

## **REGENERATION, COMMUNITIES AND CULTURE**

### **OVERVIEW AND SCRUTINY COMMITTEE**

**16 AUGUST 2012**

## **COUNCIL PLAN PERFORMANCE MONITORING 2012/2013 – QUARTER 1**

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.

#### **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 end of year (quarter 4) 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**

#### Everybody travelling easily around Medway

- 3.1 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).
- 3.2 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.
- 3.3 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. 4,190 works were carried out on the highway during quarter 1 by the Council and other organisations.
- 3.4 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.
- 3.5 Following discussion at the pre-agenda meeting on 1 August 2012 about public satisfaction levels of road maintenance, the Chairman requested that the list of roads and pavements due to be re-surfaced during 2012/2013 is included in this report. This can be found at Appendix 3.

#### Everyone benefiting from the areas regeneration

- 3.6 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.

- 3.7 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.
- 3.8 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.
- 3.9 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.
- 3.10 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.
- 3.11 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.

3.12 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

- 3.13 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.
- 3.14 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 re-launching its use by the public.
- 3.15 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.
- 3.16 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.

#### **4. Risk management**

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

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

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

#### **6 Recommendations**

- 6.1 It is recommended that Members consider first quarter performance against the Key Measures of Success used to monitor progress against the Council Plan 2012/13.

#### **Lead officer contacts**

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#### **Background papers**

Council Plan 2012/13



<b>Everybody travelling easily around Medway</b>			
<b>We will secure reliable &amp; efficient local transport network to support regeneration, competitiveness &amp; growth</b>			
NI 167	Average journey time along 6 primary transport corridors into Chatham (mins per mile)		1
HP26	Satisfaction with road maintenance		2
HP27	Satisfaction with pavement maintenance		2
IT2	% of people who think Medway Council helps people travel easily around Medway		2
TMRS7	Number of notices received to carry out works on the highway		3

<b>Everyone benefiting from the area's regeneration</b>			
<b>We will support the provision of decent new homes and improve the quality of existing housing</b>			
NI 154	Net additional homes provided		4
NI 155	Number of affordable homes delivered		4
H14	Average length of stay in B&B for households with dependent children or pregnant women		4
<b>We will work to ensure that people have the skills they need to take up job opportunities created</b>			
NI 117	16 to 18 year olds who are not in education, employment or training (NEET)		5
NI 148	Care leavers in education, employment or training		5
LRCC3	The number of intensive assists to local businesses		5
LRCC4	Number of jobs created and safeguarded		6
ECD7b	New registrations by local people accessing employment support services		6
ECD7b (1)	Employ Medway light registrations		6
ECD7b (2)	Work programme registrations		7
ECD48c	Employment that has lasted 26 weeks		7
<b>We will promote Medway as a destination for culture, heritage, sport and tourism</b>			
L7	Leisure - Level of user satisfaction (% satisfied)		8
F3	User satisfaction with theatres		8
GH9	User satisfaction with museums and galleries		8
F4	User satisfaction with events		9
LIB4	Satisfaction with libraries		9
LRCC1	Number of visitors to tourist attractions in Medway		9

<b>Safe, clean and green Medway</b>			
<b>We will improve public confidence and feelings of safety</b>			
SF11	User satisfaction with trading standards		10
SF12	User satisfaction with environmental health		11
SF14	Council attendance at PACTS and SACTS where notified a fortnight in advance		11
SF15	Percentage of people who feel Medway is safe		11
<b>We will help prevent and reduce domestic abuse</b>			
DA1	Number of victims of domestic abuse		12
DA2	% of repeat victims of domestic abuse		12
DA3	Impact of domestic abuse on children's safety		13
<b>We will increase recycling and reduce waste going to landfill sites</b>			
NI 191	Residual household waste - kg per household		14
NI 192	Percentage of household waste sent for reuse, recycling and composting		14
W6	Satisfaction with refuse collection		14
W7	Satisfaction with recycling facilities		15
<b>We will work with the community to keep Medway's streets clean</b>			
NI 195a	Improved street and environmental cleanliness: Litter		16
NI 195b	Improved street and environmental cleanliness: Detritus		16
NI 195c	Improved street and environmental cleanliness: Graffiti		16
			17
NI 195d	Improved street and environmental cleanliness: Flyposting		17
W5	Satisfaction with how the Council deals with graffiti		17
W8	Satisfaction with street cleaning		17
<b>We will reduce our own carbon footprint</b>			
NI 185	CO2 reduction from local authority operations		18
<b>We will work with local people to maintain parks and open spaces that are enjoyed by all</b>			
G4	Citizen participation hours		18
G4a	No of people involved in practical volunteer tasks through membership of Friends groups		19
G6	Satisfaction with parks and open spaces		19
G7	Satisfaction with play areas		19
G8	Number of green flags		20
<b>We will support the building of strong communities where people feel they belong</b>			
NI 1	% of people who believe people from different backgrounds get on well together		20
NI 4	% of people who feel they can influence decisions in their locality		21



