviewed and renegotiated and all new placements now go through the Placement Officer to negotiate discounts. As a direct result approximately £231,634 pa has been saved (assuming the young people stay in the same placement).
- 3.19 Additional funding was secured to target underachieving pupils in year 6 through 1:1 tuition so that they could benefit from 10 hours of tuition in English or mathematics to raise their attainment. Just under 300 places were allocated to 51 schools. Further 1:1 support was offered as part of the Greenshoots programme and focused on underachievement in vulnerable pupil groups.

- 3.20 Medway has been chosen to work with six other south east areas (SE7) to be a pathfinder for the potential reforms to the way that disabled young people, those with learning difficulties and other special educational needs are assessed and provided with support. Our findings aim to make a difference to families in Medway but will also inform Government thinking and may be reflected in future legislation

### **Continue to drive down SEN out of area placements**

- 3.21 Despite the savings made through the successful handling of Tribunal appeals, there is an overspend of £41,746 on this budget. This overspend represents the inclusion of funding for the social care element for some residential placements for a small number of children who are looked after, transport changes for pupils in the pupil referral units and attending tuition service. Such payments have not in the past come from the independent non-maintained schools budget and therefore mask the very real savings achieved by SEN.
- 3.22 There has been an unprecedented number of children with statements who have moved into the area, 75 statemented children with a high level of need moved into the area during the year which has also put pressure on finding appropriate placements.
- 3.23 Overall the number of statemented children has increased by 69 since 1 April 2011 however the number of children placed in independent non-maintained schools have reduced by 5. This has been achieved through careful planning and adherence to statutory guidelines relating to secondary transfer, and enhanced planning and preparation for pupils moving to Post 16 provision. Of the 109 pupils that transferred to secondary education in September 2011, only 5 transferred to independent (non-maintained provision).
- 3.24 Planning has already taken place for children transferring to secondary school and post 16 provision in September 2012. There are 108 statemented pupils transferring to secondary education in September 2012: 4 pupils will remain in independent (non maintained provision) (one of whom is a Child Looked After to another Authority and as such there is no direct cost involved to Medway). 1 new placement will be made due to the complex needs of the child. This continues the downward trend of new independent placements being agreed at secondary transfer, which has seen numbers decrease from 27 in September 2009 to 1 in 2012.
- 3.25 As a result of work to improve the range of specialist maintained post 16 provision in Medway, including a Rivermead-Mid Kent College collaboration and improvements to Hundred of Hoo 6th form, 17 pupils placed in medium to high cost independent non-maintained provision are due to transfer to either college or maintained provision from September 2012. The current cost of placements for these pupils is approximately £388,000 per year. This also reflects the joint work being done by SEN, Educational Psychology Service and Connexions including attendance at Annual Reviews and work with parents to look at alternatives to independent provision.

## **Strengthening School Leadership**

- 3.26 The school challenge and improvement team have been in post for a year now and during this time have shifted from supporting schools that are just below floor performance targets or are in special measures on notice to improve following inspection, to working with those that have not improved from a satisfactory rating over 2 inspections. A sustained approach of identifying and addressing weak leadership and management and using strong interim head teachers if necessary, has improved and strengthened schools which were particularly fragile. A new Ofsted framework was launched and all schools have been supported to understand the implications and requirements of this. As part of that support, a model self evaluation schedule set within an 'Ofsted readiness' process was developed, consulted on and shared with all schools. The team have supported a number of schools recruiting to leadership positions (head teacher and deputy posts). The recruitment of high quality candidates is essential to raising standards and is a high priority. In some instances the posts will be re-advertised as no applicants were suitable.
- 3.27 A third cohort of Local Leaders of Education have been recruited and are currently completing their Local Leaders training. Funding from the National College has been devolved to three schools that are working closely with two of Medway's National Leaders of Education. Strengthening school leadership will improve the quality of teaching and raise standards and attainment.
- 3.28 A cohort of Mathematics Subject Leaders is undertaking the Mathematics Subject Leadership Programme, which is being delivered in conjunction with Christchurch University. This programme focuses on leadership skills for middle leaders with specific reference to leadership skills in mathematics.
- 3.29 Governor Services have continued to deliver a comprehensive programme of training and support. The Governor Briefing Papers which offer valuable updates on current issues for governing bodies and pointers to guide self evaluation are being published electronically 6 times a year rather than 3 times a year in hard copy as previously. This aims to ensure more timely access to up to date information for governors.

## **Reducing health inequalities**

- 3.30 Teenage conception rates remain high in Medway, and projects have been developed to improve access to services and to target resources at those most at risk. Funding from the NHS has made it possible to establish a pilot sexual health service for Looked After Children. This service would be offered as part of a pilot One Stop Shop to engage those Looked After Children who are particularly hard to reach and do not attend for their routine health needs assessments. It is the intention that this service creates an entry point for young people who are, when appropriate, engaged in mainstream contraceptive and sexual health services for their on-going needs. This pilot should provide an opportunity to explore and address barriers, which are faced by Looked After Children young people in Medway in accessing mainstream services.

- 3.31 MidKent College have been commissioned to deliver a Sexual Health Peer Education Programme. Training of staff is now complete and the programme will begin in the summer.
- 3.32 There is now a portfolio of MEND programmes for families with children aged 2–13, as a programme has been commissioned to fill the gap for 5-7 year olds. This provides a community based family programme, which delivers lifestyle advice in a fun and informal way, encouraging small changes to lifestyle, in a way that is appropriate to that age group.

### **Priority 3: Adults maintain their independence and live healthy lives**

- 3.33 Performance regarding hospital delayed discharges often known as ‘bed blocking’ has continued to be very good across the year. There were no delayed discharges at Medway Maritime Hospital attributable to Adult Social care for the whole year. The number of delays for Medway as a whole has been very low, which has meant people coming out of hospital have been discharged in a timely manner and have not remained in hospital longer than required.
- 3.34 Physical Disability Partnership Board has supported the purchase of two specialist items of gym equipment for use by service users at Strood Sports Centre and is working to expand the service offered to enable Medway Park to have a similar range of facilities. Public Health jointly working with Social Care on this initiative and a new fitness instructor has been appointed specifically to work with those who are physically disabled.
- 3.35 Awareness training for adult safeguarding continues to be rolled out across the Council and within the community. Medway has identified 60% of practices as having a Safeguarding Vulnerable Adult lead. Training has been delivered to GPs and practice nurses. A new safeguarding leaflet was launched in October. This leaflet has been circulated to all libraries and contact points. All new referrals to Adult social care will receive the new leaflet as well. Sheltered homes manager has circulated poster and leaflets.
- 3.36 There were 865 carers assessments and reviews across the year. This is an increase compared to the 707 carer’s assessments and reviews in 2011/12. A number of carer’s assessments have been completed by trusted assessors from a carers support organisation in Medway. This has been undertaken in partnership with Care Management Teams so that cross referencing of information could take place to identify where there might be safeguarding issues or concerns prior to cases being sent across to the carers support organisation.
- 3.37 Medway Council and NHS Medway have been working in partnership to develop comprehensive plans to further develop and extend the support and services available to Carers. This includes health checks for carers who come into contact with the NHS and the Council.

## **Increasing adult social care clients choice and control over their care**

- 3.38 Personalisation or self-directed support involves thinking about services in an entirely different way, starting with the individual instead of with the service. In social care this means everyone having choice and control over their support with a greater emphasis on prevention and early intervention. When a person approaches the Council and they are identified as having eligible social care needs, they are taken through the personalisation process. This is the choice and control questionnaire, where the individual responds to questions about their need. The service user is then supported to understand their needs that have been identified and they are given the choice for the council to manage their care or to receive the funding to meet their needs based on a supported individual support plan. The service user will control the support plan themselves. If the person opts for the Council to manage their care, this is known as a personal budget. If the service user decides to receive the funding themselves and commission their own care, this is called a direct payment. There are 2327 (42% ) of service users receiving community services who are in receipt of a personal budget or direct payment.
- 3.39 The main challenge for older people to take up a direct payment has been that due to the level of eligibility criteria for the Council, a number of older people do not have the family support network around them to feel confident to take on the direct payment, or people do not want the responsibility of arranging some of their own care. What has worked best for many service users is a mixture of direct payments and care managed by the Council. The more complex area of the care package continues to be managed by the council, and the less complex area of the care package the service user manages on their own flexibly around their life. The Council has a good support network for service users who take on direct payments, so service users know there is support available should they need it.
- 3.40 Personalisation is now the main referral route for services to Adult Social Care. For the Mental health service personal budgets has been a priority area since the service has returned to Council management on 1 February. There has been a robust program of reviews to take mental health service users through the personalisation process. Significant progress has been made in this area. The occupational therapy service is reviewing their processes to include personalisation for occupational therapy equipment. Further progress will be made in this area for the new financial year.

A referral was made for a direct payment for a young lady who had to give up University because she was being bullied due to her hair loss. The hair loss was due to her mental health as one of her behaviours resulting from her mental health was that she pulled her hair out. The referral was for her to recruit someone to help her get out in the community because she had become very isolated. When the Self Directed Support Worker met with this young lady and through discussions with the Care Coordinator we established that she did not actually need a person to enable her to go out as she was capable of doing that herself, what she needed was for other people to stop looking at her and employing a personal assistant would not have met this



outcome, but the purchase of a hair piece did. The young lady was being seen by early intervention and was later discharged from services.

### **Improving mental health services**

- 3.41 On 1 February the Mental Health social care team successfully transferred back to Medway Council from the mental health provider, Kent & Medway NHS and Social Care Partnership Trust (KMPT). The mental health social care team is now located at the Compass Centre South in Chatham.
- 3.42 To ensure the safety of and continuous support for current service users, staff transferred with their full caseloads some of which were for clients with health not social care needs. Since the transfer, the Council and KMPT who continue to provide mental health services to clients with health as opposed to social care health needs, have agreed protocol for the 2 services to work together and identify the cases that should be allocated to the different organisations. 60 health only cases have been returned to KMPT. A similar transfer of cases from KMPT to the Council for social care cases only has to take place.
- 3.43 The service has focused on 3 key areas as priority areas to improve. These are:
- Completion of more than 40 Carers' Assessments
  - Re-assessment and where appropriate closure of 40 long-standing Safeguarding Cases. Robust implementation of the Council's safeguarding practise.
  - Significant increase in the number of self-directed support assessments completed. The team is focusing on all service users going through the personalisation process and receiving a personal budget.
- 3.44 A report, with options on the long-term mental health strategy for social care, was presented to Health and Adult Social Care Overview and Scrutiny Committee on Tuesday 22 May and subsequently to Cabinet in June.

### **Supporting healthy weight**

- 3.45 Tipping the Balance, the community weight management programme has commissioned a specialist counselling service to support clients whose underlying emotional difficulties have a negative affect on their ability to successfully change their eating patterns. This provides one to one counselling and some newly introduced group sessions. An evaluation of this aspect of the service is planned for 2012/13.
- 3.46 Funding received from Macmillan will provide two additional fitness instructors to introduce cancer patients and cancer survivors to opportunities to become physically active and therefore improve their general health and wellbeing, aid recovery from cancer and reduce the likelihood reoccurrence or slow disease progression.

#### **Priority 4: Everybody travelling easily around Medway**

- 3.47 There have been many developments this financial year. The Chatham Waterfront bus station opened on the 10 October 2011. This bus station replaced the old station based at the Pentagon. One thousand bus services a day are running from the new station.
- 3.48 Following two very severe winters the council reviewed the council's Winter Service Policy and Plan. Salt stocks were increased from 3500 tonnes to over 5000 tonnes at our highway depot, which were deployed as precautionary treatments, when night time temperatures dropped below freezing and also during the period where we had snow. In addition employees from both the waste cleaning and green spaces contractors were deployed in clearing the priority pavements and car parks. An improvement over recent years which was very noticeable was that residents themselves provided "self help" by clearing the snow from in front of their homes and businesses.
- 3.49 The Urban Traffic Management and Control centre (UTMC) became fully operational and aims to improve traffic flow throughout Medway. Among other things this enables traffic incidents, traffic controls (such as traffic lights), traffic congestion and public transport to be monitored and allows for early intervention to reduce congestion. Alerts are given to the local and national press and information is shared between UTMC, Kent Control room, the Highways Agency and the National Control centre.
- 3.50 The council has finalised a plan, and obtained agreement from the developer and landowner, to enable the adoption of the St Mary's Island roads in the 2012/13 financial year.
- 3.51 Medway Tunnel is now owned by Medway Council and we have received some funding for capital refurbishment of the Tunnel. Phase one of these works, upgrade to the system and CCTV has now been completed with final set up taking place in May/June 2012.

#### **Priority 5: Everyone benefiting from the area's regeneration**

- 3.52 HRH The Princess Royal visited Medway in July 2011 to formally open Medway Park. The visit coincided with the staging of the opening day of the Modern Pentathlon European Championships. In March it staged the GB wheelchair rugby national series, an important pre-Paralympics testing for players and officials. Senegal and The Congo will use Medway Park to finalise their Olympic preparations and 2 other countries are expected to join them.
- 3.53 8,000 local people have benefited from accessing Employ Medway facilities in 2011/12. 700 unemployed people have accessed employment through the support of Employ Medway. Over 800 long term unemployed people have accessed intensive employment support services from Employ Medway and partners under the DWP Work Programme since mid June 2011.

- 3.54 34 business start up grants were awarded through out the year, bringing the overall total to 74 against a target of 75. The business start up programme delivered 226 held day business planning workshops and 128, 1 to 1 business advise sessions.
- 3.55 EU funding has been secured for The Encompass project. This will provide EU resources for business support, growth and innovation activities benefiting the growing cluster of creative industry entrepreneurs and organisations operating out of Medway, particularly in Rochester and Chatham.
- 3.56 The library service was accredited against the Customer Service Excellence award in July, the government sponsored scheme recognising excellence in customer service. Rochester Community Hub partnership continues to thrive, offering the public the opportunity to access three services from the same building. Chatham Library has been rebranded Chatham Community Hub, with the establishment of a Contact Point within the library. Cuxton Library partnership with early years is flourishing with further activities being introduced into the library.
- 3.57 During the financial year there were 101,450 free swims enjoyed by Medway residents. 75,934 of these were for children and 25,516 by senior citizens. The council's leisure centres retained their customer service excellence award as well as Quest (The UK Quality Scheme For Sport & Leisure), ISO 9001 (Quality), OHSAS 18001 (Health & Safety), ISO 14001 (Environmental). Medway is now the most successful authority in the South-East for Clubmark accredited sports clubs with 55 clubs.
- 3.58 Satisfaction levels with leisure facilities remain high with museums and galleries achieving 83%, theatres 88%, events 85% and heritage 97%. Rochester Castle visitor numbers have risen by 23% from last year to 69,600. Footfall at Rochester Art Gallery doubled from the previous year to reach 100,000 visits. Accreditation was received for the Guildhall's 'Opening the Doors' programme, which seeks to improve access for disabled people.

### **Reducing the reliance on Bed and Breakfast accommodation for Young people (under 25s)**

- 3.59 Housing services can place a young person in emergency accommodation, which may include Bed and Breakfast, should they present as homeless to the local authority. We seek to minimise the number of young people going into bed and breakfast and if there is no alternative, to keep their stay there as short as possible.
- 3.60 The target is that placements should not be for more than 6 weeks unless in exceptional circumstances. There were 18 households (placed by Housing Services under the Homelessness Act) headed by young people, who left Bed and Breakfast accommodation between January and March. Their average length of stay was 17.3 days (2.5 weeks). Throughout the financial year there have been 89 households headed by young people leaving this type of accommodation and the average length of stay was 18.3 days (2.6 weeks).

- 3.61 If a young person becomes intentionally homeless, will place them in emergency accommodation, which may be Bed and Breakfast, whilst social care work with the family to return the young person home.
- 3.62 There were 7 young people (placed by Children's Services) who left Bed and Breakfast accommodation between January and March. Their average length of stay was 66.7 days (9.5 weeks). Throughout the financial year there have been 25 episodes of young people (Looked After Children, Children In Need and Care Leavers), placed by Children's Services leaving this type of accommodation. Their average length of stay was 44.1 days (6.3 weeks).

### **Value for Money**

- 3.63 The council's transformation programme, Better for Less, is radically altering the way the council delivers customer contact, administration, procurement and commissioning. This will deliver substantial efficiency savings while allowing the council to improve the quality of service it provides to its customers. The first phase of the three-year programme went live in Q4 2011/12 with the introduction of major new ICT systems and improvements to a number of services.

## **4. Risk management**

- 4.1 The purpose of the Council Plan performance monitoring reports during the year is to enable managers and members to manage the key risks identified in delivering priorities.

## **5. Financial and legal implications**

- 5.1 There are no finance or legal implications from this report.

