

REGENERATION, COMMUNITY AND CULTURE OVERVIEW AND SCRUTINY COMMITTEE

13 DECEMBER 2012

COUNCIL PLAN PERFORMANCE MONITORING 2013/12013 – QUARTER 2

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

Author: Research and Review Team

Summary

This report sets performance against the Council's Key Measures of Success for the 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.

2.4 Items shown in this report and the Appendices that are **grey** inform the commitments shown but are not within the remit of the Regeneration, Community and Culture Overview and Scrutiny Committee and are included for information only.

3. Overview of performance

Everybody travelling easily around Medway

- 3.1 The council's focus is on securing a reliable and efficient local transport network for Medway, in conjunction with partners.
- 3.2 The percentage of people who think the Council helps people travel easily around Medway has risen by six percentage points to 58% this quarter. The measure used to monitor congestion – the average journey time along six primary transport corridors into Chatham - has reduced with the second quarter at 2.2 minutes (which is an improvement). This is a percentage reduction of approximately 35% from 2009/10 average times. Active network management including the management of roadworks and streetworks is reducing congestion on the network and providing a reliable journey time for both public and private transport.
- 3.3 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.
- 3.4 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.
- 3.5 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

- 3.6 Our work on regeneration is now making a real difference to the lives of the community as a number of projects are well underway. This priority covers work from large-scale regeneration projects to the provision of sporting, learning and cultural opportunities. The tough economic climate means that providing support to those seeking work, as well supporting those providing jobs is critical. Economic progress delivered through business growth and development will help improve local quality of life.
- 3.7 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.

- 3.8 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.
- 3.9 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.
- 3.10 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.
- 3.11 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

- 3.12 The council contributes to a safe, clean and green Medway through its work to maintain a clean environment to increase feelings of safety, regulation through environmental health and trading standards, and provision of parks and open spaces. An important addition this year has been a focus on reducing the prevalence and impact of domestic abuse.
- 3.13 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.
- 3.14 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.
- 3.15 Recycling levels are currently exceeding target as is usual due to the seasonal patterns of recycling. We will continue to work to boost recycling in areas of lower participation, and through the household waste centres. 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.

- 3.16 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.
- 3.17 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.
- 3.18 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.

Adults maintain their independence and live healthy lives

- 3.19 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

- 3.20 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).

4 Risk management

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

5 Financial and legal implications

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

6 The way forward

- 6.1 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>

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)		2
HP26	Satisfaction with road maintenance		3
HP27	Satisfaction with pavement maintenance		3
IT2	% of people who think Medway Council helps people travel easily around Medway		3
TMRS7	Number of notices received to carry out works on the highway		4
Everyone benefiting from the area's regeneration			
Decent new homes quality of existing housing			
NI 155	Number of affordable homes delivered		5
H14	Average length of stay in B&B of households with dependent children or pregnant women (weeks)		5
BV64	Number of private sector vacant dwellings that are returned into occupation or demolished		6
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)		6
NI 148	Care leavers in education, employment or training		7
LRCC3	The number of intensive assists to local businesses		7
LRCC4	Number of jobs created and safeguarded		8
ECD7b	New registrations by local people accessing employment support services		8
ECD48c	Employment that has lasted 26 weeks		8
Medway as a destination for culture, heritage, sport and tourism			
L7	Leisure - Level of user satisfaction (% satisfied)		9
LRCC1	Number of visitors to tourist attractions in Medway		9
F3	User satisfaction with theatres		10
GH9	User satisfaction with museums and galleries		10
F4	User satisfaction with events		10
LIB4	Satisfaction with libraries		11
Safe, clean and green Medway			
We will improve public confidence and feelings of safety			
SF11	User satisfaction with trading standards		11
SF12	User satisfaction with environmental health		12
SF14	Council attendance at PACTS and SACTS where notified a fortnight in advance		12
SF15	Percentage of people who feel Medway is safe		12
We will help to prevent and reduce domestic abuse			
DA1	Number of incidents of domestic abuse		13
DA2	% of repeat victims of domestic abuse		13
DA3	Impact of domestic abuse on children's safety		13
We will increase recycling reducing waste going to landfill sites			
NI 191	Residual household waste - kg per household		14
NI 192	Percentage of household waste sent for reuse, recycling and composting		14
W6	Satisfaction with refuse collection		15
W7	Satisfaction with recycling facilities		15
We will work with the community to keep Medway's streets clean			
NI 195a	Improved street and environmental cleanliness: Litter		16
NI 195b	Improved street and environmental cleanliness: Detritus		16
NI 195c	Improved street and environmental cleanliness: Graffiti		17
NI 195d	Improved street and environmental cleanliness: Flyposting		17
W5	Satisfaction with how the Council deals with graffiti		17
W8	Satisfaction with street cleaning		18
We will work with local people to maintain parks and open spaces			
GH4	Citizen participation hours		18
GH6	Satisfaction with parks and open spaces		19
GH7	Satisfaction with play areas		19
GH4a	No of people involved in practical volunteer tasks through membership of Friends groups		19
GH8	Number of green flags		20
We will support the building of strong communities			
NI 1	% of people who believe people from different backgrounds get on well together		20
NI 4	% of people who feel they can influence decisions in their locality		21
Adults maintain their independence and live healthy lives			
We will promote and encourage healthy lifestyles for adults			
NI 156	Number of households living in temporary accommodation		21
Better for Less			
LX5	Working days lost due to sickness absence		22

