

CABINET

7 AUGUST 2012

2012/13 Q1 PERFORMANCE MONITORING

Portfolio Holder: Councillor Alan Jarrett, Deputy Leader and Finance

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

Author: Research and Review Team

Summary

This report sets performance against the Council's Key Measures of Success for the first quarter of 2012/13.

1. Budget and Policy Framework

- 1.1 This report sets out quarter 1 performance against the Council Plan 2012/13, which is a key part of the budget and policy framework.
- 1.2 The Cabinet is asked to accept this report as urgent to enable Cabinet to receive and consider the latest performance monitoring information at the earliest opportunity.

2. Background

- 2.1 Monitoring progress against priorities reflects good performance management arrangements. These quarterly reports are part of ensuring the Council achieves its strategic goals.
- 2.2 This report includes an overview of priorities in the narrative below and in Appendix 1 which summarises the status of each Key Measure of Success. More detailed performance tables are attached at Appendix 2. The charts are being presented in A3 format following requests from members which enables the detail of the performance data to be clearly seen.
- 2.3 The priority areas identified by the deputy leader during 2011/12 have been built into the Council Plan 2012/13 and form an integral part of this reporting. In developing the Key Measures of Success for 2012/13 the council's equalities objectives have been embedded within the Council Plan.
- 2.4 In considering the Q4 2011/12 performance report, Members at overview and scrutiny committee meetings made a number of recommendations for

changes to measures of success. At its meeting on 10 July, Cabinet accepted these recommendations and additionally amended some annual targets. These changes are reflected in this monitoring report and are referenced in appendix 2. Work is ongoing to establish a measure as agreed by members to track outcomes for looked after children and satisfaction of users of the community safety team and these will be reported at quarter 2. Comparative data for national performance measures for 2011/12 will be available from quarter 2 onwards.

3. Overview of performance

Adults maintain their independence and live healthy lives

- 3.1 The focus of the council is on making it possible for people to maintain their independence and to have choice and control over care services and support that they receive. Changes in demand and expectations, in light of the personalisation agenda, mean the council must consider a variety of options for care and support. Better use of resources allows the council to continue to make a wide range of services available to those with substantial or critical needs, whilst at the same time investing in reablement services to support people to regain their good health. Partnership work with the Primary Care Trust and Medway Community Healthcare brings together our resources to reach more people and ensures that access is more joined-up and co-ordinated to be helpful to people.
- 3.2 The opening of Medway's first Extra Care Housing scheme (accommodation with on-site care 24/7) in Gillingham has afforded 60 single people and couples a whole new choice, and with more schemes opening across Medway in the future this will significantly improve the housing and care options available for local residents.
- 3.3 During the first quarter the Health and Adult Social Care Overview and Scrutiny Committee considered options for the future of adult mental health social work in Medway. In June, Cabinet determined the future direction of the service acknowledging significant improvements in performance and safeguarding with positive outcomes for people supported by the team.
- 3.4 Good performance has been maintained on delayed transfers of care at Medway Maritime Foundation Trust Hospital with no delayed transfers of care attributable to Medway Council for the quarter.
- 3.5 Good practice has continued to embed personalisation in the offer to adults with social care needs and more people are choosing personal budgets to exercise choice and control over their care and support.
- 3.6 Occupational Therapy and Sensory Services have begun a three month trial to extend personal budgets to their clients. This will enable the model and approach to be evaluated prior to full implementation.
- 3.7 The number of adults taking part in healthy weight and exercise as a result of referral was 303 against a target of 250 for the quarter.

- 3.8 The number of households living in temporary accommodation was 118 compared to a target of 108, this follows a 54% increase in the number of homeless applications last year.

Children and young people having the best start in life

- 4.1 The School Improvement team, together with the Early Years team have moderated approximately 25% of schools and settings for Early Years Foundation Stage, Key Stage 1 teacher assessments and Key stage 2 writing assessments. Provisional results of all national testing will be available in quarter 2.
- 4.2 The first in-depth scrutiny review in the eighteen- month programme agreed by members in September was considered by Cabinet on 17 April and all the recommendations agreed. This review looked at effective challenge to address under performance in Medway Schools - specifically performance at Key Stage 2 in Medway's primary schools and the impact of support provided by the Council to the schools achieving less well.
- 4.3 The School Improvement team has continued to work hard to continue to develop new ways of working and sector led partnerships with schools. During quarter 1 the number of schools allocated to school challenge and improvement leads has increased to include double satisfactory schools, those causing concern and below floor. Working with governing bodies and senior leaders the team have carried out 5 school reviews during the quarter, proving the schools with reports which celebrate success and provide recommendations for next steps. There have been 15 challenge, progress, and review meetings with schools to evaluate progress and plan additional support. Our Local Leaders of Education have been deployed to support those schools causing concern. One school, Spinnens Acre was removed from special measures while another, New Road received a monitoring visit which judged progress since inspection and Medway support to be good.
- 4.4 Support for governor training has continued, with both central and school based sessions taking place, including updates for governors on changes in primary education and their statutory responsibilities for September in relation to performance management and capability. School leaders and Governors are making good use of TEN with 599 requests for information (across 85 schools) made during the period, in addition there were 1084 requests for information from The Key. Feedback from governors who attended governor training during the quarter was very positive with 100% of attendees assessing the training as good or better.
- 4.5 Following on from the analysis of all social care assessments undertaken in the last quarter work has continued to identify ways of increasing capacity within the social work referral and assessment teams. There were over 6000 referrals made to social care during the last financial year approximately 58% of which progressed to a statutory assessment, all 6000 were formally dealt with to determine whether the referral was appropriate and a statutory assessment was necessary or if the referral should be signposted elsewhere. We have been working alongside the customer contact team to reduce the number of referrals being passed onto the social work teams which do not reach the threshold for intervention. This will increase the capacity of the social work teams so that statutory assessments can be signed off in a more

timely way. Part of this exercise has been to clear a backlog of core assessments which had been completed but not yet signed off by a senior practitioner. Clearing this backlog has meant that performance in this quarter has been below target this will continue during July, however it paves the way for significantly improved performance for the rest of the year.

- 4.6 The quarter saw the recruitment of two principal social workers to work along side staff to develop the quality of social care practice. One PSW is focussing on fostering, adoption and looked after children and the other on front door and safeguarding services. Medway was one of the first authorities to embed the role of PSW.
- 4.7 Progress has been made with the SEN pathfinder with the appointment of a project. The aim of the pathfinder is identify reforms to the way that disabled young people, those with learning difficulties and other special educational needs are assessed and provided with support. Medway will be focusing on single assessment and personal budgets. The first joint single assessment was completed during the quarter and feedback from the parents and professionals was that they found it a more productive and positive way of working.

Everybody travelling easily around Medway

- 5.1 The council's focus is on securing a reliable and efficient local transport network for Medway, in conjunction with partners. In order to co-ordinate road works Medway meets with the Highway Authority and Utility Companies; as well as being involved in the Kent-wide planning meetings Medway is now holding its own local Medway meetings to ensure positive outcomes for Medway residents, seeking to improve the quality of reinstatement whilst reducing the impact on the community. Over the past quarter Medway has seen a significant amount of works associated with Southern Water (instillation of water meters and mains replacement), Southern Gas Networks (main replacement) and BT Open Reach (high speed broadband).
- 5.2 The percentage of people who think the Council helps people travel easily around Medway has remained consistent over the past year with 52% agreeing in the latest survey.
- 5.3 Part of ensuring people can get around Medway is ensuring highways and pavements are in an acceptable condition that facilitates the smooth flow of people and goods. 4190 works were carried out on the highway during quarter 1 by the Council and other organisations.
- 5.4 Inevitably, people's perception with pavement maintenance is higher than with road maintenance and these trends continue in 2012/13 with Q1 results for roads being below the 50% target (at 44%) and pavements above the 60% target at 69%. Each survey may see fluctuations but the band within which performance fluctuates is fairly consistent. The new bus station has been open for a number of months now and we will be surveying satisfaction levels with this in September 2012.

Everyone benefiting from the areas regeneration

- 6.1 Our work on regeneration is now making a real difference to the lives of the community as a number of projects are well underway. This priority covers work from large scale regeneration projects to the provision of sporting, learning and cultural opportunities. The tough economic climate means that providing support to those seeking work, as well supporting those providing jobs is critical. Economic progress delivered through business growth and development will help improve local quality of life.
- 6.2 We have secured successfully £600,000 of EU funding in order to appoint a post employment support team as part of Employ Medway, who will focus on mentoring long term unemployed people so that they sustain jobs and on strengthening local recruitment services for local employers, helping them to match local unemployed people to new job opportunities arising.
- 6.3 We launched a new EU project called New Deal for Innovation it is designed to support the growth and development of innovation businesses in Medway. In partnership we have quickly launched a new Innovation Vouchers scheme where local innovation companies can apply for access to up to £4,000 worth of services from the University of Greenwich - whether it be research and development equipment or academic expertise to assist them to develop new innovative products and services. Twelve applications have been received and selection process is underway to select up to 8. We have helped the University of Greenwich to bid successfully for the Innovation Centre to be designated a European Business Innovation Centre and its launch event will take place on 19 July where some of the successful company bidders to the Innovation Vouchers scheme will also receive their vouchers.
- 6.4 We have worked up and submitted a £400,000 bid for European Regional Development Fund via the Interreg IVA programme for project RECREATE. Its purpose would be to invest in vacant retail and commercial premises in the Sun Pier - Star Hill area to transform them into workspace and studio and exhibition space for creative enterprises, graduates and local artists. This would be Medway's allocation - Medway is the lead partner of a consortium of eleven local authority areas from across the South coast of England and France, including Brighton & Hove, Bournemouth, Amiens, Lens and Calais. We have also been shortlisted to bid to the Coastal Communities Fund for a further £350,000 to invest in the same initiative.
- 6.5 As part of the Year of Celebration the council delivered an extremely successful River Festival on 2 June. Positive comments were received from around 30 river-based organisations and ongoing discussions with the group about continuing the River Festival in 2013 and beyond. As part of the Diamond Jubilee Celebrations we delivered the lighting of 6 Beacons in Medway on 4 June with a community event held at the Great Lines. We are pleased that the Lord Lieutenant wrote to the Leader of the Council commending the Council for its outstanding Jubilee celebrations.
- 6.6 Overall, this quarter has seen high satisfaction levels with leisure and culture.
 - The English Festival included four themes of The Village Green, Countryside Experience, Medieval and The Seaside. The event proved to be very popular and well attended and feedback scores showed 100%

rated it as good or very good. Satisfaction with the sweeps festival showed 93% satisfaction. Although poor weather meant that footfall was not as high as previous years, a larger audience than usual were present on the final day.

- In order to meet the great expectations of this bicentenary year we took a new look at the usual format and created three 'special' days for the summer Dickens Festival including a Children's Day, a Commemoration Day and a Pageant Day – this saw a bigger parade (featuring Dickens works) which culminated in a Pageant in the Castle Grounds.
- In June we held a highly successful and well-run Armed Forces Day event, with excellent attendance levels. The event was commended by Admiral Sir Ian Garnett, Chairman of the Dockyard.
- The FUSE festival was hit by poor weather conditions. However, the Chatham Street Arts day was a success with a high footfall enjoying the entertainment. The 'showpiece' Barricade, on the Great Lines, suffered through the high winds but was very well received. The weather perked up for the Big Picnic in the Castle Gardens and many young families enjoyed a highly imaginative and entertaining event.
- The Opening the Doors Programme at the Guildhall Museum has been completed, entailing a facelift that includes a disabled-friendly High Street entrance, a modern Medway-theme gallery, shop and reception point, tri-lingual information boards and a hands-on Discover Zone.

6.7 Further work has been undertaken on developing the Community Hub model, providing a gateway to Council services and a trusted vibrant space for partner organisations to provide their services. Visits to other authorities providing community hubs have been undertaken.

Clean, safe and green

7.1 The council contributes to a safe, clean and green Medway through its work to maintain a clean environment to increase feelings of safety, regulation through environmental health and trading standards, and provision of parks and open spaces. An important addition this year has been a focus on reducing the prevalence and impact of domestic abuse.

7.2 Satisfaction levels remain high across all environmental service areas. This is matched by our own internal monitoring of the cleanliness of the area. Work has continued this quarter to promote 'love Medway' and community responsibility and participation in maintaining medway's environment. The take up of private accounts for Love Medway has increased by 125% in the last quarter. Qualitative feedback on the work of the community officers has been very positive, and officers will carry out surveys of its users for reporting next quarter. We will be developing the capability of the love Medway app, for example for the reporting of potholes, and will be relaunching its use by the public.