# Council Plan 2012/13 –Q1 Performance Monitoring

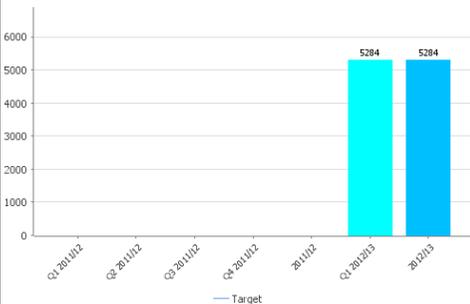
Note: The short term trend compares performance in Q1 2012/13 against performance in the preceding quarter (Q4 2011/12).

## 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> <table border="1"> <caption>Chart Data: Average Journey Time (mins per mile)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>2.39</td> </tr> <tr> <td>Q2 2011/12</td> <td>2.37</td> </tr> <tr> <td>Q3 2011/12</td> <td>2.72</td> </tr> <tr> <td>Q4 2011/12</td> <td>2.71</td> </tr> <tr> <td>2011/12</td> <td>2.54</td> </tr> <tr> <td>Q1 2012/13</td> <td>2.71</td> </tr> <tr> <td>2012/13</td> <td>2.71</td> </tr> </tbody> </table>	Quarter	Value	Q1 2011/12	2.39	Q2 2011/12	2.37	Q3 2011/12	2.72	Q4 2011/12	2.71	2011/12	2.54	Q1 2012/13	2.71	2012/13	2.71
Quarter	Value																							
Q1 2011/12	2.39																							
Q2 2011/12	2.37																							
Q3 2011/12	2.72																							
Q4 2011/12	2.71																							
2011/12	2.54																							
Q1 2012/13	2.71																							
2012/13	2.71																							

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

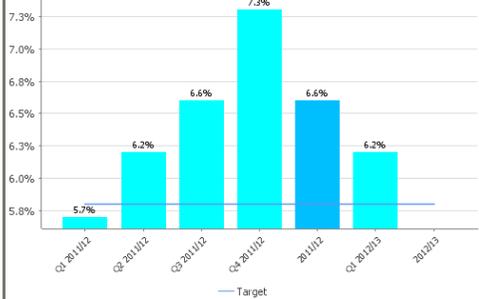
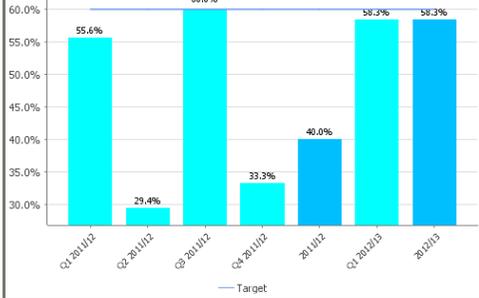
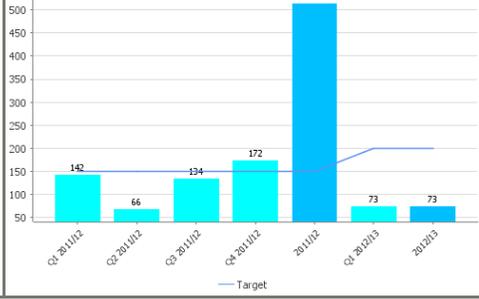
Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart						
			Value	Target	Status	Short Trend									
<p>TMRS7 Number of notices received to carry out works on the highway</p>			5284					<p>Of the 5284 opening notices for works to the highway, 1094 were withdrawn or cancelled by the works promoter. 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>2013</td> <td>5284</td> </tr> </tbody> </table>	Period	Value	Q1 2012/13	5284	2013	5284
Period	Value														
Q1 2012/13	5284														
2013	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	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.	<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																		
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2011/12	809	815																															
NI 155 Number of affordable homes delivered	334	350	55	51	✓	↓	204	Performance on track to meet the end of year target.	<table border="1"> <caption>NI 155 Number of affordable homes delivered</caption> <thead> <tr> <th>Period</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>	Period	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
Period	Value	Target																															
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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	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.	<table border="1"> <caption>H14 Average length of stay in B&amp;B accommodation</caption> <thead> <tr> <th>Period</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>	Period	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
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Q1 2011/12	13.80	7.00																															
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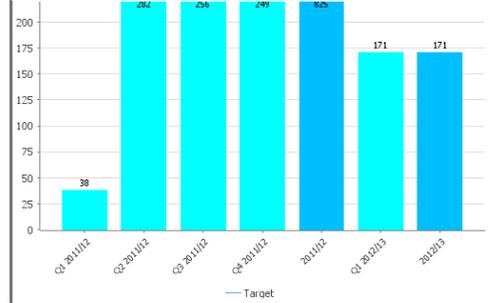
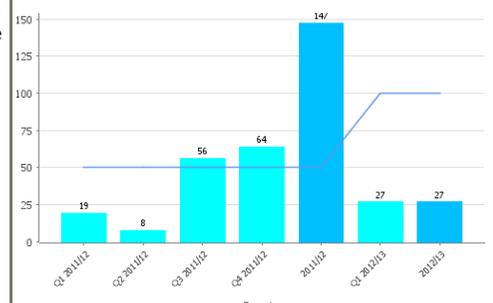
## 4.2 People have the skills to take up job opportunities