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	

Everybody travelling easily around Medway



3.1 We will secure a reliable and efficient local transport network

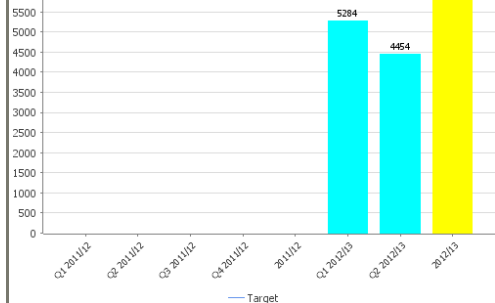
Key Measure	2010/ 11	2011/ 12	Q1 2012/ 13	Q2 2012/13				Target 2012/ 13	Note	Chart																		
	Value	Value	Value	Value	Target	Status	Short Trend																					
NI 167 Average journey time along 6 primary transport corridors into Chatham (mins per mile)	2.81	2.54	2.71	2.22	4.00	✓	↑	4.00	<p>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.</p>	<table border="1"> <caption>Chart Data: 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>2.54</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> </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	2.54	Q1 2012/13	2.71	Q2 2012/13	2.22	2012/13	2.25
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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
HP26 Satisfaction with road maintenance		49.75	44.00	52.00	50.00	✓	↑	50.00
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		📈	↑	