7.3 Recycling levels are currently exceeding target as is usual due to the seasonal patterns of recycling. We will continue to work to boost recycling in areas of lower participation, and through the household waste centres.

Volunteering in parks has increased as have satisfaction levels from the already high level.

- 7.4 In relation to domestic abuse, the council, health and schools are carrying out pilot arrangements to improve information sharing on notifications of domestic abuse so risks to children's safety can be minimised. Funding has been agreed for three Domestic Abuse Independent Advisors for this financial year.

Better for Less

- 8.1 Better for less is the council's transformation programme designed to improve services and customer experience whilst making efficiency savings. The main focus of the programme to date has been on developing shared customer contact and administration services. By end of 2014, customer contact and administration for all council areas will be delivered through these shared services. The new arrangements for the first group of services went live from January to April on a phased basis. This included customer contact and administration for adult social care, homelessness and private sector housing, development management, revenues and benefits and festivals, arts and theatres. Members will receive the first full performance report in quarter 2 which will track a 'balanced scorecard' of measures including customer satisfaction with the new arrangements, the quality and timeliness of service delivery and financial efficiency. The cross party customer contact member user group were consulted on the suite of measures to be used.
- 8.2 Staff consultation continues until 23 July on the proposed staffing changes to implement the shared customer contact and administration for the next phase of council services. Feedback from staff will be considered before taking final decisions which will then be implemented later in the year.
- 8.3 Another strand of the transformation programme relates to changes to the way the council commissions and procures services - known as 'category management' - simply getting better value for the money the council spends with external providers and suppliers. This involves changes to staffing structures and an initial round of strategic reviews looking at home care for adults, high cost residential placements for adults eligible for social care, facilities management and spend on agency staff.

9 Risk management

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

10 Financial and legal implications

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

11 Recommendation

- 11.1 It is recommended that Cabinet consider first quarter performance against the Key Measures of Success used to monitor progress against the Council Plan 2012/13 and make amendments as necessary to ensure actions required are clearly identified to build on current achievements and deliver any required remedial action.

12 Suggested reasons for decision(s)

- 12.1 Regular monitoring of performance by management and members is best practice and ensures achievement of corporate objectives.

Lead officer contacts

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Background papers

Council Plan 2012/13

Adults maintain their independence and live healthy lives			
We will ensure older people and disabled adults are safe and well supported			
ASC1	Delayed transfers of care – (per 100,000 population)		1
ASC1a	Number of delayed transfers of care		1
We will support carers in the valuable work they do			
ASC3	Carers receiving needs assessment or review and a specific carer's service, or advice and info		2
We will work in partnership to ensure personalised services meet older and disabled adults needs			
ASC4	Personalisation. Adult Social Care clients choosing Personal Budgets in the year to 31st March		2
We will promote and encourage healthy lifestyles for adults			
AD 123	Rate of self-reported 4 week smoking quitters aged 16 or over		3
HS 156	Number of households living in temporary accommodation		3
PB7	Number of Medway Businesses taking part in the healthy workplace initiatives		3
PB8	Number of people receiving support from a Health and Lifestyle Trainer		4
PH1	Number of adults taking part in healthy weight and exercise referral interventions		4
MHSW1	Number of people receiving support from Mental Health Social Work team		4
Children and young people in Medway have the best start in life			
Working with partners to ensure the most vulnerable children and young people are safe			
NI 59L	% of initial assessments within 10 wkg days of referral		5
NI 60	% of core assessments for within 35 wkg days of commencement		5
NI 66	LAC cases which reviewed within required timescales (PAF-CF/C68)		6
NI 67	% of child protection cases which were reviewed within required timescales		7
NI 147	Care leavers in suitable accommodation		7
CISRS1	LAC Participation in Reviews		8
CP1	Children's participation in child protection conferences		9
CSC1	% Child protection plans closed within 2 years		10
NI65-2	% of children becoming subject of CPP for a second or subsequent time within 2 years		10
We will champion high standards in schools so children can achieve their potential and to narrow gaps			
NI 73	Achievement at level 4 or above in both English and Maths at Key Stage 2		11
NI 75	Achievement of 5 or more A*- C grades at GCSE or equivalent including English and Maths		11
NI 92	Narrowing the gap b- Early Years Foundation Stage Profile and the rest		11
NI 101	LAC achieving 5 A*-C GCSEs (or equivalent) at KS4 (including English and mathematics)		12
NI 105	SEN: (SEN)/non-SEN gap – achieving 5 A*- C GCSE inc. English and Maths		12
SCTS1	% of governors attending governor training		12
SCTS2	% of those attending governor training		13
EDU1	Number of children missing from education		13
EDU3	% of young people absent from school for 15% or more days		13
SEN1	% of newly statemented children placed in out of area maintained special schools		14
SEN2	% of newly statemented children placed in INMS (Independent Non-Maintained Special provision)		14
SEN4	Number of tribunal appeals contesting a named Medway provision		14
SEN5	% of appeals withdrawn, upheld or refused		15
SIS1a	Ofsted trend of improvement - % schools judged good or better		15
SIS1b	Ofsted trend of improvement - Leadership & Management - % schools judged good or better		15
SIS1c	Ofsted trend of improvement - Quality of Teaching - % schools judged good or better		16
SIS2a	Difference made to schools by LA support - Schools in Special Measures		16
SIS2b	Difference made to schools by LA support - Schools with a Notice to Improve		16
SIS2c	Difference made to schools by LA support - Schools below floor threshold (LA maintained only)		17
We will promote and encourage healthy lifestyles for children and young people & reduce health inequalities			
EY1a	% of children in Medway aged 0-4 attending local Sure Start Children's Centre		18
EY1b	Total attendances at Sure Start Centres by families with children 0-4 years		18
PH2	Smoking quits from pregnant women		18
PH3	Numbers completing the MEND programme		19
We will promote and encourage healthy lifestyles for people with SEN			
BF1	Increase in breastfeeding rate at initiation at birth		19
BF2	Increase in breastfeeding rate at 6-8 weeks		19
Everybody travelling easily around Medway			
We will secure reliable & efficient local transport network to support regeneration, competitiveness & growth			
NI 167	Average journey time along 6 primary transport corridors into Chatham (mins per mile)		20
HP26	Satisfaction with road maintenance		20
HP27	Satisfaction with pavement maintenance		21
IT2	% of people who think Medway Council helps people travel easily around Medway		21
TMRS7	Number of notices received to carry out works on the highway		22



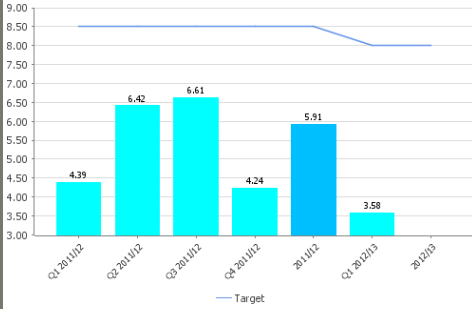


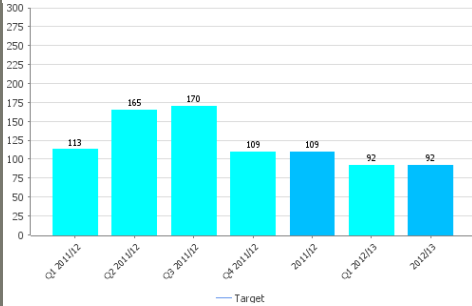
Everyone benefiting from the area's regeneration			
We will support the provision of decent new homes and improve the quality of existing housing			
NI 154	Net additional homes provided		23
NI 155	Number of affordable homes delivered		23
H14	Average length of stay in B&B for households with dependent children or pregnant women		23
We will work to ensure that people have the skills they need to take up job opportunities created			
NI 117	16 to 18 year olds who are not in education, employment or training (NEET)		24
NI 148	Care leavers in education, employment or training		24
LRCC3	The number of intensive assists to local businesses		24
LRCC4	Number of jobs created and safeguarded		25
ECD7b	New registrations by local people accessing employment support services		25
ECD7b (1)	Employ Medway light registrations		25
ECD7b (2)	Work programme registrations		26
ECD48c	Employment that has lasted 26 weeks		26
We will promote Medway as a destination for culture, heritage, sport and tourism			
L7	Leisure - Level of user satisfaction (% satisfied)		27
F3	User satisfaction with theatres		27
GH9	User satisfaction with museums and galleries		27
F4	User satisfaction with events		28
LIB4	Satisfaction with libraries		28
LRCC1	Number of visitors to tourist attractions in Medway		28
Safe, clean and green Medway			
We will improve public confidence and feelings of safety			
SF11	User satisfaction with trading standards		29
SF12	User satisfaction with environmental health		30
SF14	Council attendance at PACTS and SACTS where notified a fortnight in advance		30
SF15	Percentage of people who feel Medway is safe		30
SF10	Satisfaction with community officers		31
We will help prevent and reduce domestic abuse			
DA1	Number of victims of domestic abuse		31
DA2	% of repeat victims of domestic abuse		31
DA3	Impact of domestic abuse on children's safety		32
We will increase recycling and reduce waste going to landfill sites			
NI 191	Residual household waste - kg per household		33
NI 192	Percentage of household waste sent for reuse, recycling and composting		33
W6	Satisfaction with refuse collection		33
W7	Satisfaction with recycling facilities		34
We will work with the community to keep Medway's streets clean			
NI 195a	Improved street and environmental cleanliness: Litter		35
NI 195b	Improved street and environmental cleanliness: Detritus		35
NI 195c	Improved street and environmental cleanliness: Graffiti		35
NI 195d	Improved street and environmental cleanliness: Flyposting		36
W5	Satisfaction with how the Council deals with graffiti		36
W8	Satisfaction with street cleaning		36
We will reduce our own carbon footprint			
NI 185	CO2 reduction from local authority operations		37
We will work with local people to maintain parks and open spaces that are enjoyed by all			
G4	Citizen participation hours		37
G4a	No of people involved in practical volunteer tasks through membership of Friends groups		38
G6	Satisfaction with parks and open spaces		38
G7	Satisfaction with play areas		38
G8	Number of green flags		39
We will support the building of strong communities where people feel they belong			
NI 1	% of people who believe people from different backgrounds get on well together		39
NI 4	% of people who feel they can influence decisions in their locality		40
Better for Less			
LX5	Working days lost due to sickness absence		41

Council Plan 2012/13 –Q1 Performance Monitoring



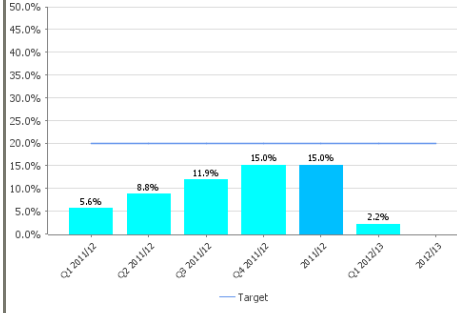
Note: The short term trend compares performance in Q1 2012/13 against performance in the preceding quarter (Q4 2011/12).

