

BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE

6 DECEMBER 2012

COUNCIL PLAN PERFORMANCE MONITORING 2012/2013 - QUARTER 2

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

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Summary

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

1. Budget and Policy Framework

1.1 This report sets out quarter 2 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.

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 Care Contract for Medway's second Extra Care Housing scheme (accommodation with on-site care 24/7) has been let in Rochester Riverside and preparations are now underway for resident selection. This will offer additional capacity with 40 units for single people and couples from Quarter 4. More schemes opening across Medway in the future will significantly improve the housing and care options available for local residents.
- 3.3 Sustained 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.
- 3.4 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. Work is underway to share best practice, knowledge and resources to develop personalisation in Children's Services.
- 3.5 The Occupational Therapy and Sensory Services pilot has been reviewed and we are extending personal budgets to all these clients.
- 3.6 The number of adults taking part in healthy weight and exercise as a result of referral was 307 against a target of 250 for the quarter.
- 3.7 The targets for assessments and reviews for carers is proving challenging and therefore internal capacity is being increased to target this area for the remainder of this financial year.
- 3.8 The number of households living in temporary accommodation was 101 compared to a target of 110, this follows a 16% increase in the number of homeless applications this quarter compared with the same period last year.

Children and young people having the best start in life

- 4.1. 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 2 the number of schools allocated to school challenge and improvement leads has increased to enable all Local Authority primary and secondary schools with a graduated allocation of consultancy. There have been 20 challenge, progress, and review meetings with schools to evaluate progress and plan additional support. Since July our Local Leaders of Education have been deployed to support those schools causing concern.
- 4.2. The release of national provisional data for Key Stage 2 shows Medway results have improved 4.8% from the previous year. However, Medway ranks joint bottom of all Local Authorities at 72% achieving Level 4 or above on the combined English and Mathematics measure compared to the national average of 79%.
- 4.3. This was the first year that national Phonic tests were conducted for 6 year olds (pupils in Year 1 at school). Medway schools overall did not do well in this assessment and at 58% achieving the threshold, Medway is the lowest ranked Local Authority. Analysis is under way to establish why this happened as the same children had been at national average for the Early Years Foundation Stage measure and Key Stage 1 results in Medway schools are at the National benchmark.
- 4.4. Within Special Educational Needs there continues to be a reduction in the number of requests for statutory assessments from schools. This follows the embedding of new guidance, which has led to fewer inappropriate requests. However, the overall number of children with statements continues to increase due to inward migration from across the country. Between January and June 2012 the number of families with children who have moved into Medway already with a statement is 6% higher than the same period last year. The majority of children have needs of a level that requires a specialist educational provision.
- 4.5. Special Educational Needs specialist placements are at capacity. This capacity continues to be stretched by the inward migration. There have been recent developments in provision such as the Autism Spectrum Disorder provision "Blue Zone" at Bradfields School. In the short term the Independent and non-maintained schools budget continues to be controlled. However, the future strategy for Special Educational Needs provision within Medway will need to respond in the medium term to the continuing increase in the need for specialist provision.
- 4.6. An Adoption Diagnostic assessment took place in June and a new Care Planning Policy is being implemented to ensure that there is no drift in work to place children in permanent placements. Aut Even, the residential home that provides short breaks for children with disabilities was inspected in July and overall effectiveness was judged to be good as children enjoy good and sometimes outstanding outcomes because a competent and effectively managed staff team deliver personalised, well planned care. The Fostering Service inspection also took place this quarter and the overall effectiveness of the service was judged to be adequate.

- 4.7. Medway Council is committed to reducing the reliance on Bed and Breakfast accommodation for young people aged under 25. At the end of September there were 5 young people residing in this type of accommodation, 3 placed by housing and 2 from Children's Services. During quarter 2, 26 households (placed by Housing Services under the Homelessness Act) headed by young people, and 8 young people placed by Children's Care left Bed and Breakfast accommodation. Their average length of stay was 2.3 weeks (16 days) and 9.2 weeks (64.6 days) respectively. This is a reduction from the previous quarter of 2.9 weeks (20 days) and 14.1 weeks (99 days).

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.
- 5.2. The percentage of people who think the Council helps people travel easily around Medway has risen by 6 percentage points to 58% this quarter. The measure used to monitor congestion – the average journey time along 6 primary transport corridors into Chatham - has reduced with the second quarter at 2.2 minutes. This is a percentage reduction of approximately 35% from 2009/10 average times. Active network management including the management of roadworks and streetworks seem to be reducing congestion on the network and providing a reliable journey time for both public and private transport.
- 5.3. The implementation of Bus Lane enforcement by static CCTV units operating in and around Chatham bus station and Canal Road in Strood is now fully operational and assisted in limiting delays for the local bus network. The on-line web view system, which allows residents to view photographs of their vehicle parked in contravention of the restrictions has been completed and people have the option to pay the fine or appeal. Analysis will be undertaken next quarter to assess the impact on number of appeals and timeliness of payment of fines.
- 5.4. 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. This quarter 7,570 m of roads and 1,560m of pavements have been resurfaced, all outstanding schemes will be completed before the end of quarter 3.
- 5.5. Historically, people's perception with pavement maintenance is higher than with road maintenance and these trends continue throughout this financial year with quarter 2 results for roads being 52% and pavements remaining at 69% satisfied.

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. The number of Job Seeker Allowance claimants has fallen by almost 7% in Medway in the six-month period February 2012 to August 2012 a drop of over 500 local residents. Over the same period, the number of young people claiming Job Seeker Allowance has fallen by almost 10%, a reduction of 235 young people
- 6.3. Employ Medway has now been working with its local community project partners for one year delivering the WORK programme contract. This supports longer term unemployed customers back into work and demonstrates customers sustaining employment from our interventions, 72% remain in employment beyond 6 months.
- 6.4. The Innovation Vouchers pilot was launched on 19 July in partnership with the University of Greenwich. This is where local innovation companies can apply for access to 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.
- 6.5. As part of the Year of Celebration this quarter's activity was focused on the Olympics. The council helped in the final preparations for elite athletes competing in the Olympic and Paralympic Games with two-week pre-games training camps. The Olympic Torch Relay passed through Medway's streets on 20 July where an estimated 75,000 lined the five-mile route. This event secured incredible coverage for Medway. On 27 July a record capacity 3,000 runners took part in the Medway Mile. The screening of the Olympic Opening Ceremony in the Castle Grounds followed this with an estimated 5,000+ audience. Medway continued its summer of sporting celebration when it staged the British Transplant Games in August at Medway Park and other sites. This received national radio coverage as well as extensive local media exposure.
- 6.6. Further work has been undertaken on developing the Community Hub model, providing a gateway to Council services. This work is due to be completed later this financial year with hubs launched in Gillingham, Rochester and Chatham.

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. Community Officers attended all 36 Police and Communities Together (PACT) meetings this quarter. Results from the Crime Victim Survey at the end of August indicate that there has been an increase in the percentage of residents who feel Medway is safe, 95.4% compared to 94.1% for the same period last year.
- 7.3. Five test purchase operations involving 86 premises took place this quarter covering the full range of underage enforcement. This included an informal test purchase of 8 sun bed shops, of these 2 received further advice and will be revisited.
- 7.4. 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. As part of the alley gate scheme HM Prison Service cleared 4 alleyways recycling approximately 75% of the waste through the Household Waste Recycling Centres.
- 7.5. Following an independent commissioning report into Independent Domestic Violence Advisors provision in Kent and Medway, Medway has been part of the pan-Kent taskforce to explore the feasibility of a single commissioning framework. The objective is to gain economies of scale together with a performance management framework. The Medway Safeguarding Children Board Development Officer has been seconded as the Medway Domestic Abuse Development Officer for 4 months. The scope of the role includes supporting the sub group in implementing the Domestic Abuse action and improvement plan to ensure progress and ownership of actions. Multi agency training packages have been developed and will continue to be issued to staff.
- 7.6. The Safer Journeys Team's submission to the Green Apple Awards has been successful and won for their innovative 'Walking Bus Stops'. Staff will visit the Houses of Parliament next quarter to receive the award.
- 7.7. The Council is committed to driving down energy use across its corporate estate through property rationalisation, encouraging behavioural change and other measures to reduce its carbon footprint. A comprehensive property audit is being undertaken to identify the worst performing assets to enable a targeted programme of property rationalisation. In addition, energy efficiency projects have been identified and undertaken, which is resulting in both energy and cashable savings. This is evidenced by the installation of Voltage Optimisers in Medway Park leisure centre, Riverside 1 Offices and Gun Wharf. Additionally, The Carbon Reduction Commitment liability has been reduced. Further energy saving projects are being developed including exploring the viability of a Combined, Heat and Power plant for leisure centres; and exploring the possibilities of evaporative cooling and Solar PV panels. Other proposed projects include the replacement of lighting in the Brook Multi-storey car park; energy efficient refurbishment of street lighting and AMR Smart metering installation to enable more effective monitoring and targeting of energy use.

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.
- 8.2. Phase 1 of the new customer contact and administration shared services went live in April 2012. Following a staff consultation during quarter 2, recruitment is now underway for phase 2 services along with ICT systems development work. Following this the next phase of services moving to the new customer contact and shared administration teams is expected to go live in December 2012 and January 2013.
- 8.3. During the quarter the council also began implementing a new customer experience reporting system - Govmetric - that allows our customers on the phone, web and face to face to provide feedback on the service that they have received. Once fully implemented this will improve our understanding of customer experience performance and provide evidence to inform continuous service improvement.
- 8.4. Better for Less is also implementing new shared services for category management (procurement and commissioning) and performance and intelligence. Recruitment to these services is now underway and it is expected these services will begin work in December 2012.

The category management project has also undertaken focussed work in a number of areas of spend to identify early opportunities for efficiencies and improvement. This approach has been used to award new suppliers for the council's homecare and extra care services for adult social care clients. By doing this the council has identified a new way of working with care providers, which provides better services for clients and an annual saving of up to £1.9 million.

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 The way forward

- 11.1 It is recommended that Members consider second 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

<http://www.medway.gov.uk/councilanddemocracy/performanceandpolicy/councilplan.aspx>

Adults maintain their independence and live healthy lives			
Ensure older people and disabled adults are safe & supported			
ASC 6	Delayed discharges - average weekly rate per 100,000 pop 18+		2
ASC 7	Delayed discharges - number		2
We will support carers in the valuable work they do			
ASC 8	Carers receiving needs assessment or review and a specific carer's service, or advice and info		3
Personalised services to meet older and disabled adults needs			
ASC 9	Social Care clients receiving Self Directed Support in the year to 31st March		3
We will promote and encourage healthy lifestyles for adults			
NI 123	Rate of self-reported 4 week smoking quitters aged 16 or over		4
NI 156	Number of households living in temporary accommodation		4
PB7	Number of Medway Businesses taking part in the healthy workplace initiatives		5
PB8	Number of people receiving support from a Health and Lifestyle Trainer		5
PH1	Number of adults taking part in healthy weight and exercise referral interventions		5
MHSW1	Number of people receiving support from Mental Health Social Work team		6
Children and young people in Medway have the best start in life			
Ensure the most vulnerable children and young people are safe			
NI 59L	% of initial assessments for children's social care carried out within 10 working days of referral		7
NI 60	% of core assessments for children's social care carried out within 35 working days of their commencement		7
NI 66	LAC cases which reviewed within required timescales (PAF-CF/C68)		8
NI 67	% of child protection cases which were reviewed within required timescales		8
NI 147	Care leavers in suitable accommodation		9
CISRS1	LAC Participation in Reviews		9
CP1	Children's participation in child protection conferences		10
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		11
Champion high standards in schools			
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 inc English and Maths (LAA)		11
NI 92	Narrow gap between lowest achieving 20% in Early Years Foundation Stage and the rest (LAA)		12
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 who reported that the training was good or better		13
EDU1	Number of children missing from education (inc children of statutory school age not on a school roll)		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		13
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 in Medway		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
Promote and encourage healthy lifestyles			
EY1a	% of children in Medway aged 0-4 attending local Sure Start Children's Centre		17
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
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		20