## **6. The Way Forward**

- 6.1 It is recommended that Members:
- review outcomes achieved against priorities,
  - identify any areas where they would wish to receive more in depth analysis and
  - forward any specific recommendations on performance to Cabinet and identify any areas for remedial action.

### **Lead officer contact**

Preeya Madhoo: Research and Review Team Manager ext 1042

### **Background papers**

Council Plan 2011/12

Council Plan 2012/13

## Safe, clean and green Medway

<b>We will improve public confidence and feelings of safety</b>			
NI 195a	Improved street and environmental cleanliness: Litter		2
NI 195b	Improved street and environmental cleanliness: Detritus		2
NI 195c	Improved street and environmental cleanliness: Graffiti		3
NI 195d	Improved street and environmental cleanliness: Flyposting		3
W5	Satisfaction with how the Council deals with graffiti		3
SF10	Satisfaction with Community Officers		4
<b>We will increase recycling and reduce waste going to landfill sites</b>			
NI 191	Residual household waste - kg per household		4
NI 192	Percentage of household waste sent for reuse, recycling and composting		5
W6	Satisfaction with refuse collection		5
W7	Satisfaction with recycling facilities		6
<b>We will work with the community to keep Medway's streets clean</b>			
W8	Satisfaction with street cleaning		7
<b>We will reduce our own carbon footprint</b>			
NI 185	CO2 reduction from local authority operations		7
<b>We will work with local people to maintain parks and open spaces that are enjoyed by all</b>			
G4	Citizen participation hours		8
G4a	No of people involved in practical volunteer tasks through membership of Friends groups		8
G6	Satisfaction with parks and open spaces		9
G7	Satisfaction with play areas		9
G8	Number of green flags		9
<b>We will support the building of strong communities where people feel they belong</b>			
NI 1	% of people who believe people from different backgrounds get on well together		10
NI 4	% of people who feel they can influence decisions in their locality		10
ECD49a	Number of people involved in neighbourhood work		10
ECD49b	Number of hours given to neighbourhood work		11

## Children and young people in Medway have the best start in life

<b>Working with partners to ensure the most vulnerable children and young people are safe</b>			
NI 59L	% of initial assessments for within 10 wkg days of referral		12
NI 60	% of core assessments for within 35 wkg days of commencement		12
NI 64	Child Protection Plans lasting 2 years or more (PAF-CF/C21)		13
NI 65	% of children becoming subject of CPP for a second or subsequent time		13
NI 66	LAC cases which reviewed within required timescales (PAF-CF/C68)		13
NI 67	% of child protection cases which were reviewed within required timescales		14
NI 147	Care leavers in suitable accommodation		14
CISRS1	LAC Participation in Reviews		15
CP1	Children's participation in child protection conferences		15
<b>We will champion high standards in schools so children can achieve their potential and to narrow gaps</b>			
NI 73	Achievement at level 4 or above in both English and Maths at Key Stage 2		16
NI 75	Achievement of 5 or more A*- C grades at GCSE or equivalent including English and Maths		16
NI 92	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest		17
NI 101	Looked after children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and mathematics)		17
NI 105	The Special Educational Needs (SEN)/non-SEN gap – achieving 5 A*- C GCSE inc. English and Maths		17
SIS1a	Ofsted school judgements showing trend of improvement - Overall Effectiveness		18
SIS1b	Ofsted school judgements showing trend of improvement - Leadership & Management		18
SIS1c	Ofsted school judgements showing trend of improvement - Quality of Teaching		18
SIS2a	Difference made to schools by LA support - Schools in Special Measures		19
SIS2b	Difference made to schools by LA support - Schools with a Notice to Improve		19
SIS2c	Difference made to schools by LA support - Schools below floor threshold		19
<b>We will promote and encourage healthy lifestyles for children and young people &amp; reduce health inequalities</b>			
NI 112a	Under 18 conception rate per 1000 girls aged 15-17		21
EY1a	% of children in Medway aged 0-4 attending local Sure Start Children's Centre		21
EY1b	Total attendances at Sure Start Centres by families with children 0-4 years		21
PH2	Smoking quits from pregnant women		21
PH3	Numbers completing the MEND programme		22

## Adults maintain their independence and live healthy lives

<b>We will ensure older people and disabled adults are safe and well supported</b>			
NI 125	Achieving independence for older people through rehabilitation/intermediate care		23
NI 132	Social care assessment (all adults) – 1st contact to assessment complete in 4 wks		23
NI 133	Timeliness of services commencing post-assessment		24
NI 146	Adults with learning disabilities in employment		24
ASC1	Client satisfaction		25
NI 131a	Delayed discharges - average weekly rate per 100,000 pop 18+		24
<b>We will support carers in the valuable work they do</b>			
NI 135	Carers receiving needs assessment or review and a specific carer's service		25
<b>We will work in partnership to ensure personalised services meet older and disabled adults needs</b>			
NI 130	Social care clients receiving Self Directed Support in the year to 31st March		26
<b>We will promote and encourage healthy lifestyles for adults</b>			
NI 123	Stopping smoking		26
NI 156	Number of households living in temporary accommodation		27
PH1	Number of adults taking part in healthy weight and exercise referral interventions		27

## Everybody travelling easily around Medway

<b>We will secure reliable &amp; efficient local transport network to support regeneration, competitiveness &amp; growth</b>			
TRAV1a	Principal roads where maintenance should be considered		28
TRAV1b	Non-principal classified roads where maintenance should be considered		28
HP26	Satisfaction with road maintenance		29
HP27	Satisfaction with pavement maintenance		29
IT1	Satisfaction with buses		29
IT2	% of people who think Medway Council helps people travel easily around Medway		30

## Everyone benefiting from the area's regeneration

<b>We will support the provision of decent new homes and improve the quality of existing housing</b>			
NI 155	Number of affordable homes delivered		31
<b>We will work to ensure that people have the skills they need to take up job opportunities created</b>			
REGEN1a	New registrations by local people accessing employment support services		31
REGEN1b	Number of jobs taken up in the period		32
REGEN1c	Employment that has lasted 26 weeks		33
REGEN2a	The number of intensive assists to local businesses		33
REGEN2b	Number of jobs created and safeguarded		34
REGEN3a	16 to 18 year olds who are not in education, employment or training (NEET)		34
REGEN3b	Care leavers in education, employment or training		35
<b>We will promote Medway as a destination for culture, heritage, sport and tourism</b>			
L7	Leisure - Level of user satisfaction (% satisfied)		35
REGEN4a	User satisfaction with museums and galleries		36
REGEN4b	User satisfaction with theatres		36
REGEN4c	User satisfaction with events		36








## Organisational Development

LX5	Working days lost due to sickness absence		37
-----	---	--	----



## Council Plan Report - 2011/12



PI Status	Trend Arrows
 This PI is significantly below target.	 The performance of this PI has improved.
 This PI is slightly below target.	 The performance of this PI has worsened.
 This PI has met or exceeded the target for the year.	 The performance of this PI is similar to previous data.
 This PI is data only.	
N/A – Rating not appropriate / possible.	

## 1.0 Safe, clean and green environment

### 1.1 We will improve public confidence and feelings of safety

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target	Commentary	Chart												
						11/12	RAG	DofT																
NI 195a Improved street and environmental cleanliness: Litter		96.33	96.33	98.00	94.25	96.23	✓	?	95.00	95.00	Over 2011 - 2012 we have exceeded our target of 95% of highway land being free from litter by achieving 96% of highway land at the time of inspection being at an acceptable standard.	<table border="1"> <caption>Litter-free highway land percentages</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>96.33</td> </tr> <tr> <td>Q2 2011/12</td> <td>96.33</td> </tr> <tr> <td>Q3 2011/12</td> <td>98.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>94.25</td> </tr> <tr> <td>2011/12 Target</td> <td>95.00</td> </tr> </tbody> </table>	Period	Percentage	Q1 2011/12	96.33	Q2 2011/12	96.33	Q3 2011/12	98.00	Q4 2011/12	94.25	2011/12 Target	95.00
Period	Percentage																							
Q1 2011/12	96.33																							
Q2 2011/12	96.33																							
Q3 2011/12	98.00																							
Q4 2011/12	94.25																							
2011/12 Target	95.00																							
NI 195b Improved street and environmental cleanliness: Detritus		96.67	97.67	90.00	94.50	94.71	✓	?	92.00	92.00	Over 2011 - 2012 we have exceeded our target of 92% by achieving 94% of land having detritus at an acceptable level.	<table border="1"> <caption>Detritus-free land percentages</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>96.67</td> </tr> <tr> <td>Q2 2011/12</td> <td>97.67</td> </tr> <tr> <td>Q3 2011/12</td> <td>90.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>94.50</td> </tr> <tr> <td>2011/12 Target</td> <td>92.00</td> </tr> </tbody> </table>	Period	Percentage	Q1 2011/12	96.67	Q2 2011/12	97.67	Q3 2011/12	90.00	Q4 2011/12	94.50	2011/12 Target	92.00
Period	Percentage																							
Q1 2011/12	96.67																							
Q2 2011/12	97.67																							
Q3 2011/12	90.00																							
Q4 2011/12	94.50																							
2011/12 Target	92.00																							



Key Measure	10/11	Q1	Q2	Q3	Q4	2011/12			11/12	12/13
		11/12	11/12	11/12	11/12	11/12	RAG	DoFT	Targ et	Targ et
NI 195c Improved street and environmental cleanliness: Graffiti		100.00	99.67	98.67	100.00	99.58	✓	?	96.00	96.00
NI 195d Improved street and environmental cleanliness: Flyposting		100.00	100.00	100.00	100.00	100.00	✓	?	98.00	98.00
W5 Satisfaction with how the Council deals with graffiti		72.00	65.00	83.00	85.00	76.25	📊	?		73.0

Commentary	Chart														
This years results for graffiti are exceptionally good, reflecting the excellent work undertaken by the graffiti removal team. Regular inspections are carried out in areas by the team where graffiti is prevalent ensuring more proactive removal of graffiti around Medway.	<table border="1"> <caption>Quarterly Graffiti Removal Data</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>100.00</td> </tr> <tr> <td>Q2 2011/12</td> <td>99.67</td> </tr> <tr> <td>Q3 2011/12</td> <td>98.67</td> </tr> <tr> <td>Q4 2011/12</td> <td>100.00</td> </tr> <tr> <td>2011/12</td> <td>99.58</td> </tr> <tr> <td>Target</td> <td>96.00</td> </tr> </tbody> </table>	Period	Percentage	Q1 2011/12	100.00	Q2 2011/12	99.67	Q3 2011/12	98.67	Q4 2011/12	100.00	2011/12	99.58	Target	96.00
Period	Percentage														
Q1 2011/12	100.00														
Q2 2011/12	99.67														
Q3 2011/12	98.67														
Q4 2011/12	100.00														
2011/12	99.58														
Target	96.00														
Over 2011 - 2012 we have exceeded our target of 98% by achieving 100% of all land being free from flyposting	<table border="1"> <caption>Quarterly Flyposting Removal Data</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>100.00</td> </tr> <tr> <td>Q2 2011/12</td> <td>100.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>100.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>100.00</td> </tr> <tr> <td>2011/12</td> <td>100.00</td> </tr> <tr> <td>Target</td> <td>98.00</td> </tr> </tbody> </table>	Period	Percentage	Q1 2011/12	100.00	Q2 2011/12	100.00	Q3 2011/12	100.00	Q4 2011/12	100.00	2011/12	100.00	Target	98.00
Period	Percentage														
Q1 2011/12	100.00														
Q2 2011/12	100.00														
Q3 2011/12	100.00														
Q4 2011/12	100.00														
2011/12	100.00														
Target	98.00														
Satisfaction results continue to improve, achieving 85% satisfaction in Q4 (a significant increase in satisfaction from Quarter 2) and this is in line with the team undertaking more proactive removal of incidents before complaints are received	<table border="1"> <caption>Quarterly Satisfaction Data</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>72.00</td> </tr> <tr> <td>Q2 2011/12</td> <td>65.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>83.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>85.00</td> </tr> <tr> <td>2011/12</td> <td>76.25</td> </tr> <tr> <td>Target</td> <td>73.00</td> </tr> </tbody> </table>	Period	Percentage	Q1 2011/12	72.00	Q2 2011/12	65.00	Q3 2011/12	83.00	Q4 2011/12	85.00	2011/12	76.25	Target	73.00
Period	Percentage														
Q1 2011/12	72.00														
Q2 2011/12	65.00														
Q3 2011/12	83.00														
Q4 2011/12	85.00														
2011/12	76.25														
Target	73.00														

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target	Commentary	Chart														
						11/12	RAG	DofT																		
SF10 Satisfaction with Community Officers		65.00	61.00	56.00	59.00	60.25	<span style="color: red;">⬮</span>	<span style="color: blue;">?</span>	70.00		<p>A focus group was held in December to establish the low satisfaction scores experienced in 2011/12. Although the full details have not yet been received, the headlines were as follows:</p> <ul style="list-style-type: none"> <li>~ Low levels of awareness of the community officers and confusion about that role and CPOs / Police.</li> <li>~ the group felt that as a whole, the services provided are very worthwhile</li> </ul> <p>It is clear that respondents confused community officers with police PCSOs and we need to think about how we can make the service distinct as well as raising awareness.</p>	<table border="1"> <caption>Satisfaction Scores for SF10</caption> <thead> <tr> <th>Period</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>65.00</td> </tr> <tr> <td>Q2 2011/12</td> <td>61.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>56.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>59.00</td> </tr> <tr> <td>2011/12</td> <td>60.25</td> </tr> <tr> <td>Target</td> <td>70.00</td> </tr> </tbody> </table>	Period	Score	Q1 2011/12	65.00	Q2 2011/12	61.00	Q3 2011/12	56.00	Q4 2011/12	59.00	2011/12	60.25	Target	70.00
Period	Score																									
Q1 2011/12	65.00																									
Q2 2011/12	61.00																									
Q3 2011/12	56.00																									
Q4 2011/12	59.00																									
2011/12	60.25																									
Target	70.00																									

1.2 We will increase recycling and reduce waste going to landfill sites

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target	Commentary	Chart														
						11/12	RAG	DofT																		
NI 191 Residual household waste - kg per household	668.9	164.4	162.0	160.8	171.6	658.8	<span style="color: green;">✔</span>	<span style="color: blue;">⬆</span>	792.0	792.0	<p>Final data for 2011/12 will not be available until the end of June 2012. This is then audited by the Environment Agency and official figures are published in November 2012. We have seen a constantly low tonnage of residual household waste, dropping from 673.5 tonnes last year.</p> <p>Residual waste tonnages can be affected by external factors such as the economic climate. We continue to see improvements since the new waste contracts were implemented in October 2010. These have led to an increase in the amount of waste recycled both via the kerbside dry and</p>	<table border="1"> <caption>Residual Household Waste Tonnage</caption> <thead> <tr> <th>Period</th> <th>Tonnage</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>164.4</td> </tr> <tr> <td>Q2 2011/12</td> <td>162.0</td> </tr> <tr> <td>Q3 2011/12</td> <td>160.8</td> </tr> <tr> <td>Q4 2011/12</td> <td>171.6</td> </tr> <tr> <td>2011/12</td> <td>658.8</td> </tr> <tr> <td>Target</td> <td>792.0</td> </tr> </tbody> </table>	Period	Tonnage	Q1 2011/12	164.4	Q2 2011/12	162.0	Q3 2011/12	160.8	Q4 2011/12	171.6	2011/12	658.8	Target	792.0
Period	Tonnage																									
Q1 2011/12	164.4																									
Q2 2011/12	162.0																									
Q3 2011/12	160.8																									
Q4 2011/12	171.6																									
2011/12	658.8																									
Target	792.0																									

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoIT		
NI 192 Percentage of household waste sent for reuse, recycling and composting	36.8 %	40.1 %	41.6 %	35.2 %	35.2 %	38.1 %	▲	▲	40%	41%
W6 Satisfaction with refuse collection		92.00	92.00	94.00	93.00	92.75	✔	?	90.00	90.00