Adults maintain their independence and live healthy lives



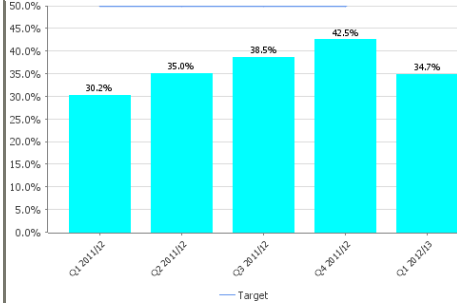
1.1 Ensure older people and disabled adults are safe & supported

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
ASC1 Delayed transfers of care – (per 100,000 population)	8.00	5.91	3.58	8.00			8.00	<p>Data from local weekly collection, verified with NHS colleagues locally and reported to the Department of Health. A delayed transfer of care occurs when a patient is medically fit and safe to transfer from hospital, but is still occupying a hospital bed. Actual numbers are included below.</p> 	
ASC1a Number of delayed transfers of care		557	92					<p>There were 92 delayed transfers of care in Q1 compared to 109 in Q4 of 2011/12. There were <u>no</u> delayed transfers of care at Medway Maritime FT Hospital attributable to Medway Council (Adult Social Care) in Q1.</p> 	

1.2 We will support carers in the valuable work they do



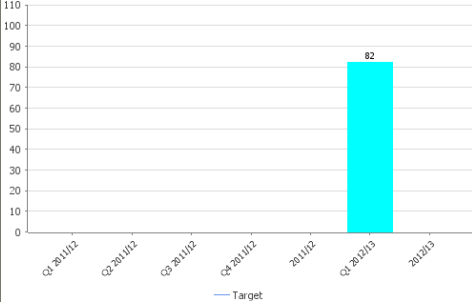


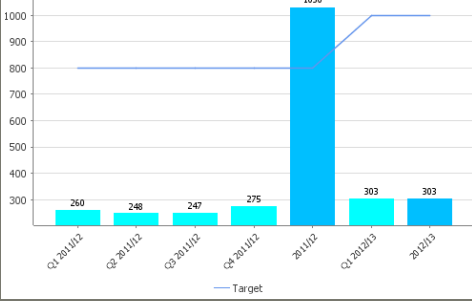

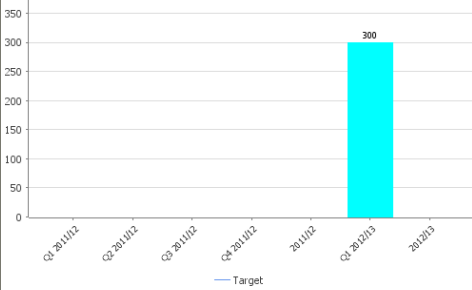
Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
ASC3 Carers receiving needs assessment or review and a specific carer's service, or advice and information	9.8%	15.0%	2.2%	5.0%			20.0%	<p>The target for Q1 is 5% to achieve an overall target for the year of 20%. Performance for Q1 is currently behind target.</p> <p>At the present time carers assessments are being undertaken by care managers, however following the pilot undertaken last year, which showed an increase in the number of carers assessments, consideration is being given to outsourcing carers assessments to a carers support organisation in order to ensure that carers assessments are offered more routinely and are carried out separately from the cared for person.</p>	

1.3 Personalised services to meet older & disabled adults needs

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
ASC4 Personalisation. Adult Social Care clients choosing Personal Budgets in the year to 31st March	22.1%	42.5%	34.7%	15%			60%	<p>Personalisation is offered in all services and support provided by Adult Social Care.</p>	



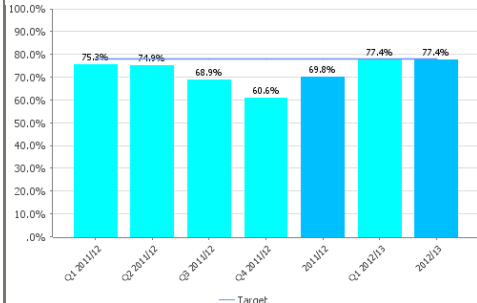


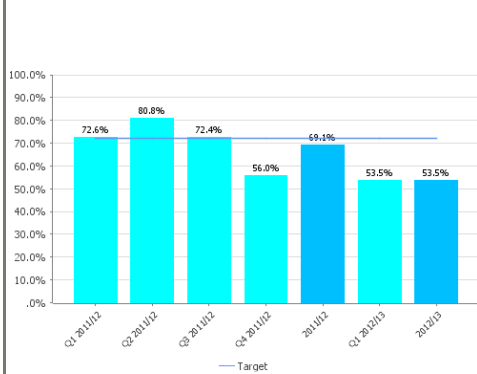
1.4 We will promote and encourage healthy lifestyles for adults

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart																	
			Value	Target	Status	Short Trend																				
AD 123 Rate of self-reported 4 week smoking quitters aged 16 or over	2260	2,662					2058	<p>The 2011/12 figure has now been finalised and is 129% of the target for year end and the best performance in the South East region.</p> <table border="1"> <caption>AD 123 Quarterly Data</caption> <thead> <tr> <th>Period</th> <th>Value</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>895</td> </tr> <tr> <td>2011/12</td> <td>2662</td> </tr> <tr> <td>Q1 2012/13</td> <td>-</td> </tr> <tr> <td>2012/13</td> <td>-</td> </tr> <tr> <td>Target</td> <td>2058</td> </tr> </tbody> </table>	Period	Value	Q1 2011/12	639	Q2 2011/12	532	Q3 2011/12	596	Q4 2011/12	895	2011/12	2662	Q1 2012/13	-	2012/13	-	Target	2058
Period	Value																									
Q1 2011/12	639																									
Q2 2011/12	532																									
Q3 2011/12	596																									
Q4 2011/12	895																									
2011/12	2662																									
Q1 2012/13	-																									
2012/13	-																									
Target	2058																									
HS 156 Number of households living in temporary accommodation	102	109	118	110			110	<p>An increase in homeless applications has increased the overall number of households in TA. Compared to the point last year, there has been an 80% increase in the number of homeless applications received, however numbers in TA compared to last year have only risen by 38%. This highlights that the accommodation team are managing households effectively. Action is being taken to source more temporary accommodation.</p> <table border="1"> <caption>HS 156 Quarterly Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>85</td> </tr> <tr> <td>Q2 2011/12</td> <td>99</td> </tr> <tr> <td>Q3 2011/12</td> <td>92</td> </tr> <tr> <td>Q4 2011/12</td> <td>109</td> </tr> <tr> <td>2011/12</td> <td>109</td> </tr> <tr> <td>Q1 2012/13</td> <td>118</td> </tr> <tr> <td>2012/13</td> <td>118</td> </tr> <tr> <td>Target</td> <td>110</td> </tr> </tbody> </table>	Period	Value	Q1 2011/12	85	Q2 2011/12	99	Q3 2011/12	92	Q4 2011/12	109	2011/12	109	Q1 2012/13	118	2012/13	118	Target	110
Period	Value																									
Q1 2011/12	85																									
Q2 2011/12	99																									
Q3 2011/12	92																									
Q4 2011/12	109																									
2011/12	109																									
Q1 2012/13	118																									
2012/13	118																									
Target	110																									
PB7 Number of Medway Businesses taking part in the healthy workplace initiatives			12	9			36	<p>Currently above target</p> <table border="1"> <caption>PB7 Quarterly Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>-</td> </tr> <tr> <td>Q2 2011/12</td> <td>-</td> </tr> <tr> <td>Q3 2011/12</td> <td>-</td> </tr> <tr> <td>Q4 2011/12</td> <td>-</td> </tr> <tr> <td>2011/12</td> <td>-</td> </tr> <tr> <td>Q1 2012/13</td> <td>12</td> </tr> <tr> <td>2012/13</td> <td>-</td> </tr> <tr> <td>Target</td> <td>9</td> </tr> </tbody> </table>	Period	Value	Q1 2011/12	-	Q2 2011/12	-	Q3 2011/12	-	Q4 2011/12	-	2011/12	-	Q1 2012/13	12	2012/13	-	Target	9
Period	Value																									
Q1 2011/12	-																									
Q2 2011/12	-																									
Q3 2011/12	-																									
Q4 2011/12	-																									
2011/12	-																									
Q1 2012/13	12																									
2012/13	-																									
Target	9																									



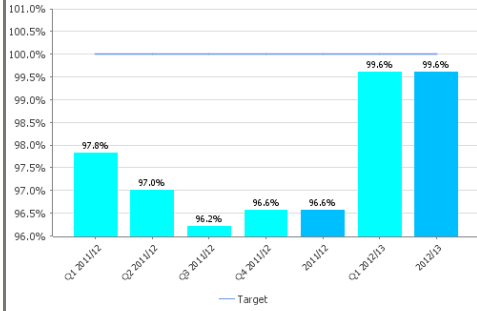


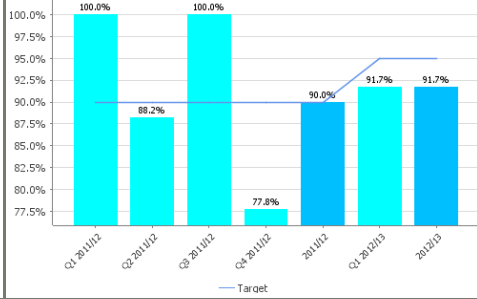
Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
PB8 Number of people receiving support from a Health and Lifestyle Trainer			82	123			490	The public health and physical disability team have teamed up with Strood leisure centre, to recruit a trainer to work with people who have a physical disability to access specialist gym equipment. The teams are working to improve referrals to the service as the outcomes for people who currently use the service is very good.	
PH1 Number of adults taking part in healthy weight and exercise referral interventions	616	1030	303	250			1000	164 clients attended exercise referral and 139 attended tipping the balance (adult weight management programme) during the last quarter. Totalling 303, this was approximately an increase of 30 people on Q4 of 2011/12.	
MHSW1 Number of people receiving support from Mental Health Social Work team			300					This is a new council plan measure for 2012/13. The Medway Mental Health Social Work Team is currently directly working with around 300 individual mental health service users (240 aged 18-64 years; 60 aged 65+ years).	



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

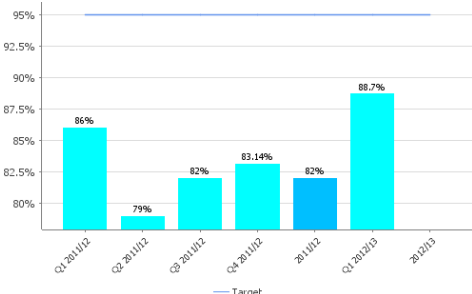
2.1 Ensure the most vulnerable children & young people are safe



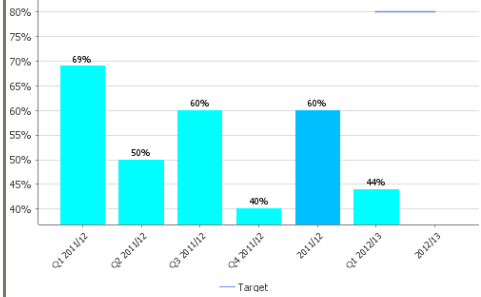
Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
NI 59L Percentage of initial assessments for children's social care carried out within 10 working days of referral	80.5%	69.8%	77.4%	78.0%			78.0%	<p>Assessments completed in timescale is above target and shows a marked improvement on performance last year.</p> 	
NI 60 Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement	73.2%	69.1%	53.5%	72.0%			72.0%	<p>Assessments completed in timescale is below target. Following streamlining of services to reduce caseloads, teams have had the capacity to complete a backlog of core assessments. Clearing this backlog has meant that performance in this quarter has been below target, however it paves the way for significantly improved performance for the rest of the year. Senior practitioner capacity to sign of assessments is affected by the continued high rate of referrals which do not meet our thresholds and need signposting to other services. This is subject to work to try and address. This will remain a challenging target although significant improvement is expected over the course of the year.</p> 	