Everybody travelling easily around Medway			
We will secure reliable & efficient local transport network			
NI 167	Average journey time along 6 primary transport corridors into Chatham (mins per mile)		21
HP26	Satisfaction with road maintenance		21
HP27	Satisfaction with pavement maintenance		22
IT2	% of people who think Medway Council helps people travel easily around Medway		22
TMRS7	Number of notices received to carry out works on the highway		22
Everyone benefiting from the area's regeneration			
Decent new homes quality of existing housing			
NI 155	Number of affordable homes delivered		23
H14	Average length of stay in B&B of households with dependent children or pregnant women (weeks)		24
People have the skills they need to take up job opportunities			
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		25
LRCC3	The number of intensive assists to local businesses		25
LRCC4	Number of jobs created and safeguarded		26
ECD7b	New registrations by local people accessing employment support services		26
ECD48c	Employment that has lasted 26 weeks		26
Medway as a destination for culture, heritage, sport and tourism			
L7	Leisure - Level of user satisfaction (% satisfied)		27
LRCC1	Number of visitors to tourist attractions in Medway		27
F3	User satisfaction with theatres		28
GH9	User satisfaction with museums and galleries		28
F4	User satisfaction with events		28
LIB4	Satisfaction with libraries		29
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
We will help to prevent and reduce domestic abuse			
DA1	Number of incidents of domestic abuse		31
DA2	% of repeat victims of domestic abuse		31
DA3	Impact of domestic abuse on children's safety		31
We will increase recycling reducing waste going to landfill sites			
NI 191	Residual household waste - kg per household		32
NI 192	Percentage of household waste sent for reuse, recycling and composting		32
W6	Satisfaction with refuse collection		33
W7	Satisfaction with recycling facilities		33
We will work with the community to keep Medway's streets clean			
NI 195a	Improved street and environmental cleanliness: Litter		34
NI 195b	Improved street and environmental cleanliness: Detritus		34
NI 195c	Improved street and environmental cleanliness: Graffiti		35
NI 195d	Improved street and environmental cleanliness: Flyposting		35
W5	Satisfaction with how the Council deals with graffiti		35
W8	Satisfaction with street cleaning		36
We will work with local people to maintain parks and open spaces			
GH4	Citizen participation hours		36
GH6	Satisfaction with parks and open spaces		37
GH7	Satisfaction with play areas		37
GH4a	No of people involved in practical volunteer tasks through membership of Friends groups		37
GH8	Number of green flags		38
We will support the building of strong communities			
NI 1	% of people who believe people from different backgrounds get on well together		38
NI 4	% of people who feel they can influence decisions in their locality		39
Better for Less			
LX5	Working days lost due to sickness absence		39

APPENDIX 2








Council Plan 2012/13 – Q2 Performance Monitoring



Note: The short term trend compares performance in Q2 2012/13 against performance in the preceding quarter (Q1 2012/13)

Note: In the charts section 2012/13 year to date performance is shown where calculated but should be used with caution as some measures are cumulative throughout the year and others are snapshot calculations.

Note: The PI Status indicates Q2 performance and/or expected performance at year end.

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

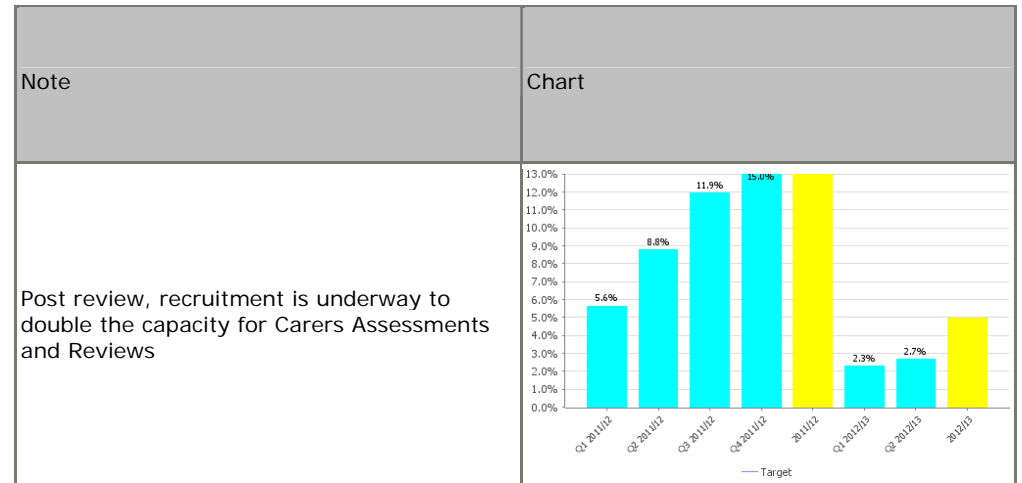
Adults maintain their independence and live healthy lives

1.1 Ensure older people and disabled adults are safe & supported

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13	Note	Chart																		
	Value	Value	Value	Value	Target	Status	Short Trend																					
ASC6 Delayed discharges - average weekly rate per 100,000 pop 18+	8.00	5.91	3.58	5.72	8.00	✓	↓	8.00	Data from local weekly collection. Performance has been consistent with previous quarters, and there have been no delays attributable to Medway Council throughout this period.	<table border="1"> <caption>ASC6 Delayed discharges (average weekly rate per 100,000 pop 18+)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>4.39</td> </tr> <tr> <td>Q2 2011/12</td> <td>6.42</td> </tr> <tr> <td>Q3 2011/12</td> <td>6.61</td> </tr> <tr> <td>Q4 2011/12</td> <td>4.24</td> </tr> <tr> <td>2011/12</td> <td>6.00</td> </tr> <tr> <td>Q1 2012/13</td> <td>3.58</td> </tr> <tr> <td>Q2 2012/13</td> <td>5.72</td> </tr> <tr> <td>2012/13</td> <td>8.00</td> </tr> </tbody> </table>	Quarter	Value	Q1 2011/12	4.39	Q2 2011/12	6.42	Q3 2011/12	6.61	Q4 2011/12	4.24	2011/12	6.00	Q1 2012/13	3.58	Q2 2012/13	5.72	2012/13	8.00
Quarter	Value																											
Q1 2011/12	4.39																											
Q2 2011/12	6.42																											
Q3 2011/12	6.61																											
Q4 2011/12	4.24																											
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Q1 2012/13	3.58																											
Q2 2012/13	5.72																											
2012/13	8.00																											
ASC7 Delayed discharges - number	109	92	147			📊	↓		Performance has been consistent over a number of quarters. There had been no delays attributable to Medway Council.	<table border="1"> <caption>ASC7 Delayed discharges (number)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>113</td> </tr> <tr> <td>Q2 2011/12</td> <td>165</td> </tr> <tr> <td>Q3 2011/12</td> <td>170</td> </tr> <tr> <td>Q4 2011/12</td> <td>109</td> </tr> <tr> <td>2011/12</td> <td>110</td> </tr> <tr> <td>Q1 2012/13</td> <td>92</td> </tr> <tr> <td>Q2 2012/13</td> <td>147</td> </tr> <tr> <td>2012/13</td> <td>147</td> </tr> </tbody> </table>	Quarter	Value	Q1 2011/12	113	Q2 2011/12	165	Q3 2011/12	170	Q4 2011/12	109	2011/12	110	Q1 2012/13	92	Q2 2012/13	147	2012/13	147
Quarter	Value																											
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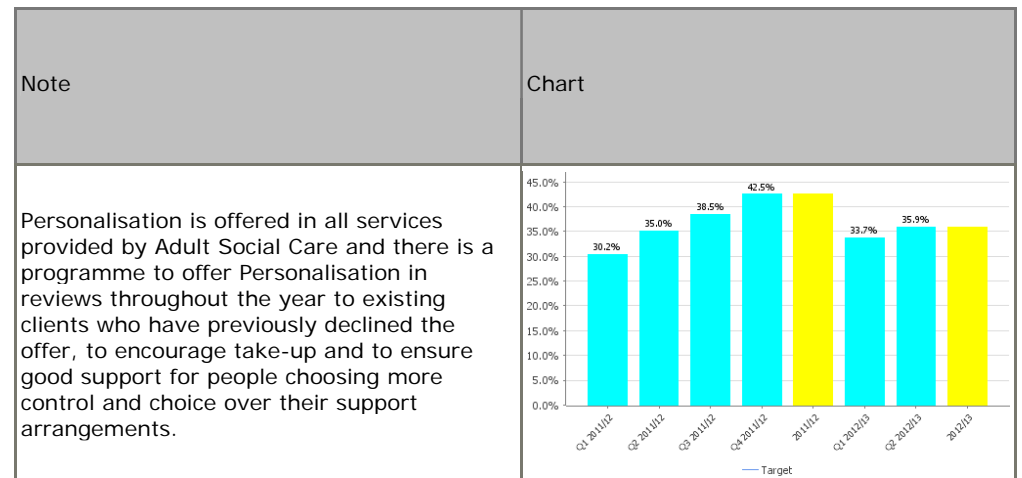
1.2 We will support carers in the valuable work they do

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	
ASC8 Carers receiving needs assessment or review and a specific carer's service, or advice and information	9.8%	15.0%	2.3%	2.7%	10.0%			20.0%



1.3 Personalised services to meet older & disabled adults needs

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	
ASC9 Social care clients receiving Self Directed Support in the year to 31st March	22.1%	42.5%	33.7%	35.9%	30.0%			60.0%



1.4 We will promote and encourage healthy lifestyles for adults



Key Measure	2010/ 11	2011/ 12	Q1 2012/ 13	Q2 2012/13			Target 2012/ 13	
	Value	Value	Value	Value	Target	Status		Short Trend
NI 123 Rate of self-reported 4 week smoking quitters aged 16 or over	2260	2662	590	168		?	?	2265
NI 156 Number of households living in temporary accommodation	102	109	118	101	110	✓	↑	110

Note	Chart
<p>There is a time lag in obtaining 4 week quit data as it has to be collected from a range of sources and outcomes are not always known in the same quarter that quit data is set hence the Q2 figure of 168 is provisional. The finalised 2011/12 figure achieved 129% of the target for year end and the best performance in the South East region. The service continues to perform to a high standard.</p>	
<p>Work has been underway in quarter 2 to reduce the number of households in temporary accommodation. Performance is now on target which is a success in light of an increase in the number of households approaching as homeless. The focus next quarter will be to keep the numbers in temporary accommodation as low as possible given the constraints of current economic climate.</p>	

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
PB7 Number of Medway Businesses taking part in the healthy workplace initiatives			12	18	18	✓	↑	36
PB8 Number of people receiving support from a Health and Lifestyle Trainer			100	42	123	⚠	↓	490
PH1 Number of adults taking part in healthy weight and exercise referral interventions	616	1030	303	307	250	✓	↑	1200

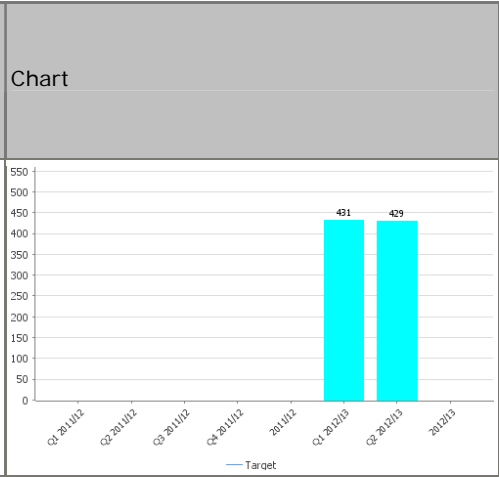
Note	Chart
Continues to be on track.	
Due to retrospective data being received Q1 figure has been revised upwards from 82 to 100. Q2 is a provisional figure due again to retrospective reporting. Dip in activity levels is due to a short term resourcing issue as well as a tendency for number to be reduced over the summer months. It is expected that with full capacity, the service will reach target by the end of the year as Q4 is peak time for service demand.	
241 people attended exercise referral and 66 Tipping the Balance, figures for the previous quarter were 164 and 139 respectively. Funding has also been received from Macmillan to pilot some specialist work with people living with and beyond cancer and an increase in capacity to work with people living with a disability in Medway. A new member of staff is due to start in November which will increase capacity for the Tipping the Balance programme.	

Key Measure
MHSW1 Number of people receiving support from Mental Health Social Work team

2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
Value	Value	Value	Value	Target	Status	Short Trend	
		431	429				

Note

Quarter 1 figure has been revised from 300 to 431 as a result of the case review process and transfer of cases from MH nurses. Q2 number is consistent with the previous quarter and will be strengthened with the tidying up of the caseloads which is ongoing.



