

CABINET

12 FEBRUARY 2013

COUNCIL PLAN MONITORING 2012/2013 – QUARTER 3

Portfolio Holder: Councillor Alan Jarrett, Deputy Leader and Finance
Report from: Stephanie Goad AD Communications, Performance and Partnerships
Author: Corporate Performance and Intelligence Team



Summary

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

1. Budget and Policy Framework

- 1.1. This report sets out quarter 3 performance against the Council Plan 2012/13, which is a key part of the budget and policy framework.
- 1.2. The overview and scrutiny timetable for the report is: Business Support, 3 April 2013; Regeneration, Communities and Culture, 11 April 2013; Children and Young People, 28 March 2013; Health and Adult Social Care, 9 April 2013.
- 1.3 The Cabinet is asked to accept this report as urgent to enable Cabinet to receive and consider the latest performance monitoring information at the earliest opportunity.

2. Background

- 2.1. Monitoring progress against priorities reflects good performance management arrangements. These quarterly reports are part of ensuring the Council achieves its strategic goals.
- 2.2. This report includes an overview of priorities in the narrative below and in Appendix 1, which summarises the status of each Key Measure of Success. More detailed performance tables are attached at Appendix 2. The charts are being presented to Cabinet in A3 format following requests from Members, which enables the detail of the performance data to be clearly seen. Additionally, a new "polarity" indicator has been incorporated which shows at a glance whether we wish for the indicator to have a high value (e.g. satisfaction) or a low value (e.g. households living in temporary accommodation). The polarity is indicated by the following symbols;  

2.3 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

Citizens Panel 2012 results

3.1 The Council has now received the results from the 2012 Citizen's Panel survey. This was a postal survey sent to the 1400 panel members, receiving a very positive 702 responses (50%). This sample carries a margin of error of around +/- 5% and is a reliable guide to resident thinking across the borough. (At ward level or for particular socio-economic groups the data has to be treated with caution as the sample sizes would be low).

3.2 There is much positive news for the Council in the survey, comparing these results with the 2010 Citizen's Panel survey which asked similar satisfaction questions. The headlines are that;

- **Satisfaction with the Council is up**

(Very satisfied/satisfied rating: August 2012 – 58%, compared to August 2010 – 50%)

- **VFM rating up**

(Strongly agree/agree rating: August 2012 – 41%, compared to August 2010 – 32%)

3.3 Residents continue to rate universal and physical environment services as the "most important" services. However, some of these services also feature amongst those regarded as "most in need of improvement". These findings indicate that public expectations of the Council remain high, despite the public's awareness of the reduced funding available to local authorities.

3.4 The survey also provided an opportunity to ask residents about the priorities and commitments of the Council set out in its Council Plan. Notwithstanding the traditional high rankings associated with universal, physical environment and safety factors as set out above, the high/medium/low rankings attached to a range of commitments illustrate that when prompted, residents are concerned and care about social welfare issues. In fact commitments relating to keeping adults and children safe, championing high standards in schools, and supporting carers were all rated alongside or higher than keeping Medway's streets clean and improving feelings of safety. These are not untypical findings, but serve to remind of the challenging prioritisation decisions that confront the Council. More details of the Panel results can be obtained from the Assistant Director, Communications, Performance and Partnerships.

Adults maintain their independence and live healthy lives

4.1 Medway Council is fully committed to helping people maintain their independence and to have choice and control over the care services and support they receive. As people's expectations change in the light of the personalisation agenda, the council is continuing to work with Medway residents and local providers to develop new options for meeting people's needs.

A new Homecare Framework contract and a new Placement Team were implemented in this quarter. These new arrangements enhance choice and control of support at home available in Medway. The contract framework includes robust quality measures and monitoring arrangements to ensure that people receive high quality care and support.

- 4.2 A new Extracare Housing Framework contract was awarded to a small number of providers in this quarter. This will enable more people to choose Extracare Housing as an alternative to living at home alone and becoming isolated, sheltered housing or long-term residential care. There is good evidence that people in Extracare Housing enjoy greater independence, a better quality of life and improved health so the council will continue to extend capacity of Extracare Housing to ensure more people can access this popular model of housing with social care support. The new scheme at Rochester Riverside opens in Quarter 4.
- 4.3 Medway Council continues to perform very well on delayed transfers of care from hospital. In line with the position sustained over the last year and a half, there were no delayed transfers of care attributable to Medway Council at Medway Maritime Hospital. Assessment and transitional beds have been established at a local nursing care home to improve hospital discharge across the health economy and adult social care are managing these new beds to support NHS colleagues.
- 4.4 The number of people using adult social care services who do so through a Direct Payment or Personal Budget continues to increase as a result of good practice and heightened awareness of individual choice and control. The default position of offering Personal Budgets to all eligible people has now extended to the Occupational Therapy service. A Personal Budget is the sum of money that the council allocates to an eligible person or carer to meet their assessed needs. This transparency enables greater choice and control than occurred with the traditional model of allocating services. Eligible people, or carers, may choose to receive this funding through a Direct Payment, giving them complete choice and control to arrange their own care and support to meet their assessed needs. Progress to date in Medway indicates that the council's target will be met.
- 4.5 The Council is continuing to address performance on the number of carers who receive an assessment or review leading to a service or information and advice. Two new posts have been established and recruitment is in hand. Priority work will be to review existing carers known to the council and to ensure any carers waiting for an assessment are given one as quickly as possible. The council will establish an accurate baseline for future performance monitoring and put in place arrangements to improve and sustain performance.
- 4.6 The number of households living in temporary accommodation was 107 compared to a target of 110, this follows a 35% increase in homeless applications this quarter compared to the same quarter last year, and 31% higher than in quarter 2 this year. The Housing service was able to ensure that there were no homeless households in B&B accommodation over Christmas.

Children and young people having the best start in life

- 5.1 Key stage two improvement continues to be a high priority and continued support has been put in place via the school challenge and improvement leads with schools causing concern with a focus on raising standards. All Medway maintained schools have received a visit from a school challenge and improvement lead during this quarter, and risk ratings have been adjusted following the visits.
- 5.2 Medway, working with school governing bodies and senior leaders, has carried out 2 school reviews during the quarter to assess progress and provide recommendations for next steps. Support for governor training has continued, with both central and school based sessions taking place. The team has supported Headteacher Performance Management in 17 schools. Funding has been secured from the National College and four more schools are now working with National Leaders of Education. 12 Medway Accredited Teachers have been recruited and are focusing their action research on effective assessment in core subjects. Best practice will be shared with other schools.
- 5.3 The SEND pathfinder has been extended and the project sponsor has continued work across partnerships to help establish new ways of approaching assessment. Medway has been recognised as having a good model of practice.
- 5.4 The number of new children with special educational needs placed in independent non-maintained schools has continued to decline. Of the 108 pupils who transferred into secondary provision this September only 2 were placed in independent provision and another 2 continued within the same provision as they had already been placed there. This compares to the 27 placed in independent schools in September 2009.
- 5.5 The ASD provision 'Blue Zone' opened at Bradfields and has allowed the placement of 13 pupils who had been placed in 'education other than at school'. A further 19 pupils have been placed in the primary phase. For these children they will be able to have appropriate transition into adult hood within their local area. Without this provision they would have been placed out of area making it more complex in accessing the transitional planning, in having local relationships and being known to local services.
- 5.6 The Action for Families work is evolving and at the end of the quarter 90 families were within the scope of the work, which is on target. The ESF element is progressing more slowly and an additional focussed piece of work was put in place to encourage social care and children's centres to refer families.
- 5.7 Medway Council is committed to reducing the reliance on Bed and Breakfast accommodation for young people aged under 25. At the end of December, there were 2 young people residing in this type of accommodation, 0 placed by housing and 2 from Children's Services. During the quarter 16 households (place by Housing Services under the Homelessness Act) head by young people, and 4 young people placed by Children's Care left Bed and Breakfast accommodation. Their average length of stay was 1.7 weeks (12 days) and

7.6 weeks (53 days) respectively. This is a reduction from the previous quarter of 2.3 weeks (16 days) and 9.2 weeks (64.6 days).

- 5.8 Targeted work has resulted in a significant improvement in the number of children on long term child protection plans and this continues to be monitored. A Principle Social Worker was appointed in this quarter and will be focussing on practice in safeguarding.
- 5.9 An improvement plan for Children's Social Care has been launched this quarter to focus on:
- Performance and quality assurance
 - Staff development and retention
 - The implementation of the new social care recording system, Frameworki
 - The quality of practice.

Everybody travelling easily around Medway

- 6.1 The Council's focus is on securing a reliable and efficient local transport network for Medway, in conjunction with partners.
- 6.2 Work continues with Network Rail for the relocation of Rochester Station to Corporation Street (completion in Winter 2015) and improvement works to Strood and Rainham Stations.
- 6.3 The Highways Inspection Team continues to be proactive in their use of Viafix (a permanent tarmac product) to make safe defects in the footway and carriageway. Since April 12, 502 defects have been made safe, saving the Council call out charges from contractors.
- 6.4 Parking Services have implemented a web view system for issued penalty charge notices, and are continuing to work on the implementation of a new online permit system. This will allow customers to review their parking contraventions and apply for parking permits on line.
- 6.5 Work has continued this quarter on the replacement of 42,000 concessionary travel bus passes due to expire in March 2013. Cards will start to be issued in January and a poster campaign at the Bus Station and libraries in early February will remind people to check they have received their new pass in preparation for April 2013.

Everyone benefiting from the areas regeneration

- 7.1 This priority covers all aspects of Regeneration, from large construction projects, to supporting people in the prevention of homelessness and gaining employment. It aims also to provide sporting, learning and culture opportunities for all.
- 7.2 The number of affordable homes delivered is on course to achieve 204 units by the end of the financial year.
- 7.3 A commitment has been made for Medway Council to become a Community Infrastructure Levy (CIL) charging authority by April 2014. The CIL is the preferred mechanism for developer contributions. Section 106 agreements

will be scaled back from April 2014, and will then only be used for site-specific infrastructure, such as a school or affordable housing. Training was provided this quarter for the Local Development Framework Advisory Group and all Members.

- 7.4 The unemployment rate in Medway has dropped by 8% since January 2012 compared to a 7% fall nationally. Employ Medway, working with its local community project partners, are now able to demonstrate, after 18 months of delivering the WORK programme (a project that supports longer term unemployed customers back into work), that it has sustained customers in employment from our interventions beyond 6 months. To date, we have ensured 131 customers have achieved 6 month in sustained employment. This programme has been enhanced by the recent launch of project IMPRESS, a direct local recruitment service to employers and a job coaching service to help previously long term unemployed people remain at least six months
- 7.5 In October, the Medway Employment & Skills day took place in partnership with Invicta Chamber of Commerce and included a Construction Expo. Over 1,000 delegates attended the event; with 96 construction businesses and stakeholders displaying exhibition stands. A Jobs Fair, in partnership with Job Centre Plus, also took place. This was attended by over 30 local employer representatives and training providers and over 1,700 local unemployed people. Over 100 local people found jobs as a direct result.
- 7.6 EU funding was secured this quarter for the RECREATE project; this funding will be used to convert vacant commercial premises in Chatham Town Centre into workspace, studio and exhibition space for the creative industries. The aim is to attract new businesses and greater levels of footfall into the town centre.
- 7.7 In November a Heritage Lottery Fund (HLF) bid for Eastgate House was successful with Council match funding and other external funding streams the total funds is £2.1m.
This will allow the conservation of this nationally important Grade 1 Listed building. The project will commence in April 2013 and once completed (2015), Eastgate House will be re-opened as a key visitor attraction with a Business Plan target of achieving 48,000 visitors per annum.
- 7.8 Medway's 2012 Year of Celebration culminated with two awards nights, the Culture and Design Awards and the Sports Awards held at The Corn Exchange. Full Frontal won the 'champion of champions' special achievement accolade at the Culture and Design Awards, while world number one gymnast Kat Driscoll won the sports person of the year award in front of special guest, Olympic boxing gold medallist Anthony Joshua.
- 7.9 Well received and successful events took place in quarter 3 these included; Bonfire Night, Christmas Light Switch Ons, Dickensian Christmas and Rochester Christmas Market.
- 7.10 Time and Tides was a local history and community arts project that ran for eighteen months until November 2012. It aimed to share, record and preserve memories, local stories and traditional customs of rural Medway life, focusing on the rural villages of Upnor, Cuxton, and High Halstow. Over

2,000 residents, school children, young people, volunteers and community elderly worked together to create a documentary film about the history of each village, to be used as a legacy resource by schools and libraries across Medway.

- 7.11 Works to develop Chatham, Gillingham and Rochester libraries as Community Hubs will be completed by the end of this financial year. These developments will improve the customer experience around access to Council and other agency services through dedicated reception points and result in wider library improvements and provision.

Safe, Clean and Green Medway

- 8.1 Council services working in partnership continue to provide a safe environment for Medway and quality public space.
- 8.2 The percentage of people who feel Medway is safe awaiting information from the Police from the Crime Victim Survey. The outturn for Q3 will not be known until the end of January but at the end of October 2012 the result was 96.8% compared to a Kent average of 96.1%.
- 8.3 The percentage of household waste sent for reuse, recycling and composting is on track to achieve 41% by the end of the financial year. A successful bid has been submitted to CLG to obtain funding for new specification kerbside waste collection services for Medway. The value of the grant is £14 million and will allow Medway to offer weekly recycling and composting kerbside collections from late summer 2013.

In partnership with the German chemicals company, BASF, Waste Services delivered 4,500 caddies and liners to residents during this quarter with the aim to measure the impacts on participation in food waste recycling. The liners were fully funded by BASF who will also be paying for a survey to establish barriers and usages of the scheme.

- 8.4 During this quarter, the CCTV Partnership was formally established. Medway Control Centre now monitors public CCTV cameras for Gravesham, Medway, Maidstone and Swale. This makes Medway Control Centre the largest centre of its type. This has offered economies of scale that are producing both cost reductions and increases in service for all the Member Local Authorities.
- 8.5 The percentage of repeat victims of domestic abuse continues to reduce, from 35% in Q1 to 21.4% in Q3. A review of domestic abuse provision in Medway is being undertaken and will be concluded by March 2013. The Kent and Medway domestic abuse support website has been launched to provide advice and information on services. Work has progressed on joint Independent Domestic Violence Advocate commissioning.
- 8.6 To ensure effective information to safeguard children in September 2012 a pilot was launched in 5 areas to share Medway Police notifications of medium level domestic abuse incidents with health colleagues and relevant schools. Evaluation has commenced and will be reported in March.
- 8.7 A free WEEE (waste, electrical and electronic equipment) kerbside collection service was launched to residents in October 2012. This is being run,

managed and paid for by our WEEE Compliance partnership (SWEEP) and will collect direct from the home any items that use batteries or plug.