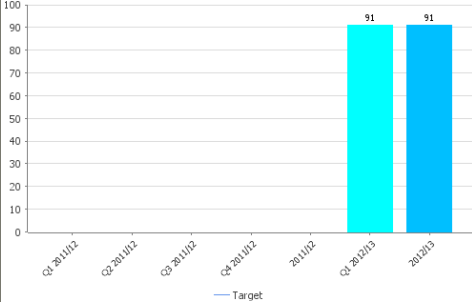


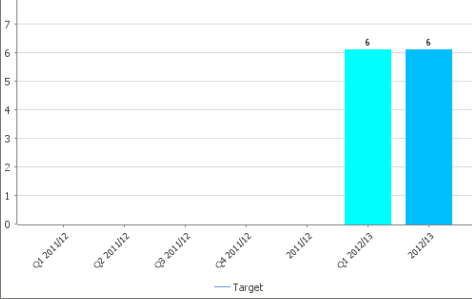
Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart														
			Value	Target	Status	Short Trend																	
PAF-CF/C68 NI 66 Looked after children cases which were reviewed within required timescales	82.3%	79.4%	95.4%	95.0%	✓	↑	95.0%	<p>There are currently 455 looked after children in Medway. Of the 295 children whose case was reviewed during the quarter, 19 have been reviewed outside of statutory timescale. 9 of these were initial LACRs – this was largely due to IROs not being available, but also impacted upon by delays in social work staff notifying the CISRS to the child coming into care. The services are working together to improve the flow of information.</p> <p>The service emphasises the quality of its work with children as well as the timeliness. In Q1 IROs met with 29% of all young people between reviews which enables them to hear directly from the young person and get a fuller understanding of their circumstances.</p> <p>There is evidence that the trend of increasing numbers of children coming into care is slowing. We held 34 initial LACRs for children who came into care during the quarter – which is a 27.7% decrease from 47 initial LACRs in q4 11/12.</p>	<table border="1"> <caption>Percentage of cases reviewed within timescales</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>89.2%</td> </tr> <tr> <td>Q1 2012/12</td> <td>85.3%</td> </tr> <tr> <td>Q2 2012/12</td> <td>81.9%</td> </tr> <tr> <td>Q3 2012/12</td> <td>79.6%</td> </tr> <tr> <td>Q4 2012/12</td> <td>79.4%</td> </tr> <tr> <td>Q1 2013/13</td> <td>95.4%</td> </tr> </tbody> </table>	Quarter	Percentage	Q4 2011/12	89.2%	Q1 2012/12	85.3%	Q2 2012/12	81.9%	Q3 2012/12	79.6%	Q4 2012/12	79.4%	Q1 2013/13	95.4%
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Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart																		
			Value	Target	Status	Short Trend																					
BV162 NI 67 Percentage of child protection cases which were reviewed within required timescales	92.4%	96.6%	99.6%	100.0%			100.0%	<p>During the quarter, one review child protection conference was held out of timescale. This affected one child and was cancelled because the social worker was summoned to court.</p> <p>We have observed a fall in the number of children subject to Child Protection plans in Medway from a peak of 390 on 31 January 2012 to 304 as at 30 June 2012.</p> <p>Changes in the way that Childrens social care manage unborn children who are unlikely to stay with their parents when they are born due to already identified risks is likely to have been one significant contributing factor to this reduction.</p>	 <table border="1"> <caption>Percentage of child protection cases reviewed within timescales</caption> <thead> <tr> <th>Period</th> <th>Value</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>Q1 2012/13</td> <td>99.6%</td> </tr> <tr> <td>2012/13</td> <td>99.6%</td> </tr> <tr> <td>Target</td> <td>100.0%</td> </tr> </tbody> </table>	Period	Value	Q1 2011/12	97.8%	Q2 2011/12	97.0%	Q3 2011/12	96.2%	Q4 2011/12	96.6%	2011/12	96.6%	Q1 2012/13	99.6%	2012/13	99.6%	Target	100.0%
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Target	100.0%																										
NI 147 Care leavers in suitable accommodation	93.5%	90.0%	91.7%	95.0%			95.0%	<p>11 out of 12 care leavers were in suitable accommodation. One care leaver was in custody.</p>	 <table border="1"> <caption>Percentage of care leavers in suitable accommodation</caption> <thead> <tr> <th>Period</th> <th>Value</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>77.8%</td> </tr> <tr> <td>2011/12</td> <td>90.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>91.7%</td> </tr> <tr> <td>2012/13</td> <td>91.7%</td> </tr> <tr> <td>Target</td> <td>95.0%</td> </tr> </tbody> </table>	Period	Value	Q1 2011/12	100.0%	Q2 2011/12	88.2%	Q3 2011/12	100.0%	Q4 2011/12	77.8%	2011/12	90.0%	Q1 2012/13	91.7%	2012/13	91.7%	Target	95.0%
Period	Value																										
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Target	95.0%																										

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13
			Value	Target	Status	Short Trend	
CISRS1 LAC Participation in Reviews		76%	88.7%	95%			95%

Note	Chart																		
<p>The proportion of looked after children participating in their review has increased from last year. Young people aged over 4 are encouraged to contribute to their own review in a variety of ways, including speaking for themselves, asking an advocate to speak on their behalf or using other mediums such as written views, texting, etc.</p>	 <table border="1"> <caption>Participation in Reviews Data</caption> <thead> <tr> <th>Period</th> <th>Value</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>Q1 2012/13</td> <td>88.7%</td> </tr> <tr> <td>2012/13</td> <td>-</td> </tr> <tr> <td>Target</td> <td>95%</td> </tr> </tbody> </table>	Period	Value	Q1 2011/12	86%	Q2 2011/12	79%	Q3 2011/12	82%	Q4 2011/12	83.14%	2011/12	82%	Q1 2012/13	88.7%	2012/13	-	Target	95%
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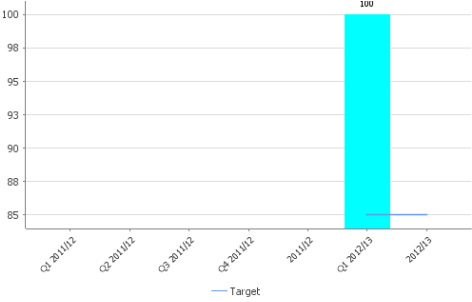
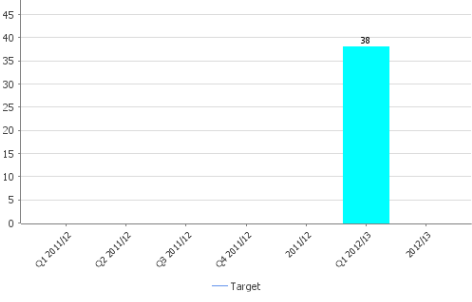
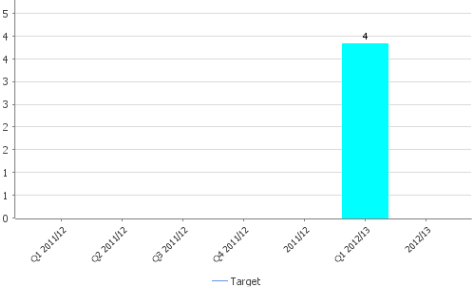
Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart																
			Value	Target	Status	Short Trend																			
CP1 Children's participation in child protection conferences		60%	44%	80%			80%	<p>Participation by children at CP Conferences can be measured in a number of ways. This includes their attendance at CPCs, writing their views down or asking someone to speak on their behalf. During q1, there were 39 children over the age of 12 (the age at which it is felt that children are Fraser competent) who were the subject of a CPC. Of these, 9 were invited to attend their conference and 4 actually attended, equating to 44%. However, there are other ways in which children can participate in their conference. 33% (73% in previous quarter) of children aged over 12 who were invited to attend their conference met with their social worker who shared their report with them. The wishes and feelings of the child were explicitly recorded in the social workers report in 64% of all conferences, an improvement on the previous quarter.</p> <p>CISRS have sought to gain feedback from children at their conferences through the use of questionnaires that children, parents, family members and professionals can voluntarily complete. Whilst none have been returned to date from children, data from CPCs held during q1 shows that 83% of respondents felt that the wishes and feelings of children (of all ages) were made clear to the meeting.</p>	 <table border="1"> <caption>Participation by children at CP Conferences</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</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>Q1 2012/13</td> <td>44%</td> </tr> <tr> <td>2012/13</td> <td>Target (80%)</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2011/12	69%	Q2 2011/12	50%	Q3 2011/12	60%	Q4 2011/12	40%	2011/12	60%	Q1 2012/13	44%	2012/13	Target (80%)
Quarter	Percentage																								
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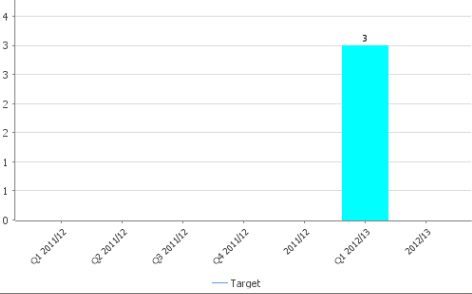


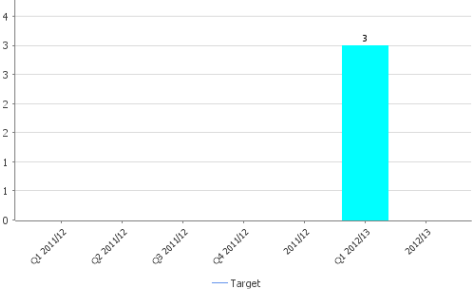


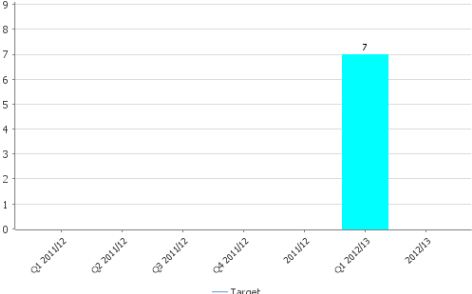
Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
CSC1 Percentage of child protection plans closed within 2 years			91%	95%			95%	Below target. Following work to reduce caseloads capacity has improved. The principal social worker is holding casework discussion meetings on all long-term CP. These discussions take place when the child has been subject to the plan for approximately 18 months. Expected to be on target at end of year.	
NI65-2 % of children becoming the subject of a child protection plan for a second or subsequent time within 2 years			6%	7%			7%	On target. Please note that the measure of repeat CP plans had been modified in line with Munro recommendations so that only repeat CP within 2 years is included.	

2.2 Champion high standards in schools

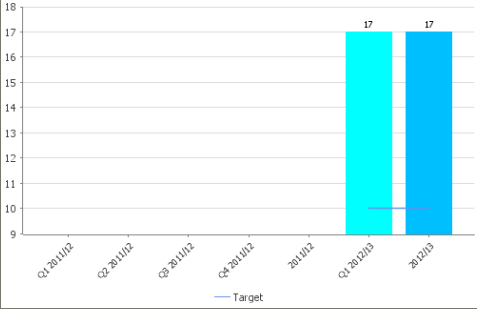
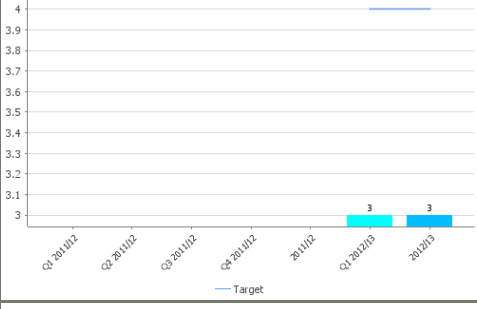
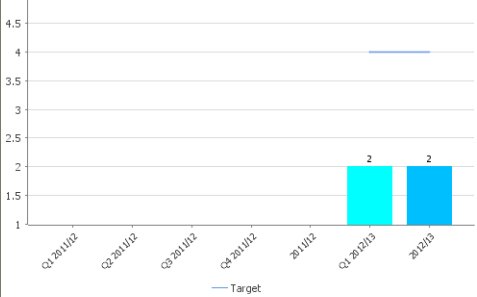
Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart								
			Value	Target	Status	Short Trend											
NI 73 Achievement at level 4 or above in both English and Maths at Key Stage 2	67.0%	68.0%	Not measured for Quarters				76.0%	This indicator remains at 68% for quarter 1. The 2012 academic year results will be available as provisional data in quarter 2.	<table border="1"> <caption>Data for NI 73 Chart</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>67.0%</td> </tr> <tr> <td>2011/12</td> <td>68.0%</td> </tr> <tr> <td>Target</td> <td>76.0%</td> </tr> </tbody> </table>	Year	Value	2010/11	67.0%	2011/12	68.0%	Target	76.0%
Year	Value																
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2011/12	68.0%																
Target	76.0%																
NI 75 Achievement of 5 or more A* - C grades at GCSE or equivalent including English and Maths (LAA)	53.9%	62.5%	Not measured for Quarters				63.0%	This indicator remains at 62.5% for quarter 1. The 2012 academic year results will be available as provisional data in quarter 2.	<table border="1"> <caption>Data for NI 75 Chart</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>53.9%</td> </tr> <tr> <td>2011/12</td> <td>62.5%</td> </tr> <tr> <td>Target</td> <td>63.0%</td> </tr> </tbody> </table>	Year	Value	2010/11	53.9%	2011/12	62.5%	Target	63.0%
Year	Value																
2010/11	53.9%																
2011/12	62.5%																
Target	63.0%																
NI 92 Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest (LAA)	33.1%	31.2%	Not measured for Quarters				31.5%	This indicator remains at 31.2% for quarter 1. The 2012 academic year results will be available as provisional data in quarter 2.	<table border="1"> <caption>Data for NI 92 Chart</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>33.1%</td> </tr> <tr> <td>2011/12</td> <td>31.2%</td> </tr> <tr> <td>Target</td> <td>31.5%</td> </tr> </tbody> </table>	Year	Value	2010/11	33.1%	2011/12	31.2%	Target	31.5%
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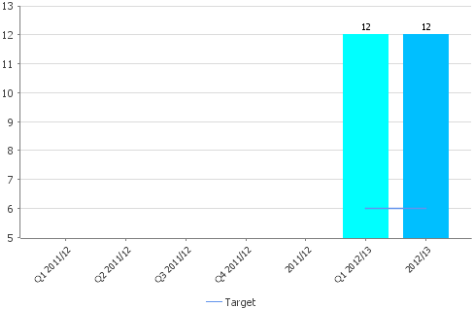
Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart									
			Value	Target	Status	Short Trend												
NI 101 Looked after children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and mathematics) (LAA)	17.0%	12.9%	Not measured for Quarters				16.0%	This indicator remains at 12.9% for quarter 1. The 2012 academic year results will be available as provisional data in quarter 2.	<table border="1"> <caption>NI 101 Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2011/11</td> <td>17.0%</td> <td>16.0%</td> </tr> <tr> <td>2011/12</td> <td>12.9%</td> <td>16.0%</td> </tr> </tbody> </table>	Year	Value	Target	2011/11	17.0%	16.0%	2011/12	12.9%	16.0%
Year	Value	Target																
2011/11	17.0%	16.0%																
2011/12	12.9%	16.0%																
NI 105 The Special Educational Needs (SEN)/non-SEN gap – achieving 5 A*-C GCSE inc. English and Maths	46.0%	46.4%	Not measured for Quarters				49.0%	This indicator remains at 46.4% for quarter 1. The 2012 academic year results will be available as provisional data in quarter 2.	<table border="1"> <caption>NI 105 Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2011/11</td> <td>46.0%</td> <td>49.0%</td> </tr> <tr> <td>2011/12</td> <td>46.4%</td> <td>49.0%</td> </tr> </tbody> </table>	Year	Value	Target	2011/11	46.0%	49.0%	2011/12	46.4%	49.0%
Year	Value	Target																
2011/11	46.0%	49.0%																
2011/12	46.4%	49.0%																
SCTS1 % of governors attending governor training			17	10			10	This measure supports the development of leadership & management in schools. The measure targets the need to ensure that all governors are well trained and up to date with national, regional and local policies. A second performance measure showing the % of those attending governor training who reported that the training was good or better is included directly below.	<table border="1"> <caption>SCTS1 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/13</td> <td>17</td> <td>10</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2011/13	17	10			
Quarter	Value	Target																
Q1 2011/13	17	10																