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	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13	Note	Chart																				
	Value	Value	Value	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 %	77.7 %	80.3 %	78.0 %	✓	↑	78.0 %	Performance in Q2 is improving, however we anticipate a drop in performance in Q3 as we close initial assessments, which currently exceed statutory timescales. Resources have been put in place to review all outstanding cases and to identify through a service review, factors that contribute to delay. Whilst this will result in a drop in performance in Q3, we envisage that it will lead to improvements in practice, and better performance in the longer term.	<table border="1"> <caption>NI 59L Performance Data</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>75.3%</td></tr> <tr><td>Q2 2011/12</td><td>74.0%</td></tr> <tr><td>Q3 2011/12</td><td>68.9%</td></tr> <tr><td>Q4 2011/12</td><td>60.6%</td></tr> <tr><td>2011/12</td><td>70.0%</td></tr> <tr><td>Q1 2012/13</td><td>77.7%</td></tr> <tr><td>Q2 2012/13</td><td>80.3%</td></tr> <tr><td>2012/13</td><td>78.0%</td></tr> <tr><td>Target</td><td>78.0%</td></tr> </tbody> </table>	Period	Value (%)	Q1 2011/12	75.3%	Q2 2011/12	74.0%	Q3 2011/12	68.9%	Q4 2011/12	60.6%	2011/12	70.0%	Q1 2012/13	77.7%	Q2 2012/13	80.3%	2012/13	78.0%	Target	78.0%
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Target	78.0%																													
NI 60 Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement	73.2 %	69.1 %	51.6 %	67.8 %	72.0 %	⊘	↑	72.0 %	Performance in Q2 is improving, however we anticipate a drop in performance in Q3 as we close core assessments, which currently exceed statutory timescales. Resources have been put in place to review all outstanding cases and to identify through a service review, factors that contribute to delay. Whilst this will result in a drop in performance in Q3, we envisage that it will lead to improvements in practice, and better performance in the longer term.	<table border="1"> <caption>NI 60 Performance Data</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>72.6%</td></tr> <tr><td>Q2 2011/12</td><td>80.8%</td></tr> <tr><td>Q3 2011/12</td><td>72.4%</td></tr> <tr><td>Q4 2011/12</td><td>56.0%</td></tr> <tr><td>2011/12</td><td>67.0%</td></tr> <tr><td>Q1 2012/13</td><td>51.6%</td></tr> <tr><td>Q2 2012/13</td><td>67.8%</td></tr> <tr><td>2012/13</td><td>62.0%</td></tr> <tr><td>Target</td><td>72.0%</td></tr> </tbody> </table>	Period	Value (%)	Q1 2011/12	72.6%	Q2 2011/12	80.8%	Q3 2011/12	72.4%	Q4 2011/12	56.0%	2011/12	67.0%	Q1 2012/13	51.6%	Q2 2012/13	67.8%	2012/13	62.0%	Target	72.0%
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Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	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 %	94.2 %	95.0 %	🟢	⬇️	95.0 %
BV162 NI 67 Percentage of child protection cases which were reviewed within required timescales	92.4 %	96.6 %	99.6 %	99.5 %	100.0 %	🟡	⬇️	100.0 %

Note	Chart																		
<p>There are currently 430 looked after children in Medway, a 5% decrease from last quarter. However, there was a slight increase in the number of children coming into care from 43 to 51. 301 reviews took place during the quarter, 18 of these were held out of timescale. Of the 397 children whose case has been reviewed since April 2012 and who remain looked after, 23 have been held out of statutory timescale.</p> <p>The target on timeliness of reviews is not being met due to continuing high volumes of work and the need also to prioritise child protection conferences (which is also a function allocated to Independent Reviewing Officers) to ensure that children are safeguarded. We continue to work with children's care to manage risks and ensure most vulnerable young people's reviews are held on time and to increase frequency if this is required.</p>	<table border="1"> <caption>Percentage of reviews held on time (Looked after children)</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>89.2%</td></tr> <tr><td>Q2 2011/12</td><td>85.3%</td></tr> <tr><td>Q3 2011/12</td><td>81.9%</td></tr> <tr><td>Q4 2011/12</td><td>79.6%</td></tr> <tr><td>2011/12</td><td>78.0%</td></tr> <tr><td>Q1 2012/13</td><td>95.4%</td></tr> <tr><td>Q2 2012/13</td><td>94.2%</td></tr> <tr><td>2012/13</td><td>95.0%</td></tr> </tbody> </table>	Period	Percentage	Q1 2011/12	89.2%	Q2 2011/12	85.3%	Q3 2011/12	81.9%	Q4 2011/12	79.6%	2011/12	78.0%	Q1 2012/13	95.4%	Q2 2012/13	94.2%	2012/13	95.0%
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<p>This quarter one review child protection conference was held out of timescale. This affected one child and was cancelled because the independent chair had to take emergency leave and the conference could not be reassigned. We continue to observe a fall in the number of children subject to Child Protection plans in Medway from a peak of 390 in January to 251 as at the end of September. Changes in the way that we manage children who are subject to other statutory processes and unborn children who are unlikely to stay with their parents when they are born due to already identified risks is likely to have been a significant contributing factor to this reduction. We continue to work with social care to ensure that the reduction is appropriate and</p>	<table border="1"> <caption>Percentage of reviews held on time (Child protection cases)</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>97.0%</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>96.0%</td></tr> <tr><td>2011/12</td><td>95.0%</td></tr> <tr><td>Q1 2012/13</td><td>99.0%</td></tr> <tr><td>Q2 2012/13</td><td>99.0%</td></tr> <tr><td>2012/13</td><td>99.0%</td></tr> </tbody> </table>	Period	Percentage	Q1 2011/12	97.0%	Q2 2011/12	97.0%	Q3 2011/12	96.2%	Q4 2011/12	96.0%	2011/12	95.0%	Q1 2012/13	99.0%	Q2 2012/13	99.0%	2012/13	99.0%
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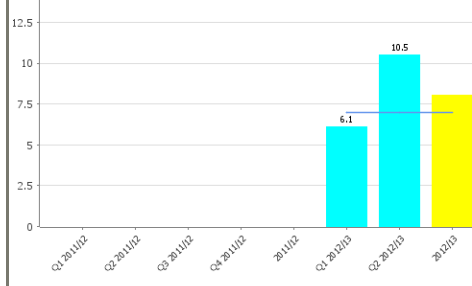
Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
NI 147 Care leavers in suitable accommodation	93.5 %	90.0 %	91.7 %	100.0 %	95.0 %	🟢	⬆️	95.0 %
CISRS1 LAC Participation in Reviews		76%	88.7 %	88%	95%	🟡	⬇️	95%

Note	Chart																		
managed safely.																			
This indicator captures whether young people are in suitable accommodation for a cohort of care leavers within three months before and one month after their 19th birthday. Of the Q2 cohort of five young people, all of these were assessed as being in suitable accommodation.	<table border="1"> <caption>Data for Chart 1: NI 147 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>Q2 2012/13</td><td>100.0%</td></tr> <tr><td>2012/13</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%	Q2 2012/13	100.0%	2012/13	95.0%
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The proportion of looked after children participating in their review continues to be higher than last year - mainly due to increased emphasis being placed on Independent Reviewing Officers undertaking visits to children and young people to support face to face contact where children can express their wishes and feelings. Young people aged over 4 are encouraged to contribute to their own review in a variety of ways, including speaking for themselves, chairing their reviews with the support of their IRO or using other mediums such as written views, texting, etc.	<table border="1"> <caption>Data for Chart 2: CISRS1 LAC Participation in Reviews</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>76%</td></tr> <tr><td>Q1 2012/13</td><td>88.7%</td></tr> <tr><td>Q2 2012/13</td><td>88%</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	76%	Q1 2012/13	88.7%	Q2 2012/13	88%		
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Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
CP1 Children's participation in child protection conferences		60%	44%	11%	80%			80%
CSC1 Percentage of child protection plans closed within 2 years	n/a	n/a	91%	99%	95%			95%

Note	Chart																		
<p>Children's participation can be measured in a number of ways, including attendance at conferences, writing their views down or asking someone to speak on their behalf. This quarter, there were 29 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 1 did equating to 11%. 11% (33% 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 60% of all conferences. 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 q2 shows that 47% of all respondents felt that the wishes and feelings of children (of all ages) were made clear to the meeting but 11 out of the 15 parents who responded felt that this was the case.</p>	<table border="1"> <caption>Children's Wishes and Feelings Recorded</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2011/12</td> <td>69%</td> </tr> <tr> <td>Q2 2011/12</td> <td>50%</td> </tr> <tr> <td>Q2 2011/12</td> <td>60%</td> </tr> <tr> <td>Q2 2011/12</td> <td>40%</td> </tr> <tr> <td>2011/12</td> <td>60%</td> </tr> <tr> <td>Q2 2012/13</td> <td>44%</td> </tr> <tr> <td>Q2 2012/13</td> <td>11%</td> </tr> <tr> <td>2012/13</td> <td>11%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2011/12	69%	Q2 2011/12	50%	Q2 2011/12	60%	Q2 2011/12	40%	2011/12	60%	Q2 2012/13	44%	Q2 2012/13	11%	2012/13	11%
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<p>Performance in Q2 is good. This is a direct reflection that of those children and young people that were made subject to a CP plan in Q2 of 2010, only 1% have remained on a plan for 2 years or more.</p>	<table border="1"> <caption>Percentage of Child Protection Plans Closed Within 2 Years</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2010</td> <td></td> </tr> <tr> <td>Q2 2010</td> <td></td> </tr> <tr> <td>Q2 2010</td> <td></td> </tr> <tr> <td>Q2 2010</td> <td></td> </tr> <tr> <td>2010</td> <td></td> </tr> <tr> <td>Q2 2010</td> <td>91%</td> </tr> <tr> <td>Q2 2010</td> <td>99%</td> </tr> <tr> <td>2010</td> <td></td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2010		Q2 2010		Q2 2010		Q2 2010		2010		Q2 2010	91%	Q2 2010	99%	2010	
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Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	
NI65-2 % of children becoming the subject of a child protection plan for a second or subsequent time within 2 years	n/a	n/a	6.1%	10.5%	7%			7%

Note	Chart
The percentage of children and young people who have come off child protection plans and been subject to a second or subsequent plan in Q2 has increased. As the overall cohort of children is small, this equates to only four children who have been subject to a second or subsequent plan and all four are siblings from the same family.	

2.2 Champion high standards in schools

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	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	Not measured for Quarters				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	Not measured for Quarters				63.0%

Note	Chart
The provisional value for this measure has increased by 4.8 percentage points to 72.2%. It is likely that following the issue of validated results, once schools have completed the checking exercise, it will increase slightly, this is because the current provisional figure does not contain the outcomes of reviews and the removal of pupils who have arrived new to the UK during the last 2 years of primary education.	
Figure given is for all secondary maintained schools and academies in Medway, it is provisional as schools are still awaiting the outcomes of appeals, reviews and removal of pupils in the autumn checking exercise.	