Commentary	Chart														
organic service and at the household waste sites.															
The recycling data for Q4 is estimated, but indications are we will achieve a recycling rate of around 38%. Even though this is below target, it is still 1.5% higher than last year's rate of 36.8%. This increase can be attributed to decreasing residual waste tonnages and increasing recycling tonnages at both the kerbside for the dry recycling and organic waste and the percentage of waste recycled at the household waste sites. Final data for 2011/12 will not be available until the end of June 2012. This is then audited by the Environment Agency and official figures are published in November 2012.	<table border="1"> <caption>Recycling Rates Data</caption> <thead> <tr> <th>Period</th> <th>Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>40.1%</td> </tr> <tr> <td>Q2 2011/12</td> <td>41.6%</td> </tr> <tr> <td>Q3 2011/12</td> <td>35.2%</td> </tr> <tr> <td>Q4 2011/12</td> <td>35.2%</td> </tr> <tr> <td>2011/12</td> <td>38.1%</td> </tr> <tr> <td>Target</td> <td>40.0%</td> </tr> </tbody> </table>	Period	Rate (%)	Q1 2011/12	40.1%	Q2 2011/12	41.6%	Q3 2011/12	35.2%	Q4 2011/12	35.2%	2011/12	38.1%	Target	40.0%
Period	Rate (%)														
Q1 2011/12	40.1%														
Q2 2011/12	41.6%														
Q3 2011/12	35.2%														
Q4 2011/12	35.2%														
2011/12	38.1%														
Target	40.0%														
This extremely high satisfaction level reflects our reliable, simple, consistent collection service, and has remained high throughout the year, including following a very successful promotions campaign for the bank holiday collection changes introduced in Spring 2011 (i.e. we now collect on bank holiday not one day late)	<table border="1"> <caption>Satisfaction Levels Data</caption> <thead> <tr> <th>Period</th> <th>Level</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>92.00</td> </tr> <tr> <td>Q2 2011/12</td> <td>92.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>94.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>93.00</td> </tr> <tr> <td>2011/12</td> <td>92.75</td> </tr> <tr> <td>Target</td> <td>90.00</td> </tr> </tbody> </table>	Period	Level	Q1 2011/12	92.00	Q2 2011/12	92.00	Q3 2011/12	94.00	Q4 2011/12	93.00	2011/12	92.75	Target	90.00
Period	Level														
Q1 2011/12	92.00														
Q2 2011/12	92.00														
Q3 2011/12	94.00														
Q4 2011/12	93.00														
2011/12	92.75														
Target	90.00														

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoT		
W7 Satisfaction with recycling facilities		80.00	85.00	86.00	87.00	84.50	✓	?	78.00	82.00

Commentary	Chart														
<p>A year since the change in services residents have adapted to the new service. Satisfaction rates in Q3 and 4 have risen above pre-change levels and is exceeding the annual target of 78%</p>	<table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Period</th> <th>Satisfaction Rate</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>80.00</td> </tr> <tr> <td>Q2 2011/12</td> <td>85.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>86.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>87.00</td> </tr> <tr> <td>2011/12</td> <td>84.50</td> </tr> <tr> <td>Target</td> <td>78.00</td> </tr> </tbody> </table>	Period	Satisfaction Rate	Q1 2011/12	80.00	Q2 2011/12	85.00	Q3 2011/12	86.00	Q4 2011/12	87.00	2011/12	84.50	Target	78.00
Period	Satisfaction Rate														
Q1 2011/12	80.00														
Q2 2011/12	85.00														
Q3 2011/12	86.00														
Q4 2011/12	87.00														
2011/12	84.50														
Target	78.00														

### 1.3 We will work with the community to keep Medways streets clean

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target	Commentary	Chart														
						11/12	RAG	DoFT																		
W8 Satisfaction with street cleaning		74.00	74.00	72.00	76.00	74.00	⚠️	❓	75.00	75.00	<p>The measurements of standards of street cleaning show that Medway is clean. The satisfaction results are 1% lower than target, indicating nearly 4 out of 5 people consider the street cleaning to be good. Frontline Services continues to build on this through contract monitoring, education and enforcement.</p>	<table border="1"> <caption>Satisfaction with street cleaning</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>74.00</td> </tr> <tr> <td>Q2 2011/12</td> <td>74.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>72.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>76.00</td> </tr> <tr> <td>2011/12</td> <td>74.00</td> </tr> <tr> <td>Target</td> <td>75.00</td> </tr> </tbody> </table>	Period	Value	Q1 2011/12	74.00	Q2 2011/12	74.00	Q3 2011/12	72.00	Q4 2011/12	76.00	2011/12	74.00	Target	75.00
Period	Value																									
Q1 2011/12	74.00																									
Q2 2011/12	74.00																									
Q3 2011/12	72.00																									
Q4 2011/12	76.00																									
2011/12	74.00																									
Target	75.00																									

### 1.4 We will reduce our own carbon footprint

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target	Commentary	Chart								
						11/12	RAG	DoFT												
NI 185 CO2 reduction from local authority operations	-17.0%	Not measured for Quarters				-15.0%	✅	⬇️	-0.1%	-5.0%	<p>Provisional values due to the data collection timetable. Final results are scheduled to be available in July. The indicator measures the annual reduction in CO2 footprint compared to the previous year. Property rationalisation in addition to energy saving measures has contributed towards the reduction. Next year's target reflects further sustainability measures and rationalisation.</p>	<table border="1"> <caption>CO2 reduction from local authority operations</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>-17.0%</td> </tr> <tr> <td>2011/12</td> <td>-15.0%</td> </tr> <tr> <td>Target (2011/12)</td> <td>-5.0%</td> </tr> </tbody> </table>	Year	Value	2010/11	-17.0%	2011/12	-15.0%	Target (2011/12)	-5.0%
Year	Value																			
2010/11	-17.0%																			
2011/12	-15.0%																			
Target (2011/12)	-5.0%																			

1.5 We will work with local people to maintain parks and open spaces that are enjoyed by all

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target	Commentary	Chart														
						11/12	RAG	DoFT																		
G4 Citizen participation hours (greenspaces)	7054	2158	2302	1837	2885	9182	✓	↑	6122	9698	2011-12 outturn shows an increase in volunteer hours of nearly 30% compared to 2010-11 highlighting the ongoing commitment of members of communities to be involved in site management and development and the work of Greenspaces to encourage this activity. The increase may in part be accounted for through work undertaken earlier in 2011-12 to improve reporting from groups working on Greenspaces. During 2012-13 the new Greenspace Partnership Officer post will provide further opportunities for group creation and development to support management of sites.	<table border="1"> <caption>Volunteer Hours (G4 Citizen participation)</caption> <thead> <tr> <th>Period</th> <th>Hours</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>2158</td> </tr> <tr> <td>Q2 2011/12</td> <td>2302</td> </tr> <tr> <td>Q3 2011/12</td> <td>1837</td> </tr> <tr> <td>Q4 2011/12</td> <td>2885</td> </tr> <tr> <td>2011/12 Total</td> <td>9182</td> </tr> <tr> <td>Target</td> <td>6122</td> </tr> </tbody> </table>	Period	Hours	Q1 2011/12	2158	Q2 2011/12	2302	Q3 2011/12	1837	Q4 2011/12	2885	2011/12 Total	9182	Target	6122
Period	Hours																									
Q1 2011/12	2158																									
Q2 2011/12	2302																									
Q3 2011/12	1837																									
Q4 2011/12	2885																									
2011/12 Total	9182																									
Target	6122																									
G4a Number of people involved in practical volunteer tasks through membership of Friends groups		714	611	420	764	2509	✓	?	195	2617	2011/12 was the baseline year for this measure and the target has been significantly overachieved, reflecting importance of volunteers to the management of Greenspaces. Target to be reviewed for 2012-13 to reflect outturn and to seek further growth in opportunities arising from the new Greenspace Partnership Officer post.	<table border="1"> <caption>Number of People Involved in Practical Volunteer Tasks</caption> <thead> <tr> <th>Period</th> <th>Number of People</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>714</td> </tr> <tr> <td>Q2 2011/12</td> <td>611</td> </tr> <tr> <td>Q3 2011/12</td> <td>420</td> </tr> <tr> <td>Q4 2011/12</td> <td>764</td> </tr> <tr> <td>2011/12 Total</td> <td>2509</td> </tr> <tr> <td>Target</td> <td>195</td> </tr> </tbody> </table>	Period	Number of People	Q1 2011/12	714	Q2 2011/12	611	Q3 2011/12	420	Q4 2011/12	764	2011/12 Total	2509	Target	195
Period	Number of People																									
Q1 2011/12	714																									
Q2 2011/12	611																									
Q3 2011/12	420																									
Q4 2011/12	764																									
2011/12 Total	2509																									
Target	195																									

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoFT		
G6 Satisfaction with parks and open spaces		85.00	82.00	94.00	93.00	88.50	✓	?	70.00	75.00
G7 Satisfaction with play areas		87.00	80.00	84.00	88.00	84.75	✓	?	65.00	70.00
G8 Number of green flags		N/A	5	5	5	5	✓	?	5	5

Commentary	Chart														
This result reflects ongoing investment in parks and open spaces. A full year of tracker data is required to highlight any seasonal variation in satisfaction and potential reasons for this in order to help inform future service delivery	<table border="1"> <caption>G6 Satisfaction with parks and open spaces</caption> <thead> <tr> <th>Period</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>85.00</td> </tr> <tr> <td>Q2 2011/12</td> <td>82.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>94.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>93.00</td> </tr> <tr> <td>2011/12</td> <td>88.50</td> </tr> <tr> <td>Target</td> <td>70.00</td> </tr> </tbody> </table>	Period	Satisfaction Score	Q1 2011/12	85.00	Q2 2011/12	82.00	Q3 2011/12	94.00	Q4 2011/12	93.00	2011/12	88.50	Target	70.00
Period	Satisfaction Score														
Q1 2011/12	85.00														
Q2 2011/12	82.00														
Q3 2011/12	94.00														
Q4 2011/12	93.00														
2011/12	88.50														
Target	70.00														
Performance across the year has exceeded target levels of satisfaction. This reflects ongoing investment in play areas through section 106, member priority schemes and external funding programmes. A full 12 month period of results is required to show seasonal trends year on year in satisfaction	<table border="1"> <caption>G7 Satisfaction with play areas</caption> <thead> <tr> <th>Period</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>87.00</td> </tr> <tr> <td>Q2 2011/12</td> <td>80.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>84.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>88.00</td> </tr> <tr> <td>2011/12</td> <td>84.75</td> </tr> <tr> <td>Target</td> <td>65.00</td> </tr> </tbody> </table>	Period	Satisfaction Score	Q1 2011/12	87.00	Q2 2011/12	80.00	Q3 2011/12	84.00	Q4 2011/12	88.00	2011/12	84.75	Target	65.00
Period	Satisfaction Score														
Q1 2011/12	87.00														
Q2 2011/12	80.00														
Q3 2011/12	84.00														
Q4 2011/12	88.00														
2011/12	84.75														
Target	65.00														
The target of 5 Green Flags has been achieved from a baseline 3 years ago of no Green Flags in Medway reflecting ongoing improvements in standards of maintenance and continuous investment with communities to improve facilities. Submission of 5 sites for 2012 award was completed in January 2012.	<table border="1"> <caption>G8 Number of green flags</caption> <thead> <tr> <th>Period</th> <th>Number of Green Flags</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>N/A</td> </tr> <tr> <td>Q2 2011/12</td> <td>5</td> </tr> <tr> <td>Q3 2011/12</td> <td>5</td> </tr> <tr> <td>Q4 2011/12</td> <td>5</td> </tr> <tr> <td>2011/12</td> <td>5</td> </tr> <tr> <td>Target</td> <td>5</td> </tr> </tbody> </table>	Period	Number of Green Flags	Q1 2011/12	N/A	Q2 2011/12	5	Q3 2011/12	5	Q4 2011/12	5	2011/12	5	Target	5
Period	Number of Green Flags														
Q1 2011/12	N/A														
Q2 2011/12	5														
Q3 2011/12	5														
Q4 2011/12	5														
2011/12	5														
Target	5														

1.6 We will support the building of strong communities where people feel they belong

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target	Commentary	Chart														
						11/12	RAG	DoFT																		
NI 1 % of people who believe people from different backgrounds get on well together in their local area		62.0 %	65.0 %	66.0 %	68.0 %	65.3 %	🟢	🟡	65.0 %	66.0 %	The proportion of residents surveyed who believe that people from different backgrounds get on has again increased - this time to 65.3% - above the target of 65%. This is a positive development and reflects the significant amount of work and interventions being undertaken in places like All Saints, Luton and other parts of Chatham to strengthen community cohesion. Actions include community clean up schemes, youth development, residents groups and interpretation work with schools.	<table border="1"> <caption>Chart Data: Percentage of residents who believe people from different backgrounds get on well together</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>62.0%</td> </tr> <tr> <td>Q2 2011/12</td> <td>65.0%</td> </tr> <tr> <td>Q3 2011/12</td> <td>66.0%</td> </tr> <tr> <td>Q4 2011/12</td> <td>68.0%</td> </tr> <tr> <td>2011/12</td> <td>65.3%</td> </tr> <tr> <td>Target</td> <td>65.0%</td> </tr> </tbody> </table>	Period	Percentage	Q1 2011/12	62.0%	Q2 2011/12	65.0%	Q3 2011/12	66.0%	Q4 2011/12	68.0%	2011/12	65.3%	Target	65.0%
Period	Percentage																									
Q1 2011/12	62.0%																									
Q2 2011/12	65.0%																									
Q3 2011/12	66.0%																									
Q4 2011/12	68.0%																									
2011/12	65.3%																									
Target	65.0%																									
QoL23 NI 4 % of people who feel they can influence decisions in their locality		36.0 %	32.0 %	30.0 %	33.0 %	32.8 %	🟢	🟡	32.0 %	33.0 %	The proportion of local people who feel they can influence decisions in their locality has increased to 33%, above the target. A contributing factor is likely to be the development of a series of community led resident programmes designed to engage local people in decision making as to how to improve their local neighbourhoods. The Council has worked in partnership with the Big Lottery Fund to unlock £1 million of resources to invest in parts of Chatham town centre and Luton - a residents panel is being established.	<table border="1"> <caption>Chart Data: Percentage of local people who feel they can influence decisions in their locality</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>36.0%</td> </tr> <tr> <td>Q2 2011/12</td> <td>32.0%</td> </tr> <tr> <td>Q3 2011/12</td> <td>30.0%</td> </tr> <tr> <td>Q4 2011/12</td> <td>33.0%</td> </tr> <tr> <td>2011/12</td> <td>32.8%</td> </tr> <tr> <td>Target</td> <td>32.0%</td> </tr> </tbody> </table>	Period	Percentage	Q1 2011/12	36.0%	Q2 2011/12	32.0%	Q3 2011/12	30.0%	Q4 2011/12	33.0%	2011/12	32.8%	Target	32.0%
Period	Percentage																									
Q1 2011/12	36.0%																									
Q2 2011/12	32.0%																									
Q3 2011/12	30.0%																									
Q4 2011/12	33.0%																									
2011/12	32.8%																									
Target	32.0%																									
ECD49a Number of people involved in neighbourhood work		560	500	1,050	250	2,360	🟡	🟡	250	TBC	We have exceeded our original target of 250 residents participating in neighbourhood improvement initiatives in 2011-12. 2,360 local residents have taken part in these initiatives across six different neighbourhood areas: I) White Road Estate; II) All Saints; III) Luton; IV) Chatham town centre - Brook Lines; V) Strood; VI) Twydall. The initiatives have included a programme of Eat Well Waste Less events in partnership with the Public Health team, a community clean up	<table border="1"> <caption>Chart Data: Number of people involved in neighbourhood work</caption> <thead> <tr> <th>Period</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>560</td> </tr> <tr> <td>Q2 2011/12</td> <td>500</td> </tr> <tr> <td>Q3 2011/12</td> <td>1,050</td> </tr> <tr> <td>Q4 2011/12</td> <td>250</td> </tr> <tr> <td>2011/12</td> <td>2,360</td> </tr> <tr> <td>Target</td> <td>250</td> </tr> </tbody> </table>	Period	Number	Q1 2011/12	560	Q2 2011/12	500	Q3 2011/12	1,050	Q4 2011/12	250	2011/12	2,360	Target	250
Period	Number																									
Q1 2011/12	560																									
Q2 2011/12	500																									
Q3 2011/12	1,050																									
Q4 2011/12	250																									
2011/12	2,360																									
Target	250																									



Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoFT		
ECD49b Number of hours given to neighbourhood work		N/A	1,000	3,000	800	4,800	?	?	2,000	TBC

Commentary	Chart														
programme in partnership with Waste Services team, a food waste recycling scheme encouraging take up in disadvantaged neighbourhoods and improvements to local open spaces, the Eco-advantage training programme on sustainable living, a programme of computer learning at community venues and action to set up Community Information Points for local residents. We have also helped local residents to establish a set of new residents associations.															
We have exceeded our original target of 2,000 hours of resident time dedicated to neighbourhood improvement initiatives in 2011-12. Local residents have contributed a grand total of 4,800 hours of their time to these initiatives across the six different neighbourhood areas listed above.	<table border="1"> <caption>Resident Hours Data</caption> <thead> <tr> <th>Period</th> <th>Hours</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>1,000</td> </tr> <tr> <td>Q2 2011/12</td> <td>3,000</td> </tr> <tr> <td>Q3 2011/12</td> <td>800</td> </tr> <tr> <td>Q4 2011/12</td> <td>4,800</td> </tr> <tr> <td>2011/12 Total</td> <td>4,800</td> </tr> <tr> <td>Target</td> <td>2,000</td> </tr> </tbody> </table>	Period	Hours	Q1 2011/12	1,000	Q2 2011/12	3,000	Q3 2011/12	800	Q4 2011/12	4,800	2011/12 Total	4,800	Target	2,000
Period	Hours														
Q1 2011/12	1,000														
Q2 2011/12	3,000														
Q3 2011/12	800														
Q4 2011/12	4,800														
2011/12 Total	4,800														
Target	2,000														