- 8.8 32 assisted community clean ups have taken place this quarter across Medway. As a result of the community clean up programme in All Saints and Luton, we have removed over 45 tonnes of fly tipping rubbish in partnership with local residents and a similar initiative has commenced in Gillingham North.
- 8.9 Due to low performance in Q1/Q2 additional questions specifically in relation to graffiti were included in the August 2012 Citizens Panel. Results showed that 82% of graffiti service user respondents were very satisfied or satisfied with the service received.

Inspections undertaken of incidents of graffiti have shown 100% of relevant land and highways assessed as having either no or minimal graffiti. For these reasons, and as the service is delivering a high level of graffiti removal and user satisfaction, officer in RCC are seeking Cabinet approval to remove W5 (Satisfaction with how the Council deals with graffiti) from the Council Plan.

- 8.10 As part of our Social Regeneration priorities a new Community Garden facility at the White Road Community Centre has been completed and as part of the Deprived Neighbourhood Approach EU project (DNA) 40 new hanging baskets and flowers and been installed in Chatham High Street to improve the town centre environment. The DNA Residents Group will continue to roll out town centre environmental improvements in Q4.
- 8.11 A comprehensive property audit has been undertaken to identify the worst performing assets (in terms of energy efficiency, maintenance requirements, functional suitability and overall running costs) 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 and Riverside 1 Offices, and motion sensors in the toilet lights at Gun Wharf. Across the three sites this is estimated to save over £14,000 pa in electricity costs, and over 75 tonnes pa of carbon, equating to a carbon tax saving of nearly £1000 pa. The Council's total annual Carbon Reduction Commitment liability has also been reduced.

Further Energy Savings projects are being developed for 2012/13 including exploring the viability of Combined, Heat and Power plant (CHP) for leisure centres; and exploring the possibilities of evaporative cooling at the Civic Centre.

The following projects have now commenced; replacement of lighting in the Brook Multi-storey car park; energy efficient refurbishment of street lighting and AMR Smart metering installation which enable more effective monitoring and targeting of energy use.

Better for Less

- 9.1 Better for less (Bfl) 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.

- 9.2 The first phase of the new customer contact and administration shared services went live in April 2012 and is working well. The next wave of services moved to the customer contact and administration shared services in early December 2012, with a further tranche of services moving in January 2013.
- 9.3 Performance levels have continued to improve during the quarter following the go-live earlier in the year. Management focus has been given to areas where performance has not been at acceptable levels and this is reflected in performance data for the shared services. The Govmetric system is now fully operational and this data is being incorporated into performance management reporting.
- 9.4 To date the BfL customer contact and administration project has delivered £3.1m (61%) of the overall savings target for the three-year project. This is on track for the delivery of the overall projected savings by the end of the project in March 2014.
- 9.5 Better for Less has also implemented the new shared service for category management (procurement and commissioning), which began work in early December 2012. The first of the three shared performance and intelligence teams also started work in early December, with the remaining two shared performance and intelligence teams coming on stream in early 2013.

10. Risk management

- 10.1 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.

11. Financial and legal implications

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

12. Recommendations

- 12.1 It is recommended that
 - (a) Cabinet consider third quarter performance against the Key Measures of Success used to monitor progress against the Council Plan 2012/13 and make amendments as necessary to ensure actions required are clearly identified to build on current achievements and deliver any required remedial action.
 - (b) Cabinet agree to the removal of the Graffiti measure from the 2012/2013 Quarter 4 Performance Monitoring report for the reasons outlined in paragraph 8.9 above.

13. Suggested reasons for decision(s)

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

Lead officer contact

Chris White, Interim Corporate Performance and Intelligence Team Manager, Gun Wharf, ext.2472

Background papers

Council Plan 2012/13










<http://democracy.medway.gov.uk/ieListDocuments.aspx?CId=122&MId=2416&Ver=4>

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		4
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		5
PB7	Number of Medway Businesses taking part in the healthy workplace initiatives		6
PB8	Number of people receiving support from a Health and Lifestyle Trainer		6
PH1	Number of adults taking part in healthy weight and exercise referral interventions		6
MHSW1	Number of people receiving support from Mental Health Social Work team		7
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		8
NI 64	Child Protection Plans lasting 2 years or more		8
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		9
NI 147	Care leavers in suitable accommodation		9
CISRS1	LAC Participation in Reviews		9
CP1	Children's participation in child protection conferences		10
NI65-2	% of children becoming subject of CPP for a second or subsequent time within 2 years		10
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)		11
NI 101	LAC achieving 5 A*-C GCSEs (or equivalent) at KS4 (including English and mathematics)		12
NI 105	SEN: (SEN)/non-SEN gap – achieving 5 A*- C GCSE inc. English and Maths		12
SCTS1	% of governors attending governor training		12
SCTS2	% of those attending governor training 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		14
SEN2	% of newly statemented children placed in INMS (Independent Non-Maintained Special provision)		14
SEN4	Number of tribunal appeals contesting a named Medway provision		14
SEN5	% of appeals withdrawn, upheld or refused		15
SIS1a	Ofsted trend of improvement % schools judged good or better in Medway		15
SIS1b	Ofsted trend of improvement - Leadership & Management - % schools judged good or better		16
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		17
SIS2b	Difference made to schools by LA support - Schools with a Notice to Improve		17
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		18
EY1b	Total attendances at Sure Start Centres by families with children 0-4 years		18
PH2	Smoking quits from pregnant women		19
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		20
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		27
Medway as a destination for culture, heritage, sport and tourism			
L7	Leisure - Level of user satisfaction (% satisfied)		28
LRCC1	Number of visitors to tourist attractions in Medway		28
F3	User satisfaction with theatres		28
GH9	User satisfaction with museums and galleries		29
F4	User satisfaction with events		29
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		30
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		31
We will help to prevent and reduce domestic abuse			
DA1	Number of incidents of domestic abuse		31
DA2	% of repeat victims of domestic abuse		32
DA3	Impact of domestic abuse on children's safety		33
We will increase recycling reducing waste going to landfill sites			
NI 191	Residual household waste - kg per household		34
NI 192	Percentage of household waste sent for reuse, recycling and composting		34
W6	Satisfaction with refuse collection		35
W7	Satisfaction with recycling facilities		35
We will work with the community to keep Medway's streets clean			
NI 195a	Improved street and environmental cleanliness: Litter		36
NI 195b	Improved street and environmental cleanliness: Detritus		36
NI 195c	Improved street and environmental cleanliness: Graffiti		36
NI 195d	Improved street and environmental cleanliness: Flyposting		37
W5	Satisfaction with how the Council deals with graffiti		37
W8	Satisfaction with street cleaning		37
We will work with local people to maintain parks and open spaces			
GH4	Citizen participation hours		38
GH6	Satisfaction with parks and open spaces		38
GH7	Satisfaction with play areas		39
GH4a	No of people involved in practical volunteer tasks through membership of Friends groups		39
GH8	Number of green flags		40
We will support the building of strong communities			
NI 1	% of people who believe people from different backgrounds get on well together		41
NI 4	% of people who feel they can influence decisions in their locality		41
Better for Less			
LX5	Working days lost due to sickness absence		42

Council Plan Monitoring - Q3






PI Status	Trend Arrows	Success is
 This PI is significantly below target	 The performance of this PI has improved since Q2	 Higher figures are better
 This PI is slightly below target	 The performance of this PI has worsened since Q2	 Lower figures are better
 This PI has met or exceeded the target	 The performance of this PI is similar to Q2 data	
 This PI is data only		
N/A – Rating not appropriate / possible		

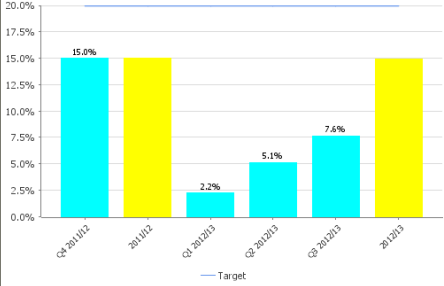
1.1 Ensure older people and disabled adults are safe & supported

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
NI 131a NEW Delayed discharges - average weekly rate per 100,000 pop 18+		8.00	5.91	5.10	5.64	3.64	8.00			8.00
NI 131a (ii) NEW Delayed discharges - number			113	140	155	100				

Note	Chart														
<p>08-Jan-2013 Data updated for all quarters with new ONS mid-year estimates. Data from local weekly collection. Does not include KMPT delays or delays from hospitals out of area. Performance has been consistent with previous quarters, and there have been no delays attributable to social care throughout this period.</p>	<table border="1"> <caption>Chart Data: Average weekly rate per 100,000 pop 18+</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>4.24</td> </tr> <tr> <td>2011/12</td> <td>5.91</td> </tr> <tr> <td>Q1 2012/13</td> <td>5.10</td> </tr> <tr> <td>Q2 2012/13</td> <td>5.64</td> </tr> <tr> <td>Q3 2012/13</td> <td>3.64</td> </tr> <tr> <td>Target</td> <td>8.00</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	4.24	2011/12	5.91	Q1 2012/13	5.10	Q2 2012/13	5.64	Q3 2012/13	3.64	Target	8.00
Period	Value														
Q4 2011/12	4.24														
2011/12	5.91														
Q1 2012/13	5.10														
Q2 2012/13	5.64														
Q3 2012/13	3.64														
Target	8.00														
<p>11-Jan-2013 Performance has been consistent over a number of quarters. There had been no delays attributable to social care.</p>	<table border="1"> <caption>Chart Data: Number of delayed discharges</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>113</td> </tr> <tr> <td>2011/12</td> <td>140</td> </tr> <tr> <td>Q1 2012/13</td> <td>155</td> </tr> <tr> <td>Q2 2012/13</td> <td>100</td> </tr> <tr> <td>Q3 2012/13</td> <td>100</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	113	2011/12	140	Q1 2012/13	155	Q2 2012/13	100	Q3 2012/13	100		
Period	Value														
Q4 2011/12	113														
2011/12	140														
Q1 2012/13	155														
Q2 2012/13	100														
Q3 2012/13	100														

1.2 We will support carers in the valuable work they do

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
NI 135 Carers receiving needs assessment or review and a specific carer's service, or advice and information		9.8%	15.0%	2.2%	5.1%	7.6%	15.0%			20.0%

Note	Chart																					
<p>28-Jan-2013 This indicator looks at the number of family carers that we have worked with to date, as a percentage of all clients open to Adult Social Care in the year, whether or not they have a family carer. Under this (national) definition, the target of 20% which looks modest is actually top quartile performance. The Council is actively addressing performance on the number of family carers who receive an assessment or review leading to a service or information and advice. Two new posts have been established and recruitment is in progress. Priority work is to review family carers known to the council and to ensure any that any new family carers waiting for an assessment are given one as quickly as possible. Going forward, the council will establish an accurate baseline and measure for future performance monitoring and put in place arrangements to improve further and sustain performance.</p>	 <table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>15.0%</td> <td>20.0%</td> </tr> <tr> <td>2011/12</td> <td>15.0%</td> <td>20.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>2.2%</td> <td>20.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>5.1%</td> <td>20.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>7.6%</td> <td>20.0%</td> </tr> <tr> <td>2012/13</td> <td>15.0%</td> <td>20.0%</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	15.0%	20.0%	2011/12	15.0%	20.0%	Q1 2012/13	2.2%	20.0%	Q2 2012/13	5.1%	20.0%	Q3 2012/13	7.6%	20.0%	2012/13	15.0%	20.0%
Period	Value	Target																				
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Q1 2012/13	2.2%	20.0%																				
Q2 2012/13	5.1%	20.0%																				
Q3 2012/13	7.6%	20.0%																				
2012/13	15.0%	20.0%																				

1.3 Personalised services to meet older & disabled adults needs




Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
NI 130 Social care clients receiving Self Directed Support in the year to 31st March		22.1%	42.5%	34.3%	36.5%	44.8%	45.0%			60.0%

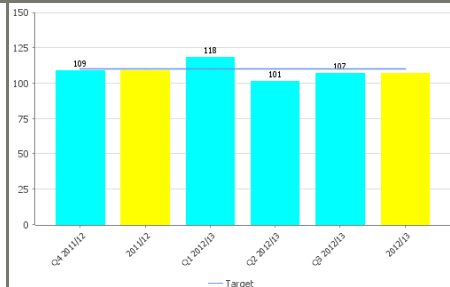
Note	Chart																
<p>28-Jan-2013 Personal Budgets and Direct Payments are offered for all services provided by Adult Social Care. Existing clients who have previously declined Personal Budgets and Direct Payments are being offered these at reviews throughout the year. Adult Social Care staff are actively encouraging take-up and ensure good support for people choosing more control and choice over their support arrangements. We are on track to achieve the year-end target.</p>	<table border="1"> <caption>Chart Data: Percentage of clients receiving Personal Budgets and Direct Payments</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>42.5%</td> </tr> <tr> <td>2011/12</td> <td>42.5%</td> </tr> <tr> <td>Q1 2012/13</td> <td>34.3%</td> </tr> <tr> <td>Q2 2012/13</td> <td>36.5%</td> </tr> <tr> <td>Q3 2012/13</td> <td>43.0%</td> </tr> <tr> <td>2012/13</td> <td>43.0%</td> </tr> <tr> <td>Target</td> <td>60.0%</td> </tr> </tbody> </table>	Period	Value (%)	Q4 2011/12	42.5%	2011/12	42.5%	Q1 2012/13	34.3%	Q2 2012/13	36.5%	Q3 2012/13	43.0%	2012/13	43.0%	Target	60.0%
Period	Value (%)																
Q4 2011/12	42.5%																
2011/12	42.5%																
Q1 2012/13	34.3%																
Q2 2012/13	36.5%																
Q3 2012/13	43.0%																
2012/13	43.0%																
Target	60.0%																