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
SCTS2 % of those attending governor training who reported that the training was good or better			100	85			85	This measure supports the development of leadership & management in schools. The measure sets the expectation that the LA provides quality, effective training for governors to support impact in raising standards in schools.	
EDU1 The number of children who are missing from education (including all children who are of statutory school age who are not on a school roll or in alternative provision).			38					There were 38 notifications of children missing from education during the quarter. 14 of these young people were still out of school at the end of the quarter 1, three of whom will be attending a Fair Access Panel, the panel allocates schools to difficult to place children who have had behaviour and/or attendance issues at a previous school. We continue to work with remaining young people to support them in accessing suitable education provision.	
EDU3 % of young people who are absent from school for 15% or more days in the school year.			3.84%					Persistent Absentees are defined as having an overall absence rate of around 15 per cent or more. This equates to 46 or more sessions of absence, or approximately 23 days in the academic year. 3.84% of young people were absent for 15% or more days during the 11/12 academic year. This is considerably less than the national average of 6.1%	

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
SEN1 % of newly stated children placed in out of area maintained special schools			3%					 <p>Of the 34 newly stated children during the quarter only 1 child was placed in an out of area maintained school. This placement is in a Kent special unit attached to a mainstream school.</p>	
SEN2 % of newly stated children placed in INMS (Independent Non-Maintained Special provision)			3					 <p>Of the 34 newly stated children during the quarter only 1,one child was placed in an independent non maintained school.</p>	
SEN4 Number of tribunal appeals contesting a named Medway provision			7					 <p>Of the 12 tribunal appeals received during the quarter 7 were contesting the provision named on the statement.</p>	



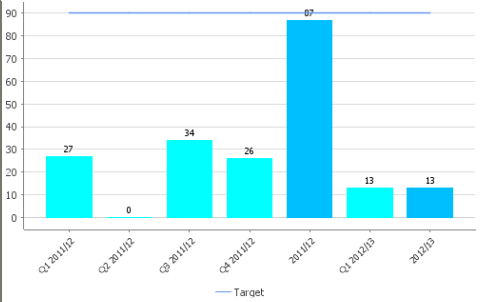
Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
SEN5 % of appeals withdrawn, upheld or refused			33.3%					<p>12 Tribunal appeals were received in Q1; at present, 2 appeals have been withdrawn and 2 appeals have been conceded.</p>	
SIS1a (amended) Ofsted school judgements showing trend of improvement - % schools judged good or better in Medway			12%	7%			7%	<p>Ofsted comparative data is not available yet so this is a provisional figure. There has been an increase in the gap due to a school which was judged as good on the 2008 framework failing to secure good at the latest inspection.</p>	
SIS1b (amended) Ofsted school judgements showing trend of improvement - Leadership & Management - % schools judged good or better in Medway			16%	12%			12%	<p>Ofsted comparative data is not available yet so this is a provisional figure. There has been an increase in the gap due to a school which was judged as good on the 2008 framework failing to secure good at the latest inspection.</p>	

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
SIS1c (amended) Ofsted school judgements showing trend of improvement - Quality of Teaching - % schools judged good or better in Medway			17%	10%			10%	Ofsted comparative data is not available yet so this is a provisional figure. There has been an increase in the gap due to a school which was judged as good on the 2008 framework failing to secure good at the latest inspection.	
SIS2a (amended) Difference made to schools by Local Authority support - Schools in Special Measures			3	4			4	One school, Saxon Way was placed in special measures in June 2012. Monitoring visits for schools in special measures judged progress since inspection to be good.	
SIS2b (amended) Difference made to schools by Local Authority support - Schools with a Notice to Improve			2	4			4	The 2 schools currently in notice to improve are due to receive Ofsted monitoring visits during quarter 2, and have made progress since inspection.	

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart																
			Value	Target	Status	Short Trend																			
SIS2c (amended) Difference made to schools by Local Authority support - Schools below floor threshold (LA maintained schools only)			12	6			6	The figure remains at 12 during quarter 1 as the 2012 provisional data will not be available until quarter 2. Early indications are that the number of schools below floor will reduce and that the target will be met.	 <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>0</td></tr> <tr><td>Q2 2011/12</td><td>0</td></tr> <tr><td>Q3 2011/12</td><td>0</td></tr> <tr><td>Q4 2011/12</td><td>0</td></tr> <tr><td>2011/12</td><td>0</td></tr> <tr><td>Q1 2012/13</td><td>12</td></tr> <tr><td>2012/13</td><td>12</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	0	Q2 2011/12	0	Q3 2011/12	0	Q4 2011/12	0	2011/12	0	Q1 2012/13	12	2012/13	12
Period	Value																								
Q1 2011/12	0																								
Q2 2011/12	0																								
Q3 2011/12	0																								
Q4 2011/12	0																								
2011/12	0																								
Q1 2012/13	12																								
2012/13	12																								

2.3 Promote and encourage healthy lifestyles

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
EY1a Percentage of children in Medway aged 0-4 attending a local Sure Start Children's Centre		53%	31.5%	25%	✓	↑	56%	<p>This figure is generated from the total number of different children seen across the year in the 19 Children's Centres in Medway. 5207 attended in Q1 compared to 8781 for the whole of 2010/11.</p>	
EY1b Total number of attendances at Sure Start Children's Centres by families with children 0-4 years		193,309	53,157	50,000	✓	↓	199,000	<p>The number of attendances by families have exceeded the target for the quarter.</p>	
PH2 Smoking quits from pregnant women	60	43	6					<p>The number of pregnant women who have quit smoking is currently low because data is still coming in; it is significantly understated at this stage. Activity is on a par with previous years and is expected to be on target once full data is available.</p>	

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart																
			Value	Target	Status	Short Trend																			
PH3 Numbers completing the MEND programme	N/A	87	13	22.5			90	13 children and their families have successfully completed this programme that addresses healthy lifestyles issues, a third programme hadn't completed by quarter end. There are 3 groups 2-4 and 5-8 and 8-13 being run for the first time this year	 <table border="1"> <caption>PH3 Numbers Completing the MEND Programme</caption> <thead> <tr> <th>Quarter</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>Q1 2012/13</td> <td>13</td> </tr> <tr> <td>2012/13</td> <td>13</td> </tr> </tbody> </table>	Quarter	Value	Q1 2011/12	27	Q2 2011/12	0	Q3 2011/12	34	Q4 2011/12	26	2011/12	87	Q1 2012/13	13	2012/13	13
Quarter	Value																								
Q1 2011/12	27																								
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2012/13	13																								





2.4 Promote and encourage healthy lifestyles (SEN)

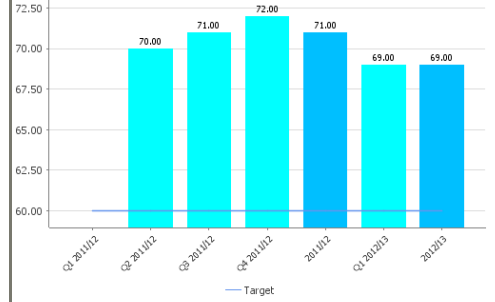

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
BF1 Increase in breastfeeding rate at initiation at birth		68%					69	Data for this indicator is taken directly from the Department of Health. Data is received from hospitals (breast feeding initiation target) and GP surgeries (6-8 week rate data). There is a time lag of around four weeks. Data for Q1 will be available in October 2012, at Q2. See comment above.	
BF2 Increase in breastfeeding rate at 6-8 weeks		39.6%					41		



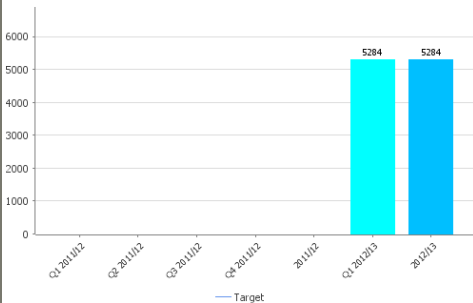
Everybody travelling easily around Medway

3.1 We will secure a reliable and efficient local transport network

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
NI 167 Average journey time along 6 primary transport corridors into Chatham (mins per mile)	2.81	2.54	2.71	< 4 mins			< 4 mins	<p>Monitoring of the six strategic corridor routes into the boundary of Chatham Town Centre over the quarter. During the morning peak (between 8am - 9am) the measure of congestion has decreased and appears to be stable at present. The overall average journey time in minutes per mile has reduced from 3.49 minutes per mile in 2009/2010 to 2.71 minutes per mile in the first quarter Of 2012, a percentage reduction of approximately 22%. This means that lower congestion levels have improved overall journey speeds and journey times. This is positive as it would appear Continued active Network Management including the management of roadworks and streetworks, seems to be reducing congestion on the network and providing more reliable journey time, for both private and public transport.</p>	
HP26 Satisfaction with road maintenance		49.75	44.00	50.00			50.00	<p>Levels of customer satisfaction have dropped since the last survey although 17 Microsurfacing sites have been completed over a total length of 4,870m. 16 Roads are due to be resurfaced before Christmas including four A Roads and customer satisfaction is expected to increase after this work is completed.</p>	

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13
			Value	Target	Status	Short Trend	
HP27 Satisfaction with pavement maintenance		71.00	69.00	60.00			60.00
IT2 Percentage of people who think Medway Council helps people travel easily around Medway		53.25	52.00				

Note	Chart																
<p>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. Levels of customer satisfaction have dropped slightly since the last survey. One site has been started with 14 other pavements are due to be resurfaced before Christmas. Customer satisfaction is expected to increase after this work is completed.</p>	 <table border="1"> <caption>Satisfaction with pavement maintenance</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>60.00</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>Q1 2012/13</td><td>69.00</td></tr> <tr><td>2012/13</td><td>69.00</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	60.00	Q2 2011/12	70.00	Q3 2011/12	71.00	Q4 2011/12	72.00	2011/12	71.00	Q1 2012/13	69.00	2012/13	69.00
Period	Value																
Q1 2011/12	60.00																
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Q4 2011/12	72.00																
2011/12	71.00																
Q1 2012/13	69.00																
2012/13	69.00																
<p>Questions are being asked through Mori survey to get a better understanding of areas of dissatisfaction. Target to be set when further baseline data available.</p>	 <table border="1"> <caption>Percentage of people who think Medway Council helps people travel easily around Medway</caption> <thead> <tr> <th>Period</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>Q1 2012/13</td><td>52.00</td></tr> <tr><td>2012/13</td><td>52.00</td></tr> </tbody> </table>	Period	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	Q1 2012/13	52.00	2012/13	52.00
Period	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																
Q1 2012/13	52.00																
2012/13	52.00																

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart						
			Value	Target	Status	Short Trend									
<p>TMRS7 Number of notices received to carry out works on the highway</p>			5284					<p>Of the 5284 opening notices for works to the highway, 1094 were withdrawn or cancelled by the works promoter. Therefore 4190 works were carried out on the highway during quarter 1.</p> <p>Of the 4190 works carried out, 2345 inspections of the works were carried out and 161 defect notices were issued to the works promoters. Defects are either how the works were being carried out or how they have been reinstated i.e. the highway not being in a satisfactory condition following the works.</p> <p>Over the past quarter Medway has seen a significant amount of works associated with Southern Water (instillation of water meters and mains replacement), Southern Gas Networks (main replacement) and BT Open Reach (high speed broadband). Target to be set when further baseline data available.</p>	 <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2012/13</td> <td>5284</td> </tr> <tr> <td>2012/13</td> <td>5284</td> </tr> </tbody> </table>	Period	Value	Q1 2012/13	5284	2012/13	5284
Period	Value														
Q1 2012/13	5284														
2012/13	5284														