## 2.0 Children and young people having the best start in life in Medway

### 2.1 Working with partners to ensure the most vulnerable children and young people are safe

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target	Commentary	Chart														
						11/12	RAG	DoFT																		
NI 59L Percentage of initial assessments for children's social care carried out within 10 working days of referral	77.9 %	73.9 %	73.8 %	67.7 %	59.5 %	68.6 %	🛑	⬇️	78.0 %	75.0 %	<p>Figures are currently draft, pending final validation which is undertaken as part of the completing the CIN census statutory return which is submitted in June.</p> <p>Assessments completed in timescale is below target. This is largely due to the sheer number of assessments needing to be undertaken. Initial assessments have risen by 39%.</p>	<table border="1" style="display: none;"> <caption>NI 59L Data</caption> <thead> <tr><th>Period</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>73.9%</td></tr> <tr><td>Q2 2011/12</td><td>73.8%</td></tr> <tr><td>Q3 2011/12</td><td>67.7%</td></tr> <tr><td>Q4 2011/12</td><td>59.5%</td></tr> <tr><td>2011/12</td><td>68.6%</td></tr> <tr><td>Target</td><td>78.0%</td></tr> </tbody> </table>	Period	Percentage	Q1 2011/12	73.9%	Q2 2011/12	73.8%	Q3 2011/12	67.7%	Q4 2011/12	59.5%	2011/12	68.6%	Target	78.0%
Period	Percentage																									
Q1 2011/12	73.9%																									
Q2 2011/12	73.8%																									
Q3 2011/12	67.7%																									
Q4 2011/12	59.5%																									
2011/12	68.6%																									
Target	78.0%																									
NI 60 Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement	73.2 %	68.6 %	75.9 %	70.2 %	50.2 %	64.8 %	🛑	⬇️	72.0 %	72.0 %	<p>Figures are currently draft, pending final validation which is undertaken as part of the completing the CIN census statutory return which is submitted in June.</p> <p>Assessments completed in timescale is below target. Core assessments have risen by 70% over the last year following a 44% increase in referrals to Children's Social Care. Additionally, core assessments completed in the latest quarter increased by 26% from the previous quarter.</p> <p>Analysis of assessments is showing that children are being seen promptly and where serious concerns exist, that the more in depth core assessments are being undertaken, with priority given to these assessments. Changes have been introduced in CRAFT to enable staff to focus better on core tasks.</p>	<table border="1" style="display: none;"> <caption>NI 60 Data</caption> <thead> <tr><th>Period</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>68.6%</td></tr> <tr><td>Q2 2011/12</td><td>75.9%</td></tr> <tr><td>Q3 2011/12</td><td>70.2%</td></tr> <tr><td>Q4 2011/12</td><td>50.2%</td></tr> <tr><td>2011/12</td><td>64.8%</td></tr> <tr><td>Target</td><td>72.0%</td></tr> </tbody> </table>	Period	Percentage	Q1 2011/12	68.6%	Q2 2011/12	75.9%	Q3 2011/12	70.2%	Q4 2011/12	50.2%	2011/12	64.8%	Target	72.0%
Period	Percentage																									
Q1 2011/12	68.6%																									
Q2 2011/12	75.9%																									
Q3 2011/12	70.2%																									
Q4 2011/12	50.2%																									
2011/12	64.8%																									
Target	72.0%																									

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoFT		
PAF-CF/C21 NI 64 Child Protection Plans lasting 2 years or more	4.0 %	3.4 %	0.0 %	2.8 %	7.9 %	4.1 %	✓	↓	10.0 %	10.0 %
NI 65 Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time	14.4 %	14.7 %	12.2 %	8.9 %	2.7 %	9.6 %	✓	↑	15.0 %	
PAF-CF/C68 NI 66 Looked after children cases which were reviewed within required timescales	82.3 %	89.2 %	85.3 %	81.9 %	79.6 %	79.6 %	⬮	↓	95.0 %	95.0 %

Commentary	Chart														
<p>Result for Q4 and for the year is on target. Month on month results will fluctuate due to the small numbers involved.</p> <p>Figures are draft, with final validation undertaken as part of the CIN Census return in June.</p>	<table border="1"> <caption>Chart Data for NI 64</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2011/12</td> <td>3.4%</td> </tr> <tr> <td>Q2-2011/12</td> <td>0.0%</td> </tr> <tr> <td>Q3-2011/12</td> <td>2.8%</td> </tr> <tr> <td>Q4-2011/12</td> <td>7.9%</td> </tr> <tr> <td>2011/12</td> <td>4.1%</td> </tr> <tr> <td>Target</td> <td>10.0%</td> </tr> </tbody> </table>	Period	Value (%)	Q1-2011/12	3.4%	Q2-2011/12	0.0%	Q3-2011/12	2.8%	Q4-2011/12	7.9%	2011/12	4.1%	Target	10.0%
Period	Value (%)														
Q1-2011/12	3.4%														
Q2-2011/12	0.0%														
Q3-2011/12	2.8%														
Q4-2011/12	7.9%														
2011/12	4.1%														
Target	10.0%														
<p>Result for the year is marginally outside the ideal range of 10% to 15%. Performance on this indicator will fluctuate month by month due to the small numbers involved.</p> <p>Data is draft, with final validation being undertaken as part of the submission of the CIN Census in June.</p>	<table border="1"> <caption>Chart Data for NI 65</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2011/12</td> <td>14.7%</td> </tr> <tr> <td>Q2-2011/12</td> <td>12.2%</td> </tr> <tr> <td>Q3-2011/12</td> <td>8.8%</td> </tr> <tr> <td>Q4-2011/12</td> <td>2.7%</td> </tr> <tr> <td>2011/12</td> <td>9.6%</td> </tr> <tr> <td>Target</td> <td>15.0%</td> </tr> </tbody> </table>	Period	Value (%)	Q1-2011/12	14.7%	Q2-2011/12	12.2%	Q3-2011/12	8.8%	Q4-2011/12	2.7%	2011/12	9.6%	Target	15.0%
Period	Value (%)														
Q1-2011/12	14.7%														
Q2-2011/12	12.2%														
Q3-2011/12	8.8%														
Q4-2011/12	2.7%														
2011/12	9.6%														
Target	15.0%														
<p>This is based upon provisional data - final outturn will not be known until full validation of the CIN census.</p> <p>There were 444 looked after children in Medway as at 31 march 2012. This represents an increase of 4% since the same period last year and suggests a slow down in the rise in numbers of looked after children.</p> <p>Of the 360 children whose case was reviewed during quarter 4 , 27 have been reviewed outside of statutory timescale.</p> <p>The target on timeliness of reviews is not being met due to high volumes of work and the need to prioritise higher numbers of</p>	<table border="1"> <caption>Chart Data for NI 66</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2011/12</td> <td>89.2%</td> </tr> <tr> <td>Q2-2011/12</td> <td>85.3%</td> </tr> <tr> <td>Q3-2011/12</td> <td>81.9%</td> </tr> <tr> <td>Q4-2011/12</td> <td>79.6%</td> </tr> <tr> <td>2011/12</td> <td>79.6%</td> </tr> <tr> <td>Target</td> <td>95.0%</td> </tr> </tbody> </table>	Period	Value (%)	Q1-2011/12	89.2%	Q2-2011/12	85.3%	Q3-2011/12	81.9%	Q4-2011/12	79.6%	2011/12	79.6%	Target	95.0%
Period	Value (%)														
Q1-2011/12	89.2%														
Q2-2011/12	85.3%														
Q3-2011/12	81.9%														
Q4-2011/12	79.6%														
2011/12	79.6%														
Target	95.0%														

Key Measure	10/11	Q1	Q2	Q3	Q4	2011/12			11/12 Target	12/13 Target
		11/12	11/12	11/12	11/12	11/12	RAG	DoFT		
BV162 NI 67 Percentage of child protection cases which were reviewed within required timescales	92.4 %	97.8 %	97.0 %	96.2 %	96.6 %	96.6 %	▲	▲	100.0%	100.0%
NI 147 Care leavers in suitable accommodation	93.5 %	100.0%	88.2 %	100.0%	93.5 %	93.5 %	●	■	90.0%	95.0%

Commentary	Chart														
<p>child protection conferences to ensure that children are safeguarded.</p> <p>This is provisional data - final outcomes will not be known until full validation of the CIN Census.</p> <p>During the quarter, none of the review child protection conferences were held out of timescale. This means that year to date, there have been 11 children whose RCPCs that have been held out of time and 310 children whose RCPCs have been held within statutory timescale. This equates to 96.6% of those children who are subject to a CP plan.</p> <p>As at 31 March 2012, there were 394 children subject to a CP plan in Medway. This is an increase of 2% on the previous quarter, but a decrease from a peak of 419 on 31 January 2012.</p>	<table border="1"> <caption>Percentage of child protection conferences held within statutory timescale</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1-2011/12</td> <td>97.8%</td> </tr> <tr> <td>Q2-2011/12</td> <td>97.0%</td> </tr> <tr> <td>Q3-2011/12</td> <td>96.2%</td> </tr> <tr> <td>Q4-2011/12</td> <td>96.6%</td> </tr> <tr> <td>2011/12</td> <td>96.6%</td> </tr> <tr> <td>Target</td> <td>100.0%</td> </tr> </tbody> </table>	Period	Percentage	Q1-2011/12	97.8%	Q2-2011/12	97.0%	Q3-2011/12	96.2%	Q4-2011/12	96.6%	2011/12	96.6%	Target	100.0%
Period	Percentage														
Q1-2011/12	97.8%														
Q2-2011/12	97.0%														
Q3-2011/12	96.2%														
Q4-2011/12	96.6%														
2011/12	96.6%														
Target	100.0%														
<p>This is on target for the quarter and on target for year to date. In the quarter, all 5 eligible careleavers were in suitable accommodation</p>	<table border="1"> <caption>Percentage of care leavers in suitable accommodation</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1-2011/12</td> <td>100.0%</td> </tr> <tr> <td>Q2-2011/12</td> <td>88.2%</td> </tr> <tr> <td>Q3-2011/12</td> <td>100.0%</td> </tr> <tr> <td>Q4-2011/12</td> <td>93.5%</td> </tr> <tr> <td>2011/12</td> <td>93.5%</td> </tr> <tr> <td>Target</td> <td>90.0%</td> </tr> </tbody> </table>	Period	Percentage	Q1-2011/12	100.0%	Q2-2011/12	88.2%	Q3-2011/12	100.0%	Q4-2011/12	93.5%	2011/12	93.5%	Target	90.0%
Period	Percentage														
Q1-2011/12	100.0%														
Q2-2011/12	88.2%														
Q3-2011/12	100.0%														
Q4-2011/12	93.5%														
2011/12	93.5%														
Target	90.0%														

Key Measure	10/11	Q1	Q2	Q3	Q4	2011/12			11/12 Target	12/13 Target
		11/12	11/12	11/12	11/12	11/12	RAG	DoFT		
CISRS1 LAC Participation in Reviews		86%	79%	82%	83.14%	82%	🛑	❓	95%	
CP1 Children's participation in child protection conferences		69%	50%	60%	40%	60%	📊	❓		

Commentary	Chart														
Overall, during the quarter, 95.9% of children aged over 4 participated in their review in some way.	<table border="1"> <caption>Participation Rates for Children Aged Over 4</caption> <thead> <tr> <th>Period</th> <th>Participation Rate</th> </tr> </thead> <tbody> <tr> <td>Q1-2011/12</td> <td>86%</td> </tr> <tr> <td>Q2-2011/12</td> <td>79%</td> </tr> <tr> <td>Q3-2011/12</td> <td>82%</td> </tr> <tr> <td>Q4-2011/12</td> <td>83.14%</td> </tr> <tr> <td>2011/12</td> <td>82%</td> </tr> <tr> <td>Target</td> <td>95.9%</td> </tr> </tbody> </table>	Period	Participation Rate	Q1-2011/12	86%	Q2-2011/12	79%	Q3-2011/12	82%	Q4-2011/12	83.14%	2011/12	82%	Target	95.9%
Period	Participation Rate														
Q1-2011/12	86%														
Q2-2011/12	79%														
Q3-2011/12	82%														
Q4-2011/12	83.14%														
2011/12	82%														
Target	95.9%														
40% of young people over 12 (the age regarded as appropriate for participation) participated in reviews. This equates to 6 out of 15 young people who were invited. Social workers will appropriately determine that in some cases attendance could be detrimental to children but CISR continue to work with children's care to increase the proportion who it is suitable to invite to ensure the voice of the child is heard in child protection proceedings. 73% of children aged over 12 who were invited to attend their conference met with their social worker who shared their report with them.	<table border="1"> <caption>Participation Rates for Young People Over 12</caption> <thead> <tr> <th>Period</th> <th>Participation Rate</th> </tr> </thead> <tbody> <tr> <td>Q1-2011/12</td> <td>69%</td> </tr> <tr> <td>Q2-2011/12</td> <td>50%</td> </tr> <tr> <td>Q3-2011/12</td> <td>60%</td> </tr> <tr> <td>Q4-2011/12</td> <td>40%</td> </tr> <tr> <td>2011/12</td> <td>60%</td> </tr> <tr> <td>Target</td> <td>40%</td> </tr> </tbody> </table>	Period	Participation Rate	Q1-2011/12	69%	Q2-2011/12	50%	Q3-2011/12	60%	Q4-2011/12	40%	2011/12	60%	Target	40%
Period	Participation Rate														
Q1-2011/12	69%														
Q2-2011/12	50%														
Q3-2011/12	60%														
Q4-2011/12	40%														
2011/12	60%														
Target	40%														

2.2 We will champion high standards in schools so that all children can achieve their potential, and the gaps between the least advantaged and their peers are narrowed

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target	Commentary	Chart								
						11/12	RAG	DofT												
NI 73 Achievement at level 4 or above in both English and Maths at Key Stage 2	67.0 %	Not measured for Quarters				68.0 %	Red Octagon	Blue Up Arrow	76.0 %	74%	Validated figure as shown in DfE performance tables remains at 68% for the combined measure of L4+ in both English and mathematics	<table border="1"> <caption>Chart Data: NI 73 Achievement at level 4 or above in both English and Maths at Key Stage 2</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>67.0%</td> </tr> <tr> <td>2011/12</td> <td>68.0%</td> </tr> <tr> <td>Target</td> <td>74%</td> </tr> </tbody> </table>	Year	Value (%)	2010/11	67.0%	2011/12	68.0%	Target	74%
Year	Value (%)																			
2010/11	67.0%																			
2011/12	68.0%																			
Target	74%																			
NI 75 Achievement of 5 or more A* - C grades at GCSE or equivalent including English and Maths	53.9 %	Not measured for Quarters				62.5 %	Yellow Triangle	Blue Up Arrow	63.0 %	55%	The published figure for Medway will include all schools in Medway, however when this target was set in Autumn 2009, it related to the 14 maintained schools under local authority control. At the time it was seen as an extremely challenging target by external agencies, achievement of this target is an achievement and reflects the impact of partnership working between schools and the local authority. It also worth noting that the percentage of pupils achieving 5A*-C including English and mathematics for all "heritage" maintained schools increased to 55.6% an increase of 2 percentage points on 2010.	<table border="1"> <caption>Chart Data: NI 75 Achievement of 5 or more A* - C grades at GCSE or equivalent including English and Maths</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>53.9%</td> </tr> <tr> <td>2011/12</td> <td>62.5%</td> </tr> <tr> <td>Target</td> <td>63.0%</td> </tr> </tbody> </table>	Year	Value (%)	2010/11	53.9%	2011/12	62.5%	Target	63.0%
Year	Value (%)																			
2010/11	53.9%																			
2011/12	62.5%																			
Target	63.0%																			

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoFT		
NI 92 Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest	33.1 %	Not measured for Quarters				31.2 %	✓	↑	31.5 %	31%
NI 101 Looked after children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and mathematics)	17.0 %	Not measured for Quarters				12.9 %	⛔	↓	21.6 %	16%
NI 105 The Special Educational Needs (SEN)/non-SEN gap – achieving 5 A* - C GCSE inc. English and Maths	46.0 %	Not measured for Quarters				46.4 %	⛔	↓	41.0 %	49%