Note	Chart																								
<p>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.</p>	<table border="1"> <caption>Customer Satisfaction - Road Maintenance</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q2 2011/12</td><td>46.00</td><td>50.00</td></tr> <tr><td>Q3 2011/12</td><td>47.00</td><td>50.00</td></tr> <tr><td>Q4 2011/12</td><td>56.00</td><td>50.00</td></tr> <tr><td>Q1 2012/13</td><td>50.00</td><td>50.00</td></tr> <tr><td>Q2 2012/13</td><td>44.00</td><td>50.00</td></tr> <tr><td>Q3 2012/13</td><td>52.00</td><td>50.00</td></tr> <tr><td>Q4 2012/13</td><td>48.00</td><td>50.00</td></tr> </tbody> </table>	Period	Value	Target	Q2 2011/12	46.00	50.00	Q3 2011/12	47.00	50.00	Q4 2011/12	56.00	50.00	Q1 2012/13	50.00	50.00	Q2 2012/13	44.00	50.00	Q3 2012/13	52.00	50.00	Q4 2012/13	48.00	50.00
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<p>The Council continues with its programme of repairs and schemes to ensure pavements reach a good standard of maintenance. This is underpinned by an inspection programme based on the level of risk associated with the highway. Levels of customer satisfaction have 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>Customer Satisfaction - Pavement Maintenance</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q2 2011/12</td><td>70.00</td><td>60.00</td></tr> <tr><td>Q3 2011/12</td><td>71.00</td><td>60.00</td></tr> <tr><td>Q4 2011/12</td><td>72.00</td><td>60.00</td></tr> <tr><td>Q1 2012/13</td><td>69.00</td><td>60.00</td></tr> <tr><td>Q2 2012/13</td><td>69.00</td><td>60.00</td></tr> <tr><td>Q3 2012/13</td><td>68.00</td><td>60.00</td></tr> <tr><td>Q4 2012/13</td><td>67.00</td><td>60.00</td></tr> </tbody> </table>	Period	Value	Target	Q2 2011/12	70.00	60.00	Q3 2011/12	71.00	60.00	Q4 2011/12	72.00	60.00	Q1 2012/13	69.00	60.00	Q2 2012/13	69.00	60.00	Q3 2012/13	68.00	60.00	Q4 2012/13	67.00	60.00
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<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>Satisfaction Levels - Roadworks</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q2 2011/12</td><td>53.00</td><td>50.00</td></tr> <tr><td>Q3 2011/12</td><td>52.00</td><td>50.00</td></tr> <tr><td>Q4 2011/12</td><td>54.00</td><td>50.00</td></tr> <tr><td>Q1 2012/13</td><td>54.00</td><td>50.00</td></tr> <tr><td>Q2 2012/13</td><td>52.00</td><td>50.00</td></tr> <tr><td>Q3 2012/13</td><td>58.00</td><td>50.00</td></tr> <tr><td>Q4 2012/13</td><td>55.00</td><td>50.00</td></tr> </tbody> </table>	Period	Value	Target	Q2 2011/12	53.00	50.00	Q3 2011/12	52.00	50.00	Q4 2011/12	54.00	50.00	Q1 2012/13	54.00	50.00	Q2 2012/13	52.00	50.00	Q3 2012/13	58.00	50.00	Q4 2012/13	55.00	50.00
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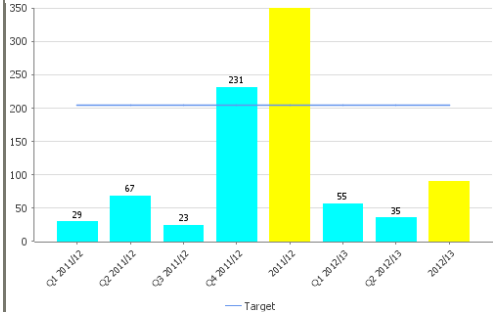


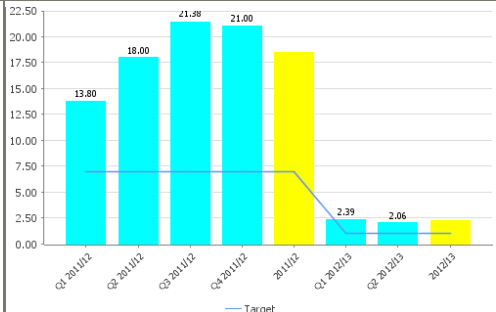
Key Measure
TMRS7 Number of notices received to carry out works on the highway

2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
Value	Value	Value	Value	Target	Status	Short Trend	
		5284	4454				

Note	Chart																		
<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 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</p>	 <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>0</td> </tr> <tr> <td>Q2 2011/12</td> <td>0</td> </tr> <tr> <td>Q3 2011/12</td> <td>0</td> </tr> <tr> <td>Q4 2011/12</td> <td>0</td> </tr> <tr> <td>2011/12</td> <td>0</td> </tr> <tr> <td>Q1 2012/13</td> <td>5284</td> </tr> <tr> <td>Q2 2012/13</td> <td>4454</td> </tr> <tr> <td>2012/13</td> <td>5500</td> </tr> </tbody> </table>	Quarter	Value	Q1 2011/12	0	Q2 2011/12	0	Q3 2011/12	0	Q4 2011/12	0	2011/12	0	Q1 2012/13	5284	Q2 2012/13	4454	2012/13	5500
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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	Note	Chart
	Value	Value	Value	Value	Target	Status	Short Trend			
NI 155 Number of affordable homes delivered	334	350	55	35	52			204	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.	
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	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.	

Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	
BV64 Number of private sector vacant dwellings that are returned into occupation or demolished	135	173	31	32	25	✓	↑	100

Note	Chart																		
<p>The number of private sector dwelling returned to occupation is on target and on track to meet the annual target of 100 properties returned to use.</p> <p>The overall percentage of long term empty homes has reduced slightly from 1.32% in quarter 1 to 1.31% in quarter 2 despite the current situation of the housing market.</p>	<table border="1"> <caption>Private Sector Dwellings Returned to Occupation</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>12</td></tr> <tr><td>Q2 2011/12</td><td>46</td></tr> <tr><td>Q3 2011/12</td><td>31</td></tr> <tr><td>Q4 2011/12</td><td>84</td></tr> <tr><td>2011/12</td><td>173</td></tr> <tr><td>Q1 2012/13</td><td>31</td></tr> <tr><td>Q2 2012/13</td><td>32</td></tr> <tr><td>2012/13</td><td>67</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	12	Q2 2011/12	46	Q3 2011/12	31	Q4 2011/12	84	2011/12	173	Q1 2012/13	31	Q2 2012/13	32	2012/13	67
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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																		
<p>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.</p>	<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>2012/13</td><td>6.9%</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%	2012/13	6.9%
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2012/13	6.9%																		

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>	<table border="1"> <caption>Data for Chart 1: Percentage of care leavers in education, employment, or training</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>55.6%</td></tr> <tr><td>Q2 2011/12</td><td>29.4%</td></tr> <tr><td>Q3 2011/12</td><td>60.0%</td></tr> <tr><td>Q4 2011/12</td><td>33.3%</td></tr> <tr><td>2011/12</td><td>40.0%</td></tr> <tr><td>Q1 2012/13</td><td>58.3%</td></tr> <tr><td>Q2 2012/13</td><td>40.0%</td></tr> <tr><td>2012/13</td><td>53.0%</td></tr> </tbody> </table>	Period	Value (%)	Q1 2011/12	55.6%	Q2 2011/12	29.4%	Q3 2011/12	60.0%	Q4 2011/12	33.3%	2011/12	40.0%	Q1 2012/13	58.3%	Q2 2012/13	40.0%	2012/13	53.0%
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Q2 2012/13	40.0%																		
2012/13	53.0%																		
<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>	<table border="1"> <caption>Data for Chart 2: Number of intensive assists to local businesses</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>142</td></tr> <tr><td>Q2 2011/12</td><td>66</td></tr> <tr><td>Q3 2011/12</td><td>134</td></tr> <tr><td>Q4 2011/12</td><td>172</td></tr> <tr><td>2011/12</td><td>500</td></tr> <tr><td>Q1 2012/13</td><td>73</td></tr> <tr><td>Q2 2012/13</td><td>50</td></tr> <tr><td>2012/13</td><td>130</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	142	Q2 2011/12	66	Q3 2011/12	134	Q4 2011/12	172	2011/12	500	Q1 2012/13	73	Q2 2012/13	50	2012/13	130
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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	
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
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Q4 2011/12	154																		
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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
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<p>There is a time lag in reporting, this figure is provisional. Consequently further data has increased Q1 figure from 27 to 36. 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 within 6 months and getting them quickly back in to achieve the 6 month targets.</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>61</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	61	Q1 2012/13	36	Q2 2012/13	61	2012/13	61
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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	Note	Chart																		
	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	<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>User Satisfaction 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>86.67</td></tr> <tr><td>Q2 2012/13</td><td>87.91</td></tr> <tr><td>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	86.67	Q2 2012/13	87.91	2012/13	87.91
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2012/13	87.91																										
LRCC1 Number of visitors to tourist attractions in Medway	672404	532814	218584	425058	175000	✓	↑	700000	<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>734113</td></tr> <tr><td>2011/12</td><td>532814</td></tr> <tr><td>Q1 2012/13</td><td>218584</td></tr> <tr><td>Q2 2012/13</td><td>425058</td></tr> <tr><td>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	734113	2011/12	532814	Q1 2012/13	218584	Q2 2012/13	425058	2012/13	425058
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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
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.	
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.	
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.	