1.4 We will promote and encourage healthy lifestyles for adults

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
NI 123 Rate of self-reported 4 week smoking quitters aged 16 or over		2260	2662	620	435	199	567			2265




Note	Chart																
<p>16-Jan-2013 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 Q3 figure of 199 is provisional. Quarter 3 has been a busy quarter due to the Department of Health's national 'Stoptober' campaign. The service saw an 8% increase in the number of referrals received. Promotional stands held at Medway hospital have also increased the number of referrals to the</p>	<table border="1"> <caption>Chart Data: Number of self-reported 4-week smoking quitters</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>803</td> </tr> <tr> <td>2011/12</td> <td>2662</td> </tr> <tr> <td>Q1 2012/13</td> <td>620</td> </tr> <tr> <td>Q2 2012/13</td> <td>435</td> </tr> <tr> <td>Q3 2012/13</td> <td>199</td> </tr> <tr> <td>2012/13</td> <td>2265</td> </tr> <tr> <td>Target</td> <td>2265</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	803	2011/12	2662	Q1 2012/13	620	Q2 2012/13	435	Q3 2012/13	199	2012/13	2265	Target	2265
Period	Value																
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Q1 2012/13	620																
Q2 2012/13	435																
Q3 2012/13	199																
2012/13	2265																
Target	2265																

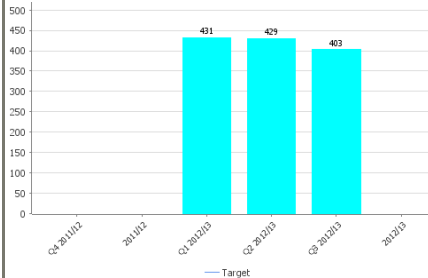
Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
NI 156 Number of households living in temporary accommodation		102	109	118	101	107	110			110

Note	Chart																					
<p>service. Annual target is 2265, 4 week quits 55% towards target. Activity within Level 2 settings (arm's length service providers) accounts for approximately 50% of smoking quitters, and there is still a great deal of data to go on for Q3 from Level 2 settings before the DH deadline of 14th March. In line with the numbers reported at this time last year, it is anticipated that there is still approximately 45% and 65% further data from GP and Pharmacy settings respectively to be entered onto S3 Manager database. We are confident of meeting the annual target and are the best in the South East.</p>																						
<p>16-Jan-2013 Performance is currently on target, though the figure has risen slightly since Q2. Despite the increase in homelessness the use of temporary accommodation continues to be avoided wherever possible which has kept the increase to a minimum.</p>	 <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>109</td> <td>110</td> </tr> <tr> <td>2011/12</td> <td>109</td> <td>110</td> </tr> <tr> <td>Q1 2012/13</td> <td>118</td> <td>110</td> </tr> <tr> <td>Q2 2012/13</td> <td>101</td> <td>110</td> </tr> <tr> <td>Q3 2012/13</td> <td>107</td> <td>110</td> </tr> <tr> <td>2012/13</td> <td>110</td> <td>110</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	109	110	2011/12	109	110	Q1 2012/13	118	110	Q2 2012/13	101	110	Q3 2012/13	107	110	2012/13	110	110
Period	Value	Target																				
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Q3 2012/13	107	110																				
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Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
PB7 Number of Medway Businesses taking part in the healthy workplace initiatives				12	18	0	27			36
PB8 Number of people receiving support from a Health and Lifestyle Trainer				103	61	49	123			490
PH1 Number of adults taking part in healthy weight and exercise referral interventions		616	1030	337	310	389	250			1200

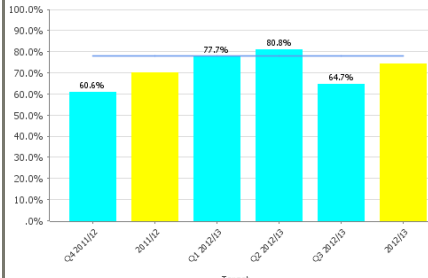
Note	Chart																
07-Jan-2013 There is currently no workplace health Co-ordinator in post, whilst the PH Directorate goes through its re-structure, so no new businesses have been engaged since vacancy was created in September 2012. Businesses already engaged in scheme are being maintained, but no capacity to engage new companies. Role was advertised and now offered with start date for new post holder yet to be agreed.	<table border="1"> <caption>Data for PB7 Chart</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1-2011/12</td><td>0</td></tr> <tr><td>2011/12</td><td>0</td></tr> <tr><td>Q1-2012/13</td><td>12</td></tr> <tr><td>Q2-2012/13</td><td>18</td></tr> <tr><td>Q3-2012/13</td><td>0</td></tr> <tr><td>2012/13</td><td>0</td></tr> <tr><td>Target</td><td>36</td></tr> </tbody> </table>	Period	Value	Q1-2011/12	0	2011/12	0	Q1-2012/13	12	Q2-2012/13	18	Q3-2012/13	0	2012/13	0	Target	36
Period	Value																
Q1-2011/12	0																
2011/12	0																
Q1-2012/13	12																
Q2-2012/13	18																
Q3-2012/13	0																
2012/13	0																
Target	36																
07-Jan-2013 Retrospective updates for quarters 1 and 2 need to be submitted as data can take some time to be returned, so quarter 1 is now 103 and quarter 2 is 61 equalling total of 164. The service has experienced staffing problems, leading to lack of capacity which has now been resolved. A programme of events has been arranged to engage with the public to maximise on recruitment at this time of year.	<table border="1"> <caption>Data for PB8 Chart</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1-2011/12</td><td>0</td></tr> <tr><td>2011/12</td><td>0</td></tr> <tr><td>Q1-2012/13</td><td>103</td></tr> <tr><td>Q2-2012/13</td><td>61</td></tr> <tr><td>Q3-2012/13</td><td>49</td></tr> <tr><td>2012/13</td><td>0</td></tr> <tr><td>Target</td><td>490</td></tr> </tbody> </table>	Period	Value	Q1-2011/12	0	2011/12	0	Q1-2012/13	103	Q2-2012/13	61	Q3-2012/13	49	2012/13	0	Target	490
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Q1-2012/13	103																
Q2-2012/13	61																
Q3-2012/13	49																
2012/13	0																
Target	490																
07-Jan-2013 127 clients have attended the Tipping the Balance Weight management programme and 262 are exercise referral clients within Medway in last quarter. Quarter 1 and 2 data has also been updated to reflect late data entry, uplifting figures to 337 quarter 1 and 310 for quarter 2.	<table border="1"> <caption>Data for PH1 Chart</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1-2011/12</td><td>275</td></tr> <tr><td>2011/12</td><td>500</td></tr> <tr><td>Q1-2012/13</td><td>337</td></tr> <tr><td>Q2-2012/13</td><td>310</td></tr> <tr><td>Q3-2012/13</td><td>389</td></tr> <tr><td>2012/13</td><td>500</td></tr> <tr><td>Target</td><td>1200</td></tr> </tbody> </table>	Period	Value	Q1-2011/12	275	2011/12	500	Q1-2012/13	337	Q2-2012/13	310	Q3-2012/13	389	2012/13	500	Target	1200
Period	Value																
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Target	1200																

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
MHSW1 Number of people receiving support from Mental Health Social Work team				431	429	403				

Note	Chart
28-Jan-2013 This figure reflects the current caseload for the team.	










2.1 Ensure the most vulnerable children & young people are safe

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	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%	80.8%	64.7%	78.0%			78.0%







Note	Chart
21-Jan-2013 The figure for this quarter has dropped due to the fact that Children's Social Care are addressing and closing Initial Assessments that have exceeded the statutory time frame. Addressing and closing the backlog of assessments has seen a direct impact on performance.	

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
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%	68.2%	52.6%	72.0%			72.0%
PAF-CF/C21 NI 64 Child Protection Plans lasting 2 years or more		4.0%	5.0%	12.4%	3.8%	8.7%	10.0%			10.0%
PAF-CF/C68 NI 66 Looked after children cases which were reviewed within required timescales		82.3%	79.4%	95.4%	94.2%	91.1%	95.0%			95.0%

Note	Chart																
21-Jan-2013 The figure for this quarter has dropped due to the fact that Children's Social Care are addressing and closing Core Assessments that have exceeded the statutory time frame. Addressing and closing the backlog of assessments has seen a direct impact on performance.	<table border="1"> <caption>Core Assessments Completed Within 35 Working Days</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>56.0%</td> </tr> <tr> <td>2011/12</td> <td>69.1%</td> </tr> <tr> <td>Q3-2012/13</td> <td>51.6%</td> </tr> <tr> <td>Q2-2012/13</td> <td>68.2%</td> </tr> <tr> <td>Q1-2012/13</td> <td>52.6%</td> </tr> <tr> <td>2012/13</td> <td>72.0%</td> </tr> <tr> <td>Target</td> <td>72.0%</td> </tr> </tbody> </table>	Period	Value	Q4-2011/12	56.0%	2011/12	69.1%	Q3-2012/13	51.6%	Q2-2012/13	68.2%	Q1-2012/13	52.6%	2012/13	72.0%	Target	72.0%
Period	Value																
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Q2-2012/13	68.2%																
Q1-2012/13	52.6%																
2012/13	72.0%																
Target	72.0%																
11-Jan-2013 Due to focused audit of cases with long term CP plans Children's Social Care have been able to move a number of children who have been on long term child protection plans off of the plans. This measure looks at the length of time the children have been on plans when they care closed, hence the increase in Q3.	<table border="1"> <caption>Child Protection Plans Lasting 2 Years or More</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>9.7%</td> </tr> <tr> <td>2011/12</td> <td>5.0%</td> </tr> <tr> <td>Q3-2012/13</td> <td>12.4%</td> </tr> <tr> <td>Q2-2012/13</td> <td>3.8%</td> </tr> <tr> <td>Q1-2012/13</td> <td>8.7%</td> </tr> <tr> <td>2012/13</td> <td>10.0%</td> </tr> <tr> <td>Target</td> <td>10.0%</td> </tr> </tbody> </table>	Period	Value	Q4-2011/12	9.7%	2011/12	5.0%	Q3-2012/13	12.4%	Q2-2012/13	3.8%	Q1-2012/13	8.7%	2012/13	10.0%	Target	10.0%
Period	Value																
Q4-2011/12	9.7%																
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Q2-2012/13	3.8%																
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2012/13	10.0%																
Target	10.0%																
18-Jan-2013 315 reviews took place during the quarter, 16 of these were held out of timescale. However, the service has been able to improve the <i>quality</i> of reviews for children by ensuring the voice of the young person is reflected in the review. During the quarter, IROs visited 48% of children who became looked after during the quarter prior to their initial review. This is a significant increase on the previous quarter when only 25% of children were visited.	<table border="1"> <caption>Looked After Children Cases Reviewed Within Required Timescales</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>79.6%</td> </tr> <tr> <td>2011/12</td> <td>79.4%</td> </tr> <tr> <td>Q3-2012/13</td> <td>95.4%</td> </tr> <tr> <td>Q2-2012/13</td> <td>94.2%</td> </tr> <tr> <td>Q1-2012/13</td> <td>91.1%</td> </tr> <tr> <td>2012/13</td> <td>95.0%</td> </tr> <tr> <td>Target</td> <td>95.0%</td> </tr> </tbody> </table>	Period	Value	Q4-2011/12	79.6%	2011/12	79.4%	Q3-2012/13	95.4%	Q2-2012/13	94.2%	Q1-2012/13	91.1%	2012/13	95.0%	Target	95.0%
Period	Value																
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Target	95.0%																

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
BV162 NI 67 Percentage of child protection cases which were reviewed within required timescales		92.4%	96.6%	99.6%	99.5%	98.3%	100.0%			100.0%
NI 147 Care leavers in suitable accommodation		93.5%	90.0%	91.7%	100.0%	100.0%	95.0%			95.0%
CISRS1 LAC Participation in Reviews			76%	88.7%	88%	92%	95%			95%

Note	Chart
18-Jan-2013 One review child protection conference was late during Q3 which affected one child. Overall, there were 95 Child Protection conferences (review and initial) or 201 children during the quarter. This represents a 17% decrease on the previous quarter. In the first 3 quarters of 2012/13, there have been 22% fewer conferences compared to the same period in 2011/12.	
17-Jan-2013 On target. All care leavers turning 19 in the quarter were in suitable accommodation.	
18-Jan-2013 The proportion of looked after children participating in their statutory reviews continues to be higher than last year and has shown an improvement on the previous qtr - 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.	