Everyone benefiting from the area's regeneration

4.1 Decent new homes and quality of existing housing





Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart																								
			Value	Target	Status	Short Trend																											
NI 154 Net additional homes provided	657	809	Not measured for Quarters				815	<p>This indicator is reported annually. The outturn for 2011/12 was an exceptional level of performance given the national economic situation and virtual collapse in house building in many parts of the country. Medway has achieved 96% of its housing target averaged over the last five years.</p>	<table border="1"> <caption>NI 154 Net additional homes provided</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>809</td> <td>815</td> </tr> </tbody> </table>	Year	Value	Target	2011/12	809	815																		
Year	Value	Target																															
2011/12	809	815																															
NI 155 Number of affordable homes delivered	334	350	55	51	✓	↓	204	<p>Performance on track to meet the end of year target.</p>	<table border="1"> <caption>NI 155 Number of affordable homes delivered</caption> <thead> <tr> <th>Quarter/Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>29</td> <td>204</td> </tr> <tr> <td>Q2 2011/12</td> <td>67</td> <td>204</td> </tr> <tr> <td>Q3 2011/12</td> <td>23</td> <td>204</td> </tr> <tr> <td>Q4 2011/12</td> <td>231</td> <td>204</td> </tr> <tr> <td>2011/12</td> <td>250</td> <td>204</td> </tr> <tr> <td>Q1 2012/13</td> <td>55</td> <td>204</td> </tr> <tr> <td>2012/13</td> <td>55</td> <td>204</td> </tr> </tbody> </table>	Quarter/Year	Value	Target	Q1 2011/12	29	204	Q2 2011/12	67	204	Q3 2011/12	23	204	Q4 2011/12	231	204	2011/12	250	204	Q1 2012/13	55	204	2012/13	55	204
Quarter/Year	Value	Target																															
Q1 2011/12	29	204																															
Q2 2011/12	67	204																															
Q3 2011/12	23	204																															
Q4 2011/12	231	204																															
2011/12	250	204																															
Q1 2012/13	55	204																															
2012/13	55	204																															
H14 Average length of stay in B&B accommodation of households with dependent children or pregnant woman (weeks)	1.73	18.50	2.39	7.00	✓	↑	7.00	<p>Current numbers show an improvement against year end figures; there has been almost a 10% decrease in the average length of stay from 2.6 weeks at year end to current figures of 2.39 weeks. However, performance is not yet at target due to the increase in homelessness and demand on the service. Action currently is being taken to source more temporary accommodation.</p>	<table border="1"> <caption>H14 Average length of stay in B&B accommodation</caption> <thead> <tr> <th>Quarter/Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>13.80</td> <td>7.00</td> </tr> <tr> <td>Q2 2011/12</td> <td>18.00</td> <td>7.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>21.38</td> <td>7.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>21.00</td> <td>7.00</td> </tr> <tr> <td>2011/12</td> <td>18.50</td> <td>7.00</td> </tr> <tr> <td>Q1 2012/13</td> <td>2.39</td> <td>7.00</td> </tr> <tr> <td>2012/13</td> <td>2.39</td> <td>7.00</td> </tr> </tbody> </table>	Quarter/Year	Value	Target	Q1 2011/12	13.80	7.00	Q2 2011/12	18.00	7.00	Q3 2011/12	21.38	7.00	Q4 2011/12	21.00	7.00	2011/12	18.50	7.00	Q1 2012/13	2.39	7.00	2012/13	2.39	7.00
Quarter/Year	Value	Target																															
Q1 2011/12	13.80	7.00																															
Q2 2011/12	18.00	7.00																															
Q3 2011/12	21.38	7.00																															
Q4 2011/12	21.00	7.00																															
2011/12	18.50	7.00																															
Q1 2012/13	2.39	7.00																															
2012/13	2.39	7.00																															

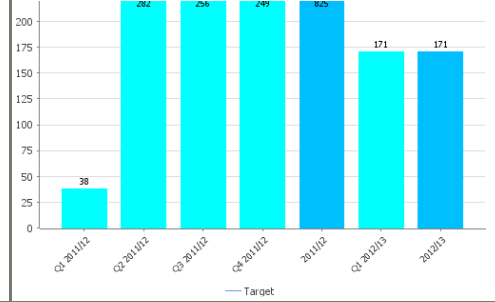
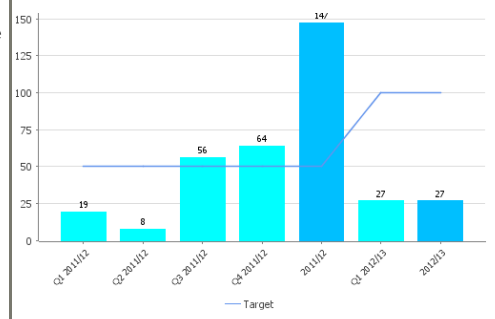
4.2 People have the skills to take up job opportunities

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
NI 117 16 to 18 year olds who are not in education, employment or training (NEET)	6.3%	6.6%	6.2%	7.0%	✓	↑	5.8%	<p>The first quarter of the year has seen a fall in the number of young people not in education, training or employment. It will be difficult to maintain this performance in the current economic climate. Proposed changes to the compulsory participation age in education or training have been put on hold and may have an impact on future performance.</p>	
NI 148 Care leavers in education, employment or training	51.6%	40.0%	58.3%	60.0%	⚠	↑	60.0%	<p>Just below target. Performance in the quarter is a significant improvement on previous quarters. This figure reflects 7 care leavers in Q1.</p>	
LRCC3 The number of intensive assists to local businesses		514	73	40	✓	↓	200	<p>We have launched a new series of new "Medway Means Business" business support seminars, which are taking place at the Innovation Centre. Seminars delivered in Q1 have included: I) Advice to local companies on how to trade and invest in China; II) A "master class" on "lean" business; III) Managing cashflow. The Innovation Centre now accommodate over 50 office and virtual tenants.</p>	

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13
			Value	Target	Status	Short Trend	
LRCC4 Number of jobs created and safeguarded		530	15	90			360
ECD7b New registrations by local people accessing employment support services	498	1,193	300	100			400
ECD7b (1) Employ Medway Light Registrations		368	129				

Note	Chart
<p>This figure of 15 recorded to date relates to three new Innovation Centre tenants that we have attracted during Q1. We still await figures in relation to other new inward investment job creation and protection in Medway, including from Locate In Kent which will be incorporated into the figures when available.</p>	
<p>Employ Medway has been performing well and exceeding targets this quarter with 129 light registrations from customers accessing our general support services (CV and interview and 1-2-1 sessions), alongside more significantly our service provision under our contract to a further 171 WORK programme customers that have been newly registered onto the programme approx over 55 per month across our partnership. A breakdown of these figures is provided below.</p>	
<p>Please see comment above.</p>	

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13
			Value	Target	Status	Short Trend	
ECD7b (2) Work Programme Registrations		825	171				
ECD48c Employment that has lasted 26 weeks		147	27	35			140

Note	Chart
Please see comment above.	
We have achieved a total of 27 Job outcomes at the stage of 26 weeks in employment. We have achieved this from a combination of 6 GAPS (Medway council's Graduate & Apprenticeship Placement Scheme) funded apprentices placements and a further 21 WORK Programme long term unemployed customers. WORK Programme is a Government led initiative with Employ Medway supporting long term unemployed customers back into sustainable employment.	

4.3 Medway as destination for culture, heritage, sport and tourism



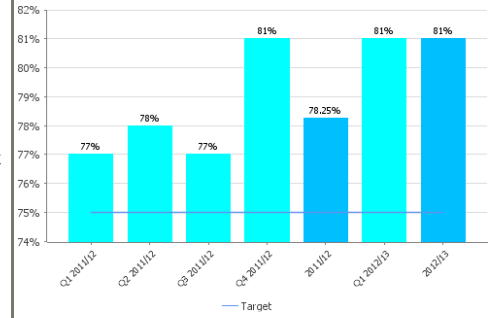
Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
L7 Leisure - Level of user satisfaction (% satisfied)		85.95	86.6	80.0	✓	↑	80.0	<p>Satisfaction surveys were carried out at Medway Park, Strood Leisure Centre and Hoo Pool as part of our annual survey schedule. Results have again been extremely positive with an average of 87% of customers rating overall satisfaction as good or brilliant. Medway Park (96%), Strood Leisure Centre (85%) and Hoo Pool (75%) The low score at Hoo was attributable to the poor condition of the changing rooms. The changing rooms are currently being refurbished.</p>	
F3 User satisfaction with theatres		88.00	97.00	70.00	✓	↓	70.00	<p>97% were satisfied with theatres in Q1 which is down marginally from 98% in Q4 last year.</p>	
GH9 User satisfaction with museums and galleries		82.63	96.00	70.00	✓	↑	70.00	<p>This Tracker survey result shows a 17.5 percentage point increase in satisfaction compared to Q1 in 2011-12 reflecting the completion of the Opening the Doors project with new galleries together with the temporary Dickens Exhibition all of which were formally opened in Q1 of 2012-13.</p>	

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13
			Value	Target	Status	Short Trend	
F4 User satisfaction with events		85.00	80.00	80.00	?	?	80.00
LIB4 Satisfaction with libraries			97	75	✓	?	75
LRCC1 Number of visitors to tourist attractions in Medway	672,404	532,814	218,584	175,000	✓	↑	700,000

Note	Chart																		
Data and comment awaited.	<table border="1"> <caption>F4 User satisfaction with events</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>83.00</td> <td>80.00</td> </tr> <tr> <td>Q2 2011/12</td> <td>87.00</td> <td>80.00</td> </tr> <tr> <td>Q3 2011/12</td> <td>85.00</td> <td>80.00</td> </tr> <tr> <td>Q4 2011/12</td> <td>80.00</td> <td>80.00</td> </tr> <tr> <td>Q1 2012/13</td> <td>80.00</td> <td>80.00</td> </tr> </tbody> </table>	Period	Value	Target	Q1 2011/12	83.00	80.00	Q2 2011/12	87.00	80.00	Q3 2011/12	85.00	80.00	Q4 2011/12	80.00	80.00	Q1 2012/13	80.00	80.00
Period	Value	Target																	
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Q4 2011/12	80.00	80.00																	
Q1 2012/13	80.00	80.00																	
Quarter 1 Tracker Performance shows Library Satisfaction above target. During Q1 there have also been increased visits and a sustained level of service offer, specifically events programme.	<table border="1"> <caption>LIB4 Satisfaction with libraries</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>75</td> <td>75</td> </tr> <tr> <td>Q2 2011/12</td> <td>75</td> <td>75</td> </tr> <tr> <td>Q3 2011/12</td> <td>97</td> <td>75</td> </tr> <tr> <td>Q4 2011/12</td> <td>75</td> <td>75</td> </tr> <tr> <td>Q1 2012/13</td> <td>97</td> <td>75</td> </tr> </tbody> </table>	Period	Value	Target	Q1 2011/12	75	75	Q2 2011/12	75	75	Q3 2011/12	97	75	Q4 2011/12	75	75	Q1 2012/13	97	75
Period	Value	Target																	
Q1 2011/12	75	75																	
Q2 2011/12	75	75																	
Q3 2011/12	97	75																	
Q4 2011/12	75	75																	
Q1 2012/13	97	75																	
This indicator has been reinstated as a Key Measures of Success in response to feedback from Members. Quarter 1 performance is up on the same period last year.	<table border="1"> <caption>LRCC1 Number of visitors to tourist attractions in Medway</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>207359</td> <td>700,000</td> </tr> <tr> <td>Q2 2011/12</td> <td>469373</td> <td>700,000</td> </tr> <tr> <td>Q3 2011/12</td> <td>532814</td> <td>700,000</td> </tr> <tr> <td>Q4 2011/12</td> <td>734113</td> <td>700,000</td> </tr> <tr> <td>Q1 2012/13</td> <td>218735</td> <td>700,000</td> </tr> </tbody> </table>	Period	Value	Target	Q1 2011/12	207359	700,000	Q2 2011/12	469373	700,000	Q3 2011/12	532814	700,000	Q4 2011/12	734113	700,000	Q1 2012/13	218735	700,000
Period	Value	Target																	
Q1 2011/12	207359	700,000																	
Q2 2011/12	469373	700,000																	
Q3 2011/12	532814	700,000																	
Q4 2011/12	734113	700,000																	
Q1 2012/13	218735	700,000																	