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	
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	Not measured for Quarters				31.5 %
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	Not measured for Quarters				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	Not measured for Quarters				49.0 %
SCTS1 % of governors attending governor training			17	22	18	✓	↑	43

Note	Chart									
The attainment gap between the poorest performing 20% of children and the average for the whole cohort has remained almost static as compared with the previous year. Overall attainment of the bottom quartile has improved as compared with 2011, but so has overall attainment across Medway, meaning the gap remains at 31%.										
The cohort has significantly reduced in size since the targets were set. Results are provisional and may change once validated is received.										
The provisional figure for 2012/13 following the release of GCSE results in August is 43.6%, reducing the gap between pupils with SEN and all other pupils by 2.8% and exceeding the gap target set.										
The total percentage of governors attending governor training for the period April 2012 to end September 2012 is 22%, this exceeds the target set of 18%. Q2 includes the school summer holiday during which time governor training does not take place as part of the planned programme.	<table border="1"> <caption>Percentage of Governors Attending Training</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2012/13</td> <td>17</td> <td>18</td> </tr> <tr> <td>Q2 2012/13</td> <td>22</td> <td>18</td> </tr> </tbody> </table>	Quarter	Percentage	Target	Q1 2012/13	17	18	Q2 2012/13	22	18
Quarter	Percentage	Target								
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Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
SCTS2 % of those attending governor training who reported that the training was good or better			100	100	85			85
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	56				
EDU3 % of young people who are absent from school for 15% or more days in the school year.			3.84					
SEN1 % of newly statemanted children			3	N/A				

Note	Chart																											
For Q2 100% of governors report the training as good or better, exceeding our target of 85%.	<table border="1"> <caption>Chart Data: Governor Training Feedback</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td></td> <td>85</td> </tr> <tr> <td>Q2 2011/12</td> <td></td> <td>85</td> </tr> <tr> <td>Q3 2011/12</td> <td></td> <td>85</td> </tr> <tr> <td>Q4 2011/12</td> <td></td> <td>85</td> </tr> <tr> <td>2011/12</td> <td></td> <td>85</td> </tr> <tr> <td>Q1 2012/13</td> <td>100</td> <td>85</td> </tr> <tr> <td>Q2 2012/13</td> <td>100</td> <td>85</td> </tr> <tr> <td>2012/13</td> <td></td> <td>85</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2011/12		85	Q2 2011/12		85	Q3 2011/12		85	Q4 2011/12		85	2011/12		85	Q1 2012/13	100	85	Q2 2012/13	100	85	2012/13		85
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There was a total of 56 children identified as incoming pupils. This is the figure that should be used. It is an increase on the previous quarter but that is expected. A number of families become highly mobile during the summer holidays and move addresses. This accounts for the higher figures. 29 of those cases have however been closed and we are following up cases to see if children have started school.	<table border="1"> <caption>Chart Data: Incoming Pupils</caption> <thead> <tr> <th>Quarter</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>38</td> </tr> <tr> <td>Q2 2012/13</td> <td>56</td> </tr> <tr> <td>2012/13</td> <td></td> </tr> </tbody> </table>	Quarter	Value	Q1 2011/12		Q2 2011/12		Q3 2011/12		Q4 2011/12		2011/12		Q1 2012/13	38	Q2 2012/13	56	2012/13										
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Q2 2012/13	56																											
2012/13																												
This figure is reported on a termly basis and an update will be available at Q3.	<table border="1"> <caption>Chart Data: Young People Absent</caption> <thead> <tr> <th>Quarter</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></td> </tr> <tr> <td>Q2 2012/13</td> <td>3.84</td> </tr> <tr> <td>2012/13</td> <td></td> </tr> </tbody> </table>	Quarter	Value	Q1 2011/12		Q2 2011/12		Q3 2011/12		Q4 2011/12		2011/12		Q1 2012/13		Q2 2012/13	3.84	2012/13										
Quarter	Value																											
Q1 2011/12																												
Q2 2011/12																												
Q3 2011/12																												
Q4 2011/12																												
2011/12																												
Q1 2012/13																												
Q2 2012/13	3.84																											
2012/13																												
39 Final SENs were issued in Q2; 2 pupils were placed in other LA mainstream																												

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13
	Value	Value	Value	Value	Target	Status	
placed in out of area maintained special schools							
SEN2 % of newly statemented children placed in INMS			3.0	2.6			
SEN4 Number of tribunal appeals contesting a named Medway provision			7	2			

Note	Chart																		
provisions – but no pupils were placed in other LA special schools.																			
39 Final SSENs were issued in Q2; 1 pupil was placed in an independent school	<table border="1"> <caption>SEN2 % of newly statemented children placed in INMS</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>0.0</td></tr> <tr><td>Q2 2011/12</td><td>0.0</td></tr> <tr><td>Q3 2011/12</td><td>0.0</td></tr> <tr><td>Q4 2011/12</td><td>0.0</td></tr> <tr><td>2011/12</td><td>0.0</td></tr> <tr><td>Q1 2012/13</td><td>3.0</td></tr> <tr><td>Q2 2012/13</td><td>2.6</td></tr> <tr><td>2012/13</td><td>0.0</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	0.0	Q2 2011/12	0.0	Q3 2011/12	0.0	Q4 2011/12	0.0	2011/12	0.0	Q1 2012/13	3.0	Q2 2012/13	2.6	2012/13	0.0
Period	Value																		
Q1 2011/12	0.0																		
Q2 2011/12	0.0																		
Q3 2011/12	0.0																		
Q4 2011/12	0.0																		
2011/12	0.0																		
Q1 2012/13	3.0																		
Q2 2012/13	2.6																		
2012/13	0.0																		
Of the 2 tribunal appeals received during the quarter 2; 1 was in respect of maintained provision and 1 in respect of independent (non Academy) provision	<table border="1"> <caption>SEN4 Number of tribunal appeals contesting a named Medway provision</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>0.0</td></tr> <tr><td>Q2 2011/12</td><td>0.0</td></tr> <tr><td>Q3 2011/12</td><td>0.0</td></tr> <tr><td>Q4 2011/12</td><td>0.0</td></tr> <tr><td>2011/12</td><td>0.0</td></tr> <tr><td>Q1 2012/13</td><td>7</td></tr> <tr><td>Q2 2012/13</td><td>2</td></tr> <tr><td>2012/13</td><td>0.0</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	0.0	Q2 2011/12	0.0	Q3 2011/12	0.0	Q4 2011/12	0.0	2011/12	0.0	Q1 2012/13	7	Q2 2012/13	2	2012/13	0.0
Period	Value																		
Q1 2011/12	0.0																		
Q2 2011/12	0.0																		
Q3 2011/12	0.0																		
Q4 2011/12	0.0																		
2011/12	0.0																		
Q1 2012/13	7																		
Q2 2012/13	2																		
2012/13	0.0																		

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	
SEN5 % of appeals withdrawn, upheld or refused			33.3 %	25%				
SIS1a (amended) Ofsted school judgements showing trend of improvement - % schools judged good or better in Medway			12	12	7			7
SIS1b (amended) Ofsted school judgements showing trend of improvement - Leadership & Management - % schools judged good or better in Medway			16	16	12			12

Note	Chart
There were 4 Tribunal appeals (including refusal to assess). At present 1 appeal has been conceded whilst the others are still in the process.	
Figure remains as provisional as Ofsted comparative data is not available.	
Figure remains provisional as Ofsted comparative data remains unavailable	

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	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	17	10	✓	▬	10
SIS2a (amended) Difference made to schools by Local Authority support - Schools in Special Measures			3	2	4	✓	↑	4
SIS2b (amended) Difference made to schools by Local Authority support - Schools with a Notice to Improve			2	1	4	✓	↑	4

Note	Chart								
Figure remains provisional as Ofsted comparative data remains unavailable	<table border="1"> <caption>Chart Data (Top)</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2012/13</td> <td>17</td> </tr> <tr> <td>Q2 2013/13</td> <td>17</td> </tr> <tr> <td>2013/13</td> <td>17</td> </tr> </tbody> </table>	Period	Value	Q2 2012/13	17	Q2 2013/13	17	2013/13	17
Period	Value								
Q2 2012/13	17								
Q2 2013/13	17								
2013/13	17								
St James CEV Primary was removed from special measures following inspection on 3 July 2012. Leadership and management were judged as good and the report notes that good leadership has led to rapid improvement. Of the two remaining schools in special measures, one has received a monitoring visit in September which judges progress since inspection and capacity to improve to be good.	<table border="1"> <caption>Chart Data (Middle)</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2012/13</td> <td>3</td> </tr> <tr> <td>Q2 2013/13</td> <td>2</td> </tr> <tr> <td>2013/13</td> <td>2</td> </tr> </tbody> </table>	Period	Value	Q2 2012/13	3	Q2 2013/13	2	2013/13	2
Period	Value								
Q2 2012/13	3								
Q2 2013/13	2								
2013/13	2								
Barnsole Junior school closed in August 2012, so no longer has a notice to improve. Halling has a notice to improve. During September no Medway maintained schools inspected were judged to require an Ofsted category of concern.	<table border="1"> <caption>Chart Data (Bottom)</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2012/13</td> <td>2</td> </tr> <tr> <td>Q2 2013/13</td> <td>1</td> </tr> <tr> <td>2013/13</td> <td>1</td> </tr> </tbody> </table>	Period	Value	Q2 2012/13	2	Q2 2013/13	1	2013/13	1
Period	Value								
Q2 2012/13	2								
Q2 2013/13	1								
2013/13	1								

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	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	✓	↑	6

Note	Chart
One secondary school was below the floor threshold of 40% of students gaining 5 or more GCSE or equivalent including English and mathematics, this school was affected by the change in English GCSE grade boundaries. 11 primary schools were below floor at the start of 2012, 8 have improved and are no longer below floor, 2 schools had results which dipped below floor, bringing the number of primary schools currently below floor to 5. One of these has now converted to an academy, as has the secondary school.	

2.3 Promote and encourage healthy lifestyles

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	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%	45.7%	40%	✓	↑	56%

Note	Chart
The total number of different children aged 0-4 years attending a Medway Sure Start Children's Centre across the first two quarters was 7,535, an increase of 1538 on the equivalent period last year. This represents a 25% increase as compared to 2011-12. The increase reflects the improved information and data sharing arrangements between key partners, particularly NHS agencies, resulting in targeted engagement with a far higher proportion of vulnerable families.	

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
EY1b Total number of attendances at Sure Start Children's Centres by families with children 0-4 years		193,309	53,157	112,376	99,500	✓	↑	199,000
PH2 Smoking quits from pregnant women	60	43	7	N/A	18	?	?	70

Note	Chart																		
<p>The total number of attendances by children and families at Medway Sure Start Children's Centres in the first two quarters of 2012-13 was 112,376, and increase of 30,000 attendances (37%) as compared to the same period in 2011-12. This increase reflects the greater number of interventions and services provided both by the Children's Centre teams themselves, and the increased number midwifery, health visiting and other services provided by partner agencies using the Children's Centre infrastructure.</p>	<table border="1"> <caption>Attendances at Medway Sure Start Children's Centres</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>42,184</td></tr> <tr><td>Q2 2011/12</td><td>81,767</td></tr> <tr><td>Q3 2011/12</td><td>135,621</td></tr> <tr><td>Q4 2011/12</td><td>193,309</td></tr> <tr><td>2011/12</td><td>199,000</td></tr> <tr><td>Q1 2012/13</td><td>53,157</td></tr> <tr><td>Q2 2012/13</td><td>112,376</td></tr> <tr><td>2012/13</td><td>112,376</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	42,184	Q2 2011/12	81,767	Q3 2011/12	135,621	Q4 2011/12	193,309	2011/12	199,000	Q1 2012/13	53,157	Q2 2012/13	112,376	2012/13	112,376
Period	Value																		
Q1 2011/12	42,184																		
Q2 2011/12	81,767																		
Q3 2011/12	135,621																		
Q4 2011/12	193,309																		
2011/12	199,000																		
Q1 2012/13	53,157																		
Q2 2012/13	112,376																		
2012/13	112,376																		
<p>There is a timelag in finalised data being confirmed, consequently Q2 figures not yet available. There has however been a lot of activity to approve performance in this area. Training of midwives and hospital consultants has taken place and there is now a pilot project in place with midwives who will be CO testing all pregnant women at time of booking. A training video is now being developed to assist midwives and other health professionals. A locally developed publicity campaign has been ongoing, raising awareness of the risks associated with smoking in pregnancy. Partnership meetings have taken place at a senior strategic level to ensure this is given sufficient priority. Additional resource has now been allocated.</p>	<table border="1"> <caption>Smoking quits from pregnant women</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>23</td></tr> <tr><td>Q2 2011/12</td><td>20</td></tr> <tr><td>Q3 2011/12</td><td>15</td></tr> <tr><td>2011/12</td><td>43</td></tr> <tr><td>Q1 2012/13</td><td>7</td></tr> <tr><td>Q2 2012/13</td><td>7</td></tr> <tr><td>2012/13</td><td>7</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	23	Q2 2011/12	20	Q3 2011/12	15	2011/12	43	Q1 2012/13	7	Q2 2012/13	7	2012/13	7		
Period	Value																		
Q1 2011/12	23																		
Q2 2011/12	20																		
Q3 2011/12	15																		
2011/12	43																		
Q1 2012/13	7																		
Q2 2012/13	7																		
2012/13	7																		

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
PH3 Numbers completing the MEND programme	N/A	87	13	17	22.5			90

Note	Chart
This is on schedule to meet the annual target as programme run on an academic termly basis	

2.4 Promote and encourage healthy lifestyles (for people with SEN)

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
BF1 Increase in breastfeeding rate at initiation at birth		68.0	66.3	N/A	69.0			69.0

Note	Chart
Data is taken from Dept of Health publication which is received from hospitals and GP practices. There is a time lag of this data of approx 1 quarter. Whilst this is below target Medway has a successful peer support network made up of local mums who have additional training so that they can support other mums. Members of the Network are available at various locations including local baby clinics, children's centres, breastfeeding drop-ins and at Medway Maritime Hospital. There are currently 40 registered volunteers (33 accredited peer supporters), operating 11 regular drop-in sessions. A cross-organisation Infant feeding Strategy has been adopted by local stakeholders to work towards the achievement of UNICEF Baby friendly	