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
CP1 Children's participation in child protection conferences			60%	44%	11%	50%	80%			80%
NI65-2 % of children becoming the subject of a child protection plan for a second or subsequent time within 2 years				6.1	10.5	1.9	7			7

Note	Chart														
<p>18-Jan-2013 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, conferences were held for 24 children over the age of 12 (the age at which it is generally felt that children are able to be present at their reviews) who did attend. Of these, based on knowledge of the individual cases, social workers felt it was appropriate to invite only 8 with 4 attending. We will be developing, with young people, feedback forms to allow young people to give their views more consistently even when they do not want to attend the meeting. This builds on experience of successfully getting views from looked after children. Despite low attendance by children and young people, feedback from parents and professionals shows that 79% of all respondents felt that the wishes and feelings of children (of all ages) were made clear to the meeting.</p>	<table border="1"> <caption>Children's Participation Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>40%</td> </tr> <tr> <td>2011/12</td> <td>60%</td> </tr> <tr> <td>Q1 2012/13</td> <td>44%</td> </tr> <tr> <td>Q2 2012/13</td> <td>11%</td> </tr> <tr> <td>Q3 2012/13</td> <td>50%</td> </tr> <tr> <td>2012/13</td> <td>50%</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	40%	2011/12	60%	Q1 2012/13	44%	Q2 2012/13	11%	Q3 2012/13	50%	2012/13	50%
Period	Value														
Q4 2011/12	40%														
2011/12	60%														
Q1 2012/13	44%														
Q2 2012/13	11%														
Q3 2012/13	50%														
2012/13	50%														
<p>11-Jan-2013 Q3 has seen very few children being placed on a plan for a second or subsequent time due to sound intervention and support at the point when they were initially de-planned enabling families to sustain safeguarding requirements.</p>	<table border="1"> <caption>Child Protection Plan Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>0</td> </tr> <tr> <td>2011/12</td> <td>6.1</td> </tr> <tr> <td>Q1 2012/13</td> <td>10.5</td> </tr> <tr> <td>Q2 2012/13</td> <td>1.9</td> </tr> <tr> <td>Q3 2012/13</td> <td>7</td> </tr> <tr> <td>2012/13</td> <td>7</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	0	2011/12	6.1	Q1 2012/13	10.5	Q2 2012/13	1.9	Q3 2012/13	7	2012/13	7
Period	Value														
Q4 2011/12	0														
2011/12	6.1														
Q1 2012/13	10.5														
Q2 2012/13	1.9														
Q3 2012/13	7														
2012/13	7														

2.2 Champion high standards in schools

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13
		Value	Value	Value	Value	Value	Target	Status	
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%
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%

Note	Chart								
10-Jan-2013 Following the checking exercise and appeals the figure has increased to 72.5%. This was the largest Medway year on year improvement in results since the introduction of the measure.	<table border="1"> <caption>Chart Data: NI 73 Achievement</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>68.0%</td> </tr> <tr> <td>2012/13</td> <td>72.5%</td> </tr> <tr> <td>Target</td> <td>76.0%</td> </tr> </tbody> </table>	Year	Value	2011/12	68.0%	2012/13	72.5%	Target	76.0%
Year	Value								
2011/12	68.0%								
2012/13	72.5%								
Target	76.0%								
10-Jan-2013 Data remains provisional as final validated information will not be available until late January 2013. Please note that the system shows the short term trend as down and long term trend as upward. The trends are inaccurate as 2011/12 was set using a different cohort of schools to 2012/2013 and should be discounted as it is not comparable with the next year.	<table border="1"> <caption>Chart Data: NI 75 Achievement</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>62.5%</td> </tr> <tr> <td>2012/13</td> <td>63.0%</td> </tr> <tr> <td>Target</td> <td>63.0%</td> </tr> </tbody> </table>	Year	Value	2011/12	62.5%	2012/13	63.0%	Target	63.0%
Year	Value								
2011/12	62.5%								
2012/13	63.0%								
Target	63.0%								
15-Jan-2013 The 2012/13 figure is currently 31.5%. This figure comes from nationally published data sets, however the NIs will no longer be in place in 2013 since the EYFSP itself is being replaced by a different assessment measure, the details of which (and any associated NIs) will not be determined until sometime after April.	<table border="1"> <caption>Chart Data: NI 92 Narrowing the gap</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>33.1%</td> </tr> <tr> <td>2012/13</td> <td>31.5%</td> </tr> <tr> <td>Target</td> <td>31.5%</td> </tr> </tbody> </table>	Year	Value	2011/12	33.1%	2012/13	31.5%	Target	31.5%
Year	Value								
2011/12	33.1%								
2012/13	31.5%								
Target	31.5%								

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
NI 101 Looked after children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and mathematics) (LAA)		17.0%	12.9%	Not measured for Quarters	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	Not measured for Quarters			49.0%	
SCTS1 % of governors attending governor training				17	22	31	32			43







Note	Chart																					
20-Dec-2012 10% confirmed as the final validated figure. The cohort changed considerably between the point of target setting and completion of year 11. A significant proportion of the cohort had complex learning needs and/or challenging circumstances during year 11.	<table border="1"> <caption>Chart Data: 2011/12 vs 2012/13</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>12.5%</td> <td>17.5%</td> </tr> <tr> <td>2012/13</td> <td>10.0%</td> <td>17.5%</td> </tr> </tbody> </table>	Year	Value	Target	2011/12	12.5%	17.5%	2012/13	10.0%	17.5%												
Year	Value	Target																				
2011/12	12.5%	17.5%																				
2012/13	10.0%	17.5%																				
10-Jan-2013 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. Final validated data will be available in late January 2013	<table border="1"> <caption>Chart Data: 2011/12 vs 2012/13</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>46.0%</td> <td>49.0%</td> </tr> <tr> <td>2012/13</td> <td>43.6%</td> <td>49.0%</td> </tr> </tbody> </table>	Year	Value	Target	2011/12	46.0%	49.0%	2012/13	43.6%	49.0%												
Year	Value	Target																				
2011/12	46.0%	49.0%																				
2012/13	43.6%	49.0%																				
31-Dec-2012 The current percentage of governors who have attended training is 1.1% less than the quarterly target that was set. Alternative sources of publicity and engagement of governors are continually being sourced. The Governor and Governance team are also working closely with the School Challenge and Improvement Leads to accurately reflect the governor training that they do in the statistics reported.	<table border="1"> <caption>Chart Data: Quarterly Training</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>0%</td> <td>43%</td> </tr> <tr> <td>2011/12</td> <td>0%</td> <td>43%</td> </tr> <tr> <td>Q1-2012/13</td> <td>17%</td> <td>43%</td> </tr> <tr> <td>Q2-2012/13</td> <td>22%</td> <td>43%</td> </tr> <tr> <td>Q3-2012/13</td> <td>31%</td> <td>43%</td> </tr> <tr> <td>2012/13</td> <td>43%</td> <td>43%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4-2011/12	0%	43%	2011/12	0%	43%	Q1-2012/13	17%	43%	Q2-2012/13	22%	43%	Q3-2012/13	31%	43%	2012/13	43%	43%
Quarter	Value	Target																				
Q4-2011/12	0%	43%																				
2011/12	0%	43%																				
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Q2-2012/13	22%	43%																				
Q3-2012/13	31%	43%																				
2012/13	43%	43%																				

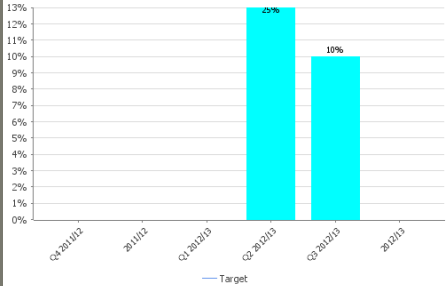
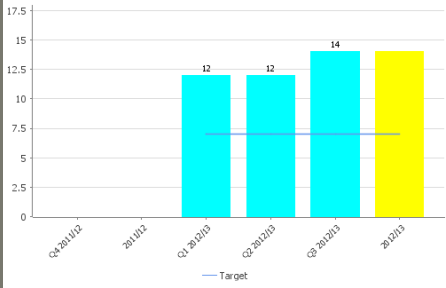
Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
SCTS2 % of those attending governor training who reported that the training was good or better				100	100	100	85			85
EDU1 The number of children who are 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	36				
EDU3 % of young people who are absent from school for 15% or more days in the school year.				3.84		8.5				







Note	Chart
31-Dec-2012 For Q3 100% good or better evaluations were achieved, exceeding out target of 85%	<p>A bar chart with a vertical axis from 0 to 100. The horizontal axis shows quarters from Q4 2011/12 to Q3 2012/13. Three cyan bars represent 100% for Q1 2012/13, Q2 2012/13, and Q3 2012/13. A horizontal blue line at 85% represents the target. The Q3 bar is significantly above the target line.</p>
15-Jan-2013 This quarter there were a total of 36 children identified as incoming pupils. However 46 cases have now been closed where schools have now been allocated (this figure includes cases from the previous quarter). These statistics are children that are reported to AASSA as CME. The Admissions Team also deal with applications for school places directly.	<p>A bar chart with a vertical axis from 0 to 45. The horizontal axis shows quarters from Q4 2011/12 to Q3 2012/13. Cyan bars show 38 for Q3 2012/13 and 36 for Q4 2012/13. A horizontal blue line at 0 represents the target. The bars are well above the target line.</p>
15-Jan-2013 This figures relates only to Term 1 as Term 2 data is not yet available. The figures for Term 1 are normally the highest and typically decrease as the school year progresses. For Primary School children the figure is 7.26%, for Secondary it is 9.47%, for Special Schools it is 15.78% and for PRU it is 53.64. A target of 3% PA has been set by Medway for the Primary Schools. Secondary Schools do not currently have a target figure.	<p>A bar chart with a vertical axis from 0 to 11. The horizontal axis shows quarters from Q4 2011/12 to Q3 2012/13. Cyan bars show 3.84 for Q3 2012/13 and 8.5 for Q4 2012/13. A horizontal blue line at 3 represents the target. The bars are above the target line.</p>

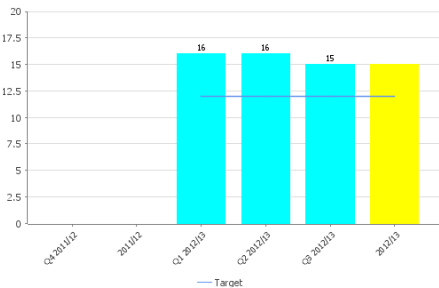
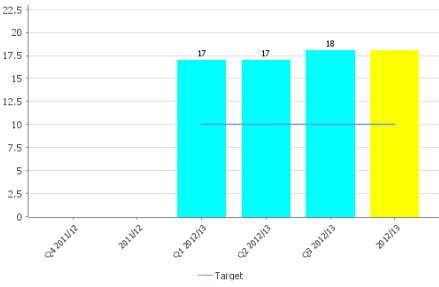
Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
SEN1 % of newly statemented children placed in out of area maintained special schools					N/A	0				
SEN2 % of newly statemented children placed in INMS					2.6	0				
SEN4 Number of tribunal appeals contesting a named Medway provision					2	2				

Note	Chart														
04-Jan-2013 27 Final Statements were issued in Quarter 3: no pupils were placed in other LA mainstream or special school provisions	<table border="1"> <caption>Chart Data: Final Statements in other LA mainstream or special school provisions</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2-2011/12</td><td>0</td></tr> <tr><td>2011/12</td><td>0</td></tr> <tr><td>Q1-2012/13</td><td>0</td></tr> <tr><td>Q2-2012/13</td><td>0</td></tr> <tr><td>Q3-2012/13</td><td>0</td></tr> <tr><td>2012/13</td><td>0</td></tr> </tbody> </table>	Period	Value	Q2-2011/12	0	2011/12	0	Q1-2012/13	0	Q2-2012/13	0	Q3-2012/13	0	2012/13	0
Period	Value														
Q2-2011/12	0														
2011/12	0														
Q1-2012/13	0														
Q2-2012/13	0														
Q3-2012/13	0														
2012/13	0														
04-Jan-2013 27 Final Statements were issued in Quarter 3: no pupils were placed in independent school provision	<table border="1"> <caption>Chart Data: Final Statements in independent school provision</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2-2011/12</td><td>0</td></tr> <tr><td>2011/12</td><td>0</td></tr> <tr><td>Q1-2012/13</td><td>0</td></tr> <tr><td>Q2-2012/13</td><td>0</td></tr> <tr><td>Q3-2012/13</td><td>0</td></tr> <tr><td>2012/13</td><td>0</td></tr> </tbody> </table>	Period	Value	Q2-2011/12	0	2011/12	0	Q1-2012/13	0	Q2-2012/13	0	Q3-2012/13	0	2012/13	0
Period	Value														
Q2-2011/12	0														
2011/12	0														
Q1-2012/13	0														
Q2-2012/13	0														
Q3-2012/13	0														
2012/13	0														
04-Jan-2013 2 appeals to First Tier Tribunal received in Quarter 3 were in respect of maintained special school provision	<table border="1"> <caption>Chart Data: Appeals to First Tier Tribunal in respect of maintained special school provision</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2-2011/12</td><td>0</td></tr> <tr><td>2011/12</td><td>0</td></tr> <tr><td>Q1-2012/13</td><td>0</td></tr> <tr><td>Q2-2012/13</td><td>0</td></tr> <tr><td>Q3-2012/13</td><td>2</td></tr> <tr><td>2012/13</td><td>2</td></tr> </tbody> </table>	Period	Value	Q2-2011/12	0	2011/12	0	Q1-2012/13	0	Q2-2012/13	0	Q3-2012/13	2	2012/13	2
Period	Value														
Q2-2011/12	0														
2011/12	0														
Q1-2012/13	0														
Q2-2012/13	0														
Q3-2012/13	2														
2012/13	2														

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
SEN5 % of appeals withdrawn, upheld or refused					25%	10%				
SIS1a (amended) Ofsted school judgements showing trend of improvement - % schools judged good or better in Medway				12%	12%	10%	7%			7%

Note	Chart										
04-Jan-2013 There were 10 appeals to First Tier Tribunal (including refusal to assess). 1 appeal was conceded whilst the others are progressing	 <table border="1"> <caption>Appeal Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2012/13</td> <td>25%</td> </tr> <tr> <td>Q3 2012/13</td> <td>10%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 2012/13	25%	Q3 2012/13	10%				
Quarter	Percentage										
Q2 2012/13	25%										
Q3 2012/13	10%										
28-Jan-2013 This target measures improvement in Medway Ofsted grades by comparing the proportion of Medway schools rated good or better with the proportion of all schools nationally rated good or better. In Medway, 60% of schools are currently judged good or better compared to a national average of 70%, and so the gap between Medway schools and all schools nationally is 10%. During the quarter 15 schools were inspected and 10 (67%) were judged good or better, with two judged as outstanding. Ofsted applied a new framework in September 2012, which has higher expectations than previous frameworks.	 <table border="1"> <caption>School Grades Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2012/13</td> <td>12</td> </tr> <tr> <td>Q2 2012/13</td> <td>12</td> </tr> <tr> <td>Q3 2012/13</td> <td>14</td> </tr> <tr> <td>2012/13</td> <td>14</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2012/13	12	Q2 2012/13	12	Q3 2012/13	14	2012/13	14
Quarter	Percentage										
Q1 2012/13	12										
Q2 2012/13	12										
Q3 2012/13	14										
2012/13	14										

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
SIS1b (amended) Ofsted school judgements showing trend of improvement - Leadership & Management - % schools judged good or better in Medway				16%	16%	12%	12%			12%
SIS1c (amended) Ofsted school judgements showing trend of improvement - Quality of Teaching - % schools judged good or better in Medway				17%	17%	10%	10%			10%

