










## 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>Quarter</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>2012/13 (Target)</td> <td>8.00</td> </tr> </tbody> </table>	Quarter	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	2012/13 (Target)	8.00
Quarter	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														
2012/13 (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>Quarter</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> <tr> <td>2012/13 (Target)</td> <td>100</td> </tr> </tbody> </table>	Quarter	Value	Q4 2011/12	113	2011/12	140	Q1 2012/13	155	Q2 2012/13	100	Q3 2012/13	100	2012/13 (Target)	100
Quarter	Value														
Q4 2011/12	113														
2011/12	140														
Q1 2012/13	155														
Q2 2012/13	100														
Q3 2012/13	100														
2012/13 (Target)	100														

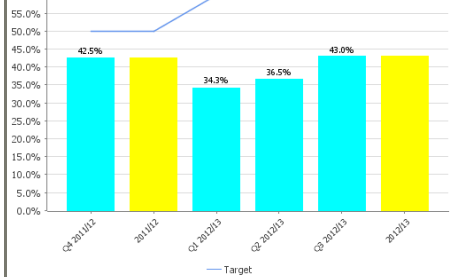
1.2 We will support carers in the valuable work they do

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>Family Carers Performance Data</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>15.0%</td> </tr> <tr> <td>2011/12</td> <td>15.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>2.2%</td> </tr> <tr> <td>Q2 2012/13</td> <td>5.1%</td> </tr> <tr> <td>Q3 2012/13</td> <td>7.6%</td> </tr> <tr> <td>2012/13</td> <td>15.0%</td> </tr> <tr> <td>Target</td> <td>20.0%</td> </tr> </tbody> </table>	Period	Percentage	Q4 2011/12	15.0%	2011/12	15.0%	Q1 2012/13	2.2%	Q2 2012/13	5.1%	Q3 2012/13	7.6%	2012/13	15.0%	Target	20.0%
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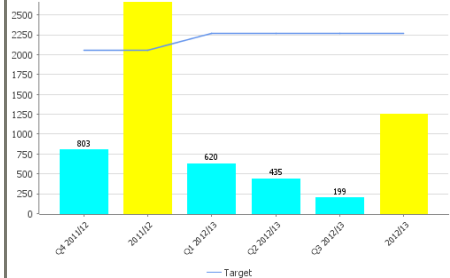
### 1.3 Personalised services to meet older & disabled adults needs




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%

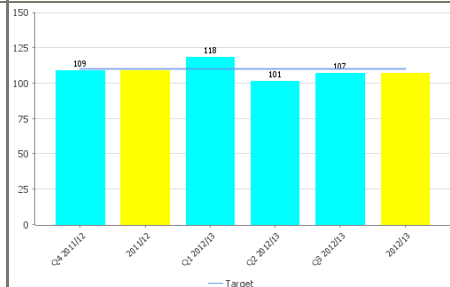
Note	Chart
<p>28-Jan-2013 Personal Budgets and Direct Payments are offered for all services provided by Adult Social Care. Existing clients who have previously declined Personal Budgets and Direct Payments are being offered these at reviews throughout the year. Adult Social Care staff are actively encouraging 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>	

### 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>	

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>Performance 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>107</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	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>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>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	Q4 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																
Q4 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>Q4 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	Q4 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>Q4 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	Q4 2011/12	275	2011/12	500	Q1 2012/13	337	Q2 2012/13	310	Q3 2012/13	389	2012/13	500	Target	1200
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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
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.	<table border="1"> <caption>Caseload Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>~430</td> </tr> <tr> <td>2011/12</td> <td>~430</td> </tr> <tr> <td>Q1 2012/13</td> <td>431</td> </tr> <tr> <td>Q2 2012/13</td> <td>429</td> </tr> <tr> <td>Q3 2012/13</td> <td>403</td> </tr> <tr> <td>2012/13</td> <td>~400</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	~430	2011/12	~430	Q1 2012/13	431	Q2 2012/13	429	Q3 2012/13	403	2012/13	~400
Period	Value														
Q4 2011/12	~430														
2011/12	~430														
Q1 2012/13	431														
Q2 2012/13	429														
Q3 2012/13	403														
2012/13	~400														