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> </tr> </thead> <tbody> <tr><td>Q2 2011/12</td><td>84%</td></tr> <tr><td>Q3 2011/12</td><td>81%</td></tr> <tr><td>Q4 2011/12</td><td>80%</td></tr> <tr><td>Q1 2012/12</td><td>82%</td></tr> <tr><td>Q2 2012/12</td><td>75%</td></tr> <tr><td>Q3 2012/13</td><td>81%</td></tr> <tr><td>Q4 2012/13</td><td>75%</td></tr> </tbody> </table>	Quarter	Value (%)	Q2 2011/12	84%	Q3 2011/12	81%	Q4 2011/12	80%	Q1 2012/12	82%	Q2 2012/12	75%	Q3 2012/13	81%	Q4 2012/13	75%
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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> </tr> </thead> <tbody> <tr><td>Q2 2011/12</td><td>100</td></tr> <tr><td>Q3 2011/12</td><td>95</td></tr> <tr><td>Q4 2011/12</td><td>100</td></tr> <tr><td>Q1 2012/12</td><td>95</td></tr> <tr><td>Q2 2012/12</td><td>100</td></tr> <tr><td>Q3 2012/13</td><td>100</td></tr> <tr><td>Q4 2012/13</td><td>100</td></tr> </tbody> </table>	Quarter	Value	Q2 2011/12	100	Q3 2011/12	95	Q4 2011/12	100	Q1 2012/12	95	Q2 2012/12	100	Q3 2012/13	100	Q4 2012/13	100
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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> </tr> </thead> <tbody> <tr><td>Q2 2011/12</td><td>94.1</td></tr> <tr><td>Q3 2011/12</td><td>94.3</td></tr> <tr><td>Q4 2011/12</td><td>90.0</td></tr> <tr><td>Q1 2012/12</td><td>94.1</td></tr> <tr><td>Q2 2012/12</td><td>90.0</td></tr> <tr><td>Q3 2012/13</td><td>90.0</td></tr> <tr><td>Q4 2012/13</td><td>90.0</td></tr> </tbody> </table>	Quarter	Value (%)	Q2 2011/12	94.1	Q3 2011/12	94.3	Q4 2011/12	90.0	Q1 2012/12	94.1	Q2 2012/12	90.0	Q3 2012/13	90.0	Q4 2012/13	90.0
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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	Note	Chart																			
	Value	Value	Value	Value	Target	Status				Short Trend																		
DA1 Number of incidents of domestic abuse		4248	758	1221		?	↓	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 (DA1)</caption> <thead> <tr> <th>Period</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>1135</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>	Period	Value	Q1 2011/12	996	Q2 2011/12	1064	Q3 2011/12	1053	Q4 2011/12	1135	2011/12	1500	Q1 2012/13	758	Q2 2012/13	1221	2012/13	1500	
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Q2 2012/13	1221																											
2012/13	1500																											
DA2 % of repeat victims of domestic abuse		24.1 %	35.0 %	23.3 %	25.0 %	✓	↑	25.0 %	The repeat rate has dropped back to within target due to a refocusing by police on offenders.	<table border="1"> <caption>% of Repeat Victims (DA2)</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>35.8%</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>19.9%</td></tr> <tr><td>2011/12</td><td>24.5%</td></tr> <tr><td>Q1 2012/13</td><td>35.8%</td></tr> <tr><td>Q2 2012/13</td><td>23.3%</td></tr> <tr><td>2012/13</td><td>29.5%</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	35.8%	Q2 2011/12	22.7%	Q3 2011/12	20.3%	Q4 2011/12	19.9%	2011/12	24.5%	Q1 2012/13	35.8%	Q2 2012/13	23.3%	2012/13	29.5%
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Q1 2012/13	35.8%																											
Q2 2012/13	23.3%																											
2012/13	29.5%																											
DA3 Impact of domestic abuse on children's safety						?	?		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>155.9</td></tr> <tr><td>Q1 2012/13</td><td>154.2</td></tr> <tr><td>Q2 2012/13</td><td>154.2</td></tr> <tr><td>2012/13</td><td>154.2</td></tr> <tr><td>Target</td><td>198.0</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	155.9	Q1 2012/13	154.2	Q2 2012/13	154.2	2012/13	154.2	Target	198.0
Period	Value																													
Q1 2011/12	164.7																													
Q2 2011/12	162.0																													
Q3 2011/12	160.2																													
Q4 2011/12	155.2																													
2011/12	155.9																													
Q1 2012/13	154.2																													
Q2 2012/13	154.2																													
2012/13	154.2																													
Target	198.0																													