Note	Chart
<p>28-Jan-2013 This target measures improvement in Medway Ofsted grades by comparing the proportion of Medway schools rated good or better for leadership and management with the proportion of all schools nationally rated good or better. In Medway, 64% of schools are currently judged good or better for leadership and management compared to a national average of 76%, and so the gap between Medway schools and all schools nationally is 12%. During the quarter 15 schools were inspected and 10 (67%) were judged good or better for leadership and management, with two judged as outstanding. Ofsted applied a new framework in September 2012, which has higher expectations than previous frameworks.</p>	
<p>28-Jan-2013 This target measures improvement in Medway Ofsted grades by comparing the proportion of Medway schools rated good or better for quality of teaching with the proportion of all schools nationally rated good or better. In Medway, 61% of schools are currently judged good or better for quality of teaching compared to a national average of 71%, and so the gap between Medway schools and all schools nationally is 12%. During the quarter 15 schools were inspected and 10 (67%) were judged good or better for leadership and management, with two judged as outstanding. Ofsted applied a new framework in September 2012, which has higher expectations than previous frameworks.</p>	







Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
SIS2a (amended) Difference made to schools by Local Authority support - Schools in Special Measures				3	2	3	4			4
SIS2b (amended) Difference made to schools by Local Authority support - Schools with a Notice to Improve				2	1	2	4			4
SIS2c (amended) Difference made to schools by Local Authority support - Schools below floor threshold (LA maintained schools only)				12	6	7	6			6

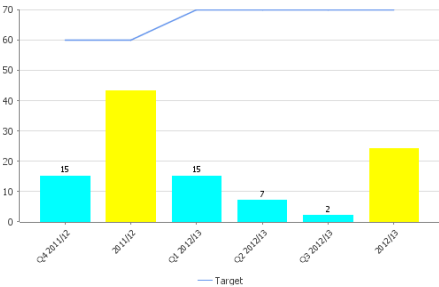
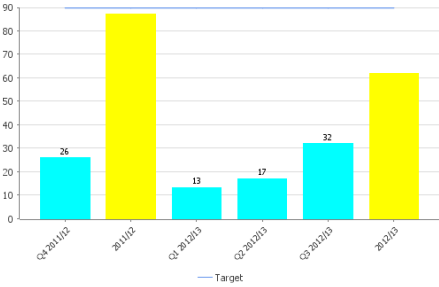
Note	Chart														
10-Jan-2013 Currently there are three schools in special measures: New Road; Saxon Way and St Mary's Island.	<table border="1"> <caption>Special Measures Data</caption> <thead> <tr> <th>Period</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>0</td></tr> <tr><td>2011/12</td><td>0</td></tr> <tr><td>Q1 2012/13</td><td>3</td></tr> <tr><td>Q2 2012/13</td><td>2</td></tr> <tr><td>Q3 2012/13</td><td>3</td></tr> <tr><td>2012/13</td><td>3</td></tr> </tbody> </table>	Period	Count	Q4 2011/12	0	2011/12	0	Q1 2012/13	3	Q2 2012/13	2	Q3 2012/13	3	2012/13	3
Period	Count														
Q4 2011/12	0														
2011/12	0														
Q1 2012/13	3														
Q2 2012/13	2														
Q3 2012/13	3														
2012/13	3														
10-Jan-2013 Currently two schools have a notice to improve or have serious weaknesses: Halling and Sherwin Knight Junior	<table border="1"> <caption>Notice to Improve Data</caption> <thead> <tr> <th>Period</th> <th>Count</th> </tr> </thead> <tbody> <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>2</td></tr> <tr><td>Q2 2012/13</td><td>1</td></tr> <tr><td>Q3 2012/13</td><td>2</td></tr> <tr><td>2012/13</td><td>2</td></tr> </tbody> </table>	Period	Count	Q4 2011/12	0	2011/12	0	Q1 2012/13	2	Q2 2012/13	1	Q3 2012/13	2	2012/13	2
Period	Count														
Q4 2011/12	0														
2011/12	0														
Q1 2012/13	2														
Q2 2012/13	1														
Q3 2012/13	2														
2012/13	2														
10-Jan-2013 Since the target was set and the information entered for quarter two, the national median progress figures used to calculate floor status have been increased, resulting in 6 primary schools being below floor and the one secondary school.	<table border="1"> <caption>Schools Below Floor Threshold Data</caption> <thead> <tr> <th>Period</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>0</td></tr> <tr><td>2011/12</td><td>0</td></tr> <tr><td>Q1 2012/13</td><td>12</td></tr> <tr><td>Q2 2012/13</td><td>6</td></tr> <tr><td>Q3 2012/13</td><td>7</td></tr> <tr><td>2012/13</td><td>7</td></tr> </tbody> </table>	Period	Count	Q4 2011/12	0	2011/12	0	Q1 2012/13	12	Q2 2012/13	6	Q3 2012/13	7	2012/13	7
Period	Count														
Q4 2011/12	0														
2011/12	0														
Q1 2012/13	12														
Q2 2012/13	6														
Q3 2012/13	7														
2012/13	7														

2.3 Promote and encourage healthy lifestyles



Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	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%	52.7%	47%			56%
EY1b Total number of attendances at Sure Start Children's Centres by families with children 0-4 years			193,309	53,157	112,376	170,974	149,250			199,000

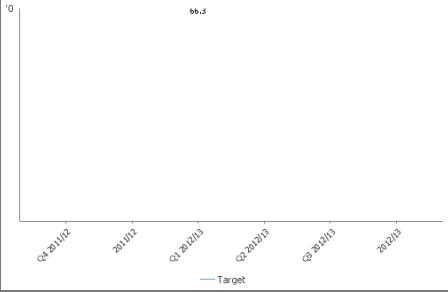
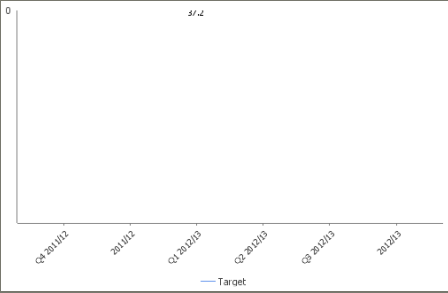
Note	Chart														
<p>09-Jan-2013 The total number of different children aged 0-4 years attending a Medway Sure Start Children's Centre across the first three quarters was 9,109. This compares with a figure of 8781 for the whole of 2011-12. The increase of over 25% against last year reflects the improved information and data sharing arrangements between key partners, particularly NHS agencies, resulting in targeted engagement with a far higher proportion of vulnerable families.</p>	<table border="1"> <caption>Percentage of children aged 0-4 attending a local Sure Start Children's Centre</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 2011/12</td> <td>53%</td> </tr> <tr> <td>2011/12</td> <td>53%</td> </tr> <tr> <td>Q1 2012/13</td> <td>31.5%</td> </tr> <tr> <td>Q2 2012/13</td> <td>45.7%</td> </tr> <tr> <td>Q3 2012/13</td> <td>52.7%</td> </tr> <tr> <td>2012/13</td> <td>56%</td> </tr> </tbody> </table>	Period	Percentage	Q3 2011/12	53%	2011/12	53%	Q1 2012/13	31.5%	Q2 2012/13	45.7%	Q3 2012/13	52.7%	2012/13	56%
Period	Percentage														
Q3 2011/12	53%														
2011/12	53%														
Q1 2012/13	31.5%														
Q2 2012/13	45.7%														
Q3 2012/13	52.7%														
2012/13	56%														
<p>09-Jan-2013 The total number of attendances by children and families at Medway Sure Start Children's Centres in the first three quarters of 2012-13 was 170,974, an increase of 35,000 attendances (26%) 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>Total number of attendances at Sure Start Children's Centres by families with children 0-4 years</caption> <thead> <tr> <th>Period</th> <th>Attendances</th> </tr> </thead> <tbody> <tr> <td>Q3 2011/12</td> <td>193,309</td> </tr> <tr> <td>2011/12</td> <td>193,309</td> </tr> <tr> <td>Q3 2012/13</td> <td>53,157</td> </tr> <tr> <td>Q3 2012/13</td> <td>112,376</td> </tr> <tr> <td>Q3 2012/13</td> <td>170,974</td> </tr> <tr> <td>2012/13</td> <td>170,974</td> </tr> </tbody> </table>	Period	Attendances	Q3 2011/12	193,309	2011/12	193,309	Q3 2012/13	53,157	Q3 2012/13	112,376	Q3 2012/13	170,974	2012/13	170,974
Period	Attendances														
Q3 2011/12	193,309														
2011/12	193,309														
Q3 2012/13	53,157														
Q3 2012/13	112,376														
Q3 2012/13	170,974														
2012/13	170,974														

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
PH2 Smoking quits from pregnant women		60	43	15	7	2	17.5			70
PH3 Numbers completing the MEND programme		N/A	87	13	17	32	22.5			90

Note	Chart																
<p>11-Jan-2013 There is a time lag in finalised data being confirmed, consequently Q3 figures not complete. Presentations around the effects of smoking in pregnancy were offered to Obstetricians, Neonatologists, and Paediatricians (paediatricians did not accept the offer). Training was well received by all. We are currently working with the communications team to produce a training video for health professionals as one of the barriers to attending training is lack of time. Staff will be able to view this online training at times to suit them.</p>	 <table border="1"> <caption>PH2 Quarterly Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>15</td> </tr> <tr> <td>2011/12</td> <td>43</td> </tr> <tr> <td>Q1-2012/13</td> <td>15</td> </tr> <tr> <td>Q2-2012/13</td> <td>7</td> </tr> <tr> <td>Q3-2012/13</td> <td>2</td> </tr> <tr> <td>2012/13</td> <td>17.5</td> </tr> <tr> <td>Target</td> <td>70</td> </tr> </tbody> </table>	Period	Value	Q4-2011/12	15	2011/12	43	Q1-2012/13	15	Q2-2012/13	7	Q3-2012/13	2	2012/13	17.5	Target	70
Period	Value																
Q4-2011/12	15																
2011/12	43																
Q1-2012/13	15																
Q2-2012/13	7																
Q3-2012/13	2																
2012/13	17.5																
Target	70																
<p>07-Jan-2013 14 families have completed MEND 7-13, and 18 families completed MEND 2-4 in last quarter.</p>	 <table border="1"> <caption>PH3 Quarterly Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>26</td> </tr> <tr> <td>2011/12</td> <td>87</td> </tr> <tr> <td>Q1-2012/13</td> <td>13</td> </tr> <tr> <td>Q2-2012/13</td> <td>17</td> </tr> <tr> <td>Q3-2012/13</td> <td>32</td> </tr> <tr> <td>2012/13</td> <td>22.5</td> </tr> <tr> <td>Target</td> <td>90</td> </tr> </tbody> </table>	Period	Value	Q4-2011/12	26	2011/12	87	Q1-2012/13	13	Q2-2012/13	17	Q3-2012/13	32	2012/13	22.5	Target	90
Period	Value																
Q4-2011/12	26																
2011/12	87																
Q1-2012/13	13																
Q2-2012/13	17																
Q3-2012/13	32																
2012/13	22.5																
Target	90																

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

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
BF1 Increase in breastfeeding rate at initiation at birth			68.0	66.3	71.6	N/A	69.0			69.0
BF2 Increase in breastfeeding rate at 6-8 weeks				37.2	38.3	N/A	41			41

Note	Chart
07-Jan-2013 Quarter 3 data will be available at end of February, as this data set is collected by health professionals in Medway, inputted into the child health database, but needs verifying by Department of Health, before being released.	
07-Jan-2013 Quarter 3 data will be available at end of February, as this data set is collected by health professionals in Medway, inputted into the child health database, but needs verifying by Department of Health, before being released.	

3.1 We will secure a reliable and efficient local transport network

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	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	2.82	4.00			4.00
HP26 Satisfaction with road maintenance			49.75	44.00	52.00	49.00	50.00			50.00

Note	Chart																
<p>08-Jan-2013 Monitoring of the six strategic corridor routes into the boundary of Chatham Town Centre over the 2013 third quarter period in the morning peak between 8am - 9am has shown the measure of congestion decreased, but appears to be up slight from the last quarter. The overall average journey time in minutes per mile has reduced from 3.49 minutes per mile in the third quarter Of 2012/2013, a percentage reduction of approximately 19%. 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>Average Journey Time (mins per mile)</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <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>Q3-2012/13</td> <td>2.82</td> </tr> <tr> <td>2012/13</td> <td>2.54</td> </tr> <tr> <td>Target</td> <td>4.00</td> </tr> </tbody> </table>	Period	Value	Q4-2011/12	2.77	2011/12	2.54	Q1-2012/13	2.71	Q2-2012/13	2.22	Q3-2012/13	2.82	2012/13	2.54	Target	4.00
Period	Value																
Q4-2011/12	2.77																
2011/12	2.54																
Q1-2012/13	2.71																
Q2-2012/13	2.22																
Q3-2012/13	2.82																
2012/13	2.54																
Target	4.00																
<p>20-Dec-2012 The level of customer satisfaction has dropped since the last survey and is just below the target of 50% according to the latest tracker data. 28 Roads (including all main road sites) have now been resurfaced out of 32 (a total length of 8,340m). The remaining roads are due to be resurfaced before the end of March 2013. Three sites have experienced delays due to inclement weather conditions resulting in a programme slippage. One joint seal site is now</p>	<table border="1"> <caption>Customer Satisfaction (%)</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>50.00</td> </tr> <tr> <td>2011/12</td> <td>49.75</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>Q3-2012/13</td> <td>49.00</td> </tr> <tr> <td>2012/13</td> <td>49.00</td> </tr> <tr> <td>Target</td> <td>50.00</td> </tr> </tbody> </table>	Period	Value	Q4-2011/12	50.00	2011/12	49.75	Q1-2012/13	44.00	Q2-2012/13	52.00	Q3-2012/13	49.00	2012/13	49.00	Target	50.00
Period	Value																
Q4-2011/12	50.00																
2011/12	49.75																
Q1-2012/13	44.00																
Q2-2012/13	52.00																
Q3-2012/13	49.00																
2012/13	49.00																
Target	50.00																

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
HP27 Satisfaction with pavement maintenance			71.00	69.00	69.00	68.00	60.00			60.00
IT2 Percentage of people who think Medway Council helps people travel easily around Medway			53.25	52.00	58.00	57.00				
TMRS7 Number of notices received to carry out works on the highway	N/A			5284	4454	3917				

