








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 (2011/12)</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</td> <td>96.23</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	96.23
Period	Percentage																							
Q1 2011/12	96.33																							
Q2 2011/12	96.33																							
Q3 2011/12	98.00																							
Q4 2011/12	94.25																							
2011/12	96.23																							
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 (2011/12)</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</td> <td>94.71</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	94.71
Period	Percentage																							
Q1 2011/12	96.67																							
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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 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
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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
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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
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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		
SF10 Satisfaction with Community Officers		65.00	61.00	56.00	59.00	60.25			70.00	

Commentary	Chart														
<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"> ~ Low levels of awareness of the community officers and confusion about that role and CPOs / Police. ~ the group felt that as a whole, the services provided are very worthwhile <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
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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
						11/12	RAG	DofT		
NI 191 Residual household waste - kg per household	668.9	164.4	162.0	160.8	171.6	658.8			792.0	792.0

Commentary	Chart														
<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 factor 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														
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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 Rate Data</caption> <thead> <tr> <th>Period</th> <th>Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2011/12</td> <td>40.1%</td> </tr> <tr> <td>Q3 2011/12</td> <td>41.6%</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 (%)	Q2 2011/12	40.1%	Q3 2011/12	41.6%	Q4 2011/12	35.2%	2011/12	38.1%	Target	40.0%
Period	Rate (%)												
Q2 2011/12	40.1%												
Q3 2011/12	41.6%												
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 Level Data</caption> <thead> <tr> <th>Period</th> <th>Level</th> </tr> </thead> <tbody> <tr> <td>Q2 2011/12</td> <td>92.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>92.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>94.00</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	Q2 2011/12	92.00	Q3 2011/12	92.00	Q4 2011/12	94.00	2011/12	92.75	Target	90.00
Period	Level												
Q2 2011/12	92.00												
Q3 2011/12	92.00												
Q4 2011/12	94.00												
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>W7 Satisfaction with recycling facilities - 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
						11/12	RAG	DoFT		
W8 Satisfaction with street cleaning		74.00	74.00	72.00	76.00	74.00	⚠	❓	75.00	75.00

Commentary	Chart														
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.	<table border="1"> <caption>Satisfaction with street cleaning</caption> <thead> <tr> <th>Period</th> <th>Satisfaction Score</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	Satisfaction Score	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	Satisfaction Score														
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
						11/12	RAG	DoFT		
NI 185 CO2 reduction from local authority operations	-17.0%	Not measured for Quarters				-15.0%	✅	⬇	-0.1%	-5.0%

Commentary	Chart								
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.	<table border="1"> <caption>CO2 reduction from local authority operations</caption> <thead> <tr> <th>Year</th> <th>Reduction (%)</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>-0.1%</td> </tr> </tbody> </table>	Year	Reduction (%)	2010/11	-17.0%	2011/12	-15.0%	Target (2011/12)	-0.1%
Year	Reduction (%)								
2010/11	-17.0%								
2011/12	-15.0%								
Target (2011/12)	-0.1%								

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 (G4a)</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
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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</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	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
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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</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	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
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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 %	<p>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.</p>	<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 %	<p>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.</p>	<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	<p>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</p>	<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	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
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>Hours of Resident Time Dedicated to Neighbourhood Improvement Initiatives</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>2011/12</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	2011/12	4,800	Target	2,000
Period	Hours												
Q1 2011/12	1,000												
Q2 2011/12	3,000												
Q3 2011/12	800												
2011/12	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%																									
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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%														
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Q3 2011/12	81.9%														
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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%														
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Q3-2011/12	100.0%														
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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>Achievement (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>67.0%</td> <td>74%</td> </tr> <tr> <td>2011/12</td> <td>68.0%</td> <td>74%</td> </tr> </tbody> </table>	Year	Achievement (%)	Target (%)	2010/11	67.0%	74%	2011/12	68.0%	74%
Year	Achievement (%)	Target (%)																			
2010/11	67.0%	74%																			
2011/12	68.0%	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>Achievement (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>53.9%</td> <td>55%</td> </tr> <tr> <td>2011/12</td> <td>62.5%</td> <td>55%</td> </tr> </tbody> </table>	Year	Achievement (%)	Target (%)	2010/11	53.9%	55%	2011/12	62.5%	55%
Year	Achievement (%)	Target (%)																			
2010/11	53.9%	55%																			
2011/12	62.5%	55%																			

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>33.1%</td> </tr> <tr> <td>2011/12</td> <td>31.2%</td> <td>31.2%</td> </tr> </tbody> </table>	Year	Actual	Target	2010/11	33.1%	33.1%	2011/12	31.2%	31.2%
Year	Actual	Target								
2010/11	33.1%	33.1%								
2011/12	31.2%	31.2%								
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>17.0%</td> </tr> <tr> <td>2011/12</td> <td>12.9%</td> <td>12.9%</td> </tr> </tbody> </table>	Year	Actual	Target	2010/11	17.0%	17.0%	2011/12	12.9%	12.9%
Year	Actual	Target								
2010/11	17.0%	17.0%								
2011/12	12.9%	12.9%								
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>46.0%</td> </tr> <tr> <td>2011/12</td> <td>41.0%</td> <td>41.0%</td> </tr> </tbody> </table>	Year	Actual	Target	2010/11	46.0%	46.0%	2011/12	41.0%	41.0%
Year	Actual	Target								
2010/11	46.0%	46.0%								
2011/12	41.0%	41.0%								