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>33.20%</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	33.20%	Q1 2012/13	42.60%	Q2 2012/13	47.64%	2012/13	47.64%	Target	41.00%
Period	Value																													
Q1 2011/12	40.02%																													
Q2 2011/12	41.89%																													
Q3 2011/12	37.42%																													
Q4 2011/12	33.20%																													
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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																											
This continued extremely high satisfaction level reflects our reliable, simple, consistent weekly collection service	<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>92.00</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	92.00	90.00
Period	Value	Target																										
Q1 2011/12	92.00	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	92.00	90.00																										
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.	<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>84.50</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>84.50</td><td>82.00</td></tr> </tbody> </table>	Period	Value	Target	Q1 2011/12	84.50	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	84.50	82.00
Period	Value	Target																										
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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>Graffiti Removal Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>100.00</td><td>96.00</td></tr> <tr><td>Q2 2011/12</td><td>99.67</td><td>96.00</td></tr> <tr><td>Q3 2011/12</td><td>98.67</td><td>96.00</td></tr> <tr><td>Q4 2011/12</td><td>100.00</td><td>96.00</td></tr> <tr><td>2011/12</td><td>100.00</td><td>96.00</td></tr> <tr><td>Q1 2012/13</td><td>100.00</td><td>96.00</td></tr> <tr><td>Q2 2012/13</td><td>100.00</td><td>96.00</td></tr> </tbody> </table>	Period	Value	Target	Q1 2011/12	100.00	96.00	Q2 2011/12	99.67	96.00	Q3 2011/12	98.67	96.00	Q4 2011/12	100.00	96.00	2011/12	100.00	96.00	Q1 2012/13	100.00	96.00	Q2 2012/13	100.00	96.00
Period	Value	Target																							
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Q2 2011/12	99.67	96.00																							
Q3 2011/12	98.67	96.00																							
Q4 2011/12	100.00	96.00																							
2011/12	100.00	96.00																							
Q1 2012/13	100.00	96.00																							
Q2 2012/13	100.00	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>Flyposting Removal Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>100.00</td><td>98.00</td></tr> <tr><td>Q2 2011/12</td><td>100.00</td><td>98.00</td></tr> <tr><td>Q3 2011/12</td><td>100.00</td><td>98.00</td></tr> <tr><td>Q4 2011/12</td><td>100.00</td><td>98.00</td></tr> <tr><td>2011/12</td><td>100.00</td><td>98.00</td></tr> <tr><td>Q1 2012/13</td><td>100.00</td><td>98.00</td></tr> <tr><td>Q2 2012/13</td><td>100.00</td><td>98.00</td></tr> </tbody> </table>	Period	Value	Target	Q1 2011/12	100.00	98.00	Q2 2011/12	100.00	98.00	Q3 2011/12	100.00	98.00	Q4 2011/12	100.00	98.00	2011/12	100.00	98.00	Q1 2012/13	100.00	98.00	Q2 2012/13	100.00	98.00
Period	Value	Target																							
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Q1 2012/13	100.00	98.00																							
Q2 2012/13	100.00	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>Satisfaction with Graffiti Removal Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>72.00</td><td>80.00</td></tr> <tr><td>Q2 2011/12</td><td>65.00</td><td>80.00</td></tr> <tr><td>Q3 2011/12</td><td>83.00</td><td>80.00</td></tr> <tr><td>Q4 2011/12</td><td>85.00</td><td>80.00</td></tr> <tr><td>2011/12</td><td>70.00</td><td>80.00</td></tr> <tr><td>Q1 2012/13</td><td>70.00</td><td>80.00</td></tr> <tr><td>Q2 2012/13</td><td>68.00</td><td>80.00</td></tr> </tbody> </table>	Period	Value	Target	Q1 2011/12	72.00	80.00	Q2 2011/12	65.00	80.00	Q3 2011/12	83.00	80.00	Q4 2011/12	85.00	80.00	2011/12	70.00	80.00	Q1 2012/13	70.00	80.00	Q2 2012/13	68.00	80.00
Period	Value	Target																							
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Q4 2011/12	85.00	80.00																							
2011/12	70.00	80.00																							
Q1 2012/13	70.00	80.00																							
Q2 2012/13	68.00	80.00																							