Safe, clean and green Medway

5.1 We will improve public confidence and feelings of safety

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart																		
			Value	Target	Status	Short Trend																					
SF11 User satisfaction with trading standards		78.25%	81%	75%			75%	<p>Satisfaction remains high, with a positive upward trend. In the last quarter, we have undertaken the following activities which has help to establish and promote our profile and improve our satisfaction:</p> <p><u>Granton Whisky</u> Bogus whisky product – appeared in a range of newspaper, Meridian TV, BBC local radio and websites.</p> <p><u>Insulation Grants</u> Issue with consumers being persuade into unwanted home insulation products on the basis of potential government grants. Appeared on websites.</p> <p><u>Olympic Press Release</u> Warning on Olympic ticket scams and counterfeit products. Appeared on BBC and Meridian websites, local newspapers and BBC local radio.</p> <p><u>Sun tan lotions and sunglasses</u> Warning on making sure consumer stay healthy in the sun and advising the work the team are doing checking these products. Appeared in newspapers, KMFM and websites.</p> <p><u>Switchover</u> An advisory release about the issues of the television digital switchover which is happening in the Medway area. Appeared on the website.</p> <p><u>Travel visa scam</u> Raising the issue of scam websites offering European health cards and US visa. This was taken up by newspapers, KMFM and websites.</p>	 <table border="1"> <caption>User Satisfaction Data</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>77%</td> </tr> <tr> <td>Q2 2011/12</td> <td>78%</td> </tr> <tr> <td>Q3 2011/12</td> <td>77%</td> </tr> <tr> <td>Q4 2011/12</td> <td>81%</td> </tr> <tr> <td>2011/12</td> <td>78.25%</td> </tr> <tr> <td>Q1 2012/13</td> <td>81%</td> </tr> <tr> <td>2012/13</td> <td>81%</td> </tr> <tr> <td>Target</td> <td>75%</td> </tr> </tbody> </table>	Period	Value (%)	Q1 2011/12	77%	Q2 2011/12	78%	Q3 2011/12	77%	Q4 2011/12	81%	2011/12	78.25%	Q1 2012/13	81%	2012/13	81%	Target	75%
Period	Value (%)																										
Q1 2011/12	77%																										
Q2 2011/12	78%																										
Q3 2011/12	77%																										
Q4 2011/12	81%																										
2011/12	78.25%																										
Q1 2012/13	81%																										
2012/13	81%																										
Target	75%																										

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13
			Value	Target	Status	Short Trend	
SF12 User satisfaction with environmental health		81.75%	81%	75%			75%
SF14 Council attendance at PACTS and SACTS where notified a fortnight in advance				95			95
SF15 Percentage of people who feel Medway is safe	94.1%	94.3%		90			90

Note	Chart																
<p>Satisfaction remains high, with a positive upward trend. In the last quarter, we have undertaken the following activities which has help to establish and promote out profile and improve our satisfaction:</p> <p><u>Tiny Tims Prosecution Report</u> following the successful prosecution of a food business for poor conditions. Medway Messenger and Medway Times</p> <p><u>Food Safety Week</u> Food safety on a budget with a focus on safe use of leftovers, understanding use by dates and providing meal planning tips - appears on Medway website and in the Kent Messenger.</p>	<table border="1"> <caption>Satisfaction Levels</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2011/12</td> <td>84%</td> </tr> <tr> <td>Q4 2011/12</td> <td>81%</td> </tr> <tr> <td>Q1 2012/13</td> <td>80%</td> </tr> <tr> <td>Q2 2012/13</td> <td>82%</td> </tr> <tr> <td>2011/12</td> <td>81.75%</td> </tr> <tr> <td>Q3 2012/13</td> <td>81%</td> </tr> <tr> <td>2012/13</td> <td>81%</td> </tr> </tbody> </table>	Period	Value	Q3 2011/12	84%	Q4 2011/12	81%	Q1 2012/13	80%	Q2 2012/13	82%	2011/12	81.75%	Q3 2012/13	81%	2012/13	81%
Period	Value																
Q3 2011/12	84%																
Q4 2011/12	81%																
Q1 2012/13	80%																
Q2 2012/13	82%																
2011/12	81.75%																
Q3 2012/13	81%																
2012/13	81%																
<p>There were 20 PACTS held during the quarter, performance information for this indicator i.e. % attended will be available from quarter 2. The SACTs at Rainham Girls / The Howard School, Hundred of Hoo and Rochester Maths School continue to be supported. We have delivered the training on how to set up a SACT. The PACT Chair Forum did not meet in the last quarter but is scheduled to do so in quarter 2.</p>																	
<p>This quarter will not be known until the end of July but at the end of March 2012 the result was 94.3% with 94.1% the year before. Results have been taken from the Crime Victim Survey.</p>	<table border="1"> <caption>Percentage of people who feel Medway is safe</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>94.1%</td> </tr> <tr> <td>2011/12</td> <td>94.3%</td> </tr> </tbody> </table>	Year	Value	2010/11	94.1%	2011/12	94.3%										
Year	Value																
2010/11	94.1%																
2011/12	94.3%																

5.2 We will help to prevent and reduce domestic abuse

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart															
			Value	Target	Status	Short Trend																		
DA1 Number of victims of domestic abuse			758		?	?		<p>The trend in the number of reported incidents of domestic abuse to the police is rising. It is unclear at this early stage whether this is due to more incidences of domestic abuse, although this could be expected in the current climate as numbers tend to go up in recession, or due to increased confidence by victims in reporting to the police. One of the key actions under the improvement plan is to enable victims to access appropriate support and information across Medway. Targets to be set.</p> <table border="1"> <caption>Data for DA1 Chart</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>0</td></tr> <tr><td>Q2 2011/12</td><td>0</td></tr> <tr><td>Q3 2011/12</td><td>0</td></tr> <tr><td>Q4 2011/12</td><td>0</td></tr> <tr><td>2011/12</td><td>0</td></tr> <tr><td>Q1 2012/13</td><td>758</td></tr> <tr><td>2012/13</td><td>758</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	0	Q2 2011/12	0	Q3 2011/12	0	Q4 2011/12	0	2011/12	0	Q1 2012/13	758	2012/13	758
Period	Value																							
Q1 2011/12	0																							
Q2 2011/12	0																							
Q3 2011/12	0																							
Q4 2011/12	0																							
2011/12	0																							
Q1 2012/13	758																							
2012/13	758																							
DA2 % of repeat victims of domestic abuse			35	25	?	?	<25	<p>The trend in the number of reported incidents of domestic abuse to the police is rising. It is unclear at this early stage whether this is due to more incidences of domestic abuse, although this could be expected in the current climate as numbers tend to go up in recession, or due to increased confidence by victims in reporting to the police. Targets to be set.</p> <table border="1"> <caption>Data for DA2 Chart</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>25</td></tr> <tr><td>Q2 2011/12</td><td>25</td></tr> <tr><td>Q3 2011/12</td><td>25</td></tr> <tr><td>Q4 2011/12</td><td>25</td></tr> <tr><td>2011/12</td><td>25</td></tr> <tr><td>Q1 2012/13</td><td>35</td></tr> <tr><td>2012/13</td><td>35</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	25	Q2 2011/12	25	Q3 2011/12	25	Q4 2011/12	25	2011/12	25	Q1 2012/13	35	2012/13	35
Period	Value																							
Q1 2011/12	25																							
Q2 2011/12	25																							
Q3 2011/12	25																							
Q4 2011/12	25																							
2011/12	25																							
Q1 2012/13	35																							
2012/13	35																							

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
DA3 Impact of domestic abuse on children's safety					?	?		<p>A Medway specific sub group of the Community Safety Partnership was established in April 2012. A seconded member of staff from the Children's Safeguarding Board has been appointed to coordinate an action plan with key stakeholders and agencies that fit within the priorities of the Kent and Medway Strategic Domestic Abuse Group. Appropriate officers are receiving DA training and we are in negotiations with key partners to widen the delivery of training.</p> <p>In September, five schools selected from wards with identified high rates of DA incidence will embark upon an information sharing pilot based upon the release by police of notifications of domestic abuse where a child of school age is in the household. This will provide an "early warning" for schools and help form a baseline from which schools can develop their response - to build resilience in these children and provide appropriate practical and emotional support for them.</p> <p>Targets to be set.</p>	

5.3 We will increase recycling, reducing waste to landfill sites







Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
NI 191 Residual household waste - kg per household	668.9	658.8	155.9	198.0	✓	↑	792.0	<p>Quarter 1 data is estimated; but over the last 12 months we have seen a consistently low tonnage of residual household waste. 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 organic service and at the household waste sites.</p>	
NI 192 Percentage of household waste sent for reuse, recycling and composting	36.8%	38.1%	42.6%	42.0%	✓	↑	41.0%	<p>Q1 data is based on estimates at this time, but early indications are that we are on target for this time of year. The 42% target for Q1 reflects a profiled target for the year as set out in confirm.</p>	
W6 Satisfaction with refuse collection		92.75	92.00	90.00	✓	↓	90.00	<p>This continued extremely high satisfaction level reflects our reliable, simple, consistent collection service.</p>	

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13
			Value	Target	Status	Short Trend	
W7 Satisfaction with recycling facilities		84.50	85.00	82.00	✓	↓	82.00

Note	Chart																
Satisfaction with the recycling service remains high and work continues vis education, promotion and contract monitoring to ensure these standards are maintained.	<table border="1"> <caption>Satisfaction Levels Data</caption> <thead> <tr> <th>Period</th> <th>Value</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>Q1 2012/13</td> <td>85.00</td> </tr> <tr> <td>2012/13</td> <td>85.00</td> </tr> </tbody> </table>	Period	Value	Q1 2011/12	80.00	Q2 2011/12	85.00	Q3 2011/12	86.00	Q4 2011/12	87.00	2011/12	84.50	Q1 2012/13	85.00	2012/13	85.00
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5.4 We will work with the community to keep Medway's streets clean

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
NI 195a NEW Improved street and environmental cleanliness: Litter		96.63	96.33	95.00	✓	↑	95.00	<p>The contract monitoring team carry out regular street cleansing inspections across Medway to ensure the contractor is meeting their contractual obligations. June data is estimated, but indications are that for Quarter 1, 96.3 % of streets were satisfactory for litter, above the target set (95%).</p>	
NI 195b NEW Improved street and environmental cleanliness: Detritus		95.00	94.33	92.00	✓	↓	92.00	<p>June data is estimated, but it is expected that Q1 results will show that the standard has continued to remain high and we will be above the 92% target for this quarter. This can be contributed to a good working relationship with our contractor and a vigours monitoring programme implemented by waste services.</p>	
NI 195c NEW Improved street and environmental cleanliness: Graffiti		99.58	100.00	96.00	✓	▬	96.00	<p>The graffiti team are now in a position where they are able to maintain the removal of graffiti. Regular inspections are carried out in areas by the team where graffiti is prevalent ensuring more proactive removal of graffiti around Medway.</p>	

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13
			Value	Target	Status	Short Trend	
NI 195d NEW Improved street and environmental cleanliness: Flyposting		100.00	100.00	98.00			98.00
W5 Satisfaction with how the Council deals with graffiti		76.25	70.00	80.00			80.00
W8 Satisfaction with street cleaning		74.00	72.00	75.00			75.00