Key Measure
BF2 Increase in breastfeeding rate at 6-8 weeks







2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
Value	Value	Value	Value	Target	Status	Short Trend	
		37.2	N/A	41	?	?	41

Note	Chart									
Initiative Award in both maternity and community settings. Community services achieved the UNICEF UK BFI Level 2 Award in Sept 2011 and are working towards the Level 3 award.										
See comment above BF1	<p>The chart displays the breastfeeding rate at 6-8 weeks for the second quarter of 2012/13. The y-axis represents the percentage rate, ranging from 0 to 50 in increments of 5. The x-axis lists quarters from Q2 2011/12 to Q2 2012/13. A single cyan bar for Q2 2012/13 shows a value of 37.2. A blue horizontal line indicates the target rate of 41.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 2011/12</td> <td> </td> <td>41</td> </tr> <tr> <td>Q2 2012/13</td> <td>37.2</td> <td>41</td> </tr> </tbody> </table>	Quarter	Value	Target	Q2 2011/12		41	Q2 2012/13	37.2	41
Quarter	Value	Target								
Q2 2011/12		41								
Q2 2012/13	37.2	41								

Everybody travelling easily around Medway

3.1 We will secure a reliable and efficient local transport network

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13	Note	Chart																				
	Value	Value	Value	Value	Target	Status	Short Trend	Value																						
NI 167 Average journey time along 6 primary transport corridors into Chatham (mins per mile)	2.81	2.54	2.71	2.22	4.00	✓	↑	4.00	Monitoring of the six strategic corridor routes into the boundary of Chatham Town Centre over the 2012 second quarter period in the morning peak between 8am - 9am has shown the measure of congestion 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 2.22 minutes per mile in the second quarter of 2012, a percentage reduction of approximately 35%. 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.	<table border="1"> <caption>NI 167 Average Journey Time (mins per mile)</caption> <thead> <tr> <th>Period</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>2.77</td></tr> <tr><td>2011/12</td><td>2.51</td></tr> <tr><td>Q1 2012/13</td><td>2.71</td></tr> <tr><td>Q2 2012/13</td><td>2.22</td></tr> <tr><td>2012/13</td><td>2.25</td></tr> <tr><td>Target</td><td>4.00</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	2.39	Q2 2011/12	2.37	Q3 2011/12	2.72	Q4 2011/12	2.77	2011/12	2.51	Q1 2012/13	2.71	Q2 2012/13	2.22	2012/13	2.25	Target	4.00
Period	Value																													
Q1 2011/12	2.39																													
Q2 2011/12	2.37																													
Q3 2011/12	2.72																													
Q4 2011/12	2.77																													
2011/12	2.51																													
Q1 2012/13	2.71																													
Q2 2012/13	2.22																													
2012/13	2.25																													
Target	4.00																													
HP26 Satisfaction with road maintenance		49.75	44.00	52.00	50.00	✓	↑	50.00	The level of customer satisfaction have increased since the last survey and is now above the target. 27 No. Roads (including all main road sites) have now been resurfaced out of 32 (a total length of 7,570m). The remaining roads are due to be resurfaced before Christmas.	<table border="1"> <caption>HP26 Customer Satisfaction (%)</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2 2011/12</td><td>46.00</td></tr> <tr><td>Q3 2011/12</td><td>47.00</td></tr> <tr><td>Q4 2011/12</td><td>56.00</td></tr> <tr><td>2011/12</td><td>50.00</td></tr> <tr><td>Q1 2012/13</td><td>44.00</td></tr> <tr><td>Q2 2012/13</td><td>52.00</td></tr> <tr><td>Target</td><td>50.00</td></tr> </tbody> </table>	Period	Value	Q2 2011/12	46.00	Q3 2011/12	47.00	Q4 2011/12	56.00	2011/12	50.00	Q1 2012/13	44.00	Q2 2012/13	52.00	Target	50.00				
Period	Value																													
Q2 2011/12	46.00																													
Q3 2011/12	47.00																													
Q4 2011/12	56.00																													
2011/12	50.00																													
Q1 2012/13	44.00																													
Q2 2012/13	52.00																													
Target	50.00																													

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
HP27 Satisfaction with pavement maintenance		71.00	69.00	69.00	60.00			60.00
IT2 Percentage of people who think Medway Council helps people travel easily around Medway		53.25	52.00	58.00				
TMRS7 Number of notices received to carry out works on the highway			5284	4454				

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.</p> <p>Levels of customer satisfaction have increased since the last survey and is now well above the target. 6 No. sites have been completed and 9 No. other pavements are due to be resurfaced before Christmas. (a total length of 1,560m)</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>70.00</td></tr> <tr><td>Q2 2011/12</td><td>71.00</td></tr> <tr><td>Q3 2011/12</td><td>72.00</td></tr> <tr><td>Q4 2011/12</td><td>70.00</td></tr> <tr><td>2011/12</td><td>70.00</td></tr> <tr><td>Q1 2012/13</td><td>69.00</td></tr> <tr><td>Q2 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	70.00	Q2 2011/12	71.00	Q3 2011/12	72.00	Q4 2011/12	70.00	2011/12	70.00	Q1 2012/13	69.00	Q2 2012/13	69.00	2012/13	69.00
Period	Value																		
Q1 2011/12	70.00																		
Q2 2011/12	71.00																		
Q3 2011/12	72.00																		
Q4 2011/12	70.00																		
2011/12	70.00																		
Q1 2012/13	69.00																		
Q2 2012/13	69.00																		
2012/13	69.00																		
<p>Minimised roadworks and keeping main roads free flowing during this period due to the Olympics. This may be reflected in higher satisfaction levels.</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>54.00</td></tr> <tr><td>Q1 2012/13</td><td>52.00</td></tr> <tr><td>Q2 2012/13</td><td>58.00</td></tr> <tr><td>2012/13</td><td>55.00</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	54.00	Q1 2012/13	52.00	Q2 2012/13	58.00	2012/13	55.00
Period	Value																		
Q1 2011/12	53.00																		
Q2 2011/12	52.00																		
Q3 2011/12	54.00																		
Q4 2011/12	54.00																		
2011/12	54.00																		
Q1 2012/13	52.00																		
Q2 2012/13	58.00																		
2012/13	55.00																		
<p>From the 4454 opening notices for works to the highway 1006 were withdrawn or cancelled by the works promoter. Therefore 3448 works were carried out on the highway during quarter 2. From the 4454 works carried out 1290 inspections of the works were carried out and 166 defects were issued to the works promoters. Defects are in association with how the works are being carried out or how they have been reinstated i.e. the highway not being in a satisfactory condition following the works. Over the past quarter Medway has seen a significant</p>	 <table border="1"> <caption>Number of notices received to carry out works on the highway</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>5284</td></tr> <tr><td>Q2 2011/12</td><td>4454</td></tr> <tr><td>Q3 2011/12</td><td>4454</td></tr> <tr><td>Q4 2011/12</td><td>4454</td></tr> <tr><td>2011/12</td><td>4454</td></tr> <tr><td>Q1 2012/13</td><td>4454</td></tr> <tr><td>Q2 2012/13</td><td>4454</td></tr> <tr><td>2012/13</td><td>4454</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	5284	Q2 2011/12	4454	Q3 2011/12	4454	Q4 2011/12	4454	2011/12	4454	Q1 2012/13	4454	Q2 2012/13	4454	2012/13	4454
Period	Value																		
Q1 2011/12	5284																		
Q2 2011/12	4454																		
Q3 2011/12	4454																		
Q4 2011/12	4454																		
2011/12	4454																		
Q1 2012/13	4454																		
Q2 2012/13	4454																		
2012/13	4454																		

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	

Note	Chart
amount of works associated with Southern Water i.e. installation of water meters and mains replacement, Southern Gas Networks Main Replacement and BT Open Reach High Speed Broadband	

Everyone benefiting from the areas regeneration

4.1 Decent new homes and quality of existing housing

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	
NI 155 Number of affordable homes delivered	334	350	55	35	52	⚠	⬇	204

Note	Chart																		
Although the 2nd quarter performance did not meet its target of 52 properties, the excellent performance in quarter 1 means that so far this year we have delivered 90 properties (our YTD target for the end of qtr 2 was 77 properties). Performance is on track to meet the annual target and it is currently estimated that 219 properties will be delivered by year end.	<table border="1"> <caption>Chart Data: Affordable Homes Delivered by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>29</td> </tr> <tr> <td>Q2 2011/12</td> <td>67</td> </tr> <tr> <td>Q3 2011/12</td> <td>23</td> </tr> <tr> <td>Q4 2011/12</td> <td>231</td> </tr> <tr> <td>2011/12</td> <td>204 (Target)</td> </tr> <tr> <td>Q1 2012/13</td> <td>55</td> </tr> <tr> <td>Q2 2012/13</td> <td>35</td> </tr> <tr> <td>2012/13</td> <td>90</td> </tr> </tbody> </table>	Quarter	Value	Q1 2011/12	29	Q2 2011/12	67	Q3 2011/12	23	Q4 2011/12	231	2011/12	204 (Target)	Q1 2012/13	55	Q2 2012/13	35	2012/13	90
Quarter	Value																		
Q1 2011/12	29																		
Q2 2011/12	67																		
Q3 2011/12	23																		
Q4 2011/12	231																		
2011/12	204 (Target)																		
Q1 2012/13	55																		
Q2 2012/13	35																		
2012/13	90																		





Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
H14 Average length of stay in B&B accommodation of households with dependent children or pregnant woman (weeks)	1.73	18.50	2.39	2.06	1.00			1.00

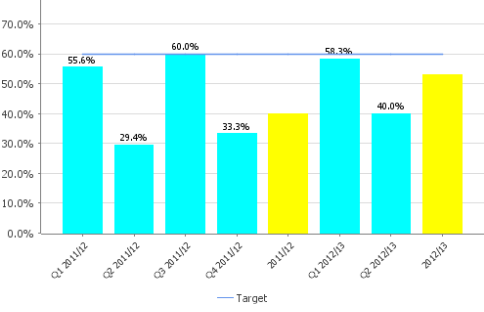
Note	Chart																				
The average length of stay has decreased from quarter 1 despite an increase in the number of households approaching as homeless. Performance is however still above target and this is due in part to the increasing amount of households approaching and a limited supply of suitable alternative accommodation. Work is currently ongoing to source additional alternative accommodation.	<table border="1"> <caption>Average length of stay in B&B accommodation (weeks)</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>13.80</td></tr> <tr><td>Q2 2011/12</td><td>18.00</td></tr> <tr><td>Q3 2011/12</td><td>21.89</td></tr> <tr><td>Q4 2011/12</td><td>21.00</td></tr> <tr><td>2011/12</td><td>18.00</td></tr> <tr><td>Q1 2012/13</td><td>2.39</td></tr> <tr><td>Q2 2012/13</td><td>2.06</td></tr> <tr><td>2012/13</td><td>2.06</td></tr> <tr><td>Target</td><td>1.00</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	13.80	Q2 2011/12	18.00	Q3 2011/12	21.89	Q4 2011/12	21.00	2011/12	18.00	Q1 2012/13	2.39	Q2 2012/13	2.06	2012/13	2.06	Target	1.00
Period	Value																				
Q1 2011/12	13.80																				
Q2 2011/12	18.00																				
Q3 2011/12	21.89																				
Q4 2011/12	21.00																				
2011/12	18.00																				
Q1 2012/13	2.39																				
Q2 2012/13	2.06																				
2012/13	2.06																				
Target	1.00																				

4.2 People have the skills to take up job opportunities

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	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%	6.9%	5.8%			5.8%

Note	Chart																		
NEET figures have risen slightly from Q1 but MYT warned of this possibility, due primarily to the economic climate, in the previous quarter. However, Medway NEET performance of 6.9%, benchmarked against other authorities, would put Medway in the top quartile regionally and nationally. The level of NEET and Not Knowns will rise during September but this is usual as it is the time that young people move into new Education Employment and Training destinations and a significant time is devoted by Connexions PAs to finding, tracking, monitoring and then supporting those young people.	<table border="1"> <caption>NEET figures (%)</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>5.7%</td></tr> <tr><td>Q2 2011/12</td><td>6.2%</td></tr> <tr><td>Q3 2011/12</td><td>6.6%</td></tr> <tr><td>Q4 2011/12</td><td>7.3%</td></tr> <tr><td>2011/12</td><td>6.9%</td></tr> <tr><td>Q1 2012/13</td><td>6.2%</td></tr> <tr><td>Q2 2012/13</td><td>6.9%</td></tr> <tr><td>Target</td><td>5.8%</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	5.7%	Q2 2011/12	6.2%	Q3 2011/12	6.6%	Q4 2011/12	7.3%	2011/12	6.9%	Q1 2012/13	6.2%	Q2 2012/13	6.9%	Target	5.8%
Period	Value																		
Q1 2011/12	5.7%																		
Q2 2011/12	6.2%																		
Q3 2011/12	6.6%																		
Q4 2011/12	7.3%																		
2011/12	6.9%																		
Q1 2012/13	6.2%																		
Q2 2012/13	6.9%																		
Target	5.8%																		