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> </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
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																		



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

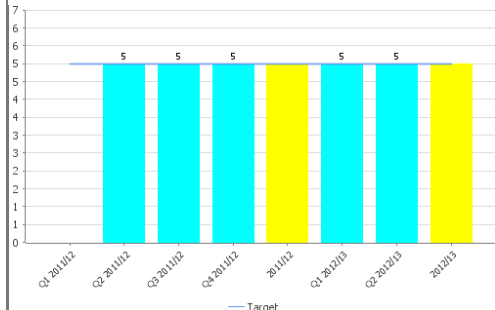
Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	
GH4 Citizen participation hours	7054	9182	3319	3595	2496	✅	⬆	9698

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>3319</td></tr> <tr><td>Q1 2012/13</td><td>3595</td></tr> <tr><td>Q2 2012/13</td><td>3595</td></tr> <tr><td>2012/13</td><td>3595</td></tr> </tbody> </table>	Period	Value	Q1 2011/12	2158	Q2 2011/12	2302	Q3 2011/12	1837	Q4 2011/12	2885	2011/12	3319	Q1 2012/13	3595	Q2 2012/13	3595	2012/13	3595
Period	Value																		
Q1 2011/12	2158																		
Q2 2011/12	2302																		
Q3 2011/12	1837																		
Q4 2011/12	2885																		
2011/12	3319																		
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Q2 2012/13	3595																		
2012/13	3595																		



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

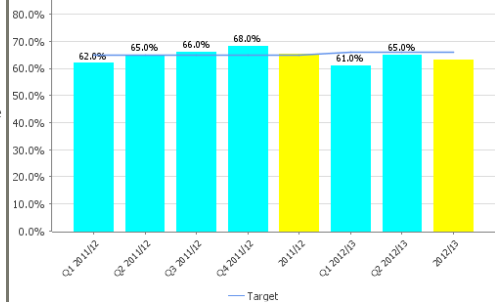
Note	Chart																
<p>This Tracker survey result shows an increase of 12% compared to Q2 in 2011-12 and matches peak satisfaction levels recorded over survey period. These results reflect ongoing investment and improvements to sites and standards of maintenance.</p>	<table border="1"> <caption>Satisfaction 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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Target	83.00																
<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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Target	80.00																
<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