**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.	<table border="1"> <caption>Percentage of Initial Assessments within 10 Working Days</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>60.4%</td> </tr> <tr> <td>2011/12</td> <td>~70%</td> </tr> <tr> <td>Q1 2012/13</td> <td>77.7%</td> </tr> <tr> <td>Q2 2012/13</td> <td>80.8%</td> </tr> <tr> <td>Q3 2012/13</td> <td>64.7%</td> </tr> <tr> <td>2012/13</td> <td>~70%</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	60.4%	2011/12	~70%	Q1 2012/13	77.7%	Q2 2012/13	80.8%	Q3 2012/13	64.7%	2012/13	~70%
Period	Value														
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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
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>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>56.0%</td> <td>72.0%</td> </tr> <tr> <td>2011/12</td> <td>68.2%</td> <td>72.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>51.6%</td> <td>72.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>68.2%</td> <td>72.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>52.6%</td> <td>72.0%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	56.0%	72.0%	2011/12	68.2%	72.0%	Q3 2012/13	51.6%	72.0%	Q2 2012/13	68.2%	72.0%	Q1 2012/13	52.6%	72.0%
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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>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>9.7%</td> <td>10.0%</td> </tr> <tr> <td>2011/12</td> <td>5.0%</td> <td>10.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>12.4%</td> <td>10.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>3.8%</td> <td>10.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>8.7%</td> <td>10.0%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	9.7%	10.0%	2011/12	5.0%	10.0%	Q3 2012/13	12.4%	10.0%	Q2 2012/13	3.8%	10.0%	Q1 2012/13	8.7%	10.0%
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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>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>79.4%</td> <td>95.0%</td> </tr> <tr> <td>2011/12</td> <td>79.4%</td> <td>95.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>95.4%</td> <td>95.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>94.2%</td> <td>95.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>91.1%</td> <td>95.0%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	79.4%	95.0%	2011/12	79.4%	95.0%	Q3 2012/13	95.4%	95.0%	Q2 2012/13	94.2%	95.0%	Q1 2012/13	91.1%	95.0%
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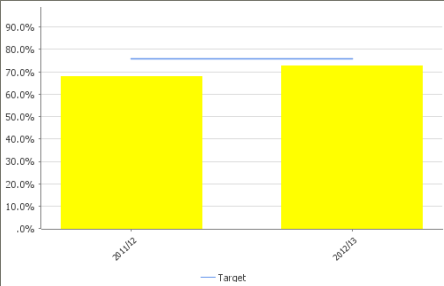
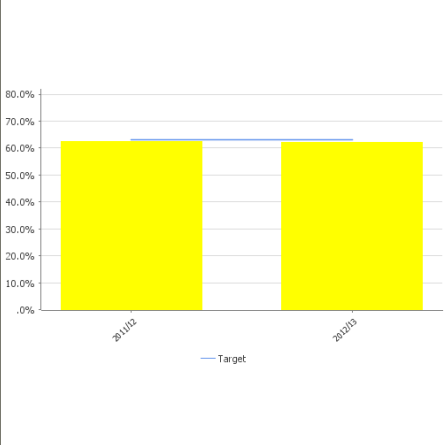
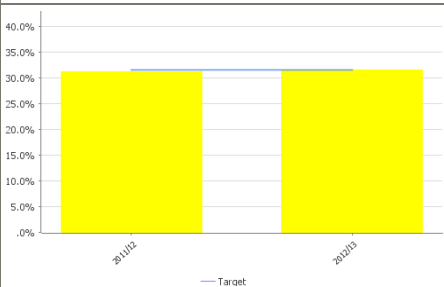
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		Value	Value	Value	Value	Value	Target	Status		Short Trend
BV162 NI 67 Percentage of child protection cases which were reviewed within required timescales		92.4%	96.6%	99.6%	99.5%	98.3%	100.0%			100.0%
NI 147 Care leavers in suitable accommodation		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.	<table border="1"> <caption>Percentage of child protection conferences reviewed within timescales</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2011/12</td> <td>96.6%</td> </tr> <tr> <td>2011/12</td> <td>96.6%</td> </tr> <tr> <td>Q1 2012/13</td> <td>99.6%</td> </tr> <tr> <td>Q2 2012/13</td> <td>99.5%</td> </tr> <tr> <td>Q3 2012/13</td> <td>98.3%</td> </tr> <tr> <td>2012/13</td> <td>100.0%</td> </tr> </tbody> </table>	Period	Value	Q2 2011/12	96.6%	2011/12	96.6%	Q1 2012/13	99.6%	Q2 2012/13	99.5%	Q3 2012/13	98.3%	2012/13	100.0%