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.	

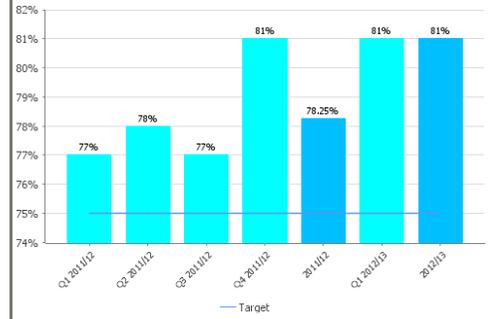
### 4.3 Medway as destination for culture, heritage, sport and tourism

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>	

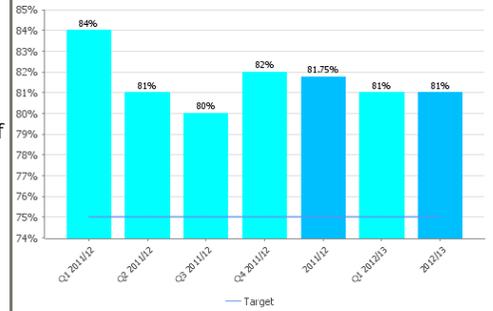
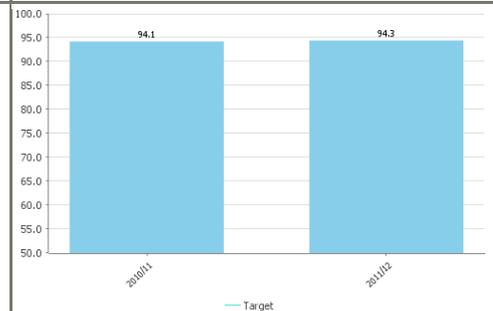
Key Measure	10/11	11/12	Q1 2012/13				Target 12/13	Note	Chart
			Value	Target	Status	Short Trend			
F4 User satisfaction with events		85.00		80.00	?	?	80.00	Data and comment awaited.	
LIB4 Satisfaction with libraries			97	75	✓	?	75	Quarter 1 Tracker Performance shows Library Satisfaction above target. During Q1 there have also been increased visits and a sustained level of service offer, specifically events programme.	
LRCC1 Number of visitors to tourist attractions in Medway	672,404	532,814	218,584	175,000	✓	↑	700,000	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.	

## 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>SF11 User satisfaction with trading standards</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> </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%
Period	Value																								
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Q2 2011/12	78%																								
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Q4 2011/12	81%																								
2011/12	78.25%																								
Q1 2012/13	81%																								
2012/13	81%																								

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</u>  <u>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>	
<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>	