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		
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																	
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Period	Score	Target																	
Q1 2011/12	3	4.0																	
Q2 2011/12	3	4.0																	
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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>Quarter</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> </tbody> </table>	Quarter	Percentage	Q1 2011/12	24%	Q2 2011/12	33%	Q3 2011/12	42%	Q4 2011/12	53%	2011/12	53%
Quarter	Percentage																							
Q1 2011/12	24%																							
Q2 2011/12	33%																							
Q3 2011/12	42%																							
Q4 2011/12	53%																							
2011/12	53%																							
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>Quarter</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> </tbody> </table>	Quarter	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
Quarter	Number of Attendances																							
Q1 2011/12	42,184																							
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Q3 2011/12	135,021																							
Q4 2011/12	193,309																							
2011/12	193,309																							
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>Quarter</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> </tbody> </table>	Quarter	Number of Quits	Q1 2011/12	23	Q2 2011/12	20	Q3 2011/12	43	Q4 2011/12	43	2011/12	43
Quarter	Number of Quits																							
Q1 2011/12	23																							
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Q4 2011/12	43																							
2011/12	43																							

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	DoT															
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>91.1%</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	91.1%	2011/12	91.1%
Quarter	Performance (%)																						
Q1 2011/12	94.3%																						
Q2 2011/12	89.1%																						
Q3 2011/12	89.5%																						
Q4 2011/12	91.1%																						
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 %	<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>Quarter</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> </tbody> </table>	Quarter	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%
Quarter	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%												
<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>Quarter</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> </tbody> </table>	Quarter	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%
Quarter	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%												
<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>Quarter</th> <th>Performance (Rate)</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> </tbody> </table>	Quarter	Performance (Rate)	Q1 2011/12	4.39	Q2 2011/12	6.42	Q3 2011/12	6.61	Q4 2011/12	4.24	2011/12	5.91
Quarter	Performance (Rate)												
Q1 2011/12	4.39												
Q2 2011/12	6.42												
Q3 2011/12	6.61												
Q4 2011/12	4.24												
2011/12	5.91												

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>Period</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</td> <td>42.0%</td> </tr> <tr> <td>Target</td> <td>50.0%</td> </tr> </tbody> </table>	Period	Percentage	Q1 2011/12	28.8%	Q2 2011/12	33.4%	Q3 2011/12	40.8%	Q4 2011/12	42.0%	2011/12	42.0%	Target	50.0%
Period	Percentage																									
Q1 2011/12	28.8%																									
Q2 2011/12	33.4%																									
Q3 2011/12	40.8%																									
Q4 2011/12	42.0%																									
2011/12	42.0%																									
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	1767	🟢	⬇️	1544	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>Period</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</td> <td>1767</td> </tr> <tr> <td>Target</td> <td>1544</td> </tr> </tbody> </table>	Period	Number of Referrals	Q1 2011/12	639	Q2 2011/12	532	Q3 2011/12	596	Q4 2011/12	1767	2011/12	1767	Target	1544
Period	Number of Referrals																									
Q1 2011/12	639																									
Q2 2011/12	532																									
Q3 2011/12	596																									
Q4 2011/12	1767																									
2011/12	1767																									
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>Quarter</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>	Quarter	Value	Q1-2011/12	85	Q2-2011/12	99	Q3-2011/12	92	Q4-2011/12	109	2011/12	109	Target	110
Quarter	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>Quarter</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>	Quarter	Value	Q1-2011/12	260	Q2-2011/12	248	Q3-2011/12	247	Q4-2011/12	275	2011/12	1030	Target	800
Quarter	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

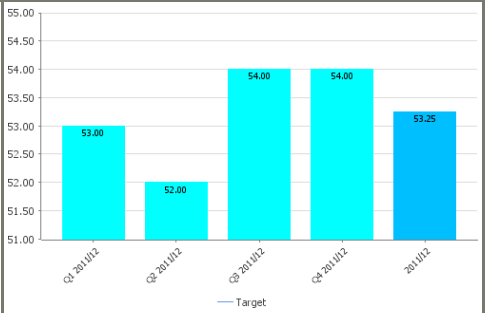
4.1 We will secure a reliable and efficient local transport network to support regeneration, economic competitiveness and growth

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>72.00</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	72.00
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	72.00														

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		
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>53.25</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	53.25
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	53.25														

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.	

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 & Pensions (DWP) funded DWP</p>	

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 & 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 SUCCE project (sustainable Uplifting Client Centred Employment Support) providing pre-employment support to those longer term unemployed.</p>	<table border="1"> <caption>Job Creation Data for 2011/12</caption> <thead> <tr> <th>Period</th> <th>Jobs Created</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</td> <td>236</td> <td>150</td> </tr> </tbody> </table>	Period	Jobs Created	Target	Q1 2011/12	38	150	Q2 2011/12	56	150	Q3 2011/12	55	150	Q4 2011/12	87	150	2011/12	236	150
Period	Jobs Created	Target																	
Q1 2011/12	38	150																	
Q2 2011/12	56	150																	
Q3 2011/12	55	150																	
Q4 2011/12	87	150																	
2011/12	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</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	149	Target	50
Period	Value														
Q1 2011/12	19														
Q2 2011/12	8														
Q3 2011/12	66														
Q4 2011/12	66														
2011/12	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</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	514	Target	150
Period	Value														
Q1 2011/12	142														
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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 & 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 & 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 (%)														
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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
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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>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	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														
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																									
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Target	8.00																									