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Q2 2012/13	99.5%														
Q3 2012/13	98.3%														
2012/13	100.0%														
17-Jan-2013 On target. All care leavers turning 19 in the quarter were in suitable accommodation.	<table border="1"> <caption>Percentage of care leavers in suitable accommodation</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2011/12</td> <td>93.5%</td> </tr> <tr> <td>2011/12</td> <td>90.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>91.7%</td> </tr> <tr> <td>Q2 2012/13</td> <td>100.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>100.0%</td> </tr> <tr> <td>2012/13</td> <td>95.0%</td> </tr> </tbody> </table>	Period	Value	Q2 2011/12	93.5%	2011/12	90.0%	Q1 2012/13	91.7%	Q2 2012/13	100.0%	Q3 2012/13	100.0%	2012/13	95.0%
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2012/13	95.0%														
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.	<table border="1"> <caption>Percentage of looked after children participating in statutory reviews</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2 2011/12</td> <td>83.14%</td> </tr> <tr> <td>2011/12</td> <td>76%</td> </tr> <tr> <td>Q1 2012/13</td> <td>88.7%</td> </tr> <tr> <td>Q2 2012/13</td> <td>88%</td> </tr> <tr> <td>Q3 2012/13</td> <td>92%</td> </tr> <tr> <td>2012/13</td> <td>95%</td> </tr> </tbody> </table>	Period	Value	Q2 2011/12	83.14%	2011/12	76%	Q1 2012/13	88.7%	Q2 2012/13	88%	Q3 2012/13	92%	2012/13	95%
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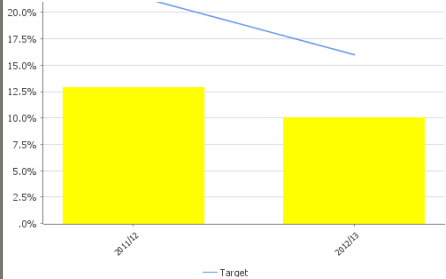
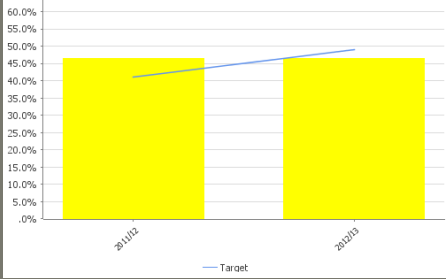
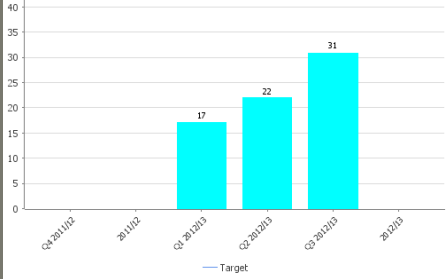
Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
CP1 Children's participation in child protection conferences			60%	44%	11%	50%	80%			80%
NI65-2 % of children becoming the subject of a child protection 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%
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<p>13-Mar-2013 Q3 has seen very few children being placed on a plan for a second or subsequent time.</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>1.9</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	1.9	2012/13	7
Period	Value														
Q4 2011/12	0														
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Q1 2012/13	10.5														
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Q3 2012/13	1.9														
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	Note	Chart
		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%	13-Mar-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. However, national performance increased over past 3 years and Medway is at the bottom of the national league table for KS2.	
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%	12-Mar-2013 Following publication of the 2012 KS4 Performance Tables the validated figure is confirmed as 61.2%. This is higher than the national average of 58.8% for state funded schools in England. This is slightly lower than the provisional figure reported to cabinet. 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. The trend for all schools in Medway has increased year on year for at least seven years.	
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%	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.	