## 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> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td></td><td></td></tr> <tr><td>Q2 2011/12</td><td></td><td></td></tr> <tr><td>Q3 2011/12</td><td></td><td></td></tr> <tr><td>Q4 2011/12</td><td></td><td></td></tr> <tr><td>2011/12</td><td></td><td></td></tr> <tr><td>Q1 2012/13</td><td>758</td><td></td></tr> <tr><td>2012/13</td><td>758</td><td></td></tr> </tbody> </table>	Period	Value	Target	Q1 2011/12			Q2 2011/12			Q3 2011/12			Q4 2011/12			2011/12			Q1 2012/13	758		2012/13	758	
Period	Value	Target																														
Q1 2011/12																																
Q2 2011/12																																
Q3 2011/12																																
Q4 2011/12																																
2011/12																																
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> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td></td><td></td></tr> <tr><td>Q2 2011/12</td><td></td><td></td></tr> <tr><td>Q3 2011/12</td><td></td><td></td></tr> <tr><td>Q4 2011/12</td><td></td><td></td></tr> <tr><td>2011/12</td><td></td><td></td></tr> <tr><td>Q1 2012/13</td><td>35</td><td></td></tr> <tr><td>2012/13</td><td>35</td><td></td></tr> </tbody> </table>	Period	Value	Target	Q1 2011/12			Q2 2011/12			Q3 2011/12			Q4 2011/12			2011/12			Q1 2012/13	35		2012/13	35	
Period	Value	Target																														
Q1 2011/12																																
Q2 2011/12																																
Q3 2011/12																																
Q4 2011/12																																
2011/12																																
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>	

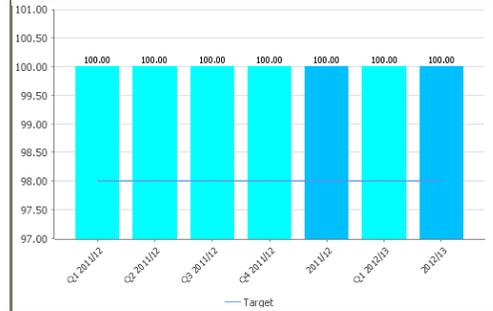
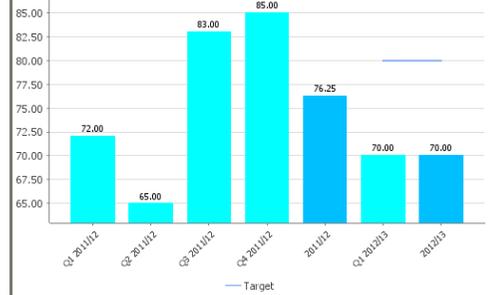
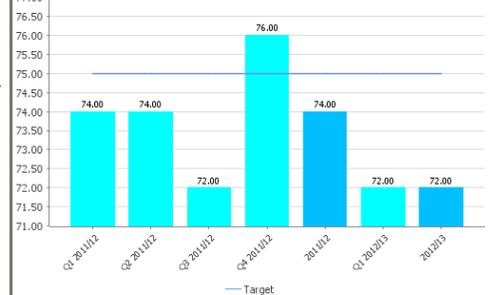
Key Measure	10/11	11/12	Q1 2012/13				Target 12/13
			Value	Target	Status	Short Trend	
W7 Satisfaction with recycling facilities		84.50	85.00	82.00	✓	↓	82.00

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>Chart 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
Period	Value																
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Q3 2011/12	86.00																
Q4 2011/12	87.00																
2011/12	84.50																
Q1 2012/13	85.00																
2012/13	85.00																