Note	Chart												
being considered for total resurfacing by the end of March 2013.													
20-Dec-2012 The Council continues with its programme of repairs and schemes to ensure pavements reach a good standard of maintenance. This is underpinned by an inspection programme based on the level of risk associated with the highway. Levels of customer satisfaction have dropped since the last survey however this is now well above the target. 12 sites have been completed and 3 other pavements are due to be resurfaced before the end of March 2013. (a total length of 3,990m to date)	<table border="1"> <caption>Satisfaction with pavement maintenance</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>72.00</td> </tr> <tr> <td>2011/12</td> <td>69.00</td> </tr> <tr> <td>Q1 2012/13</td> <td>69.00</td> </tr> <tr> <td>Q2 2012/13</td> <td>68.00</td> </tr> <tr> <td>Target</td> <td>60.00</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	72.00	2011/12	69.00	Q1 2012/13	69.00	Q2 2012/13	68.00	Target	60.00
Period	Value												
Q4 2011/12	72.00												
2011/12	69.00												
Q1 2012/13	69.00												
Q2 2012/13	68.00												
Target	60.00												
20-Dec-2012 The result for this quarter is consistent with the previous quarter when roadworks were minimised during the period of the Olympics. The level of roadworks during this quarter have returned to pre Olympic levels. Increased publicity and information on roadworks by the Traffic Management team during this quarter is likely to have contributed to maintaining the level of satisfaction.	<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>Q4 2011/12</td> <td>54.00</td> </tr> <tr> <td>2011/12</td> <td>52.00</td> </tr> <tr> <td>Q1 2012/13</td> <td>58.00</td> </tr> <tr> <td>Q2 2012/13</td> <td>57.00</td> </tr> <tr> <td>Target</td> <td>53.25</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	54.00	2011/12	52.00	Q1 2012/13	58.00	Q2 2012/13	57.00	Target	53.25
Period	Value												
Q4 2011/12	54.00												
2011/12	52.00												
Q1 2012/13	58.00												
Q2 2012/13	57.00												
Target	53.25												
08-Jan-2013 From the 3917 opening notices for works to the highway 927 were withdrawn or cancelled by the works promoter. Therefore 2990 works were carried out on the highway during quarter 3. From the 2990 works carried out 834 inspections of the works were carried out and 104 defects were issued to the works promoters. Defects are in association with how the works are being carried out or how they have been	<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>Q4 2011/12</td> <td>5284</td> </tr> <tr> <td>2011/12</td> <td>4454</td> </tr> <tr> <td>Q1 2012/13</td> <td>3917</td> </tr> <tr> <td>Target</td> <td>3917</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	5284	2011/12	4454	Q1 2012/13	3917	Target	3917		
Period	Value												
Q4 2011/12	5284												
2011/12	4454												
Q1 2012/13	3917												
Target	3917												

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13
		Value	Value	Value	Value	Value	Target	Status	

Note	Chart
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 Broad, and also major works such as the Darnley Arch bridge replacement.	

4.1 Decent new homes and quality of existing housing

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
NI 155 Number of affordable homes delivered	⊕	334	350	55	35	35	52	✓	▬	204

Note	Chart																
11-Jan-2013 Projects are currently underway that are expected to complete a further 86 units by the end of the year. This means that alongside the 125 units already completed this year we are on track to achieve our 12/13 target of 204 units. The completion of the 86 units however is subject to change and will be largely dependent on the weather conditions experienced in the 4th qtr.	<table border="1"> <caption>Affordable Homes Delivered by Quarter</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>231</td> </tr> <tr> <td>2011/12</td> <td>350</td> </tr> <tr> <td>Q1 2012/13</td> <td>55</td> </tr> <tr> <td>Q2 2012/13</td> <td>35</td> </tr> <tr> <td>Q3 2012/13</td> <td>35</td> </tr> <tr> <td>2012/13</td> <td>125</td> </tr> <tr> <td>Target</td> <td>204</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	231	2011/12	350	Q1 2012/13	55	Q2 2012/13	35	Q3 2012/13	35	2012/13	125	Target	204
Period	Value																
Q4 2011/12	231																
2011/12	350																
Q1 2012/13	55																
Q2 2012/13	35																
Q3 2012/13	35																
2012/13	125																
Target	204																







Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	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	3.18	1.00			1.00

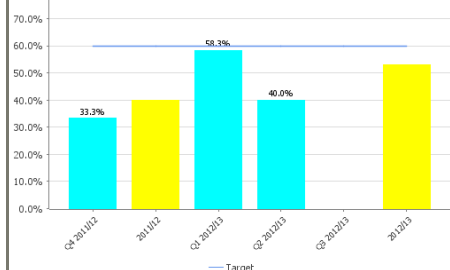
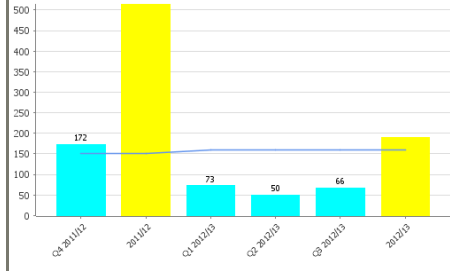
Note	Chart																
09-Jan-2013 Despite the overall increase in homelessness the use of B&B accommodation has been well managed. A number of households that had stayed in B&B more than 1 week were moved out of B&B in December, which increased the average length of stay. However this meant that there were no households in B&B accommodation over the Christmas period.	<table border="1"> <caption>Chart Data: Average length of stay in B&B accommodation</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>21.00</td> </tr> <tr> <td>2011/12</td> <td>18.50</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>Q3-2012/13</td> <td>3.18</td> </tr> <tr> <td>2012/13</td> <td>1.00</td> </tr> <tr> <td>Target</td> <td>1.00</td> </tr> </tbody> </table>	Period	Value	Q4-2011/12	21.00	2011/12	18.50	Q1-2012/13	2.39	Q2-2012/13	2.06	Q3-2012/13	3.18	2012/13	1.00	Target	1.00
Period	Value																
Q4-2011/12	21.00																
2011/12	18.50																
Q1-2012/13	2.39																
Q2-2012/13	2.06																
Q3-2012/13	3.18																
2012/13	1.00																
Target	1.00																







4.2 People have the skills to take up job opportunities

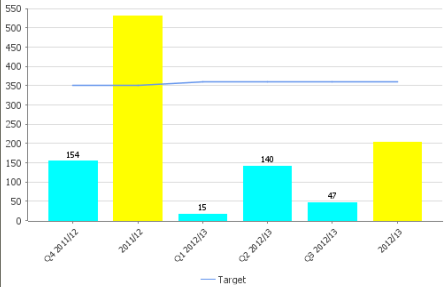
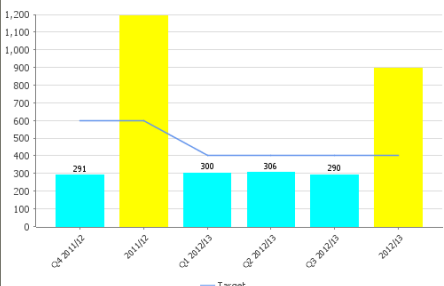
Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
NI 117 16 to 18 year olds who are not in education, employment or training (NEET)		6.3%	6.6%	6.2%	6.9%	6.5%	5.8%			5.8%



Note	Chart																
20-Dec-2012 Latest data provided by Medway Youth Trust in November 2012 shows a 6.5% NEET level. This is an improvement from 8.5% in September which was a 6 quarter high. Good September guarantee performance and positive RPA work has contributed to this reduction.	<table border="1"> <caption>Chart Data: NEET levels</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>7.3%</td> </tr> <tr> <td>2011/12</td> <td>6.6%</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>Q3-2012/13</td> <td>6.5%</td> </tr> <tr> <td>2012/13</td> <td>5.8%</td> </tr> <tr> <td>Target</td> <td>5.8%</td> </tr> </tbody> </table>	Period	Value	Q4-2011/12	7.3%	2011/12	6.6%	Q1-2012/13	6.2%	Q2-2012/13	6.9%	Q3-2012/13	6.5%	2012/13	5.8%	Target	5.8%
Period	Value																
Q4-2011/12	7.3%																
2011/12	6.6%																
Q1-2012/13	6.2%																
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2012/13	5.8%																
Target	5.8%																

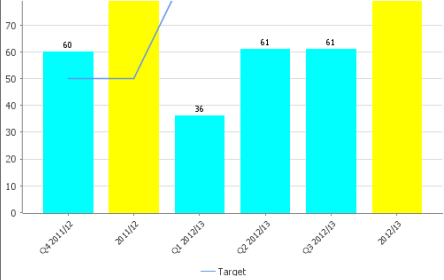
Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
NI 148 Care leavers in education, employment or training		51.6%	40.0%	58.3%	40.0%	44.4%	60.0%			60.0%
LRCC3 The number of intensive assists to local businesses		514	73	50	66	40				160

Note	Chart															
<p>17-Jan-2013 The operational group is meeting monthly to look at the work being achieved in getting young people into college/training/employment. Jobcentreplus will now be attending these meetings to discuss support and training opportunities for our NEET care leavers. A process is to be developed with them to find effective ways of financially supporting engagement by our NEET care leavers. Medway Youth Trust will now be providing us with a PA two days a week to work with our young people who are NEET, along with a youth worker to be based in the MILAC team two mornings a week. The Government have announced that the Youth Contract is being extended, with the criteria changed so that our 16 & 17 year olds who are or were in care are now eligible to get tailored help into work, education and employment. Please note that due to small numbers, quarterly outturns will be volatile.</p>	 <table border="1"> <caption>NEET Care Leavers Quarterly Outturns</caption> <thead> <tr> <th>Quarter</th> <th>Outturn (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>33.3%</td> <td>60.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>58.3%</td> <td>60.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>40.0%</td> <td>60.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>53.3%</td> <td>60.0%</td> </tr> </tbody> </table>	Quarter	Outturn (%)	Target (%)	Q4 2011/12	33.3%	60.0%	Q1 2012/13	58.3%	60.0%	Q2 2012/13	40.0%	60.0%	Q3 2012/13	53.3%	60.0%
Quarter	Outturn (%)	Target (%)														
Q4 2011/12	33.3%	60.0%														
Q1 2012/13	58.3%	60.0%														
Q2 2012/13	40.0%	60.0%														
Q3 2012/13	53.3%	60.0%														
<p>02-Jan-2013 During the 3rd quarter there were 66 intensive assists. These were delivered through 3 masterclasses/workshops in Customer Service, Growth Accelerator and New Start Business, in addition to one to one business advice. Also during December 30 businesses attended a Christmas Networking event at Innovation Centre Medway.</p>	 <table border="1"> <caption>Intensive Assists Quarterly Outturns</caption> <thead> <tr> <th>Quarter</th> <th>Assists</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>172</td> <td>160</td> </tr> <tr> <td>Q1 2012/13</td> <td>73</td> <td>160</td> </tr> <tr> <td>Q2 2012/13</td> <td>50</td> <td>160</td> </tr> <tr> <td>Q3 2012/13</td> <td>66</td> <td>160</td> </tr> </tbody> </table>	Quarter	Assists	Target	Q4 2011/12	172	160	Q1 2012/13	73	160	Q2 2012/13	50	160	Q3 2012/13	66	160
Quarter	Assists	Target														
Q4 2011/12	172	160														
Q1 2012/13	73	160														
Q2 2012/13	50	160														
Q3 2012/13	66	160														

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
LRCC4 Number of jobs created and safeguarded			530	15	140	47	90			360
ECD7b New registrations by local people accessing employment support services		498	1,193	300	306	290	100			400

Note	Chart
<p>16-Jan-2013 Latest figures for Qtr 3 show a total of 47 jobs (35 created + 12 protected), however inward investment figures from Locate in Kent are yet to be received. We hope to have these by the end of January.</p>	
<p>09-Jan-2013 Employ Medway is exceeding its targets as it continues to deliver successful support to those that are unemployed and registering for our welfare to work services. In this year alone we have seen a total of 896 customers register for our services on par with previous year.</p> <p>In this quarter we have had a total of 140 WORK programme longer term unemployed customers register on our programme for support to get back into work (still around 50 per month across our partners), alongside a further 150 an increase of some 7% this quarter wanting to access our general support to unemployed customers in terms of CV, interview workshops and IT training. In total 290 new customers have registered for our services, this is similar to previous quarters referral numbers.</p>	










Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
		ECD48c Employment that has lasted 26 weeks		147	36	61	61	33		

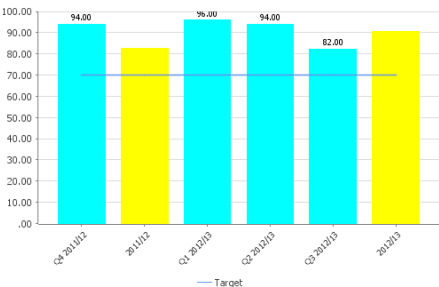
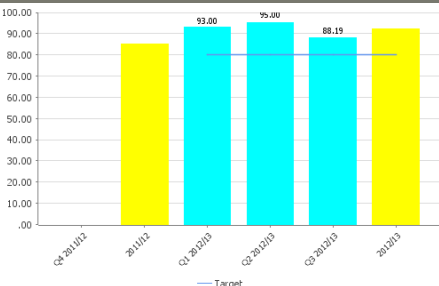
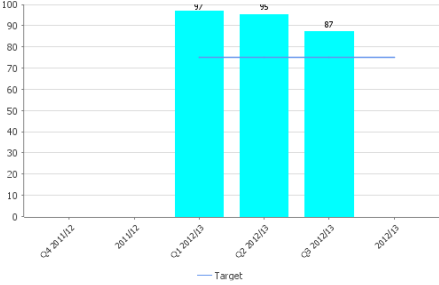
Note	Chart																					
<p>16-Jan-2013 In this quarter Employ Medway and the Work Programme Partnership helped 58 customers to sustain in employment beyond 6 months. This is a 10% increase on the previous quarter and demonstrates a 70% retention rate at the 6 month stage for all customers who find work. The intention now is to increase this excellent performance even further to a retention rate of 80-85% for the 300+ customers who have found work in the past 18 months. A further 3 customers sustained in employment due to work done by the acclaimed EU SUCCE project. This project was recently awarded a distinction by the EU Commission, the only project in its category in the UK to receive this award. The overall figures for this measure are expected to increase in the coming weeks as returns are added from the GAPS project and training providers.</p>	 <table border="1"> <caption>Retention Rate Data</caption> <thead> <tr> <th>Quarter</th> <th>Retention Rate (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>60</td> <td>50</td> </tr> <tr> <td>2011/12</td> <td>70</td> <td>50</td> </tr> <tr> <td>Q1 2012/13</td> <td>36</td> <td>50</td> </tr> <tr> <td>Q2 2012/13</td> <td>61</td> <td>50</td> </tr> <tr> <td>Q3 2012/13</td> <td>61</td> <td>50</td> </tr> <tr> <td>2012/13</td> <td>70</td> <td>50</td> </tr> </tbody> </table>	Quarter	Retention Rate (%)	Target (%)	Q4 2011/12	60	50	2011/12	70	50	Q1 2012/13	36	50	Q2 2012/13	61	50	Q3 2012/13	61	50	2012/13	70	50
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Q1 2012/13	36	50																				
Q2 2012/13	61	50																				
Q3 2012/13	61	50																				
2012/13	70	50																				