Commentary	Chart									
EYFSP July 2011 - 31.2%	<table border="1"> <caption>EYFSP July Performance</caption> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>33.1%</td> <td>31.5%</td> </tr> <tr> <td>2011/12</td> <td>31.2%</td> <td>31.5%</td> </tr> </tbody> </table>	Year	Actual	Target	2010/11	33.1%	31.5%	2011/12	31.2%	31.5%
Year	Actual	Target								
2010/11	33.1%	31.5%								
2011/12	31.2%	31.5%								
The figure of 12.9% is below the target set and is in line with national achievement for looked after children at the end of KS4 in 2011. However there was significant change in the relatively small cohort between setting the target and the actual cohort that took the exams. 5 students missed the 5+A*-C including English and mathematics measure by one grade in mathematics. 48% of looked after children achieved 5+A*-C GCSE or equivalent well above the national figure of 31.5%	<table border="1"> <caption>Looked after children Performance</caption> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>17.0%</td> <td>21.6%</td> </tr> <tr> <td>2011/12</td> <td>12.9%</td> <td>21.6%</td> </tr> </tbody> </table>	Year	Actual	Target	2010/11	17.0%	21.6%	2011/12	12.9%	21.6%
Year	Actual	Target								
2010/11	17.0%	21.6%								
2011/12	12.9%	21.6%								
The gap between SEN and non SEN has increased by 0.4% on the 2011 figure. This is less than the national increase of 1.3%. The attainment of SEN pupils in Medway (22%) was in line with national at 22.1%. The performance of pupils at school action plus in Medway improved by 2.8points on 2010 and remains 3.2% above the national figure for this group. The group of pupils on school action also improved 1.9 points on their 2010 figure, however this group are 3.2% below the national of 27.6% and account for a large part of the discrepancy between the target figure and the actual.	<table border="1"> <caption>SEN/non-SEN gap Performance</caption> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>46.0%</td> <td>49%</td> </tr> <tr> <td>2011/12</td> <td>41.0%</td> <td>49%</td> </tr> </tbody> </table>	Year	Actual	Target	2010/11	46.0%	49%	2011/12	41.0%	49%
Year	Actual	Target								
2010/11	46.0%	49%								
2011/12	41.0%	49%								

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoFT		
SIS1a Ofsted school judgements showing trend of improvement - Overall Effectiveness		5	5	5	5	5	✓	?	6	
SIS1b Ofsted school judgements showing trend of improvement - Leadership & Management		3	3	8	8	8	⬮	?	4	
SIS1c Ofsted school judgements showing trend of improvement - Quality of Teaching		5	5	3	3	3	✓	?	6	

Commentary	Chart																		
The new Ofsted framework was introduced in January 2012 and this means that results since that date are not comparable with the national set. Targets were set before the new framework was introduced and new targets will need to be set for 2013; the target for the new measure is included in the appendix.	<table border="1"> <caption>Overall Effectiveness Data</caption> <thead> <tr> <th>Period</th> <th>Score</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>5.0</td> <td>6.0</td> </tr> <tr> <td>Q2 2011/12</td> <td>5.0</td> <td>6.0</td> </tr> <tr> <td>Q3 2011/12</td> <td>5.0</td> <td>6.0</td> </tr> <tr> <td>Q4 2011/12</td> <td>5.0</td> <td>6.0</td> </tr> <tr> <td>2011/12</td> <td>5.0</td> <td>6.0</td> </tr> </tbody> </table>	Period	Score	Target	Q1 2011/12	5.0	6.0	Q2 2011/12	5.0	6.0	Q3 2011/12	5.0	6.0	Q4 2011/12	5.0	6.0	2011/12	5.0	6.0
Period	Score	Target																	
Q1 2011/12	5.0	6.0																	
Q2 2011/12	5.0	6.0																	
Q3 2011/12	5.0	6.0																	
Q4 2011/12	5.0	6.0																	
2011/12	5.0	6.0																	
The new Ofsted framework was introduced in January 2012 and this means that results since that date are not comparable with the national set. Targets were set before the new framework was introduced and new targets will need to be set for 2013. The percentage of leadership and management judgements at good or better has not increased under the new framework; the target for the new measure is included in the appendix.	<table border="1"> <caption>Leadership &amp; Management Data</caption> <thead> <tr> <th>Period</th> <th>Score</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>3</td> <td>4.0</td> </tr> <tr> <td>Q2 2011/12</td> <td>3</td> <td>4.0</td> </tr> <tr> <td>Q3 2011/12</td> <td>8</td> <td>4.0</td> </tr> <tr> <td>Q4 2011/12</td> <td>8</td> <td>4.0</td> </tr> <tr> <td>2011/12</td> <td>8</td> <td>4.0</td> </tr> </tbody> </table>	Period	Score	Target	Q1 2011/12	3	4.0	Q2 2011/12	3	4.0	Q3 2011/12	8	4.0	Q4 2011/12	8	4.0	2011/12	8	4.0
Period	Score	Target																	
Q1 2011/12	3	4.0																	
Q2 2011/12	3	4.0																	
Q3 2011/12	8	4.0																	
Q4 2011/12	8	4.0																	
2011/12	8	4.0																	
The new Ofsted framework was introduced in January 2012 and this means that results since that date are not comparable with the national set. Targets were set before the new framework was introduced and new targets will need to be set for 2013; the target for the new measure is included in the appendix.	<table border="1"> <caption>Quality of Teaching Data</caption> <thead> <tr> <th>Period</th> <th>Score</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>5</td> <td>6.0</td> </tr> <tr> <td>Q2 2011/12</td> <td>5</td> <td>6.0</td> </tr> <tr> <td>Q3 2011/12</td> <td>3</td> <td>6.0</td> </tr> <tr> <td>Q4 2011/12</td> <td>3</td> <td>6.0</td> </tr> <tr> <td>2011/12</td> <td>3</td> <td>6.0</td> </tr> </tbody> </table>	Period	Score	Target	Q1 2011/12	5	6.0	Q2 2011/12	5	6.0	Q3 2011/12	3	6.0	Q4 2011/12	3	6.0	2011/12	3	6.0
Period	Score	Target																	
Q1 2011/12	5	6.0																	
Q2 2011/12	5	6.0																	
Q3 2011/12	3	6.0																	
Q4 2011/12	3	6.0																	
2011/12	3	6.0																	



Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoFT		
SIS2a Difference made to schools by Local Authority support - Schools in Special Measures		2	3	3	2	2	✓	?	3	4
SIS2b Difference made to schools by Local Authority support - Schools with a Notice to Improve		1	1	1	2	2	⬮	?	1	4
SIS2c Difference made to schools by Local Authority support - Schools below floor threshold (LA maintained schools only)		22	12	12	12	12	✓	?	16	6

Commentary	Chart												
One school inspected during quarter 4 was removed from special measures and no schools inspected in this quarter were placed in special measures.	<table border="1"> <caption>Special Measures Data</caption> <thead> <tr> <th>Period</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>2</td></tr> <tr><td>Q2 2011/12</td><td>3</td></tr> <tr><td>Q3 2011/12</td><td>3</td></tr> <tr><td>Q4 2011/12</td><td>2</td></tr> <tr><td>2011/12</td><td>2</td></tr> </tbody> </table>	Period	Count	Q1 2011/12	2	Q2 2011/12	3	Q3 2011/12	3	Q4 2011/12	2	2011/12	2
Period	Count												
Q1 2011/12	2												
Q2 2011/12	3												
Q3 2011/12	3												
Q4 2011/12	2												
2011/12	2												
One school inspected under the new Ofsted framework in quarter 4 was placed in notice to improve for leadership and management.	<table border="1"> <caption>Notice to Improve Data</caption> <thead> <tr> <th>Period</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>1</td></tr> <tr><td>Q2 2011/12</td><td>1</td></tr> <tr><td>Q3 2011/12</td><td>1</td></tr> <tr><td>Q4 2011/12</td><td>2</td></tr> <tr><td>2011/12</td><td>2</td></tr> </tbody> </table>	Period	Count	Q1 2011/12	1	Q2 2011/12	1	Q3 2011/12	1	Q4 2011/12	2	2011/12	2
Period	Count												
Q1 2011/12	1												
Q2 2011/12	1												
Q3 2011/12	1												
Q4 2011/12	2												
2011/12	2												
The release of the national performance tables for key stage 2 2011 academic year results confirmed that 11 primary schools were below floor in 2011, making a total of 12 schools including secondary schools.	<table border="1"> <caption>Schools Below Floor Threshold Data</caption> <thead> <tr> <th>Period</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>22</td></tr> <tr><td>Q2 2011/12</td><td>12</td></tr> <tr><td>Q3 2011/12</td><td>12</td></tr> <tr><td>Q4 2011/12</td><td>12</td></tr> <tr><td>2011/12</td><td>12</td></tr> </tbody> </table>	Period	Count	Q1 2011/12	22	Q2 2011/12	12	Q3 2011/12	12	Q4 2011/12	12	2011/12	12
Period	Count												
Q1 2011/12	22												
Q2 2011/12	12												
Q3 2011/12	12												
Q4 2011/12	12												
2011/12	12												
There were 22 schools below the floor threshold in 2010: 4 secondary and 18 primary phase schools. Based on provisional results for 2011, only 1 secondary school remains below floor. 10 of the primary schools are no longer below the floor threshold, either because progress is above the median or because results for the combined measure of level 4 plus in both English and mathematics is above 60%. Currently there are 12 schools below the													

Key Measure

10/ 11	Q1 11/ 12	Q2 11/ 12	Q3 11/ 12	Q4 11/ 12	2011/12			11/ 12 Targ et	12/ 13 Targ et
					11/ 12	RAG	DoFT		

Commentary	Chart
<p>floor threshold in 2011, the 9 that were below in 2010 plus 3 primary schools who had a dip in results in 2011. All are receiving support to improve standards.</p> <p>The floor threshold for 2012 academic year key stage 4 GCSE results has increased to 40% from 35% and this performance indicator will need to be revised accordingly in April 2012.</p>	

2.3 We will promote and encourage healthy lifestyles for children and young people, and reduce health inequalities

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target	Commentary	Chart														
						11/12	RAG	DofT																		
NI 112a Under 18 conception rate per 1000 girls aged 15-17	43.0	Not measured for Quarters									This figure relates to the calendar year 2009	No data for 2011/12														
EY1a Percentage of children in Medway aged 0-4 attending a local Sure Start Children's Centre		24%	33%	42%	53%	53%	🟢	❓	40%	56%	This figure is generated from the total number of different children seen across the year in the 19 Children's Centres in Medway. 8781 children under 5 attended the centres.	<table border="1"> <caption>Percentage of children in Medway aged 0-4 attending a local Sure Start Children's Centre</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>24%</td> </tr> <tr> <td>Q2 2011/12</td> <td>33%</td> </tr> <tr> <td>Q3 2011/12</td> <td>42%</td> </tr> <tr> <td>Q4 2011/12</td> <td>53%</td> </tr> <tr> <td>2011/12</td> <td>53%</td> </tr> <tr> <td>Target</td> <td>40%</td> </tr> </tbody> </table>	Period	Percentage	Q1 2011/12	24%	Q2 2011/12	33%	Q3 2011/12	42%	Q4 2011/12	53%	2011/12	53%	Target	40%
Period	Percentage																									
Q1 2011/12	24%																									
Q2 2011/12	33%																									
Q3 2011/12	42%																									
Q4 2011/12	53%																									
2011/12	53%																									
Target	40%																									
EY1b Total number of attendances at Sure Start Children's Centres by families with children 0-4 years		42,184	81,767	135,021	193,309	193,309	🟢	❓	144,000	199,000	This figure is produced from Children's Centre Manager and provides the number of attendances recorded by the 19 centres in Medway across the whole year. These attendances take place in a variety of places around Medway including at the homes of the families the centres are working with.	<table border="1"> <caption>Total number of attendances at Sure Start Children's Centres by families with children 0-4 years</caption> <thead> <tr> <th>Period</th> <th>Number of Attendances</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>42,184</td> </tr> <tr> <td>Q2 2011/12</td> <td>81,767</td> </tr> <tr> <td>Q3 2011/12</td> <td>135,021</td> </tr> <tr> <td>Q4 2011/12</td> <td>193,309</td> </tr> <tr> <td>2011/12</td> <td>193,309</td> </tr> <tr> <td>Target</td> <td>144,000</td> </tr> </tbody> </table>	Period	Number of Attendances	Q1 2011/12	42,184	Q2 2011/12	81,767	Q3 2011/12	135,021	Q4 2011/12	193,309	2011/12	193,309	Target	144,000
Period	Number of Attendances																									
Q1 2011/12	42,184																									
Q2 2011/12	81,767																									
Q3 2011/12	135,021																									
Q4 2011/12	193,309																									
2011/12	193,309																									
Target	144,000																									
PH2 Smoking quits from pregnant women	60	23	20		43		🔴	⬇️	60		Provisional data shows 57 quits and 102 quit dates set. This work stream is proving to be challenging due to midwifery staff being unable to carry out certain functions, for example, carbon monoxide testing at booking and attending brief intervention training. A working group is in place to try and resolve these issues. The project officer for this work stream has been supporting and training staff at children's centres.	<table border="1"> <caption>Smoking quits from pregnant women</caption> <thead> <tr> <th>Period</th> <th>Number of Quits</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>23</td> </tr> <tr> <td>Q2 2011/12</td> <td>20</td> </tr> <tr> <td>Q3 2011/12</td> <td>43</td> </tr> <tr> <td>Q4 2011/12</td> <td>43</td> </tr> <tr> <td>2011/12</td> <td>43</td> </tr> <tr> <td>Target</td> <td>60</td> </tr> </tbody> </table>	Period	Number of Quits	Q1 2011/12	23	Q2 2011/12	20	Q3 2011/12	43	Q4 2011/12	43	2011/12	43	Target	60
Period	Number of Quits																									
Q1 2011/12	23																									
Q2 2011/12	20																									
Q3 2011/12	43																									
Q4 2011/12	43																									
2011/12	43																									
Target	60																									

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoT		
PH3 Numbers completing the MEND programme	N/A	27	0	34	26	87	⚠	?	90	87

Commentary	Chart														
National child measurement programme data collection just finished. Additional MEND programmes scheduled for April, as one programme diverted from January to fall in line with demand for additional places, created from this data collection and letters to parents	<table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>27</td> </tr> <tr> <td>Q2 2011/12</td> <td>0</td> </tr> <tr> <td>Q3 2011/12</td> <td>34</td> </tr> <tr> <td>Q4 2011/12</td> <td>26</td> </tr> <tr> <td>2011/12</td> <td>87</td> </tr> <tr> <td>Target</td> <td>90</td> </tr> </tbody> </table>	Period	Value	Q1 2011/12	27	Q2 2011/12	0	Q3 2011/12	34	Q4 2011/12	26	2011/12	87	Target	90
Period	Value														
Q1 2011/12	27														
Q2 2011/12	0														
Q3 2011/12	34														
Q4 2011/12	26														
2011/12	87														
Target	90														

### 3.0 Adults maintain their independence and live healthy lives

#### 3.1 Ensure older people and disabled adults are safe and well supported

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target	Commentary	Chart											
						11/12	RAG	DoFT															
NI 125 Achieving independence for older people through rehabilitation/intermediate care	87.4 %	94.3 %	89.1 %	89.5 %	N/A	91.9 %	🟢	⬆️	88.0 %	<p>These results are provisional and will be confirmed on submission of the statutory returns.</p> <p>In Q3 there were 133 adults aged 65+ discharged into intermediate care. Of these, 119 were independent at home after 3 months.</p> <p>Over the year 381 clients were independent at home out of 418 discharged into intermediate care. This is good performance. Of the 37 people who were not independent at home, 29 were deceased, 3 had returned to hospital, 4 were in permanent residential care and 1 was not traceable as he had moved out of the area.</p>	<table border="1"> <caption>NI 125 Quarterly Performance</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>94.3%</td> </tr> <tr> <td>Q2 2011/12</td> <td>89.1%</td> </tr> <tr> <td>Q3 2011/12</td> <td>89.5%</td> </tr> <tr> <td>Q4 2011/12</td> <td>88.0%</td> </tr> <tr> <td>2011/12</td> <td>91.1%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q1 2011/12	94.3%	Q2 2011/12	89.1%	Q3 2011/12	89.5%	Q4 2011/12	88.0%	2011/12	91.1%
Quarter	Performance (%)																						
Q1 2011/12	94.3%																						
Q2 2011/12	89.1%																						
Q3 2011/12	89.5%																						
Q4 2011/12	88.0%																						
2011/12	91.1%																						
NI 132 Timeliness of social care assessment (all adults) -% from first contact to completion of assessment within 4 weeks	94%	84.1 %	96.3 %	78.8 %	85%	85%	🟢	❓	75.0 %	75%	<p>This quarterly indicator is a proxy of the annual NI132 performance.</p> <p>Performance has decreased this quarter, with some challenges in the occupational therapy service and the demand for this service. The fast track service has helped to keep on top of this demand but there is a small waiting list which contributes to this dip in performance. Performance of the Initial Intake team continues to be very good across the full year.</p>	<table border="1"> <caption>NI 132 Performance</caption> <thead> <tr> <th>Year</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>2011/11</td> <td>94.0%</td> </tr> <tr> <td>2011/12</td> <td>85.0%</td> </tr> </tbody> </table>	Year	Performance (%)	2011/11	94.0%	2011/12	85.0%					
Year	Performance (%)																						
2011/11	94.0%																						
2011/12	85.0%																						