## 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> <table border="1"> <caption>Litter Removal Data</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>96.33</td></tr> <tr><td>Q2 2011/12</td><td>96.33</td></tr> <tr><td>Q3 2011/12</td><td>98.00</td></tr> <tr><td>Q4 2011/12</td><td>95.83</td></tr> <tr><td>2011/12</td><td>96.63</td></tr> <tr><td>Q1 2012/13</td><td>96.33</td></tr> <tr><td>2012/13</td><td>96.33</td></tr> </tbody> </table>	Period	Value (%)	Q1 2011/12	96.33	Q2 2011/12	96.33	Q3 2011/12	98.00	Q4 2011/12	95.83	2011/12	96.63	Q1 2012/13	96.33	2012/13	96.33
Period	Value (%)																							
Q1 2011/12	96.33																							
Q2 2011/12	96.33																							
Q3 2011/12	98.00																							
Q4 2011/12	95.83																							
2011/12	96.63																							
Q1 2012/13	96.33																							
2012/13	96.33																							
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> <table border="1"> <caption>Detritus Removal Data</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>96.67</td></tr> <tr><td>Q2 2011/12</td><td>97.67</td></tr> <tr><td>Q3 2011/12</td><td>90.00</td></tr> <tr><td>Q4 2011/12</td><td>95.67</td></tr> <tr><td>2011/12</td><td>95.00</td></tr> <tr><td>Q1 2012/13</td><td>94.33</td></tr> <tr><td>2012/13</td><td>94.33</td></tr> </tbody> </table>	Period	Value (%)	Q1 2011/12	96.67	Q2 2011/12	97.67	Q3 2011/12	90.00	Q4 2011/12	95.67	2011/12	95.00	Q1 2012/13	94.33	2012/13	94.33
Period	Value (%)																							
Q1 2011/12	96.67																							
Q2 2011/12	97.67																							
Q3 2011/12	90.00																							
Q4 2011/12	95.67																							
2011/12	95.00																							
Q1 2012/13	94.33																							
2012/13	94.33																							
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> <table border="1"> <caption>Graffiti Removal Data</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>100.00</td></tr> <tr><td>Q2 2011/12</td><td>99.67</td></tr> <tr><td>Q3 2011/12</td><td>98.67</td></tr> <tr><td>Q4 2011/12</td><td>100.00</td></tr> <tr><td>2011/12</td><td>99.58</td></tr> <tr><td>Q1 2012/13</td><td>100.00</td></tr> <tr><td>2012/13</td><td>100.00</td></tr> </tbody> </table>	Period	Value (%)	Q1 2011/12	100.00	Q2 2011/12	99.67	Q3 2011/12	98.67	Q4 2011/12	100.00	2011/12	99.58	Q1 2012/13	100.00	2012/13	100.00
Period	Value (%)																							
Q1 2011/12	100.00																							
Q2 2011/12	99.67																							
Q3 2011/12	98.67																							
Q4 2011/12	100.00																							
2011/12	99.58																							
Q1 2012/13	100.00																							
2012/13	100.00																							

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> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>100.00</td></tr> <tr><td>Q2 2011/12</td><td>100.00</td></tr> <tr><td>Q3 2011/12</td><td>100.00</td></tr> <tr><td>Q4 2011/12</td><td>100.00</td></tr> <tr><td>2011/12</td><td>100.00</td></tr> <tr><td>Q1 2012/13</td><td>100.00</td></tr> <tr><td>2012/13</td><td>100.00</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	100.00	Q2 2011/12	100.00	Q3 2011/12	100.00	Q4 2011/12	100.00	2011/12	100.00	Q1 2012/13	100.00	2012/13	100.00
Period	Value																
Q1 2011/12	100.00																
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Q3 2011/12	100.00																
Q4 2011/12	100.00																
2011/12	100.00																
Q1 2012/13	100.00																
2012/13	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> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>72.00</td></tr> <tr><td>Q2 2011/12</td><td>65.00</td></tr> <tr><td>Q3 2011/12</td><td>83.00</td></tr> <tr><td>Q4 2011/12</td><td>85.00</td></tr> <tr><td>2011/12</td><td>76.25</td></tr> <tr><td>Q1 2012/13</td><td>70.00</td></tr> <tr><td>2012/13</td><td>70.00</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	72.00	Q2 2011/12	65.00	Q3 2011/12	83.00	Q4 2011/12	85.00	2011/12	76.25	Q1 2012/13	70.00	2012/13	70.00
Period	Value																
Q1 2011/12	72.00																
Q2 2011/12	65.00																
Q3 2011/12	83.00																
Q4 2011/12	85.00																
2011/12	76.25																
Q1 2012/13	70.00																
2012/13	70.00																
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> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>74.00</td></tr> <tr><td>Q2 2011/12</td><td>74.00</td></tr> <tr><td>Q3 2011/12</td><td>72.00</td></tr> <tr><td>Q4 2011/12</td><td>76.00</td></tr> <tr><td>2011/12</td><td>74.00</td></tr> <tr><td>Q1 2012/13</td><td>72.00</td></tr> <tr><td>2012/13</td><td>72.00</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	74.00	Q2 2011/12	74.00	Q3 2011/12	72.00	Q4 2011/12	76.00	2011/12	74.00	Q1 2012/13	72.00	2012/13	72.00
Period	Value																
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Q2 2011/12	74.00																
Q3 2011/12	72.00																
Q4 2011/12	76.00																
2011/12	74.00																
Q1 2012/13	72.00																
2012/13	72.00																