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

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
L7 Leisure - Level of user satisfaction (% satisfied)	⊕		85.95	86.67	87.91	83.53	80.00	✓	↓	80.00
LRCC1 Number of visitors to tourist attractions in Medway	⊕	672404	532814	218584	425058	635395	525000	✓	↑	700000
F3 User satisfaction with theatres	⊕		88.00	97.00	98.00	88.00	70.00	✓	↓	70.00

Note	Chart																					
<p>21-Dec-2012 The survey sample was slightly smaller this quarter due to the seasonal demand and only 2 facilities were surveyed (Medway Park and Strood Leisure Centre) as per the schedule. The Stirling Centre had been due this quarter but it is now being managed by Kings School Rochester. The results are still above target for overall satisfaction. "Customer Service" scored particularly highly at both facilities with Medway Park achieving 89% and Strood Leisure Centre achieved 94%</p>	<table border="1"> <caption>L7 Leisure - Level of user satisfaction (% satisfied)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>86.13</td> <td>80.00</td> </tr> <tr> <td>2011/12</td> <td>86.67</td> <td>80.00</td> </tr> <tr> <td>Q1 2012/13</td> <td>87.91</td> <td>80.00</td> </tr> <tr> <td>Q2 2012/13</td> <td>83.53</td> <td>80.00</td> </tr> <tr> <td>Q3 2012/13</td> <td>89.53</td> <td>80.00</td> </tr> <tr> <td>2012/13</td> <td>89.53</td> <td>80.00</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	86.13	80.00	2011/12	86.67	80.00	Q1 2012/13	87.91	80.00	Q2 2012/13	83.53	80.00	Q3 2012/13	89.53	80.00	2012/13	89.53	80.00
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<p>14-Jan-2013 Visitor numbers highest on record for November. October was fairly average. December was weaker than previous December due to reduced number of coaches to the Christmas market. For the calendar year January to December 2012, Medway attractions on average will have received the most visitors on record - currently 744,330 - beating numbers in 2008.</p>	<table border="1"> <caption>LRCC1 Number of visitors to tourist attractions in Medway</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>744330</td> <td>700000</td> </tr> <tr> <td>2011/12</td> <td>532814</td> <td>700000</td> </tr> <tr> <td>Q1 2012/13</td> <td>218584</td> <td>700000</td> </tr> <tr> <td>Q2 2012/13</td> <td>425058</td> <td>700000</td> </tr> <tr> <td>Q3 2012/13</td> <td>635395</td> <td>700000</td> </tr> <tr> <td>2012/13</td> <td>744330</td> <td>700000</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	744330	700000	2011/12	532814	700000	Q1 2012/13	218584	700000	Q2 2012/13	425058	700000	Q3 2012/13	635395	700000	2012/13	744330	700000
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<p>14-Dec-2012 A direct user survey to replace the tracker survey was introduced in December 2012. Information will be available from this survey from quarter 4. As an interim figures shown here are from the latest tracker information.</p>	<table border="1"> <caption>F3 User satisfaction with theatres</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>98.00</td> <td>70.00</td> </tr> <tr> <td>2011/12</td> <td>88.00</td> <td>70.00</td> </tr> <tr> <td>Q1 2012/13</td> <td>97.00</td> <td>70.00</td> </tr> <tr> <td>Q2 2012/13</td> <td>98.00</td> <td>70.00</td> </tr> <tr> <td>Q3 2012/13</td> <td>88.00</td> <td>70.00</td> </tr> <tr> <td>2012/13</td> <td>88.00</td> <td>70.00</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	98.00	70.00	2011/12	88.00	70.00	Q1 2012/13	97.00	70.00	Q2 2012/13	98.00	70.00	Q3 2012/13	88.00	70.00	2012/13	88.00	70.00
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Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
GH9 User satisfaction with museums and galleries			82.63	96.00	94.00	82.00	70.00			70.00
F4 User satisfaction with events			85.00	93.00	95.00	88.19	80.00			80.00
LIB4 Satisfaction with libraries				97	95	87	75			75

Note	Chart
<p>02-Jan-2013 This Tracker survey result shows a 12% point decrease in satisfaction from Quarter 2 to 3 and 2% point decrease compared to Quarter 3 in 2011-12. There is no apparent explanation for this given ongoing investment in improvements to the Guildhall Museum through Opening the Doors and temporary exhibitions. Short term closures of areas of the building for urgent maintenance to ensure Health and Safety may have detracted from some visits. Satisfaction levels remain significantly above target.</p>	
<p>11-Jan-2013 This quarter two events have been held, Rochester Christmas Market and Dickensian Christmas. 254 members of the public completed a survey, and out of these 224 responded either satisfied or very satisfied. The event was highly praised by the high street traders in particular and was a great credit to the Council to step in and run the markets.</p>	
<p>09-Jan-2013 The ongoing high quality service offer supported by targeted marketing campaigns is helping to support the high satisfaction ratings that the service has secured through the Quarter 3 Tracker Survey.</p>	

5.1 We will improve public confidence and feelings of safety

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
SF11 User satisfaction with trading standards			78.25 %	81%		76%				
SF12 User satisfaction with environmental health			81.75 %	81%		77%	75%			75%
SF14 Council attendance at PACTS and SACTS where notified a fortnight in advance					100	100	95			95

Note	Chart																					
14-Dec-2012 A direct user survey to replace the tracker survey was introduced in December 2012. Information will be available from this survey from quarter 4. As an interim figures shown here are from the latest tracker information.	<table border="1"> <caption>Satisfaction with trading standards</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>81%</td> <td>81%</td> </tr> <tr> <td>2011/12</td> <td>78.25%</td> <td>81%</td> </tr> <tr> <td>Q1 2012/13</td> <td>81%</td> <td>81%</td> </tr> <tr> <td>Q2 2012/13</td> <td>76%</td> <td>81%</td> </tr> <tr> <td>Q3 2012/13</td> <td>76%</td> <td>81%</td> </tr> <tr> <td>2012/13</td> <td>76%</td> <td>81%</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	81%	81%	2011/12	78.25%	81%	Q1 2012/13	81%	81%	Q2 2012/13	76%	81%	Q3 2012/13	76%	81%	2012/13	76%	81%
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08-Jan-2013 Q3 2012/13 Community officers attended 100% of PACT meetings where they were notified 2 weeks in advance. The number of PACT meetings attended in the quarter was 9, although the team attended a total of 33 community engagements including surgeries and healthy walks.	<table border="1"> <caption>Council attendance at PACTS and SACTS</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>100</td> <td>100</td> </tr> <tr> <td>2011/12</td> <td>100</td> <td>100</td> </tr> <tr> <td>Q1 2012/13</td> <td>95</td> <td>100</td> </tr> <tr> <td>Q2 2012/13</td> <td>95</td> <td>100</td> </tr> <tr> <td>Q3 2012/13</td> <td>95</td> <td>100</td> </tr> <tr> <td>2012/13</td> <td>95</td> <td>100</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	100	100	2011/12	100	100	Q1 2012/13	95	100	Q2 2012/13	95	100	Q3 2012/13	95	100	2012/13	95	100
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Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
SF15 Percentage of people who feel Medway is safe		94.1	94.3				90.0			90.0

Note	Chart
08-Jan-2013 The rolling year data for December will not be published until the end of January but at the end of October 2012 the result was 96.8%, compared to a Kent average of 96.1%. Results are taken from the Crime Victim Survey	




5.2 We will help to prevent and reduce domestic abuse

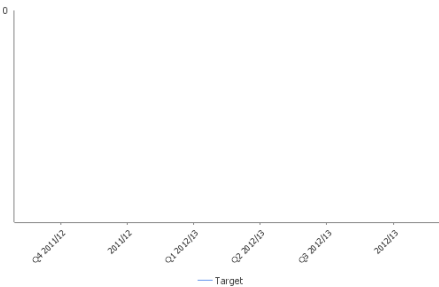
Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
DA1 Number of incidents of domestic abuse			4248	1126	1221	1123				

Note	Chart
16-Jan-2013 A review of domestic abuse provision in Medway is being undertaken and will be completed by March 2013. The Kent and Medway domestic abuse support website has been developed to provide advice and information on services and was launched on 28 November. Medway has been in discussions with KCC and district councils, Kent Fire and Rescue, Kent Police, health and criminal justice to develop a single joint framework for IDVA commissioning across Kent and Medway, to provide support for those at high risk of domestic violence. This includes provision for IDVA support at the	







Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
DA2 % of repeat victims of domestic abuse			24.1%	35.0%	23.3%	21.4%	25.0%			25.0%

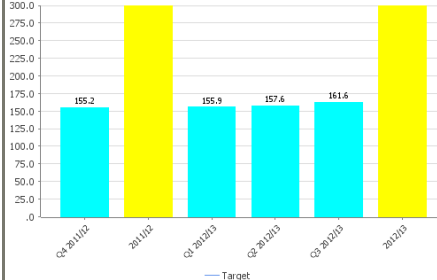
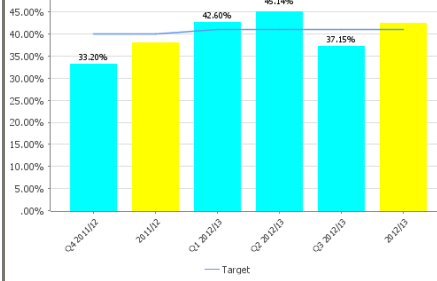
Note	Chart														
<p>specialist domestic violence Courts across the area. This will ensure continuity of provision, resilience from a funding stream that is both sustainable and equitable. The new Police and Crime Commissioner has signaled her support by agreeing to fund the police contribution. The commissioning will be facilitated through Kent Probation. The MSCB has developed and delivered 5 multi agency "Domestic abuse and child protection" training events since March 2011 for 111 frontline staff, so staff in all agencies recognise their responsibilities and can effectively signpost to appropriate services. Further courses are planned in 2013. DASH (Domestic abuse, stalking, harassment and honour based violence risk assessment) event has been delivered for 23 delegates in October 2012 with further dates planned in 2013. The development of the new DA practitioner's cards for all frontline staff across adults and children's services will also support practice.</p>															
<p>09-Jan-2013 Continuing reduction in the percentage of repeat offenders</p>	 <table border="1"> <caption>Percentage of Repeat Offenders</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 2011/12</td> <td>19.9%</td> </tr> <tr> <td>2011/12</td> <td>24.1%</td> </tr> <tr> <td>Q2 2012/13</td> <td>23.3%</td> </tr> <tr> <td>Q3 2012/13</td> <td>21.4%</td> </tr> <tr> <td>2012/13</td> <td>25.0%</td> </tr> <tr> <td>Target</td> <td>25.0%</td> </tr> </tbody> </table>	Period	Percentage	Q2 2011/12	19.9%	2011/12	24.1%	Q2 2012/13	23.3%	Q3 2012/13	21.4%	2012/13	25.0%	Target	25.0%
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Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
DA3 Impact of domestic abuse on children's safety										

Note	Chart
<p>09-Jan-2013 In September 2012 a pilot was launched which involves Medway Police sending notifications of medium level domestic abuse incidents to health colleagues, who in turn inform, HV, KMPT, Midwifery and Hospital Safeguarding, and to Medway Council's Systems Support team who check the education database to establish which school the affected child/children/young people attend. Schools in the pilot are then notified. The pilot is focused on 5 wards where there are high numbers of domestic abuse incidents. The Pilot will run until March 2013 and evaluation of the process and outcomes will begin in January 2013 to assess the sustainability of the arrangement and inform the proposed Medway wide roll out.</p>	

5.3 We will increase recycling, reducing waste to landfill sites

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
NI 191 Residual household waste - kg per household		668.9	658.8	155.9	157.6	161.6	198.0			792.0
NI 192 Percentage of household waste sent for reuse, recycling and composting		36.76 %	38.10 %	42.60 %	45.14 %	37.15 %	37.00 %			41.00 %

Note	Chart
<p>17-Dec-2012 Quarter 3 data is estimated (161.41). We have seen a rise in the KG per household during quarter 3. This is a seasonal trend we tend to see at this time of year mainly due to increased leaf litter and an increase in black sack waste over the Christmas Period.</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>	
<p>17-Dec-2012 Quarter 3 data is estimated (37.15%). The percentage of reuse, recycling and composting is estimated to remain stable for this period. Although we are estimating a decrease when compared to last quarter, this is a seasonal trend and we remain on target for Quarter 3.</p> <p>The decrease is due to the low levels of composting collected at kerbside as the growing season ends. The amounts of recycling collected at kerbside and through HWRC's remains high during this period. It should be noted that we are estimating an increase in recycling collected this quarter when compared to the same period last year.</p> <p>This increase is attributed to continuing efforts at HWRC's to maximise recycling diversion.</p>	

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
W6 Satisfaction with refuse collection			92.75	92.00	94.00	93.00	90.00			90.00
W7 Satisfaction with recycling facilities			84.50	85.00	86.00	85.00	82.00			82.00