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoFT		
NI 133 Timeliness of services commencing post-assessment	92%	63.6%	86.1%	75.8%		75.5%	🔴	❓	80.0%	80%
NI 146 Adults with learning disabilities in employment	2.7%	0.8%	1.1%	1.3%	1.3%	1.3%	🔴	⬇️	5.0%	5%
NI 131a Delayed discharges - average weekly rate per 100,000 pop 18+	8.00	4.50	6.50	6.70	4.24	5.91	🟢	⬆️	8.50	8.00

Commentary	Chart														
<p>This indicator looks for the assessment end date to calculate the time taken for a service to be provided to the service user. It is a proxy measure for the year as it can only be calculated on completed assessments. Performance has dipped this quarter but is within a level where a slight improvement will bring performance back on track.</p>	<table border="1"> <caption>NI 133 Performance Data</caption> <thead> <tr> <th>Period</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>63.6%</td> </tr> <tr> <td>Q2 2011/12</td> <td>86.1%</td> </tr> <tr> <td>Q3 2011/12</td> <td>75.8%</td> </tr> <tr> <td>Q4 2011/12</td> <td>75.5%</td> </tr> <tr> <td>2011/12</td> <td>80.0%</td> </tr> <tr> <td>Target</td> <td>80.0%</td> </tr> </tbody> </table>	Period	Performance (%)	Q1 2011/12	63.6%	Q2 2011/12	86.1%	Q3 2011/12	75.8%	Q4 2011/12	75.5%	2011/12	80.0%	Target	80.0%
Period	Performance (%)														
Q1 2011/12	63.6%														
Q2 2011/12	86.1%														
Q3 2011/12	75.8%														
Q4 2011/12	75.5%														
2011/12	80.0%														
Target	80.0%														
<p>This information is a proxy measure as the 2010/11 denominator has been used. At the end of Q4, from those clients who had been assessed or reviewed, there were 8 clients in paid employment out of 640. This is 1.3% and is some way off the target of 5%.</p>	<table border="1"> <caption>NI 146 Performance Data</caption> <thead> <tr> <th>Period</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>0.8%</td> </tr> <tr> <td>Q2 2011/12</td> <td>1.1%</td> </tr> <tr> <td>Q3 2011/12</td> <td>1.3%</td> </tr> <tr> <td>Q4 2011/12</td> <td>1.3%</td> </tr> <tr> <td>2011/12</td> <td>1.3%</td> </tr> <tr> <td>Target</td> <td>5.0%</td> </tr> </tbody> </table>	Period	Performance (%)	Q1 2011/12	0.8%	Q2 2011/12	1.1%	Q3 2011/12	1.3%	Q4 2011/12	1.3%	2011/12	1.3%	Target	5.0%
Period	Performance (%)														
Q1 2011/12	0.8%														
Q2 2011/12	1.1%														
Q3 2011/12	1.3%														
Q4 2011/12	1.3%														
2011/12	1.3%														
Target	5.0%														
<p>There were 109 delayed discharges of care from Medway hospitals attributable to all partners (excluding mental health discharges), in Q4. Q4 has been the lowest number of delays across the year, which is very good performance for Medway as a whole. There were no delays attributable to Medway Council, the whole year. This is excellent performance by the Council, ensuring people are discharged in a timely manner.</p>	<table border="1"> <caption>NI 131a Performance Data</caption> <thead> <tr> <th>Period</th> <th>Performance</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>4.39</td> </tr> <tr> <td>Q2 2011/12</td> <td>6.42</td> </tr> <tr> <td>Q3 2011/12</td> <td>6.61</td> </tr> <tr> <td>Q4 2011/12</td> <td>4.24</td> </tr> <tr> <td>2011/12</td> <td>5.91</td> </tr> <tr> <td>Target</td> <td>8.50</td> </tr> </tbody> </table>	Period	Performance	Q1 2011/12	4.39	Q2 2011/12	6.42	Q3 2011/12	6.61	Q4 2011/12	4.24	2011/12	5.91	Target	8.50
Period	Performance														
Q1 2011/12	4.39														
Q2 2011/12	6.42														
Q3 2011/12	6.61														
Q4 2011/12	4.24														
2011/12	5.91														
Target	8.50														

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoFT		
ASC1 % client satisfaction with adult social care services	62%	Not measured for Quarters				63.5%	▲	▲	65%	65%

Commentary	Chart									
<p>The Adult social care survey is a survey across all clients groups and all services provided. Satisfaction with Council services has increased slightly from 62% to 63.5% in 2011/12. The survey was completed in February 2012, and 396 responses were received, compared to 383 responses the previous year. This is a very good response rate as this survey was conducted the same time as a number of other surveys from the Council on changes to adult social care and charging. The Council used the support of wrvs volunteers to provide support for people in a residential and nursing home, to complete the survey.</p>	<table border="1"> <caption>Client Satisfaction Data</caption> <thead> <tr> <th>Year</th> <th>Satisfaction %</th> <th>Target %</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>62.00</td> <td>65.00</td> </tr> <tr> <td>2011/12</td> <td>63.50</td> <td>65.00</td> </tr> </tbody> </table>	Year	Satisfaction %	Target %	2010/11	62.00	65.00	2011/12	63.50	65.00
Year	Satisfaction %	Target %								
2010/11	62.00	65.00								
2011/12	63.50	65.00								

### 3.2 Support carers in the valuable work they do

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoFT		
NI 135 Carers receiving needs assessment or review and a specific carer's service, or advice and information	9.8%	5.6%	8.8%	11.9%	15.6%	15.6%	●	▲	20.0%	20.0%

Commentary	Chart															
<p>Quarter 4/year end data is provisional. Teams are currently confirming information about the carers, and further information from Mental health is still to be included in the year end out-turn.</p> <p>865 carers assessments have been completed. This is an improvement of the 707 carers assessments completed in 2010/11. The trusted assessor continues to support carers assessments.</p>	<table border="1"> <caption>Carers Assessment Data</caption> <thead> <tr> <th>Quarter</th> <th>Assessment %</th> <th>Target %</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>5.6%</td> <td>20.0%</td> </tr> <tr> <td>Q2 2011/12</td> <td>8.8%</td> <td>20.0%</td> </tr> <tr> <td>Q3 2011/12</td> <td>11.9%</td> <td>20.0%</td> </tr> <tr> <td>Q4 2011/12</td> <td>15.6%</td> <td>20.0%</td> </tr> </tbody> </table>	Quarter	Assessment %	Target %	Q1 2011/12	5.6%	20.0%	Q2 2011/12	8.8%	20.0%	Q3 2011/12	11.9%	20.0%	Q4 2011/12	15.6%	20.0%
Quarter	Assessment %	Target %														
Q1 2011/12	5.6%	20.0%														
Q2 2011/12	8.8%	20.0%														
Q3 2011/12	11.9%	20.0%														
Q4 2011/12	15.6%	20.0%														

3.3 We will work in partnership to ensure personalised services meet older and disabled adults needs Personalised services

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target	Commentary	Chart												
						11/12	RAG	DoFT																
NI 130 Social care clients receiving Self Directed Support in the year to 31st March	22.1 %	28.8 %	33.4 %	40.8 %	42%	42%	🔴	⬆️	50.0 %	50.0 %	<p>At year end therefore, 42% of clients who received a community-based service after a full social care assessment had accessed this via the self-directed support process.</p> <p>This equates to 2327 clients (out of 5538).</p>	<table border="1"> <caption>Chart Data for NI 130</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1-2011/12</td> <td>28.8%</td> </tr> <tr> <td>Q2-2011/12</td> <td>33.4%</td> </tr> <tr> <td>Q3-2011/12</td> <td>40.8%</td> </tr> <tr> <td>Q4-2011/12</td> <td>42.0%</td> </tr> <tr> <td>2011/12 Target</td> <td>50.0%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1-2011/12	28.8%	Q2-2011/12	33.4%	Q3-2011/12	40.8%	Q4-2011/12	42.0%	2011/12 Target	50.0%
Quarter	Percentage																							
Q1-2011/12	28.8%																							
Q2-2011/12	33.4%																							
Q3-2011/12	40.8%																							
Q4-2011/12	42.0%																							
2011/12 Target	50.0%																							

3.4 We will promote and encourage healthy lifestyles for adults

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target	Commentary	Chart												
						11/12	RAG	DoFT																
NI 123 Stopping smoking	2260	639	532	596	1767	🟢	⬇️	1544			<p>Q4 full year data will be published in June. The service is on track to reach the 2011/12 target and to exceed last year's performance. and is one of the best performing services in the region.</p> <p>A co-ordinated promotional campaign was carried out across Medway for No Smoking day, which was very successful. 60 referrals were received on the day. Teaching sessions held for junior doctors at the hospital to raise awareness of the service.</p> <p>Various work is being carried out with young people, e.g. workshops held with connexions staff, presentations at school assemblies and drop in sessions for young people across the area, including Mid Kent College.</p>	<table border="1"> <caption>Chart Data for NI 123</caption> <thead> <tr> <th>Quarter</th> <th>Number of Referrals</th> </tr> </thead> <tbody> <tr> <td>Q1-2011/12</td> <td>639</td> </tr> <tr> <td>Q2-2011/12</td> <td>532</td> </tr> <tr> <td>Q3-2011/12</td> <td>596</td> </tr> <tr> <td>Q4-2011/12</td> <td>1767</td> </tr> <tr> <td>2011/12 Target</td> <td>1544</td> </tr> </tbody> </table>	Quarter	Number of Referrals	Q1-2011/12	639	Q2-2011/12	532	Q3-2011/12	596	Q4-2011/12	1767	2011/12 Target	1544
Quarter	Number of Referrals																							
Q1-2011/12	639																							
Q2-2011/12	532																							
Q3-2011/12	596																							
Q4-2011/12	1767																							
2011/12 Target	1544																							









Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoFT		
NI 156 Number of households living in temporary accommodation	102	85	99	92	109	109	🟢	⬇️	110	110
PH1 Number of adults taking part in healthy weight and exercise referral interventions	616	260	248	247	275	1030	🟢	⬆️	800	1000

Commentary	Chart														
Despite a 54% increase in the number of homeless applications this year, the number of households currently living in temporary accommodation has remained below target.	<table border="1"> <caption>NI 156 Quarterly Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1-2011/12</td> <td>85</td> </tr> <tr> <td>Q2-2011/12</td> <td>99</td> </tr> <tr> <td>Q3-2011/12</td> <td>92</td> </tr> <tr> <td>Q4-2011/12</td> <td>109</td> </tr> <tr> <td>2011/12</td> <td>109</td> </tr> <tr> <td>Target</td> <td>110</td> </tr> </tbody> </table>	Period	Value	Q1-2011/12	85	Q2-2011/12	99	Q3-2011/12	92	Q4-2011/12	109	2011/12	109	Target	110
Period	Value														
Q1-2011/12	85														
Q2-2011/12	99														
Q3-2011/12	92														
Q4-2011/12	109														
2011/12	109														
Target	110														
275 people attended weight management and exercise programme within quarter 4. There is likely to be a further update for quarter 4 as there is a small amount of data yet to be entered.	<table border="1"> <caption>PH1 Quarterly Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1-2011/12</td> <td>260</td> </tr> <tr> <td>Q2-2011/12</td> <td>248</td> </tr> <tr> <td>Q3-2011/12</td> <td>247</td> </tr> <tr> <td>Q4-2011/12</td> <td>275</td> </tr> <tr> <td>2011/12</td> <td>1030</td> </tr> <tr> <td>Target</td> <td>800</td> </tr> </tbody> </table>	Period	Value	Q1-2011/12	260	Q2-2011/12	248	Q3-2011/12	247	Q4-2011/12	275	2011/12	1030	Target	800
Period	Value														
Q1-2011/12	260														
Q2-2011/12	248														
Q3-2011/12	247														
Q4-2011/12	275														
2011/12	1030														
Target	800														



## 4.0 Everybody travelling easily around Medway

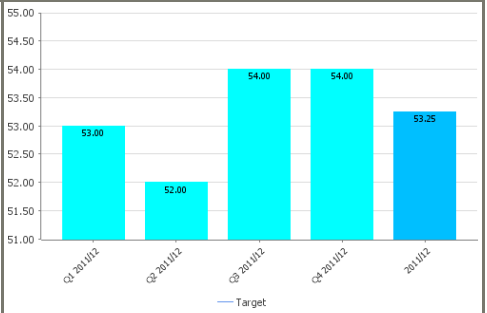
### 4.1 We will secure a reliable and efficient local transport network to support regeneration, economic competitiveness and growth

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target	Commentary	Chart												
						11/12	RAG	DoFT																
TRAV1a Principal roads where maintenance should be considered	5.0 %	Not measured for Quarters				6%	🟢	⬇️	8.0 %		Additional Prudential Borrowing Funds were provided in 2009/10 and 2010/11 for resurfacing works. Medway suffered a couple of severe winters and as a result road conditions are worse than expected. In addition to this more recent levels of funding for resurfacing have not matched the deterioration rate of the "A" roads. Targets have therefore been revised to better reflect the present situation. For the future we will be using JCAM software to help identify schemes within the 2013/14 programme. This software will used to directly target sections of road to improve the NI figures on a worst first basis.	<table border="1"> <caption>NI Figures for TRAV1a</caption> <thead> <tr> <th>Year</th> <th>Actual NI (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>4.0%</td> <td>4.0%</td> </tr> <tr> <td>2010/11</td> <td>5.0%</td> <td>5.0%</td> </tr> <tr> <td>2011/12</td> <td>6.0%</td> <td>8.0%</td> </tr> </tbody> </table>	Year	Actual NI (%)	Target (%)	2009/10	4.0%	4.0%	2010/11	5.0%	5.0%	2011/12	6.0%	8.0%
Year	Actual NI (%)	Target (%)																						
2009/10	4.0%	4.0%																						
2010/11	5.0%	5.0%																						
2011/12	6.0%	8.0%																						
TRAV1b Non-principal classified roads where maintenance should be considered	12.0 0%	Not measured for Quarters				13%	🔴	⬇️	11.0 0%		Additional Prudential Borrowing Funds were provided in 2009/10 and 2010/11 for resurfacing works. Medway suffered a couple of severe winters and as a result road conditions are worse than expected. In addition to this more recent levels of funding for resurfacing have not matched the deterioration rate of the Non Principal roads. Targets have therefore been revised to better reflect the present situation. For the future we will be using JCAM software to help identify schemes within the 2013/14 programme. This software will used to directly target sections of road to improve the NI figures on a worst first basis.	<table border="1"> <caption>NI Figures for TRAV1b</caption> <thead> <tr> <th>Year</th> <th>Actual NI (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>11.00%</td> <td>11.00%</td> </tr> <tr> <td>2010/11</td> <td>12.00%</td> <td>12.00%</td> </tr> <tr> <td>2011/12</td> <td>13.00%</td> <td>11.00%</td> </tr> </tbody> </table>	Year	Actual NI (%)	Target (%)	2009/10	11.00%	11.00%	2010/11	12.00%	12.00%	2011/12	13.00%	11.00%
Year	Actual NI (%)	Target (%)																						
2009/10	11.00%	11.00%																						
2010/11	12.00%	12.00%																						
2011/12	13.00%	11.00%																						

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoFT		
HP26 Satisfaction with road maintenance		46.00	47.00	56.00	50.00	49.75			50.00	50.00
HP27 Satisfaction with pavement maintenance		N/A	70.00	71.00	72.00	71.00			60.00	60.00
IT1 Satisfaction with buses		71.00	69.00	72.00	78.00	72.50				