Note	Chart																								
Medway Council's community officers proactively monitor fly posting within wards and as soon as this is found it is removed. If flyposting is reported to the council the community officer attends and removes immediately and this has ensured 100%.	 <table border="1"> <caption>Flyposting Removal Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>100.00</td><td>100.00</td></tr> <tr><td>Q2 2011/12</td><td>100.00</td><td>100.00</td></tr> <tr><td>Q3 2011/12</td><td>100.00</td><td>100.00</td></tr> <tr><td>Q4 2011/12</td><td>100.00</td><td>100.00</td></tr> <tr><td>2011/12</td><td>100.00</td><td>100.00</td></tr> <tr><td>Q1 2012/13</td><td>100.00</td><td>100.00</td></tr> <tr><td>2012/13</td><td>100.00</td><td>100.00</td></tr> </tbody> </table>	Period	Value	Target	Q1 2011/12	100.00	100.00	Q2 2011/12	100.00	100.00	Q3 2011/12	100.00	100.00	Q4 2011/12	100.00	100.00	2011/12	100.00	100.00	Q1 2012/13	100.00	100.00	2012/13	100.00	100.00
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Q1 2012/13	100.00	100.00																							
2012/13	100.00	100.00																							
Work is being undertaken to help understand why the public perception of graffiti removal is lower than expected, especially when the number of instances are dropping.	 <table border="1"> <caption>Graffiti Removal Satisfaction Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>72.00</td><td>80.00</td></tr> <tr><td>Q2 2011/12</td><td>65.00</td><td>80.00</td></tr> <tr><td>Q3 2011/12</td><td>83.00</td><td>80.00</td></tr> <tr><td>Q4 2011/12</td><td>85.00</td><td>80.00</td></tr> <tr><td>2011/12</td><td>76.25</td><td>80.00</td></tr> <tr><td>Q1 2012/13</td><td>70.00</td><td>80.00</td></tr> <tr><td>2012/13</td><td>70.00</td><td>80.00</td></tr> </tbody> </table>	Period	Value	Target	Q1 2011/12	72.00	80.00	Q2 2011/12	65.00	80.00	Q3 2011/12	83.00	80.00	Q4 2011/12	85.00	80.00	2011/12	76.25	80.00	Q1 2012/13	70.00	80.00	2012/13	70.00	80.00
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The measurements of standards of street cleaning (NI 195) show that Medway is clean. Frontline Services continues to build on this through contract monitoring, education and enforcement. Work is being undertaken with corporate services to help understand why the public perception of cleaning is lower than expected.	 <table border="1"> <caption>Street Cleaning Satisfaction Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>74.00</td><td>75.00</td></tr> <tr><td>Q2 2011/12</td><td>74.00</td><td>75.00</td></tr> <tr><td>Q3 2011/12</td><td>72.00</td><td>75.00</td></tr> <tr><td>Q4 2011/12</td><td>76.00</td><td>75.00</td></tr> <tr><td>2011/12</td><td>74.00</td><td>75.00</td></tr> <tr><td>Q1 2012/13</td><td>72.00</td><td>75.00</td></tr> <tr><td>2012/13</td><td>72.00</td><td>75.00</td></tr> </tbody> </table>	Period	Value	Target	Q1 2011/12	74.00	75.00	Q2 2011/12	74.00	75.00	Q3 2011/12	72.00	75.00	Q4 2011/12	76.00	75.00	2011/12	74.00	75.00	Q1 2012/13	72.00	75.00	2012/13	72.00	75.00
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5.5 We will reduce our own carbon footprint



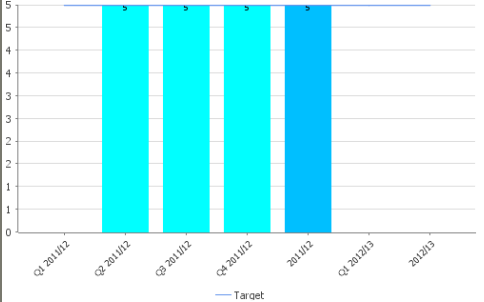
Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart						
			Value	Target	Status	Short Trend									
NI 185 CO2 reduction from local authority operations	-17.0%	-15.0%	Not measured for Quarters				-5.0%	The indicator measures the annual reduction in CO2 footprint compared to the previous year. Property rationalisation in addition to energy saving measures has contributed towards the reduction.	<table border="1"> <caption>CO2 Reduction Data</caption> <thead> <tr> <th>Year</th> <th>Reduction (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>-15.0%</td> </tr> <tr> <td>2012/13</td> <td>-5.0%</td> </tr> </tbody> </table>	Year	Reduction (%)	2011/12	-15.0%	2012/13	-5.0%
Year	Reduction (%)														
2011/12	-15.0%														
2012/13	-5.0%														

5.6 We will work with local people to maintain parks and open spaces



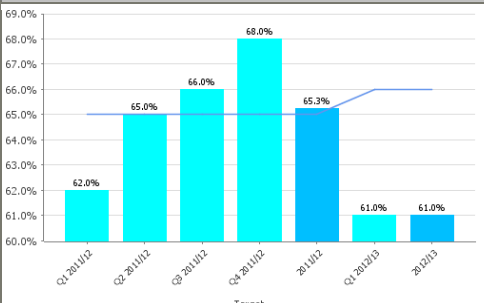
Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart																
			Value	Target	Status	Short Trend																			
GH4 Citizen participation hours	7054	9182	3319	2266	✓	↑	9698	Quarter 1 performance on target to achieve year end performance. Hours have increased by over 1,000 compared to Quarter 1 in 2011-12. New groups being established in Grain, Jubilee Fields and for Heritage sites.	<table border="1"> <caption>Citizen Participation Hours Data</caption> <thead> <tr> <th>Quarter/Year</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</td> <td>9182</td> </tr> <tr> <td>Q1 2012/13</td> <td>3319</td> </tr> <tr> <td>2012/13</td> <td>3319</td> </tr> </tbody> </table>	Quarter/Year	Hours	Q1 2011/12	2158	Q2 2011/12	2302	Q3 2011/12	1837	Q4 2011/12	2885	2011/12	9182	Q1 2012/13	3319	2012/13	3319
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			Value	Target	Status	Short Trend	
GH4a Number of people involved in practical volunteer tasks through membership of Friends groups		2509	761	750	✓	↓	2617
GH6 Satisfaction with parks and open spaces		88.50	93.00	83.00	✓	↑	83.00
GH7 Satisfaction with play areas		84.75	92.00	80.00	✓	↑	80.00



Note	Chart																
<p>Quarter 1 performance on target to achieve year end performance. Attendees at activities has risen compared to quarter 1 in 2011-12 reflecting new groups and improved reporting following audit review in 2011-12. There was a very slight decrease in numbers involved in Q1 of this year (761) compared to Q4 of last year (764).</p>	<table border="1"> <caption>Attendance at Activities</caption> <thead> <tr> <th>Period</th> <th>Value</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</td><td>2509</td></tr> <tr><td>Q1 2012/13</td><td>761</td></tr> <tr><td>2012/13</td><td>761</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	714	Q2 2011/12	611	Q3 2011/12	420	Q4 2011/12	764	2011/12	2509	Q1 2012/13	761	2012/13	761
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<p>This Tracker survey performance matches that for Q4 in 2011-12 and is a 8 percentage point increase on the same period in 2011-12 highlighting high level of satisfaction with parks and open spaces arising from ongoing investment and improvements to sites and sustained standards of maintenance.</p>	<table border="1"> <caption>Tracker Survey Performance - Parks and Open Spaces</caption> <thead> <tr> <th>Period</th> <th>Value</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>Q1 2012/13</td><td>93.00</td></tr> <tr><td>2012/13</td><td>93.00</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	85.00	Q2 2011/12	82.00	Q3 2011/12	94.00	Q4 2011/12	93.00	2011/12	88.50	Q1 2012/13	93.00	2012/13	93.00
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<p>This Tracker survey result highlights an increasing level of satisfaction with play areas compared to Q1 in 2011-12 with a 5 percentage point increase. This level of satisfaction reflects ongoing improvements to maintenance and investment in play areas which in 2011-12 totaled £625,000 (funded by DCSF Playbuilder, Big Lottery Fund, Members Priority and Section 106) and for 2012-13 is projected to be in excess of £200,000.</p>	<table border="1"> <caption>Tracker Survey Performance - Play Areas</caption> <thead> <tr> <th>Period</th> <th>Value</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>Q1 2012/13</td><td>92.00</td></tr> <tr><td>2012/13</td><td>92.00</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	87.00	Q2 2011/12	80.00	Q3 2011/12	84.00	Q4 2011/12	88.00	2011/12	84.75	Q1 2012/13	92.00	2012/13	92.00
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GH8 Number of green flags		5	5	5			5	5 sites entered and judged. Results expected shortly (July 2012).	 <table border="1"> <caption>Chart Data: Number of sites entered and judged</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2011/12</td> <td>5</td> <td>5</td> </tr> <tr> <td>Q3 2011/12</td> <td>5</td> <td>5</td> </tr> <tr> <td>Q4 2011/12</td> <td>5</td> <td>5</td> </tr> <tr> <td>2011/12</td> <td>5</td> <td>5</td> </tr> <tr> <td>Q1 2012/13</td> <td>5</td> <td>5</td> </tr> <tr> <td>2012/13</td> <td>5</td> <td>5</td> </tr> </tbody> </table>	Quarter	Value	Target	Q2 2011/12	5	5	Q3 2011/12	5	5	Q4 2011/12	5	5	2011/12	5	5	Q1 2012/13	5	5	2012/13	5	5
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5.7 We will support the building of strong communities

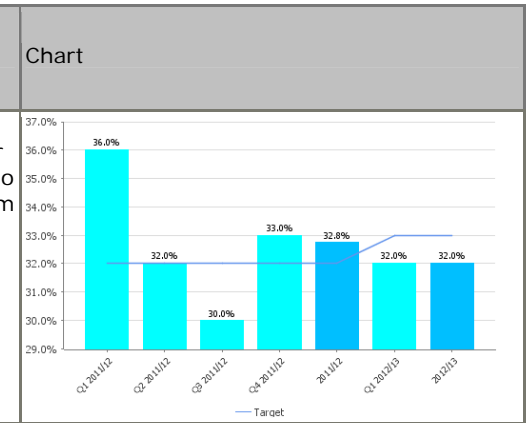
Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart																								
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NI 1 % of people who believe people from different backgrounds get on well together in their local area		65.3%	61.0%	66.0%			66.0%	It is difficult to explain the sudden drop in the proportion of residents surveyed who feel that people from different backgrounds get on well together. Our neighbourhood outreach services described in Q4 of 2011-12 continue. Pending any trend analysis we would consider this as a quarterly anomaly, bearing in mind a similar result was recorded in Q1 of 2011-12, which then improved during the year.	 <table border="1"> <caption>Chart Data: Proportion of residents surveyed who feel that people from different backgrounds get on well together</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>62.0%</td> <td>66.0%</td> </tr> <tr> <td>Q2 2011/12</td> <td>65.0%</td> <td>66.0%</td> </tr> <tr> <td>Q3 2011/12</td> <td>66.0%</td> <td>66.0%</td> </tr> <tr> <td>Q4 2011/12</td> <td>68.0%</td> <td>66.0%</td> </tr> <tr> <td>2011/12</td> <td>65.3%</td> <td>66.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>61.0%</td> <td>66.0%</td> </tr> <tr> <td>2012/13</td> <td>61.0%</td> <td>66.0%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2011/12	62.0%	66.0%	Q2 2011/12	65.0%	66.0%	Q3 2011/12	66.0%	66.0%	Q4 2011/12	68.0%	66.0%	2011/12	65.3%	66.0%	Q1 2012/13	61.0%	66.0%	2012/13	61.0%	66.0%
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Key Measure
QoL23 NI 4 % of people who feel they can influence decisions in their locality

10/11	11/12	Q1 2012/13				Target 12/13
		Value	Target	Status	Short Trend	
	32.8%	32.0%	33.0%			33.0%

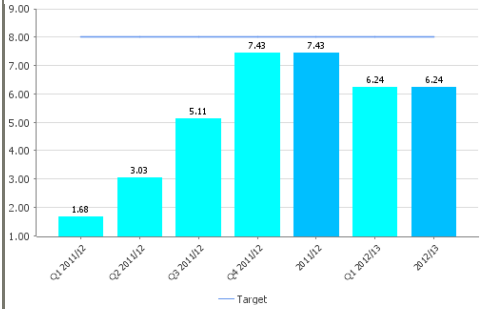
Note

The proportion has fallen slightly. Two major new community led programmes are about to start, benefiting the central areas of Chatham - Big Local and project "DNA" and a number of social regeneration initiatives will be undertaken benefiting parts of Strood and Gillingham also over the course of 2012-13 so it is hoped that this will boost the proportion of residents who feel they can influence decisions locally.



Better for Less

Key Measure	10/11	11/12	Q1 2012/13				Target 2012/13
			Value	Target	Status	Short Trend	
LX5 Working days lost due to sickness absence	7.28	7.43	6.24	7.00			7.00

Note	Chart																		
Data for Q1 2012/13 is April data only due to the time lag in compiling data. This is currently ahead of target with fewer days lost.	 <table border="1"> <caption>Chart Data: Working days lost</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>7.43</td> </tr> <tr> <td>2011/12</td> <td>7.43</td> </tr> <tr> <td>Q1 2012/13</td> <td>6.24</td> </tr> <tr> <td>2012/13</td> <td>6.24</td> </tr> <tr> <td>Target</td> <td>7.00</td> </tr> </tbody> </table>	Period	Value	Q1 2011/12	1.68	Q2 2011/12	3.03	Q3 2011/12	5.11	Q4 2011/12	7.43	2011/12	7.43	Q1 2012/13	6.24	2012/13	6.24	Target	7.00
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