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
NI 148 Care leavers in education, employment or training	51.6 %	40.0 %	58.3 %	40.0 %	60.0 %			60.0 %
LRCC3 The number of intensive assists to local businesses		514	73	50	40			160

Note	Chart
<p>This indicator captures whether young people are in education, employment and training for a cohort of care leavers within three months before and one month after their 19th birthday. Of the Q2 cohort of five young people, two were in education, employment and training.</p> <p>We acknowledge that our current performance and performance for 2011/12 is far from good enough for our care leavers.</p> <p>Work is underway across the partnership to develop personalised support packages for every young person leaving care, and our most recent contract with Medway Youth Trust requires them to provide specialist support in this area.</p>	
<p>Intensive assists have been provided to businesses at the Innovation Centre via our programme of business advice masterclasses. In addition we have launched the very successful Innovation Vouchers pilot with the University of Greenwich to help local innovation companies to access research and development / innovation expertise at the University.</p>	

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	
LRCC4 Number of jobs created and safeguarded		530	15	140	90	✓	↑	360
ECD7b New registrations by local people accessing employment support services	498	1,193	300	306	100	✓	↑	400
ECD48c Employment that has lasted 26 weeks		147	36	61	33	✓	↑	100

Note	Chart																		
<p>Figures now available from Locate in Kent with projects resulting in 39 jobs created and 42 protected. Medway Council Innovation Voucher pilot scheme in July which supported 8 businesses protecting 50 jobs. This scheme is in Partnership with University of Greenwich and businesses apply for funding to access high level academic support to research new products & services and business processes. The pilot received 12 business applications of which 8 were supported with a total of £40k funding.</p>	<table border="1"> <caption>Job Creation and Protection Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>134</td></tr> <tr><td>Q2 2011/12</td><td>223</td></tr> <tr><td>Q3 2011/12</td><td>19</td></tr> <tr><td>Q4 2011/12</td><td>154</td></tr> <tr><td>2011/12</td><td>530</td></tr> <tr><td>Q1 2012/13</td><td>15</td></tr> <tr><td>Q2 2012/13</td><td>140</td></tr> <tr><td>2012/13</td><td>140</td></tr> </tbody> </table>	Quarter	Value	Q1 2011/12	134	Q2 2011/12	223	Q3 2011/12	19	Q4 2011/12	154	2011/12	530	Q1 2012/13	15	Q2 2012/13	140	2012/13	140
Quarter	Value																		
Q1 2011/12	134																		
Q2 2011/12	223																		
Q3 2011/12	19																		
Q4 2011/12	154																		
2011/12	530																		
Q1 2012/13	15																		
Q2 2012/13	140																		
2012/13	140																		
<p>Employ Medway is exceeding its targets as it continues to deliver successfully support to those that are unemployed and registering for our services. In this quarter we have had a total of 171 WORK programme longer term unemployed customers register on our programme for support to get back into work, alongside a further 135 wanting to access our general support to unemployed customers in terms of CV, interview workshops and IT training. In total 306 new customers have registered for our services, this is similar to previous quarters referral numbers.</p>	<table border="1"> <caption>New Registrations Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>111</td></tr> <tr><td>Q2 2011/12</td><td>416</td></tr> <tr><td>Q3 2011/12</td><td>375</td></tr> <tr><td>Q4 2011/12</td><td>291</td></tr> <tr><td>2011/12</td><td>1,193</td></tr> <tr><td>Q1 2012/13</td><td>300</td></tr> <tr><td>Q2 2012/13</td><td>306</td></tr> <tr><td>2012/13</td><td>306</td></tr> </tbody> </table>	Quarter	Value	Q1 2011/12	111	Q2 2011/12	416	Q3 2011/12	375	Q4 2011/12	291	2011/12	1,193	Q1 2012/13	300	Q2 2012/13	306	2012/13	306
Quarter	Value																		
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Q4 2011/12	291																		
2011/12	1,193																		
Q1 2012/13	300																		
Q2 2012/13	306																		
2012/13	306																		
<p>There is a time lag in this indicator and consequently the figure is provisional. Consequently Q1 figure was previously reported as 27 and has been revised to 36 due to additional information being received. However during Q2, 52 WORK programme customers have sustained employment beyond 6 months this is 2.5 more than the previous quarter. There is a 72% sustainable employment rate at present beyond 6 months. The service continues to support and addresses those that drop out of employment</p>	<table border="1"> <caption>Employment Lasting 26 Weeks Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>19</td></tr> <tr><td>Q2 2011/12</td><td>8</td></tr> <tr><td>Q3 2011/12</td><td>56</td></tr> <tr><td>Q4 2011/12</td><td>60</td></tr> <tr><td>2011/12</td><td>36</td></tr> <tr><td>Q1 2012/13</td><td>36</td></tr> <tr><td>Q2 2012/13</td><td>61</td></tr> <tr><td>2012/13</td><td>61</td></tr> </tbody> </table>	Quarter	Value	Q1 2011/12	19	Q2 2011/12	8	Q3 2011/12	56	Q4 2011/12	60	2011/12	36	Q1 2012/13	36	Q2 2012/13	61	2012/13	61
Quarter	Value																		
Q1 2011/12	19																		
Q2 2011/12	8																		
Q3 2011/12	56																		
Q4 2011/12	60																		
2011/12	36																		
Q1 2012/13	36																		
Q2 2012/13	61																		
2012/13	61																		

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	

Note	Chart
within 6 months and getting them quickly back in to achieve the 6 month targets.	

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

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	
L7 Leisure - Level of user satisfaction (% satisfied)		85.95	86.67	87.91	80.00	✓	↑	80.00
LRCC1 Number of visitors to tourist attractions in Medway	672404	532814	218584	425058	175000	✓	↑	700000

Note	Chart																
<p>Satisfaction surveys were carried out at Deangate Ridge Golf & Sports Complex, The Strand Leisure Park, and Splashes Leisure Pool as these are the busy facilities over the summer months. Results have been extremely positive with an average of 88% of customers rating overall satisfaction as good or brilliant. Deangate Ridge Golf & Sports Complex 88%, The Strand Leisure Park 100%, and Splashes Leisure Pool 79%. The Splashes score is slightly under target but since the surveys some new gym equipment (spinning bikes) have been installed and reviewed the cleaning regime.</p>	<table border="1"> <caption>Satisfaction Survey Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>90.73</td></tr> <tr><td>Q2 2011/12</td><td>81.59</td></tr> <tr><td>Q3 2011/12</td><td>87.82</td></tr> <tr><td>Q4 2011/12</td><td>86.13</td></tr> <tr><td>2011/12</td><td>86.67</td></tr> <tr><td>Q1 2012/13</td><td>87.91</td></tr> <tr><td>Q2 2012/13</td><td>87.91</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	90.73	Q2 2011/12	81.59	Q3 2011/12	87.82	Q4 2011/12	86.13	2011/12	86.67	Q1 2012/13	87.91	Q2 2012/13	87.91
Period	Value																
Q1 2011/12	90.73																
Q2 2011/12	81.59																
Q3 2011/12	87.82																
Q4 2011/12	86.13																
2011/12	86.67																
Q1 2012/13	87.91																
Q2 2012/13	87.91																
<p>Q2 includes July and August only, September data will be available in November. Total visitor attraction numbers in August at 119,642 have reversed a 4 year declining trend, and have been the highest on record.</p>	<table border="1"> <caption>Visitor Numbers Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>207359</td></tr> <tr><td>Q2 2011/12</td><td>469373</td></tr> <tr><td>Q3 2011/12</td><td>532814</td></tr> <tr><td>Q4 2011/12</td><td>794114</td></tr> <tr><td>2011/12</td><td>218584</td></tr> <tr><td>Q1 2012/13</td><td>425058</td></tr> <tr><td>Q2 2012/13</td><td>425058</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	207359	Q2 2011/12	469373	Q3 2011/12	532814	Q4 2011/12	794114	2011/12	218584	Q1 2012/13	425058	Q2 2012/13	425058
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Q2 2012/13	425058																

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
F3 User satisfaction with theatres		88.00	97.00	98.00	70.00	✓	↑	70.00
GH9 User satisfaction with museums and galleries		82.63	96.00	94.00	70.00	✓	↓	70.00
F4 User satisfaction with events		85.00	93.00	95.00	80.00	✓	↑	80.00

Note	Chart																		
RCC Performance Manager currently working with the service to develop a user survey for the theatres rather than relying on tracker data which is residents only and not all patrons, survey will be in place by quarter 3 reporting.	<table border="1"> <caption>User satisfaction with theatres</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>82.00</td></tr> <tr><td>Q2 2011/12</td><td>84.00</td></tr> <tr><td>Q3 2011/12</td><td>98.00</td></tr> <tr><td>2011/12</td><td>97.00</td></tr> <tr><td>Q1 2012/13</td><td>98.00</td></tr> <tr><td>2012/13</td><td>98.00</td></tr> </tbody> </table>	Quarter	Value	Q1 2011/12	82.00	Q2 2011/12	84.00	Q3 2011/12	98.00	2011/12	97.00	Q1 2012/13	98.00	2012/13	98.00				
Quarter	Value																		
Q1 2011/12	82.00																		
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Q1 2012/13	98.00																		
2012/13	98.00																		
This Tracker survey result shows a 22% increase compared to Quarter 2 in 2011-12. Whilst it has fallen by 2% points since Quarter 1, the Opening the Doors project and temporary Dickens Exhibition have continued improvement in museum visitor offer which long-term upward trend in satisfaction reflects since Quarter 1 of 2011-12.	<table border="1"> <caption>User satisfaction with museums and galleries</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>78.50</td></tr> <tr><td>Q2 2011/12</td><td>74.00</td></tr> <tr><td>Q3 2011/12</td><td>84.00</td></tr> <tr><td>Q4 2011/12</td><td>94.00</td></tr> <tr><td>2011/12</td><td>82.00</td></tr> <tr><td>Q1 2012/13</td><td>96.00</td></tr> <tr><td>Q2 2012/13</td><td>94.00</td></tr> <tr><td>2012/13</td><td>94.00</td></tr> </tbody> </table>	Quarter	Value	Q1 2011/12	78.50	Q2 2011/12	74.00	Q3 2011/12	84.00	Q4 2011/12	94.00	2011/12	82.00	Q1 2012/13	96.00	Q2 2012/13	94.00	2012/13	94.00
Quarter	Value																		
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Q1 2012/13	96.00																		
Q2 2012/13	94.00																		
2012/13	94.00																		
At the Summer Dickens Festival 97 members of the public filled out questionnaires. The results showed that 93% thought the event was very good or good and 2% thought the event was excellent.	<table border="1"> <caption>User satisfaction with events</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>83.00</td></tr> <tr><td>Q2 2011/12</td><td>87.00</td></tr> <tr><td>Q3 2011/12</td><td>87.00</td></tr> <tr><td>Q4 2011/12</td><td>83.00</td></tr> <tr><td>2011/12</td><td>93.00</td></tr> <tr><td>Q1 2012/13</td><td>95.00</td></tr> <tr><td>Q2 2012/13</td><td>95.00</td></tr> <tr><td>2012/13</td><td>95.00</td></tr> </tbody> </table>	Quarter	Value	Q1 2011/12	83.00	Q2 2011/12	87.00	Q3 2011/12	87.00	Q4 2011/12	83.00	2011/12	93.00	Q1 2012/13	95.00	Q2 2012/13	95.00	2012/13	95.00
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2012/13	95.00																		

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	
LIB4 Satisfaction with libraries			97	95	75			75

Note	Chart
<p>Quarter 2 Tracker Performance continues to show Library Satisfaction above target. Satisfaction is reflected in Quarter 2 visits growth compared to 2011-12 and ongoing quality of service offer, in particular summer events programme.</p>	