Commentary	Chart														
The level of satisfaction has decreased since Q3. Although here has been significant investment in highway repairs the winter weather is likely to have affected road conditions producing more potholes. All road resurfacing schemes have been completed to a total length of 7,124m of new works.	 <table border="1"> <caption>HP26 Satisfaction with road maintenance</caption> <thead> <tr> <th>Period</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>46.00</td> </tr> <tr> <td>Q2 2011/12</td> <td>47.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>56.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>50.00</td> </tr> <tr> <td>2011/12</td> <td>49.75</td> </tr> <tr> <td>Target</td> <td>50.00</td> </tr> </tbody> </table>	Period	Satisfaction Score	Q1 2011/12	46.00	Q2 2011/12	47.00	Q3 2011/12	56.00	Q4 2011/12	50.00	2011/12	49.75	Target	50.00
Period	Satisfaction Score														
Q1 2011/12	46.00														
Q2 2011/12	47.00														
Q3 2011/12	56.00														
Q4 2011/12	50.00														
2011/12	49.75														
Target	50.00														
The Council continues with its programme of repairs and schemes to ensure pavements reach a good standard of maintenance. This is underpinned by an inspection programme based on the level of risk associated with the highway. All pavement resurfacing schemes have been completed to give a total length of 9,154m of new works.	 <table border="1"> <caption>HP27 Satisfaction with pavement maintenance</caption> <thead> <tr> <th>Period</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>N/A</td> </tr> <tr> <td>Q2 2011/12</td> <td>70.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>71.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>72.00</td> </tr> <tr> <td>2011/12</td> <td>71.00</td> </tr> <tr> <td>Target</td> <td>60.00</td> </tr> </tbody> </table>	Period	Satisfaction Score	Q1 2011/12	N/A	Q2 2011/12	70.00	Q3 2011/12	71.00	Q4 2011/12	72.00	2011/12	71.00	Target	60.00
Period	Satisfaction Score														
Q1 2011/12	N/A														
Q2 2011/12	70.00														
Q3 2011/12	71.00														
Q4 2011/12	72.00														
2011/12	71.00														
Target	60.00														
Improvements delivered in the last quarter were the opening of the new Chatham Waterfront bus station, Corporation Street bus lane completed saving a typical 3 minutes on peak time journeys and Real Time Passenger Information now fully operational. These significant improvements are now being reflected in bus user satisfaction.	 <table border="1"> <caption>IT1 Satisfaction with buses</caption> <thead> <tr> <th>Period</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>71.00</td> </tr> <tr> <td>Q2 2011/12</td> <td>69.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>72.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>78.00</td> </tr> <tr> <td>2011/12</td> <td>72.50</td> </tr> <tr> <td>Target</td> <td>72.50</td> </tr> </tbody> </table>	Period	Satisfaction Score	Q1 2011/12	71.00	Q2 2011/12	69.00	Q3 2011/12	72.00	Q4 2011/12	78.00	2011/12	72.50	Target	72.50
Period	Satisfaction Score														
Q1 2011/12	71.00														
Q2 2011/12	69.00														
Q3 2011/12	72.00														
Q4 2011/12	78.00														
2011/12	72.50														
Target	72.50														

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoT		
IT2 Percentage of people who think Medway Council helps people travel easily around Medway		53.00	52.00	54.00	54.00	53.25				

Commentary	Chart														
<p>This result is the fourth quarter of a new methodology to measure this indicator and as a result there is insufficient data to identify a trend. However, the result is consistent with the previous quarters which vary between 52% and 54%.</p>	 <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>53.00</td> </tr> <tr> <td>Q2 2011/12</td> <td>52.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>54.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>54.00</td> </tr> <tr> <td>2011/12</td> <td>53.25</td> </tr> <tr> <td>Target</td> <td>53.00</td> </tr> </tbody> </table>	Quarter	Value	Q1 2011/12	53.00	Q2 2011/12	52.00	Q3 2011/12	54.00	Q4 2011/12	54.00	2011/12	53.25	Target	53.00
Quarter	Value														
Q1 2011/12	53.00														
Q2 2011/12	52.00														
Q3 2011/12	54.00														
Q4 2011/12	54.00														
2011/12	53.25														
Target	53.00														

## 5.0 Everyone benefitting from the area's regeneration

### 5.1 We will support the provision of decent new homes and improve the quality of existing housing

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target	Commentary	Chart														
						11/12	RAG	DoFT																		
NI 155 Number of affordable homes delivered	334	29	67	23	231	350	✓	↑	204	204	The year end target of 204 households was exceeded by 72%. The completion of 103 units at Victory Pier, Gillingham in qtr 4 aided the success of this years performance.	<table border="1"> <caption>Quarterly Performance - Affordable Homes Delivered</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>29</td> </tr> <tr> <td>Q2 2011/12</td> <td>67</td> </tr> <tr> <td>Q3 2011/12</td> <td>23</td> </tr> <tr> <td>Q4 2011/12</td> <td>231</td> </tr> <tr> <td>2011/12 Total</td> <td>350</td> </tr> <tr> <td>Target</td> <td>204</td> </tr> </tbody> </table>	Quarter	Value	Q1 2011/12	29	Q2 2011/12	67	Q3 2011/12	23	Q4 2011/12	231	2011/12 Total	350	Target	204
Quarter	Value																									
Q1 2011/12	29																									
Q2 2011/12	67																									
Q3 2011/12	23																									
Q4 2011/12	231																									
2011/12 Total	350																									
Target	204																									

### 5.2 We will work to ensure that people have the skills they need to take up job opportunities created

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target	Commentary	Chart														
						11/12	RAG	DoFT																		
REGEN 1a New registrations by local people accessing employment support services	498	111	416	375	291	1,193	✓	↑	600	400	<p>In 2011/12 - we have successfully achieved 1,193 new registrations accessing our employment services through Employ Medway and our contracts supporting in particular those longer term unemployed customers.</p> <p>This is a significant over achievement by 200% more than our original target of 600 new registrations to our services within a very challenging economic climate the demands on our service are increasing.</p> <p>Employ Medway has achieved this by a combination of our previous and current employment programmes which included our mainstream Government Department for Work &amp; Pensions (DWP) funded DWP</p>	<table border="1"> <caption>Quarterly Performance - New Registrations</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>111</td> </tr> <tr> <td>Q2 2011/12</td> <td>416</td> </tr> <tr> <td>Q3 2011/12</td> <td>375</td> </tr> <tr> <td>Q4 2011/12</td> <td>291</td> </tr> <tr> <td>2011/12 Total</td> <td>1,193</td> </tr> <tr> <td>Target</td> <td>600</td> </tr> </tbody> </table>	Quarter	Value	Q1 2011/12	111	Q2 2011/12	416	Q3 2011/12	375	Q4 2011/12	291	2011/12 Total	1,193	Target	600
Quarter	Value																									
Q1 2011/12	111																									
Q2 2011/12	416																									
Q3 2011/12	375																									
Q4 2011/12	291																									
2011/12 Total	1,193																									
Target	600																									

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoFT		
REGEN 1b Number of jobs taken up in the period		38	56	55	87	236	✔	?	150	130

Commentary	Chart																		
<p>Flexible New Deal Stage 4 (FND), DWP WORK Programme contract alongside customers accessing Employ Medway support sessions including 1-2-1 careers guidance from Nextsteps and CV and interview workshops provided by Nextsteps and 1-2-1 sessions provided by Citizens Advice Bureau at the centre to address customers issues, alongside further literacy, numeracy and on-line basics courses being run within the centre for unemployed customers to progress them back into work.</p>																			
<p>In 2011/12 - we have successfully achieved 236 new employment jobs created and filled for those longer term unemployed customers.</p> <p>This is a significant over achievement by some further 57% more than our original target of 150 new employment jobs and with the customer group we are dealing with within a very challenging economic climate.</p> <p>Employ Medway has achieved this by a combination of our previous and current employment programmes which included our mainstream Government Department for Work &amp; Pensions (DWP) funded DWP Flexible New Deal Stage 4 (FND), DWP WORK Programme contract alongside our own Medway Council and EU ERDF funded projects including (i) the GAPS project creating and sustaining apprenticeship placements and (ii) our SUCCES project (sustainable Uplifting Client Centred Employment Support) providing pre-employment support to those longer term unemployed.</p>	<table border="1"> <caption>New Employment Jobs Created and Filled</caption> <thead> <tr> <th>Period</th> <th>Jobs Created and Filled</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>38</td> <td>150</td> </tr> <tr> <td>Q2 2011/12</td> <td>56</td> <td>150</td> </tr> <tr> <td>Q3 2011/12</td> <td>55</td> <td>150</td> </tr> <tr> <td>Q4 2011/12</td> <td>87</td> <td>150</td> </tr> <tr> <td>2011/12 Total</td> <td>236</td> <td>150</td> </tr> </tbody> </table>	Period	Jobs Created and Filled	Target	Q1 2011/12	38	150	Q2 2011/12	56	150	Q3 2011/12	55	150	Q4 2011/12	87	150	2011/12 Total	236	150
Period	Jobs Created and Filled	Target																	
Q1 2011/12	38	150																	
Q2 2011/12	56	150																	
Q3 2011/12	55	150																	
Q4 2011/12	87	150																	
2011/12 Total	236	150																	

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoFT		
REGEN 1c Employment that has lasted 26 weeks		19	8	56	66	149	✓	?	50	
REGEN 2a The number of intensive assists to local businesses		142	66	134	172	514	✓	?	150	160

Commentary	Chart														
<p>In 2011/12 - we have successfully achieved 149 new employment jobs lasting 6 months in employment for those longer term unemployed customers.</p> <p>This is a significant over achievement by some 200% more than our original target of 50 jobs lasting 6 months in employment especially as Employ Medway has been dealing with the longer term unemployed customers within a very challenging economic climate.</p>	<table border="1"> <caption>Employment jobs lasting 6 months in employment for those longer term unemployed customers</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>19</td> </tr> <tr> <td>Q2 2011/12</td> <td>8</td> </tr> <tr> <td>Q3 2011/12</td> <td>66</td> </tr> <tr> <td>Q4 2011/12</td> <td>66</td> </tr> <tr> <td>2011/12 Total</td> <td>149</td> </tr> <tr> <td>Target</td> <td>50</td> </tr> </tbody> </table>	Period	Value	Q1 2011/12	19	Q2 2011/12	8	Q3 2011/12	66	Q4 2011/12	66	2011/12 Total	149	Target	50
Period	Value														
Q1 2011/12	19														
Q2 2011/12	8														
Q3 2011/12	66														
Q4 2011/12	66														
2011/12 Total	149														
Target	50														
<p>In 2011/12 a total of 34 start up grants were awarded bringing the overall total to 74 against a total of 75 - however 83 grant applications considered by funding panel. Service Level Agreement with Business Support Kent extended to end March 2013 to provide a 1 day business planning workshop and more intense 1 to 1 business advise. During 2011/12 the start up programme delivered 226 half day business planning workshops and 128, 1 to 1 business advise sessions. Grants reviewed to £500 for home based businesses and £1,000 for businesses starting in commercial premises. BSK to carry out monitoring survey in April 2012 of all grant recipients to assess survival rates.</p> <p>PFG Loans have been awarded to 16 businesses during the 3 year period and in the current year 4 loans against a target of 6, however a 5th application was received but subsequently withdrawn by the business. During the 3 year period a further 32 prospective PFG loan applicants were provided with specialist business advise.</p> <p>TEN Audits completed to March 2012 total 112 against a project target of 100 - project due to complete at end of April 2012.</p> <p>Managed workspace occupancy at 80%</p>	<table border="1"> <caption>Intensive assists to local businesses</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>142</td> </tr> <tr> <td>Q2 2011/12</td> <td>66</td> </tr> <tr> <td>Q3 2011/12</td> <td>134</td> </tr> <tr> <td>Q4 2011/12</td> <td>172</td> </tr> <tr> <td>2011/12 Total</td> <td>514</td> </tr> <tr> <td>Target</td> <td>150</td> </tr> </tbody> </table>	Period	Value	Q1 2011/12	142	Q2 2011/12	66	Q3 2011/12	134	Q4 2011/12	172	2011/12 Total	514	Target	150
Period	Value														
Q1 2011/12	142														
Q2 2011/12	66														
Q3 2011/12	134														
Q4 2011/12	172														
2011/12 Total	514														
Target	150														

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoFT		
REGEN 2b Number of jobs created and safeguarded		134	223	19	154	530	✓	?	350	360
REGEN 3a 16 to 18 year olds who are not in education, employment or training (NEET)	6.3 %	5.7 %	6.0 %	6.6 %	6.8 %	6.6 %	⬮	⬇	5.8 %	

Commentary	Chart														
<p>(Hopewell Business Centre 83%, Pier Road Ind Est 77%) - at end of March 2012 1 unit at HBC + 2 units at PR were under offer.</p> <p>Established businesses were supported with 285 units of significant assistance e.g. business advise/training of minimum 2 hours. Medway Council Business Support dealt with 264 business enquiries of which 51% were from individuals interested in starting a business.</p>															
<p>This report refers to the year ending 31st March 2012 with total jobs 530 (330 created and protected 200 protected). Significant new investments in Medway included:            Bread &amp; Butter Foods (Rainham) 65 created            Geo Amey (Kingsnorth Ind Est) 35 created, 55 protected            Dobbies Garden Centre Rainham - reported figure of 120 created has been recorded as 60 due to uncertainty over how many of these are part time.</p> <p>Medway Council Start up Grant scheme and Partners for Growth loans created 54 and protected 24.            Medway Council managed workspace &amp; Innovation Centre created 33 and protected 27.</p>	<table border="1"> <caption>Jobs Created and Protected by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Jobs</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>134</td> </tr> <tr> <td>Q2 2011/12</td> <td>223</td> </tr> <tr> <td>Q3 2011/12</td> <td>19</td> </tr> <tr> <td>Q4 2011/12</td> <td>154</td> </tr> <tr> <td>2011/12 Total</td> <td>530</td> </tr> <tr> <td>Target</td> <td>350</td> </tr> </tbody> </table>	Quarter	Jobs	Q1 2011/12	134	Q2 2011/12	223	Q3 2011/12	19	Q4 2011/12	154	2011/12 Total	530	Target	350
Quarter	Jobs														
Q1 2011/12	134														
Q2 2011/12	223														
Q3 2011/12	19														
Q4 2011/12	154														
2011/12 Total	530														
Target	350														
<p>The overall NEET level is slightly higher than in 2010-11. However there has been a decrease in the number of 16 year olds leaving statutory education in to NEET during the year. As Medway prepares for the raising of the age for participating in learning, the focus is very much on preventing 17 year olds from dropping out from learning.</p>	<table border="1"> <caption>NEET Level by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>NEET Level (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>5.7%</td> </tr> <tr> <td>Q2 2011/12</td> <td>6.0%</td> </tr> <tr> <td>Q3 2011/12</td> <td>6.6%</td> </tr> <tr> <td>Q4 2011/12</td> <td>6.8%</td> </tr> <tr> <td>2011/12 Total</td> <td>6.6%</td> </tr> <tr> <td>Target</td> <td>5.8%</td> </tr> </tbody> </table>	Quarter	NEET Level (%)	Q1 2011/12	5.7%	Q2 2011/12	6.0%	Q3 2011/12	6.6%	Q4 2011/12	6.8%	2011/12 Total	6.6%	Target	5.8%
Quarter	NEET Level (%)														
Q1 2011/12	5.7%														
Q2 2011/12	6.0%														
Q3 2011/12	6.6%														
Q4 2011/12	6.8%														
2011/12 Total	6.6%														
Target	5.8%														



Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoFT		
REGEN 3b Care leavers in education, employment or training	51.6 %	44.4 %	29.4 %	60.0 %		38.7 %	🔴	⬇️	60.0 %	

Commentary	Chart														
The result was on target for the quarter, but remains off target for the year. Out of the 5 careleavers who were not in education, employment or training, 2 have complex needs and severe disabilities.	<table border="1"> <caption>Chart Data: Percentage of care leavers in education, employment or training</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>44.4%</td> </tr> <tr> <td>Q2 2011/12</td> <td>29.4%</td> </tr> <tr> <td>Q3 2011/12</td> <td>60.0%</td> </tr> <tr> <td>Q4 2011/12</td> <td>60.0%</td> </tr> <tr> <td>2011/12</td> <td>38.7%</td> </tr> <tr> <td>Target</td> <td>60.0%</td> </tr> </tbody> </table>	Period	Percentage	Q1 2011/12	44.4%	Q2 2011/12	29.4%	Q3 2011/12	60.0%	Q4 2011/12	60.0%	2011/12	38.7%	Target	60.0%
Period	Percentage														
Q1 2011/12	44.4%														
Q2 2011/12	29.4%														
Q3 2011/12	60.0%														
Q4 2011/12	60.0%														
2011/12	38.7%														
Target	60.0%														

5.3 We will promote Medway as a destination for culture, heritage, sport and tourism

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoFT		
L7 Leisure - Level of user satisfaction (% satisfied)		90.73	81.59	87.82	86.13	85.95	🟢	❓	80.00	80.00