## 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 Footprint 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 Target</td> <td>-5.0%</td> </tr> </tbody> </table>	Year	Reduction (%)	2011/12	-15.0%	2012/13 Target	-5.0%
Year	Reduction (%)														
2011/12	-15.0%														
2012/13 Target	-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>Period</th> <th>Hours</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>2158</td> </tr> <tr> <td>Q2 2011/12</td> <td>2302</td> </tr> <tr> <td>Q3 2011/12</td> <td>1837</td> </tr> <tr> <td>Q4 2011/12</td> <td>2885</td> </tr> <tr> <td>2011/12</td> <td>9182</td> </tr> <tr> <td>Q1 2012/13</td> <td>3319</td> </tr> <tr> <td>2012/13</td> <td>3319</td> </tr> <tr> <td>Target</td> <td>9698</td> </tr> </tbody> </table>	Period	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	Target	9698
Period	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																										
Target	9698																										

Key Measure	10/11	11/12	Q1 2012/13				Target 12/13
			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 Data</caption> <thead> <tr> <th>Period</th> <th>Attendance</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	Attendance	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>Satisfaction with Parks and Open Spaces</caption> <thead> <tr> <th>Period</th> <th>Score</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>85.00</td></tr> <tr><td>Q2 2011/12</td><td>82.00</td></tr> <tr><td>Q3 2011/12</td><td>94.00</td></tr> <tr><td>Q4 2011/12</td><td>93.00</td></tr> <tr><td>2011/12</td><td>88.50</td></tr> <tr><td>Q1 2012/13</td><td>93.00</td></tr> <tr><td>2012/13</td><td>93.00</td></tr> </tbody> </table>	Period	Score	Q1 2011/12	85.00	Q2 2011/12	82.00	Q3 2011/12	94.00	Q4 2011/12	93.00	2011/12	88.50	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>Satisfaction with Play Areas</caption> <thead> <tr> <th>Period</th> <th>Score</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>87.00</td></tr> <tr><td>Q2 2011/12</td><td>80.00</td></tr> <tr><td>Q3 2011/12</td><td>84.00</td></tr> <tr><td>Q4 2011/12</td><td>88.00</td></tr> <tr><td>2011/12</td><td>84.75</td></tr> <tr><td>Q1 2012/13</td><td>92.00</td></tr> <tr><td>2012/13</td><td>92.00</td></tr> </tbody> </table>	Period	Score	Q1 2011/12	87.00	Q2 2011/12	80.00	Q3 2011/12	84.00	Q4 2011/12	88.00	2011/12	84.75	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> </tr> </thead> <tbody> <tr> <td>Q2 2011/12</td> <td>5</td> </tr> <tr> <td>Q3 2011/12</td> <td>5</td> </tr> <tr> <td>Q4 2011/12</td> <td>5</td> </tr> <tr> <td>Q1 2012/13</td> <td>5</td> </tr> </tbody> </table>	Quarter	Value	Q2 2011/12	5	Q3 2011/12	5	Q4 2011/12	5	Q1 2012/13	5
Quarter	Value																		
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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> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>62.0%</td> </tr> <tr> <td>Q2 2011/12</td> <td>65.0%</td> </tr> <tr> <td>Q3 2011/12</td> <td>66.0%</td> </tr> <tr> <td>Q4 2011/12</td> <td>68.0%</td> </tr> <tr> <td>2011/12</td> <td>65.3%</td> </tr> <tr> <td>Q1 2012/13</td> <td>61.0%</td> </tr> <tr> <td>2012/13</td> <td>61.0%</td> </tr> </tbody> </table>	Quarter	Value	Q1 2011/12	62.0%	Q2 2011/12	65.0%	Q3 2011/12	66.0%	Q4 2011/12	68.0%	2011/12	65.3%	Q1 2012/13	61.0%	2012/13	61.0%
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			Value	Target	Status	Short Trend	
QoL23 NI 4 % of people who feel they can influence decisions in their locality		32.8%	32.0%	33.0%			33.0%

Note	Chart																
<p>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.</p>	 <table border="1"> <caption>Chart Data: Proportion of residents who feel they can influence decisions locally</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>36.0%</td> </tr> <tr> <td>Q2 2011/12</td> <td>32.0%</td> </tr> <tr> <td>Q3 2011/12</td> <td>30.0%</td> </tr> <tr> <td>Q4 2011/12</td> <td>33.0%</td> </tr> <tr> <td>2011/12</td> <td>32.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>32.0%</td> </tr> <tr> <td>2020/13</td> <td>32.0%</td> </tr> </tbody> </table>	Period	Value (%)	Q1 2011/12	36.0%	Q2 2011/12	32.0%	Q3 2011/12	30.0%	Q4 2011/12	33.0%	2011/12	32.0%	Q1 2012/13	32.0%	2020/13	32.0%
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