Note	Chart																					
02-Jan-2013 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>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>94.00</td> <td>90.00</td> </tr> <tr> <td>Q2 2012/13</td> <td>93.00</td> <td>90.00</td> </tr> <tr> <td>Q3 2012/13</td> <td>93.00</td> <td>90.00</td> </tr> <tr> <td>2012/13</td> <td>93.00</td> <td>90.00</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	93.00	90.00	2011/12	92.00	90.00	Q1 2012/13	94.00	90.00	Q2 2012/13	93.00	90.00	Q3 2012/13	93.00	90.00	2012/13	93.00	90.00
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08-Jan-2013 Satisfaction with the recycling service remains high and work continues via education, promotion and contract monitoring to ensure these standards are maintained. This quarter Waste Services delivered over 4500 kitchen caddies and liners and associated promotional materials, to households taking part in the BASF funded food waste trial, as well as attending the opening of White Road Community Gardens with approximately 500 people attending and delivering 2 recycling talks to local community groups, with approx 100 people in attendance in total.	 <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>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>86.00</td> <td>82.00</td> </tr> <tr> <td>Q2 2012/13</td> <td>85.00</td> <td>82.00</td> </tr> <tr> <td>Q3 2012/13</td> <td>85.00</td> <td>82.00</td> </tr> <tr> <td>2012/13</td> <td>85.00</td> <td>82.00</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	87.00	82.00	2011/12	85.00	82.00	Q1 2012/13	86.00	82.00	Q2 2012/13	85.00	82.00	Q3 2012/13	85.00	82.00	2012/13	85.00	82.00
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5.4 We will work with the community to keep Medway's streets clean

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
NI 195a NEW Improved street and environmental cleanliness: Litter			96.63	96.33	95.50	96.33	95.00			95.00
NI 195b NEW Improved street and environmental cleanliness: Detritus			95.00	96.00	94.67	93.00	92.00			92.00
NI 195c NEW Improved street and environmental cleanliness: Graffiti			99.58	100.00	100.00	100.00	96.00			96.00

Note	Chart
19-Dec-2012 Q3 estimated awaiting dec data	
07-Jan-2013 December data is estimated, but it is expected that Q3 results will show that the standard has continued to remain high and we will be above the 92% target for this quarter. This can be contributed to a good working relationship with our contractor and a vigours monitoring programme implemented by waste services	
07-Jan-2013 Graffiti is removed by our in house team who carry out regular inspections of the borough so that we can remove graffiti in a proactive way	







Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
NI 195d NEW Improved street and environmental cleanliness: Flyposting			100.00	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			80.00
W8 Satisfaction with street cleaning			74.00	72.00	74.00	71.00	75.00			75.00

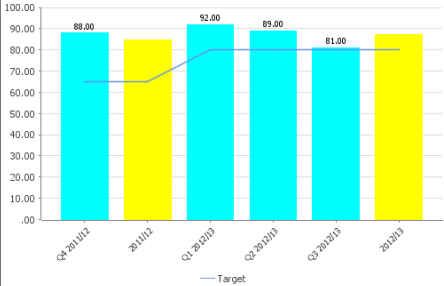
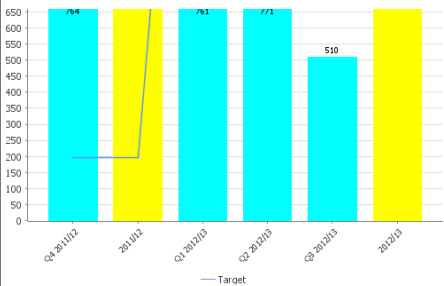
Note	Chart																					
07-Jan-2013 The Graffiti team and Medway Council's community officers proactively monitor fly posting within wards and as soon as this is found it is removed. If flyposting is reported to the council the community officer attends and removes promptly, which has ensured 100% effective removal rate.	<table border="1"> <caption>Chart Data: Flyposting Removal Rate</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>100.00</td><td>100.00</td></tr> <tr><td>2011/12</td><td>100.00</td><td>100.00</td></tr> <tr><td>Q1 2012/13</td><td>100.00</td><td>100.00</td></tr> <tr><td>Q2 2012/13</td><td>100.00</td><td>100.00</td></tr> <tr><td>Q3 2012/13</td><td>100.00</td><td>100.00</td></tr> <tr><td>2012/13</td><td>100.00</td><td>100.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	100.00	100.00	2011/12	100.00	100.00	Q1 2012/13	100.00	100.00	Q2 2012/13	100.00	100.00	Q3 2012/13	100.00	100.00	2012/13	100.00	100.00
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2012/13	100.00	100.00																				
02-Jan-2013 Satisfaction with graffiti removal has risen this quarter by 12%.	<table border="1"> <caption>Chart Data: Satisfaction with Graffiti Removal</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>85.00</td><td>80.00</td></tr> <tr><td>2011/12</td><td>76.00</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> <tr><td>Q3 2012/13</td><td>80.00</td><td>80.00</td></tr> <tr><td>2012/13</td><td>76.00</td><td>80.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	85.00	80.00	2011/12	76.00	80.00	Q1 2012/13	70.00	80.00	Q2 2012/13	68.00	80.00	Q3 2012/13	80.00	80.00	2012/13	76.00	80.00
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Q3 2012/13	80.00	80.00																				
2012/13	76.00	80.00																				
02-Jan-2013 The measurements of standards of street cleaning (NI 195) show that Medway is clean. Frontline Services continues to build on this through contract monitoring, education and enforcement. Work is being undertaken with corporate services to help understand why the public perception of cleaning is lower than expected.	<table border="1"> <caption>Chart Data: Standards of Street Cleaning (NI 195)</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>76.00</td><td>75.00</td></tr> <tr><td>2011/12</td><td>74.00</td><td>75.00</td></tr> <tr><td>Q1 2012/13</td><td>72.00</td><td>75.00</td></tr> <tr><td>Q2 2012/13</td><td>74.00</td><td>75.00</td></tr> <tr><td>Q3 2012/13</td><td>71.00</td><td>75.00</td></tr> <tr><td>2012/13</td><td>73.00</td><td>75.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	76.00	75.00	2011/12	74.00	75.00	Q1 2012/13	72.00	75.00	Q2 2012/13	74.00	75.00	Q3 2012/13	71.00	75.00	2012/13	73.00	75.00
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5.6 We will work with local people to maintain parks and open spaces

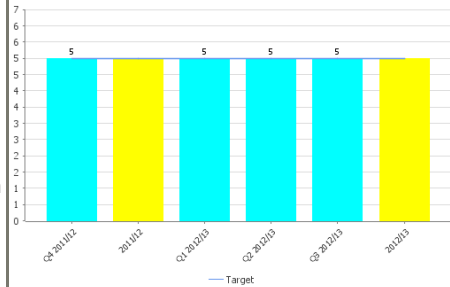
Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
GH4 Citizen participation hours	⊕	7054	9182	3319	3595	2708	1957	✓	↓	9698
GH6 Satisfaction with parks and open spaces	⊕		88.50	93.00	94.00	82.00	83.00	⚠	↓	83.00

Note	Chart																
<p>O2-Jan-2013 Data correct at time of reporting - 2 January 2012 but further information expected from groups for December where reported hours cover 7 of 25 groups the service works with.</p> <p>Hours for the Quarter are 800 lower than 2011-12. Despite this, total hours year to date are already higher than the full year returns for 2011-12 and have nearly reached target for the year.</p> <p>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>Hours</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>2885</td> </tr> <tr> <td>2011/12</td> <td>3500</td> </tr> <tr> <td>Q1 2012/13</td> <td>3319</td> </tr> <tr> <td>Q2 2012/13</td> <td>3595</td> </tr> <tr> <td>Q3 2012/13</td> <td>2708</td> </tr> <tr> <td>2012/13</td> <td>3500</td> </tr> <tr> <td>Target</td> <td>9698</td> </tr> </tbody> </table>	Period	Hours	Q4 2011/12	2885	2011/12	3500	Q1 2012/13	3319	Q2 2012/13	3595	Q3 2012/13	2708	2012/13	3500	Target	9698
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<p>O2-Jan-2013 This Tracker survey result shows a 12% point fall compared to Quarter 3 in 2011-12 and against Quarter 2 of 2012-13. There is no obvious explanation for this given ongoing investment programme in parks and improvement in contract performance between Quarter 2 and 3 in the current year.</p>	<table border="1"> <caption>Satisfaction with Parks and Open Spaces</caption> <thead> <tr> <th>Period</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>93.00</td> </tr> <tr> <td>2011/12</td> <td>88.50</td> </tr> <tr> <td>Q1 2012/13</td> <td>93.00</td> </tr> <tr> <td>Q2 2012/13</td> <td>94.00</td> </tr> <tr> <td>Q3 2012/13</td> <td>82.00</td> </tr> <tr> <td>2012/13</td> <td>83.00</td> </tr> <tr> <td>Target</td> <td>83.00</td> </tr> </tbody> </table>	Period	Satisfaction Score	Q4 2011/12	93.00	2011/12	88.50	Q1 2012/13	93.00	Q2 2012/13	94.00	Q3 2012/13	82.00	2012/13	83.00	Target	83.00
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Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
GH7 Satisfaction with play areas			84.75	92.00	89.00	81.00	80.00			80.00
GH4a Number of people involved in practical volunteer tasks through membership of Friends groups			2509	761	771	510	440			2617

Note	Chart
<p>O2-Jan-2013 This Tracker survey result shows a fall of 8% points compared to Quarter 2 and 3% points against Quarter 3 in 2011-12. There is no obvious explanation for this decline given ongoing programme of investment in play through Member Priority Funds and Section 106.</p>	
<p>O2-Jan-2013 Data correct at time of reporting but further information expected from groups for December 2012 where reported hours cover 7 of 25 groups the service works with.</p> <p>Reported numbers are higher than 2011-12 for Quarter 3 despite this gap in returns and remains on target to achieve year end number of individuals involved in volunteering.</p> <p>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>	

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
GH8 Number of green flags			5	5	5	5	5			5

Note	Chart														
<p>Q2-Jan-2013 All 5 sites entered secured Green Flag for 2012-13: Broomhill, The Vines, Hillyfields, Riverside Country Park, Capstone Farm Country Park</p> <p>The Vines, Riverside Country Park and Capstone Farm Country Park owing to previous scores/longevity of meeting the standard, received a mystery shopper visit to ensure standards of site management and continuous improvement following submission of a revised site management plan and action plan of improvements to the sites. A more detailed judging inspection following management plan submission was undertaken at Hillyfields Community Park and Broomhill Park.</p> <p>Management Plan updates for all 5 sites completed in Quarter 3 to enable 2013 Green Flag Applications to be submitted for accreditation in Quarter 4. The Vines & Riverside Country Park have now secured the Green Flag award for five consecutive years.</p>	 <table border="1"> <caption>Green Flag Scores Data</caption> <thead> <tr> <th>Period</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Q2-2010/12</td> <td>5</td> </tr> <tr> <td>2011/12</td> <td>5</td> </tr> <tr> <td>Q2-2012/13</td> <td>5</td> </tr> <tr> <td>Q2-2012/13</td> <td>5</td> </tr> <tr> <td>Q2-2012/13</td> <td>5</td> </tr> <tr> <td>2012/13</td> <td>5</td> </tr> </tbody> </table>	Period	Score	Q2-2010/12	5	2011/12	5	Q2-2012/13	5	Q2-2012/13	5	Q2-2012/13	5	2012/13	5
Period	Score														
Q2-2010/12	5														
2011/12	5														
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2012/13	5														

5.7 We will support the building of strong communities




Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	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%	67.0%	66.0%			66.0%
QoL23 NI 4 % of people who feel they can influence decisions in their locality			32.8%	32.0%	30.0%	31.0%	33.0%			33.0%

Note	Chart																
<p>10-Jan-2013 Our programmes of social regeneration and community cohesion continue in target neighbourhoods in the Chatham area: All Saints, Luton, White Road estate, Brook-Lines. The impact is therefore in these neighbourhoods rather than Medway wide. Our programmes include community clean up where Council officers have actively encouraged resident participation, which bring the whole community together to address a common priority. In addition, we have been enabling youth development, informal construction skills education, drop in outreach services, a new community garden at the White Road community centre, a new weekly social club for the elderly at the centre amongst a range of other initiatives.</p>	<table border="1"> <caption>Chart Data for Social Regeneration</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>68.0%</td> </tr> <tr> <td>2011/12</td> <td>65.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>61.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>65.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>67.0%</td> </tr> <tr> <td>2012/13</td> <td>66.0%</td> </tr> <tr> <td>Target</td> <td>66.0%</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	68.0%	2011/12	65.0%	Q3 2012/13	61.0%	Q2 2012/13	65.0%	Q1 2012/13	67.0%	2012/13	66.0%	Target	66.0%
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2012/13	66.0%																
Target	66.0%																
<p>10-Jan-2013 We have helped the Big Lottery Fund local rep and local residents to set up the "Big Local" panel for the lower Chatham high street, Brook-Lines and Luton arches area. This panel will take decisions as to how the £1 million allocation from Big Lottery Fund is spent in the area. This is a significant empowerment in decision making for local residents - in line with the criteria for the programme set by Big Lottery Fund itself. In addition the Residents Working Party in Chatham town centre continues thanks to our EU funded project "DNA". This residents group is defining and then overseeing</p>	<table border="1"> <caption>Chart Data for Big Local Panel</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>33.0%</td> </tr> <tr> <td>2011/12</td> <td>32.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>30.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>31.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>31.0%</td> </tr> <tr> <td>2012/13</td> <td>33.0%</td> </tr> <tr> <td>Target</td> <td>33.0%</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	33.0%	2011/12	32.0%	Q3 2012/13	30.0%	Q2 2012/13	31.0%	Q1 2012/13	31.0%	2012/13	33.0%	Target	33.0%
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Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13
		Value	Value	Value	Value	Value	Target	Status	

Note	Chart
the delivery of small scale town centre environmental improvements in Chatham. The first one of these initiatives - the hanging baskets and flowers on 40 lampposts - has been set up and once the spring comes these will be in full bloom. Residents groups will take part in their maintenance alongside some of the bigger retailers - Sainsbury's and Primark included. Our work is neighbourhood focused so it is difficult to compare the impact of this work with the Medway wide trend for this particular statistical indicator.	

Core Value: Giving Value for Money; 6.0 Better for less

Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13
		Value	Value	Value	Value	Value	Target	Status	
LX5 Working days lost due to sickness absence		7.28	7.43	1.78	3.28	4.06	4.67	 	8.00

Note	Chart
10-Jan-2013 Data for Q3 2012/13 is October data only due to the time lag in compiling data. We are currently on track to be under the target, though sickness levels do tend to rise during the winter months.	