Safe, Clean and Green Medway

5.1 We will improve public confidence and feelings of safety

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	
SF11 User satisfaction with trading standards		78.25 %	81 %					

Note	Chart
<p>The RCC Performance Manager is currently working with the service to develop a user survey for the trading standards rather than relying on tracker data which is residents only and not all service users, surveys will be in place by quarter 3 reporting.</p>	

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	
SF12 User satisfaction with environmental health		81.75 %	81%			?	?	75%
SF14 Council attendance at PACTS and SACTS where notified a fortnight in advance				100	95	✓	?	95
SF15 Percentage of people who feel Medway is safe	94.1	94.3			90.0		?	90.0

Note	Chart																								
The RCC Performance Manager is currently working with the service to develop a user survey for Environmental Health rather than relying on tracker data which is residents only and not all service users, surveys will be in place by quarter 3 reporting.	<table border="1"> <caption>User Satisfaction Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>84%</td><td>75%</td></tr> <tr><td>Q2 2011/12</td><td>81%</td><td>75%</td></tr> <tr><td>Q3 2011/12</td><td>80%</td><td>75%</td></tr> <tr><td>Q4 2011/12</td><td>82%</td><td>75%</td></tr> <tr><td>2011/12</td><td>75%</td><td>75%</td></tr> <tr><td>Q1 2012/13</td><td>81%</td><td>75%</td></tr> <tr><td>Q2 2012/13</td><td>75%</td><td>75%</td></tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2011/12	84%	75%	Q2 2011/12	81%	75%	Q3 2011/12	80%	75%	Q4 2011/12	82%	75%	2011/12	75%	75%	Q1 2012/13	81%	75%	Q2 2012/13	75%	75%
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Q1 2012/13	81%	75%																							
Q2 2012/13	75%	75%																							
Community Safety has instigated a Medway PACT Chairs' Forum. The forum met in September with plans to elect a Chair for the group. Discussions included parking provision and the need to notify the dates for PACT meetings well in advance.	<table border="1"> <caption>Council Attendance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>100</td><td>95</td></tr> <tr><td>Q2 2011/12</td><td>95</td><td>95</td></tr> <tr><td>Q3 2011/12</td><td>95</td><td>95</td></tr> <tr><td>Q4 2011/12</td><td>95</td><td>95</td></tr> <tr><td>2011/12</td><td>95</td><td>95</td></tr> <tr><td>Q1 2012/13</td><td>95</td><td>95</td></tr> <tr><td>Q2 2012/13</td><td>95</td><td>95</td></tr> </tbody> </table>	Quarter	Value	Target	Q1 2011/12	100	95	Q2 2011/12	95	95	Q3 2011/12	95	95	Q4 2011/12	95	95	2011/12	95	95	Q1 2012/13	95	95	Q2 2012/13	95	95
Quarter	Value	Target																							
Q1 2011/12	100	95																							
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Q1 2012/13	95	95																							
Q2 2012/13	95	95																							
This quarter will not be known until the end of November but at the end of August 2012 the result was 95.4% with 94.1% the year before. Results have been taken from the Crime Victim Survey.	<table border="1"> <caption>Percentage of People Who Feel Medway is Safe</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>94.1</td><td>90.0</td></tr> <tr><td>Q2 2011/12</td><td>94.3</td><td>90.0</td></tr> <tr><td>Q3 2011/12</td><td>95.4</td><td>90.0</td></tr> <tr><td>Q4 2011/12</td><td>95.4</td><td>90.0</td></tr> <tr><td>2011/12</td><td>94.1</td><td>90.0</td></tr> <tr><td>Q1 2012/13</td><td>95.4</td><td>90.0</td></tr> <tr><td>Q2 2012/13</td><td>95.4</td><td>90.0</td></tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2011/12	94.1	90.0	Q2 2011/12	94.3	90.0	Q3 2011/12	95.4	90.0	Q4 2011/12	95.4	90.0	2011/12	94.1	90.0	Q1 2012/13	95.4	90.0	Q2 2012/13	95.4	90.0
Quarter	Value (%)	Target (%)																							
Q1 2011/12	94.1	90.0																							
Q2 2011/12	94.3	90.0																							
Q3 2011/12	95.4	90.0																							
Q4 2011/12	95.4	90.0																							
2011/12	94.1	90.0																							
Q1 2012/13	95.4	90.0																							
Q2 2012/13	95.4	90.0																							

5.2 We will help to prevent and reduce domestic abuse

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	
DA1 Number of incidents of domestic abuse		4248	758	1221		?	↓	
DA2 % of repeat victims of domestic abuse		24.1 %	35.0 %	23.3 %	25.0 %	✓	↑	25.0 %
DA3 Impact of domestic abuse on children's safety						?	?	

Note	Chart																		
There has been a marked increase in domestic abuse reportings to the police across Kent and Medway in the current year. It is unclear whether this represents an increase in the problem or better reporting.	<table border="1"> <caption>Domestic Abuse Reportings</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>996</td></tr> <tr><td>Q2 2011/12</td><td>1064</td></tr> <tr><td>Q3 2011/12</td><td>1053</td></tr> <tr><td>Q4 2011/12</td><td>1195</td></tr> <tr><td>2011/12</td><td>1500</td></tr> <tr><td>Q1 2012/13</td><td>758</td></tr> <tr><td>Q2 2012/13</td><td>1221</td></tr> <tr><td>2012/13</td><td>1500</td></tr> </tbody> </table>	Quarter	Value	Q1 2011/12	996	Q2 2011/12	1064	Q3 2011/12	1053	Q4 2011/12	1195	2011/12	1500	Q1 2012/13	758	Q2 2012/13	1221	2012/13	1500
Quarter	Value																		
Q1 2011/12	996																		
Q2 2011/12	1064																		
Q3 2011/12	1053																		
Q4 2011/12	1195																		
2011/12	1500																		
Q1 2012/13	758																		
Q2 2012/13	1221																		
2012/13	1500																		
The repeat rate has dropped back to within target due to a refocusing by police on offenders.	<table border="1"> <caption>Repeat Rates</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>33.8%</td></tr> <tr><td>Q2 2011/12</td><td>22.7%</td></tr> <tr><td>Q3 2011/12</td><td>20.3%</td></tr> <tr><td>Q4 2011/12</td><td>19.5%</td></tr> <tr><td>2011/12</td><td>24.0%</td></tr> <tr><td>Q1 2012/13</td><td>35.0%</td></tr> <tr><td>Q2 2012/13</td><td>23.3%</td></tr> <tr><td>2012/13</td><td>29.0%</td></tr> </tbody> </table>	Quarter	Value	Q1 2011/12	33.8%	Q2 2011/12	22.7%	Q3 2011/12	20.3%	Q4 2011/12	19.5%	2011/12	24.0%	Q1 2012/13	35.0%	Q2 2012/13	23.3%	2012/13	29.0%
Quarter	Value																		
Q1 2011/12	33.8%																		
Q2 2011/12	22.7%																		
Q3 2011/12	20.3%																		
Q4 2011/12	19.5%																		
2011/12	24.0%																		
Q1 2012/13	35.0%																		
Q2 2012/13	23.3%																		
2012/13	29.0%																		
In September a Medway Domestic Abuse pilot was launched in 3 wards (River, Gillingham South, Luton & Wayfield) and five schools to facilitate information sharing of domestic abuse incidents between the Police, Education and Health. The pilot phase will last for six months after which it will be reviewed with the hope that it can be rolled out across Medway.																			

5.3 We will increase recycling, reducing waste to landfill sites

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13	Note	Chart																				
	Value	Value	Value	Value	Target	Status	Short Trend																							
NI 191 Residual household waste - kg per household	668.9	658.8	155.9	154.2	198.0	✓	↑	792.0	<p>Quarter 2 data is estimated. Even though the overall tonnage of residual household waste is going down (this is due to the increased recycling rates at the three Household Waste Recycling Centres); when compared to data from 2009/10 Medway has seen an increase this quarter in residual kerbside black sack waste of 1.3%.</p> <p>Please note, these figures are subject to external validation by Waste Data Flow, the statutory instrument for reporting waste information, during November 2013.</p>	<table border="1"> <caption>Residual household waste - kg per household</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>164.7</td></tr> <tr><td>Q2 2011/12</td><td>162.0</td></tr> <tr><td>Q3 2011/12</td><td>160.2</td></tr> <tr><td>Q4 2011/12</td><td>155.2</td></tr> <tr><td>2011/12</td><td>290.0</td></tr> <tr><td>Q1 2012/13</td><td>155.9</td></tr> <tr><td>Q2 2012/13</td><td>154.2</td></tr> <tr><td>2012/13</td><td>290.0</td></tr> <tr><td>Target</td><td>792.0</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	164.7	Q2 2011/12	162.0	Q3 2011/12	160.2	Q4 2011/12	155.2	2011/12	290.0	Q1 2012/13	155.9	Q2 2012/13	154.2	2012/13	290.0	Target	792.0
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Q1 2012/13	155.9																													
Q2 2012/13	154.2																													
2012/13	290.0																													
Target	792.0																													
NI 192 Percentage of household waste sent for reuse, recycling and composting	36.76 %	38.10 %	42.60 %	47.64 %	43.00 %	✓	↑	41.00 %	<p>Quarter 2 data is estimated. During Quarter 2 we have seen dramatic increases in the amount of organic waste sent for processing due to the ideal growing weather, over 800 tonnes more than expected in Q2. We are estimating a 21% rise in the amount of organic waste collected at kerbside this year. Even though this is good for our recycling rate, it is having a negative impact on the budget. It should be noted this is additional material, not materials diverted from kerbside black sack collections as this material is also on the rise.</p> <p>Conversely, so far this year we have seen an overall decrease in the tonnage of kerbside recycling materials, 2.5% drop on average, being collected since before the start of the contract (2009/10).</p> <p>Please note, these figures are subject to external validation by Waste Data Flow, the statutory instrument for reporting waste information, during November 2013.</p>	<table border="1"> <caption>Percentage of household waste sent for reuse, recycling and composting</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>40.02%</td></tr> <tr><td>Q2 2011/12</td><td>41.89%</td></tr> <tr><td>Q3 2011/12</td><td>37.42%</td></tr> <tr><td>Q4 2011/12</td><td>33.20%</td></tr> <tr><td>2011/12</td><td>39.00%</td></tr> <tr><td>Q1 2012/13</td><td>42.60%</td></tr> <tr><td>Q2 2012/13</td><td>47.64%</td></tr> <tr><td>2012/13</td><td>47.64%</td></tr> <tr><td>Target</td><td>41.00%</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	40.02%	Q2 2011/12	41.89%	Q3 2011/12	37.42%	Q4 2011/12	33.20%	2011/12	39.00%	Q1 2012/13	42.60%	Q2 2012/13	47.64%	2012/13	47.64%	Target	41.00%
Period	Value																													
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Q2 2011/12	41.89%																													
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Q1 2012/13	42.60%																													
Q2 2012/13	47.64%																													
2012/13	47.64%																													
Target	41.00%																													

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
W6 Satisfaction with refuse collection		92.75	92.00	94.00	90.00	✓	↑	90.00
W7 Satisfaction with recycling facilities		84.50	85.00	86.00	82.00	✓	↑	82.00