Commentary	Chart														
The facilities surveyed this quarter were Deangate Ridge Golf & Sports Complex, Splashes Leisure Pool and Echoes Gym at Medway Park. The satisfaction levels for Deangate and Echoes were particularly high with both facilities showing 97% of customers rating them as good or brilliant. Splashes was rated at 79% with quality of facilities and cleanliness bringing the percentage down. A number of improvements are planned for Splashes and the cleaning regime is in the process of being reviewed.	<table border="1"> <caption>Chart Data: Level of user satisfaction (% satisfied)</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>90.73</td> </tr> <tr> <td>Q2 2011/12</td> <td>81.59</td> </tr> <tr> <td>Q3 2011/12</td> <td>87.82</td> </tr> <tr> <td>Q4 2011/12</td> <td>86.13</td> </tr> <tr> <td>2011/12</td> <td>85.95</td> </tr> <tr> <td>Target</td> <td>80.00</td> </tr> </tbody> </table>	Period	Percentage	Q1 2011/12	90.73	Q2 2011/12	81.59	Q3 2011/12	87.82	Q4 2011/12	86.13	2011/12	85.95	Target	80.00
Period	Percentage														
Q1 2011/12	90.73														
Q2 2011/12	81.59														
Q3 2011/12	87.82														
Q4 2011/12	86.13														
2011/12	85.95														
Target	80.00														

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target
						11/12	RAG	DoFT		
REGEN 4a User satisfaction with museums and galleries		78.50	74.00	84.00	94.00	82.63	🟢	❓	70.00	70.00
REGEN 4b User satisfaction with theatres		N/A	82.00	84.00	98.00	88.00	🟢	❓	65.00	70.00
REGEN 4c User satisfaction with events		N/A	83.00	87.00	N/A	85.00	📈	❓		80.00

Commentary	Chart														
Satisfaction throughout 2011-12 has exceeded target levels reflecting ongoing investment in the museum. The completion of the Opening the Doors project in Quarter 1 of 2012-13 is expected to see further improvements in satisfaction with new galleries opening.	<table border="1"> <caption>User satisfaction with museums and galleries</caption> <thead> <tr> <th>Period</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>76.50</td> </tr> <tr> <td>Q2 2011/12</td> <td>74.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>84.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>94.00</td> </tr> <tr> <td>2011/12</td> <td>82.62</td> </tr> <tr> <td>Target</td> <td>70.00</td> </tr> </tbody> </table>	Period	Satisfaction Score	Q1 2011/12	76.50	Q2 2011/12	74.00	Q3 2011/12	84.00	Q4 2011/12	94.00	2011/12	82.62	Target	70.00
Period	Satisfaction Score														
Q1 2011/12	76.50														
Q2 2011/12	74.00														
Q3 2011/12	84.00														
Q4 2011/12	94.00														
2011/12	82.62														
Target	70.00														
Theatres have exceeded their annual satisfaction target for 2011/12. This is attributed to excellent theatre programming and facilities for our customers.	<table border="1"> <caption>User satisfaction with theatres</caption> <thead> <tr> <th>Period</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>82.00</td> </tr> <tr> <td>Q2 2011/12</td> <td>84.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>98.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>88.00</td> </tr> <tr> <td>2011/12</td> <td>88.00</td> </tr> <tr> <td>Target</td> <td>65.00</td> </tr> </tbody> </table>	Period	Satisfaction Score	Q1 2011/12	82.00	Q2 2011/12	84.00	Q3 2011/12	98.00	Q4 2011/12	88.00	2011/12	88.00	Target	65.00
Period	Satisfaction Score														
Q1 2011/12	82.00														
Q2 2011/12	84.00														
Q3 2011/12	98.00														
Q4 2011/12	88.00														
2011/12	88.00														
Target	65.00														
No major events held this quarter	<table border="1"> <caption>User satisfaction with events</caption> <thead> <tr> <th>Period</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>83.00</td> </tr> <tr> <td>Q2 2011/12</td> <td>87.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>85.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>85.00</td> </tr> <tr> <td>2011/12</td> <td>85.00</td> </tr> <tr> <td>Target</td> <td>80.00</td> </tr> </tbody> </table>	Period	Satisfaction Score	Q1 2011/12	83.00	Q2 2011/12	87.00	Q3 2011/12	85.00	Q4 2011/12	85.00	2011/12	85.00	Target	80.00
Period	Satisfaction Score														
Q1 2011/12	83.00														
Q2 2011/12	87.00														
Q3 2011/12	85.00														
Q4 2011/12	85.00														
2011/12	85.00														
Target	80.00														

Sickness Absence Update

Key Measure	10/11	Q1 11/12	Q2 11/12	Q3 11/12	Q4 11/12	2011/12			11/12 Target	12/13 Target	Commentary	Chart														
						11/12	RAG	DoT																		
LX5 Working days lost due to sickness absence	7.28	1.68	3.03	5.11	7.43	7.43	Red Octagon	Down Arrow	8.00	8.00	Provisional figure was 5.04. Final figure confirmed on 07/03/12. Q4 data is for January 2012 only.	<table border="1"> <caption>Sickness Absence Data for 2011/12</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>1.68</td> </tr> <tr> <td>Q2 2011/12</td> <td>3.03</td> </tr> <tr> <td>Q3 2011/12</td> <td>5.11</td> </tr> <tr> <td>Q4 2011/12</td> <td>5.96</td> </tr> <tr> <td>2011/12</td> <td>5.96</td> </tr> <tr> <td>Target</td> <td>8.00</td> </tr> </tbody> </table>	Period	Value	Q1 2011/12	1.68	Q2 2011/12	3.03	Q3 2011/12	5.11	Q4 2011/12	5.96	2011/12	5.96	Target	8.00
Period	Value																									
Q1 2011/12	1.68																									
Q2 2011/12	3.03																									
Q3 2011/12	5.11																									
Q4 2011/12	5.96																									
2011/12	5.96																									
Target	8.00																									



## Key Measures of Success 2012/13

Ref	Key Measure	Out-turn 2011/12	Target 2011/12	Target 2012/13
	<b>SAFE, CLEAN AND GREEN MEDWAY</b>			
	<b>We will improve public confidence and feelings of safety</b>			
SF14	Council attendance at PACTS and SACTS where notified a fortnight in advance.	n/a	n/a	95%
SF11	User satisfaction with trading standards	78%	60%	75%
SF12	User satisfaction with environmental health	82%	60%	75%
SF15	Percentage of people who feel Medway is safe	n/a	n/a	90%
	<b>We will help to prevent and reduce domestic abuse</b>			
New	Number of victims of Domestic Abuse	n/a	n/a	TBC
New	% of repeat victims of Domestic Abuse	n/a	n/a	Under 25%
TBC	Other measure to be confirmed on impact of domestic abuse on children's safety following Ofsted inspection	n/a	n/a	n/a
	<b>We will increase recycling and reduce waste going to landfill sites</b>			
NI 191	Kg of residual household waste per household	658.8kg	792kg	792kg
NI 192	Percentage of waste sent for reuse, recycling or composting	38.10%	40%	41%
W6	Satisfaction with refuse collection	92.75%	90%	90%
W7	Satisfaction with recycling facilities	84.5%	78%	82%
	<b>We will work with the community to keep Medway's streets clean</b>			
W8	Satisfaction with street cleaning	74%	75%	75%
NI 195a	Improved street and environmental cleanliness: Litter	96.23%	95%	95%
NI 195b	Improved street and environmental cleanliness: Detritus	94.71%	92%	92%
NI 195c	Improved street and environmental cleanliness: Graffiti	99.58%	96%	96%
NI 195d	Improved street and environmental cleanliness: Flyposting	100%	98%	98%
W5	Satisfaction with how the Council deals with graffiti (PI was data only in 2011/12)	76.25%	n/a	73%
	<b>We will reduce our own carbon footprint</b>			
NI 185	CO2 reduction from Local Authority operation	-15.00%	-0.1	-5.00%
New	Capital receipts from property rationalisation	n/a	n/a	£4m

### Appendix 3

Ref	Key Measure	Out-turn 2011/12	Target 2011/12	Target 2012/13
	<b>We will work with local people to maintain parks and open spaces that are enjoyed by all</b>			
G6	Satisfaction with parks and open spaces	88.5%	70%	75%
G7	Satisfaction with play areas	84.75%	65%	70%
G4	Citizen participation hours	9182	6112	9698
G4a	Number of people involved in practical volunteer tasks through membership of Friends groups	2509		2617
G8	Number of green flag awards for parks and open spaces	5	5	5
	<b>We will support the building of strong communities where people feel they belong</b>			
NI 1	% of people who feel that people in Medway get on well together	65.3%	65%	66%
NI 4	% of people who think they can influence local decision making	32.8%	32%	33%
	<b>CHILDREN AND YOUNG PEOPLE IN MEDWAY HAVE THE BEST START IN LIFE</b>			
	<b>Working with partners to ensure the most vulnerable children and young people are safe</b>			
NI 147	Care leavers in suitable accommodation	93.50%	90%	95%
NI 59L	Initial assessment for childrens social care carried out within 10 working days of referral	68.60%	78%	75%
NI 60	Core assessments for childrens social care carried out 35 days following commencement	64.80%	72%	72%
PAF- CF/C21 NI 64	Child Protection Plans lasting 2 years or more	4.10%	10%	10%
NI 65L	Percentage of children becoming the subject of Child Protection Plan within 2 years of a previous plan	n/a	n/a	7%
PAF- CF/C68 NI 66	Looked After Children cases reviewed within timescales	79.60%	95%	95%
BV162 NI 67	Child protection cases reviewed within timescales	96.60%	100%	100%
New	LAC Participation in review process	82%	95%	95%
CP1	Children's participation in child protection reviews	60%	80%	80%
A1	The average time between a child entering care and moving in with adoptive family	720	n/a	625
	<b>We will champion high standards in schools so that all children can achieve their potential, and the gaps between the least advantaged and their peers are narrowed</b>			

### Appendix 3

Ref	Key Measure	Out-turn 2011/12	Target 2011/12	Target 2012/13
SIS1a	Ofsted school judgements showing trend of improvement - % schools judged good or better in Medway	10%	n/a	7%
SIS1b	Ofsted school judgements showing trend of improvement - Leadership & Management - % schools judged good or better in Medway	14%	n/a	12%
SIS1c	Ofsted school judgements showing trend of improvement - Quality of Teaching - % schools judged good or better in Medway	16%	n/a	10%
SCTS1	% of governors attending governor training	n/a	n/a	TBC
SCTS2	% of those attending training who reported that the training was good or better	n/a	n/a	TBC
SIS2a	Difference made to schools by Local Authority support - Number of Schools in Special Measures	2	3	4
SIS2b	Difference made to schools by Local Authority support - Number of Schools with a Notice to Improve	2	1	4
SIS2c	Difference made to schools by Local Authority support - Number of Schools below floor threshold (LA maintained schools only)	12	16	6
	The number of children who are missing from education (including all children who are of statutory school age who are not on a school roll or in alternative provision).	n/a	n/a	TBC
	The average time taken to secure suitable education for those identified as missing from education.	n/a	n/a	TBC
	% of young people who are absent from school for 15% or more days in the school year.	n/a	n/a	TBC
NI 73	Achievement at level 4 or above in both English and Maths at Key Stage 2	68.00%	76%	74%
NI 75	Achievement of 5 or more A*- C grades at GCSE or equivalent including English and Maths (LAA)	62.50%	63%	55%
NI 92	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest (LAA)	31.20%	31.5%	31%
NI 101	Looked after children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and mathematics) (LAA)	12.9%	21.6%	16%
NI 105	The Special Educational Needs (SEN)/non-SEN gap achieving 5 A*- C GCSE inc. English and Maths	46.4%	41%	49%
TBC	% of newly statemented children placed in out of area maintained special schools	n/a	n/a	TBC
TBC	% of newly statemented children placed in INMS	n/a	n/a	TBC
TBC	Number of statemented children who return to Medway Maintained Provision	n/a	n/a	TBC
	Number of tribunal appeals contesting a named Medway provision	n/a	n/a	TBC

### Appendix 3

Ref	Key Measure	Out-turn 2011/12	Target 2011/12	Target 2012/13
	% of appeals withdrawn, upheld or refused	n/a	n/a	TBC
	<b>We will promote and encourage healthy lifestyles for children and young people and reduce health inequalities</b>			
PH2	Smoking quits from pregnant women	43	60	TBC
PH3	Numbers completing the MEND programme to reduce obesity	87	90	87
EY1a	Percentage of children in Medway aged 0-4 attending a local Sure Start Children's Centre	53%	40%	56%
EY1b	Total number of attendances at Sure Start Children's Centres by families with children 0-4 years	193,309	144,000	199,000
	<b>We will promote and encourage healthy lifestyles for children and young people, reducing health inequalities and improving quality of life for people with special educational needs.</b>			
New	Increase in breastfeeding rate at initiation at birth	n/a	n/a	69%
New	Increase in breastfeeding rate at 6-8 weeks	n/a	n/a	41%
	<b>ADULTS MAINTAIN THEIR INDEPENDENCE AND LIVE HEALTHY LIVES</b>			
	<b>We will ensure older people and disabled adults are safe and well supported</b>			
NI 131a	Delayed Transfers of Care (hospital delayed discharges)	5.91	8.5	8.0
ASC1	Client satisfaction with services for older and disabled people	63.5%	65%	65%
New	Number of people receiving support from adult social care	n/a	n/a	TBC
	<b>We will support carers in the valuable work they do</b>			
NI 135	Carers receiving needs assessment or review and a specific carers service, or advice and information	15.6%	20%	20%
ASC2	Client satisfaction - Carers satisfaction with services	n/a	n/a	60%
	<b>We will work in partnership to ensure personalised services meet older and disabled adults needs</b>			
NI 130	Social care clients receiving Self Directed Support in the year to 31st March	42%	50%	50%
New	Impact of personalised budgets - % of people in receipt of a personal budget who feel they are more in control of their care provision	73%	n/a	73%
	<b>We will promote and encourage healthy lifestyles for adults</b>			
PH1	Number of adults taking part in healthy weight and exercise referral interventions	1030	800	1,000
NI 123	Rate of self-reported 4 week smoking quitters aged 16 or over	1767	1544	
New	Number of Medway businesses taking part in healthy workplace initiatives	n/a	n/a	36



### Appendix 3

Ref	Key Measure	Out-turn 2011/12	Target 2011/12	Target 2012/13
New	Number of people receiving support from a Health & Lifestyle Trainer (number of plans)	n/a	n/a	490
NI 156	Number of households living in temporary accommodation	109	110	110
New	Number of people receiving support from Mental Health Social Work team	n/a	n/a	TBC
<b>EVERYBODY TRAVELLING EASILY AROUND MEDWAY</b>				
<b>We will secure a reliable and efficient local transport network to support regeneration, economic competitiveness and growth</b>				
HP26	Satisfaction with road maintenance	49.75%	50%	50%
HP27	Satisfaction with pavement maintenance	71%	60%	60%
IT2	Percentage of people who think Medway Council helps people travel easily around Medway	53.25%	n/a	TBC
IT10	Satisfaction with the bus station	n/a	n/a	TBC
TMRS7	Number of notices received to carry out works on the highway	n/a	n/a	TBC
New	Average journey time along 6 primary transport corridors into Chatham		4.00m	< 4 min per mile
<b>EVERYONE BENEFITING FROM THE AREA'S REGENERATION</b>				
<b>We will support the provision of decent new homes and improve the quality of existing housing</b>				
NI 155	Number of affordable homes delivered	350	204	204
PD1	Net new homes completed	n/a	n/a	815
H14	Average length of stay for households with dependents who have left B&B (reducing / maintaining a low level)	18.5 days	7 days	7 days
<b>We will work to ensure that people have the skills they need to take up job opportunities created</b>				
ECD7b	Supporting people into employment - New registrations by local people accessing employment support services	1193	600	400
LRCC3	Maintaining people in employment - Number of intensive assists to local businesses	514	150	160
LRCC4	Maintaining people in employment - Number of jobs created and safeguarded	357	350	360
NI 148	Care leavers in education, employment or training	38.70%	60%	60%
NI 117	16 to 18 year olds who are not in education, employment or training (NEET)	6.60%	5.8%	7%
<b>We will promote Medway as a destination for culture, heritage, sport and tourism</b>				
G9	User satisfaction with museums and galleries	82.63%	70%	70%

**Appendix 3**

<b>Ref</b>	<b>Key Measure</b>	<b>Out-turn 2011/12</b>	<b>Target 2011/12</b>	<b>Target 2012/13</b>
F3	User satisfaction with theatres	88%	65%	70%
F4	User satisfaction with events (this PI was data only in 2011/12)	85%	n/a	80%
L7	Satisfaction with leisure provision	85.95%	80%	80%
New	Satisfaction with libraries	n/a	n/a	75%
<b>BETTER FOR LESS</b>				
<b>Please see reference to the BFL performance framework</b>				
LX5	Working days lost due to sickness absence	7.43	8.00	8.00