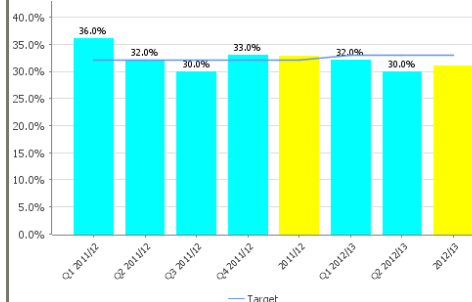
Note	Chart
All 5 sites entered secured Green Flag for 2012-13: Broomhill, The Vines, Hillyfields, Riverside Country Park, Capstone Farm Country Park	

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.	

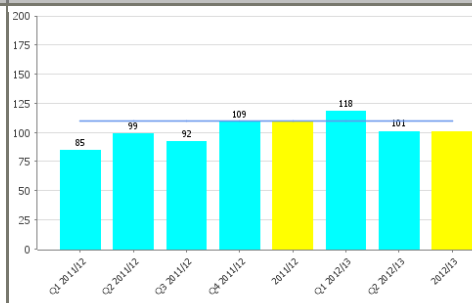
Key Measure	2010/11	2011/12	Q1 2012/13	Q2 2012/13				Target 2012/13
	Value	Value	Value	Value	Target	Status	Short Trend	
QoL23 NI 4 % of people who feel they can influence decisions in their locality		32.8 %	32.0 %	30.0 %	33.0 %			33.0 %

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>	 <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>36.0%</td></tr> <tr><td>Q2 2011/12</td><td>32.0%</td></tr> <tr><td>Q3 2011/12</td><td>30.0%</td></tr> <tr><td>Q4 2011/12</td><td>33.0%</td></tr> <tr><td>2011/12</td><td>32.0%</td></tr> <tr><td>Q1 2012/13</td><td>30.0%</td></tr> <tr><td>Q2 2012/13</td><td>30.0%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2011/12	36.0%	Q2 2011/12	32.0%	Q3 2011/12	30.0%	Q4 2011/12	33.0%	2011/12	32.0%	Q1 2012/13	30.0%	Q2 2012/13	30.0%
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Adults maintain their independence and live healthy lives

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 156 Number of households living in temporary accommodation	102	109	118	101	110			110

Note	Chart																
<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>	 <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2011/12</td><td>85</td></tr> <tr><td>Q2 2011/12</td><td>99</td></tr> <tr><td>Q3 2011/12</td><td>92</td></tr> <tr><td>Q4 2011/12</td><td>109</td></tr> <tr><td>2011/12</td><td>118</td></tr> <tr><td>Q1 2012/13</td><td>101</td></tr> <tr><td>Q2 2012/13</td><td>101</td></tr> </tbody> </table>	Quarter	Value	Q1 2011/12	85	Q2 2011/12	99	Q3 2011/12	92	Q4 2011/12	109	2011/12	118	Q1 2012/13	101	Q2 2012/13	101
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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>	<table border="1"> <caption>Sickness Absence Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>1.68</td> </tr> <tr> <td>Q2 2011/12</td> <td>3.03</td> </tr> <tr> <td>Q3 2011/12</td> <td>5.11</td> </tr> <tr> <td>Q4 2011/12</td> <td>7.43</td> </tr> <tr> <td>2011/12</td> <td>7.43</td> </tr> <tr> <td>Q1 2012/13</td> <td>1.78</td> </tr> <tr> <td>Q2 2012/13</td> <td>2.71</td> </tr> <tr> <td>2012/13</td> <td>2.71</td> </tr> <tr> <td>Target</td> <td>8.00</td> </tr> </tbody> </table>	Period	Value	Q1 2011/12	1.68	Q2 2011/12	3.03	Q3 2011/12	5.11	Q4 2011/12	7.43	2011/12	7.43	Q1 2012/13	1.78	Q2 2012/13	2.71	2012/13	2.71	Target	8.00
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