Note	Chart																											
<p>This continued extremely high satisfaction level reflects our reliable, simple, consistent weekly collection service</p>	<table border="1"> <caption>Satisfaction with refuse collection</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>92.00</td><td>90.00</td></tr> <tr><td>Q2 2011/12</td><td>92.00</td><td>90.00</td></tr> <tr><td>Q3 2011/12</td><td>94.00</td><td>90.00</td></tr> <tr><td>Q4 2011/12</td><td>93.00</td><td>90.00</td></tr> <tr><td>2011/12</td><td>92.00</td><td>90.00</td></tr> <tr><td>Q1 2012/13</td><td>92.00</td><td>90.00</td></tr> <tr><td>Q2 2012/13</td><td>94.00</td><td>90.00</td></tr> <tr><td>2012/13</td><td>94.00</td><td>90.00</td></tr> </tbody> </table>	Period	Value	Target	Q1 2011/12	92.00	90.00	Q2 2011/12	92.00	90.00	Q3 2011/12	94.00	90.00	Q4 2011/12	93.00	90.00	2011/12	92.00	90.00	Q1 2012/13	92.00	90.00	Q2 2012/13	94.00	90.00	2012/13	94.00	90.00
Period	Value	Target																										
Q1 2011/12	92.00	90.00																										
Q2 2011/12	92.00	90.00																										
Q3 2011/12	94.00	90.00																										
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2011/12	92.00	90.00																										
Q1 2012/13	92.00	90.00																										
Q2 2012/13	94.00	90.00																										
2012/13	94.00	90.00																										
<p>Satisfaction with the recycling service remains high and work continues via education, promotion and contract monitoring to ensure these standards are maintained. Five public events were delivered in quarter 2 to encourage recycling with approx 3,300 people in attendance.</p>	<table border="1"> <caption>Satisfaction with recycling facilities</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>80.00</td><td>82.00</td></tr> <tr><td>Q2 2011/12</td><td>85.00</td><td>82.00</td></tr> <tr><td>Q3 2011/12</td><td>86.00</td><td>82.00</td></tr> <tr><td>Q4 2011/12</td><td>87.00</td><td>82.00</td></tr> <tr><td>2011/12</td><td>85.00</td><td>82.00</td></tr> <tr><td>Q1 2012/13</td><td>85.00</td><td>82.00</td></tr> <tr><td>Q2 2012/13</td><td>86.00</td><td>82.00</td></tr> <tr><td>2012/13</td><td>86.00</td><td>82.00</td></tr> </tbody> </table>	Period	Value	Target	Q1 2011/12	80.00	82.00	Q2 2011/12	85.00	82.00	Q3 2011/12	86.00	82.00	Q4 2011/12	87.00	82.00	2011/12	85.00	82.00	Q1 2012/13	85.00	82.00	Q2 2012/13	86.00	82.00	2012/13	86.00	82.00
Period	Value	Target																										
Q1 2011/12	80.00	82.00																										
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Q4 2011/12	87.00	82.00																										
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Q1 2012/13	85.00	82.00																										
Q2 2012/13	86.00	82.00																										
2012/13	86.00	82.00																										

5.4 We will work with the community to keep Medway's streets clean

Key Measure	2010/ 11	2011/ 12	Q1 2012/ 13	Q2 2012/13			Target 2012/ 13	
	Value	Value	Value	Value	Target	Status		Short Trend
NI 195a NEW Improved street and environmental cleanliness: Litter		96.63	96.33	95.50	95.00	✓	↓	95.00
NI 195b NEW Improved street and environmental cleanliness: Detritus		95.00	96.00	94.67	92.00	✓	↓	92.00

Note	Chart
Waste services officers carried out 600 street cleansing inspections this quarter that provided a positive outcome graded at A/B. Waste services have assisted with 30 community clean ups across Medway providing waste disposal and equipment.	
September data is estimated, but it is expected that Q2 results will show that the standard has continued to remain high and we will be above the 92% target. This can be contributed to a good working relationship with our contractor and a vigorous monitoring programme implemented by waste services.	

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
NI 195c NEW Improved street and environmental cleanliness: Graffiti		99.58	100.00	100.00	96.00	✓	▬	96.00
NI 195d NEW Improved street and environmental cleanliness: Flyposting		100.00	100.00	100.00	98.00	✓	▬	98.00
W5 Satisfaction with how the Council deals with graffiti		76.25	70.00	68.00	80.00	✗	↓	80.00

Note	Chart																		
<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> <p>All graffiti staff are now successfully using Love Medway. In September the Council took delivery of a street washing machine primarily to operate in the busier retail areas of Medway the graffiti team are operating the machine as part of ongoing improvements to the service.</p>	<table border="1"> <caption>Chart Data: Graffiti Removal Performance</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>96.00</td></tr> <tr><td>Q1 2012/13</td><td>100.00</td></tr> <tr><td>Q2 2012/13</td><td>100.00</td></tr> <tr><td>2012/13</td><td>96.00</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	96.00	Q1 2012/13	100.00	Q2 2012/13	100.00	2012/13	96.00
Period	Value																		
Q1 2011/12	100.00																		
Q2 2011/12	99.67																		
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2011/12	96.00																		
Q1 2012/13	100.00																		
Q2 2012/13	100.00																		
2012/13	96.00																		
<p>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%.</p>	<table border="1"> <caption>Chart Data: Flyposting Removal Performance</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>98.00</td></tr> <tr><td>Q1 2012/13</td><td>100.00</td></tr> <tr><td>Q2 2012/13</td><td>100.00</td></tr> <tr><td>2012/13</td><td>98.00</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	98.00	Q1 2012/13	100.00	Q2 2012/13	100.00	2012/13	98.00
Period	Value																		
Q1 2011/12	100.00																		
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Q1 2012/13	100.00																		
Q2 2012/13	100.00																		
2012/13	98.00																		
<p>Work is being undertaken with corporate services to help understand why the public perception of graffiti removal is lower than expected, especially when the number of instances are dropping (287 in Q2 2012/13 compared to 451 for the same period in 2011/12).</p>	<table border="1"> <caption>Chart Data: Satisfaction with Council's Graffiti Handling</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>Q2 2012/13</td><td>68.00</td></tr> <tr><td>2012/13</td><td>68.00</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	Q2 2012/13	68.00	2012/13	68.00
Period	Value																		
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2012/13	68.00																		

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	
W8 Satisfaction with street cleaning		74.00	72.00	74.00	75.00	⚠	⬆	75.00

Note	Chart																				
<p>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.</p> <p>Throughout 2012 due to the particularly wet weather, in common with other parts of the UK, we have seen a significant increase in weed growth. Although Veolia have treated the weeds to eliminate them manual removal has been undertaken to manage high profile areas of Medway.</p>	<table border="1"> <caption>Satisfaction with street cleaning (NI 195)</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>Q2 2012/13</td><td>74.00</td></tr> <tr><td>2012/13</td><td>74.00</td></tr> <tr><td>Target</td><td>75.00</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	74.00	Q2 2011/12	74.00	Q3 2011/12	72.00	Q4 2011/12	76.00	2011/12	74.00	Q1 2012/13	72.00	Q2 2012/13	74.00	2012/13	74.00	Target	75.00
Period	Value																				
Q1 2011/12	74.00																				
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2011/12	74.00																				
Q1 2012/13	72.00																				
Q2 2012/13	74.00																				
2012/13	74.00																				
Target	75.00																				

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

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	
GH4 Citizen participation hours	7054	9182	3319	3595	2496	✅	⬆	9698

Note	Chart																				
<p>Return now captures all returns for September and Quarter 2 total hours now 1295 higher than Quarter 2 in 2011-12. On course to meet annual target for hours of volunteering. Growth has been achieved in part through improved reporting and communication with groups through the Greenspace Partnership Officer but also growth in groups including Full Frontal, Friends of Queen Elizabeth Fields and Friends of Grain Coastal Park.</p>	<table border="1"> <caption>Citizen participation hours</caption> <thead> <tr> <th>Period</th> <th>Value</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>4500</td></tr> <tr><td>Q1 2012/13</td><td>3319</td></tr> <tr><td>Q2 2012/13</td><td>3595</td></tr> <tr><td>2012/13</td><td>4500</td></tr> <tr><td>Target</td><td>9698</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	2158	Q2 2011/12	2302	Q3 2011/12	1837	Q4 2011/12	2885	2011/12	4500	Q1 2012/13	3319	Q2 2012/13	3595	2012/13	4500	Target	9698
Period	Value																				
Q1 2011/12	2158																				
Q2 2011/12	2302																				
Q3 2011/12	1837																				
Q4 2011/12	2885																				
2011/12	4500																				
Q1 2012/13	3319																				
Q2 2012/13	3595																				
2012/13	4500																				
Target	9698																				

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
GH6 Satisfaction with parks and open spaces		88.50	93.00	94.00	83.00	✓	↑	83.00
GH7 Satisfaction with play areas		84.75	92.00	89.00	80.00	✓	↓	80.00
GH4a Number of people involved in practical volunteer tasks through membership of Friends groups		2509	761	771	317	✓	↑	2617

Note	Chart																
<p>This Tracker survey result shows an increase of 12% compared to Q2 in 2011-12 and matches peak satisfaction levels recorded over survey period. These results reflect ongoing investment and improvements to sites and standards of maintenance.</p>	<table border="1"> <caption>Satisfaction with parks and open spaces</caption> <thead> <tr> <th>Quarter</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>Q1 2012/13</td><td>94.00</td></tr> <tr><td>Q2 2012/13</td><td>94.00</td></tr> <tr><td>Target</td><td>83.00</td></tr> </tbody> </table>	Quarter	Value	Q1 2011/12	85.00	Q2 2011/12	82.00	Q3 2011/12	94.00	Q4 2011/12	93.00	Q1 2012/13	94.00	Q2 2012/13	94.00	Target	83.00
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<p>This Tracker survey result highlights an increase in satisfaction with play areas of 9% compared to Quarter 2 of 2011-12. Whilst the result is 3% points lower than Quarter 1 for which there is no apparent explanation, the continuing investment in play areas with funding from Big Lottery Fund, Member Priority, Playbuilder and Section 106 has resulted in a general increase in satisfaction over the survey period.</p>	<table border="1"> <caption>Satisfaction with play areas</caption> <thead> <tr> <th>Quarter</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>Q1 2012/13</td><td>92.00</td></tr> <tr><td>Q2 2012/13</td><td>89.00</td></tr> <tr><td>Target</td><td>80.00</td></tr> </tbody> </table>	Quarter	Value	Q1 2011/12	87.00	Q2 2011/12	80.00	Q3 2011/12	84.00	Q4 2011/12	88.00	Q1 2012/13	92.00	Q2 2012/13	89.00	Target	80.00
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<p>Figure revised to reflect more comprehensive return from groups for September. 160 more individuals involved in volunteering compared to Quarter 2 in 2011-12 and on course to meet participation target for 2012-13</p>	<table border="1"> <caption>Number of people involved in practical volunteer tasks</caption> <thead> <tr> <th>Quarter</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>Q1 2012/13</td><td>761</td></tr> <tr><td>Q2 2012/13</td><td>771</td></tr> <tr><td>Target</td><td>2617</td></tr> </tbody> </table>	Quarter	Value	Q1 2011/12	714	Q2 2011/12	611	Q3 2011/12	420	Q4 2011/12	764	Q1 2012/13	761	Q2 2012/13	771	Target	2617
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Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
GH8 Number of green flags		5	5	5	5			5

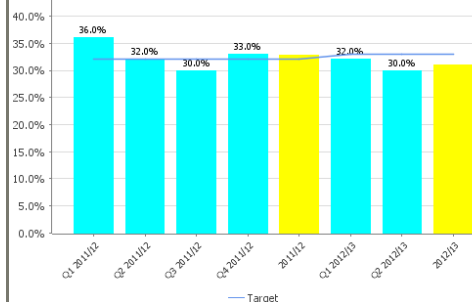
Note	Chart
All 5 sites entered secured Green Flag for 2012-13: Broomhill, The Vines, Hillyfields, Riverside Country Park, Capstone Farm Country Park	

5.7 We will support the building of strong communities



Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
NI 1 % of people who believe people from different backgrounds get on well together in their local area		65.3 %	61.0 %	65.0 %	66.0 %			66.0 %

Note	Chart
There has been a positive improvement in this reading since the last quarter which more or less mirrors the trend from last year. Our programmes of community cohesion activity continue in the Luton and All Saints areas in particular thanks to the AIMER project.	

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
QoL23 NI 4 % of people who feel they can influence decisions in their locality		32.8 %	32.0 %	30.0 %	33.0 %			33.0 %

Note	Chart
<p>We continue to deliver programmes of neighbourhood improvement and social regeneration / community capacity building in target neighbourhoods. In particular we are helping residents to set up resident led community panels overseeing the Big Local and DNA programmes for the central areas of Chatham. The statistics related to this analysis are Medway wide so it is difficult for there to be a direct correlation between the neighbourhood level work and the Medway wide figures from this indicator.</p>	

Better for Less

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13			Target 2012/13	
	Value	Value	Value	Value	Target	Status		Short Trend
LX5 Working days lost due to sickness absence	7.28	7.43	1.78	2.71	3.33			8.00

Note	Chart
<p>The Council's target is an average of 8 days sickness absence per employee per annum. The latest figures show that the predicted out-turn will be 6.5 days per employee, which is 1.5 days below target. This is higher than the predicted out-turn at this point last year where it was 5.98 days. The final figure at 31.3.12 was 7.43 days per employee. It is therefore likely that the predicted out-turn of 6.5 days for this year is an under-estimate as the sickness levels do tend to be higher in the winter months. A benchmarking exercise amongst Cipfa family group members concludes next week and the results from this exercise will be available at quarter 3. Figure is for July and provisional August data.</p>	