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				16.0%
NI 105 The Special Educational Needs (SEN)/non-SEN gap – achieving 5 A*- C GCSE inc. English and Maths		46.0%	46.4%	Not measured for Quarters		Not measured for Quarters				49.0%
SCTS1 % of governors attending governor training				17	22	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.	
12-Mar-2013 The figure for the gap measure is confirmed as 46.4% meeting and exceeding the target set. This figure is slightly higher than the provisional figure reported to cabinet.	
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.	

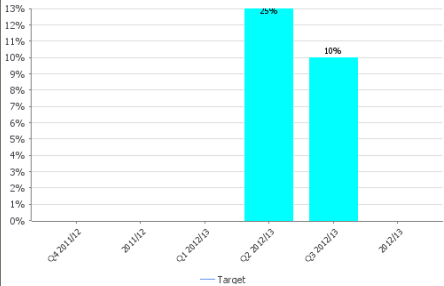
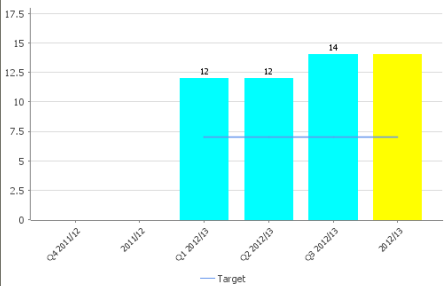
Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
SCTS2 % of those attending governor training who reported that the training was good or better	+			100	100	100	85	✓	▬	85
EDU1 The number of children who 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%	<table border="1"> <caption>SCTS2 Performance Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q3 2011/12</td> <td>-</td> <td>85</td> </tr> <tr> <td>2011/12</td> <td>-</td> <td>85</td> </tr> <tr> <td>Q3 2012/13</td> <td>100</td> <td>85</td> </tr> <tr> <td>Q2 2012/13</td> <td>100</td> <td>85</td> </tr> <tr> <td>Q2 2011/13</td> <td>100</td> <td>85</td> </tr> <tr> <td>2012/13</td> <td>-</td> <td>85</td> </tr> </tbody> </table>	Period	Value	Target	Q3 2011/12	-	85	2011/12	-	85	Q3 2012/13	100	85	Q2 2012/13	100	85	Q2 2011/13	100	85	2012/13	-	85
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2012/13	-	85																				
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.	<table border="1"> <caption>EDU1 Performance Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>-</td> <td>0</td> </tr> <tr> <td>2011/12</td> <td>-</td> <td>0</td> </tr> <tr> <td>Q3 2012/13</td> <td>36</td> <td>0</td> </tr> <tr> <td>Q2 2012/13</td> <td>46</td> <td>0</td> </tr> <tr> <td>Q2 2011/13</td> <td>38</td> <td>0</td> </tr> <tr> <td>2012/13</td> <td>-</td> <td>0</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	-	0	2011/12	-	0	Q3 2012/13	36	0	Q2 2012/13	46	0	Q2 2011/13	38	0	2012/13	-	0
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2012/13	-	0																				
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.	<table border="1"> <caption>EDU3 Performance Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>-</td> <td>0</td> </tr> <tr> <td>2011/12</td> <td>-</td> <td>0</td> </tr> <tr> <td>Q3 2012/13</td> <td>8.5</td> <td>0</td> </tr> <tr> <td>Q2 2012/13</td> <td>3.84</td> <td>0</td> </tr> <tr> <td>Q2 2011/13</td> <td>-</td> <td>0</td> </tr> <tr> <td>2012/13</td> <td>-</td> <td>0</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	-	0	2011/12	-	0	Q3 2012/13	8.5	0	Q2 2012/13	3.84	0	Q2 2011/13	-	0	2012/13	-	0
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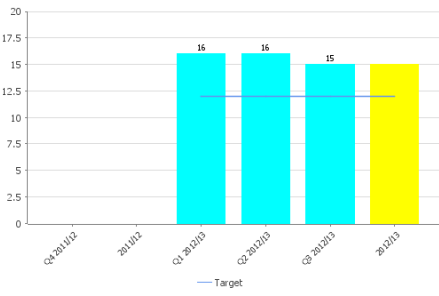
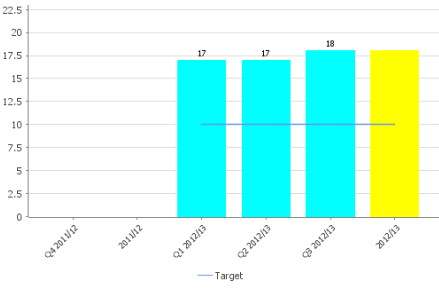
Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
SEN1 % of newly statemented children placed in out of area maintained special schools					N/A	0				
SEN2 % of newly statemented children placed in INMS					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	
04-Jan-2013 27 Final Statements were issued in Quarter 3: no pupils were placed in independent school provision	
04-Jan-2013 2 appeals to First Tier Tribunal received in Quarter 3 were in respect of maintained special school provision	

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>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2-2012/13</td> <td>25%</td> <td>10%</td> </tr> <tr> <td>Q3-2012/13</td> <td>10%</td> <td>10%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q2-2012/13	25%	10%	Q3-2012/13	10%	10%						
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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>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2012/13</td> <td>12</td> <td>7%</td> </tr> <tr> <td>Q2-2012/13</td> <td>12</td> <td>7%</td> </tr> <tr> <td>Q3-2012/13</td> <td>14</td> <td>7%</td> </tr> <tr> <td>2012/13</td> <td>14</td> <td>7%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2012/13	12	7%	Q2-2012/13	12	7%	Q3-2012/13	14	7%	2012/13	14	7%
Quarter	Value	Target														
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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
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>	 <table border="1"> <caption>Leadership &amp; Management Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td></td> </tr> <tr> <td>2011/12</td> <td></td> </tr> <tr> <td>Q1 2012/13</td> <td>16</td> </tr> <tr> <td>Q2 2012/13</td> <td>16</td> </tr> <tr> <td>Q3 2012/13</td> <td>15</td> </tr> <tr> <td>2012/13</td> <td>15</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12		2011/12		Q1 2012/13	16	Q2 2012/13	16	Q3 2012/13	15	2012/13	15
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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
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														
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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														

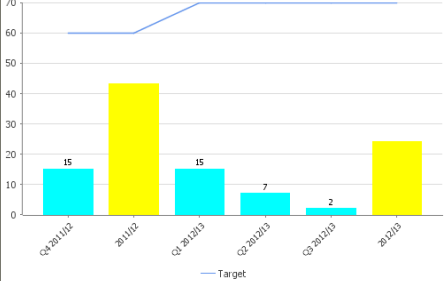
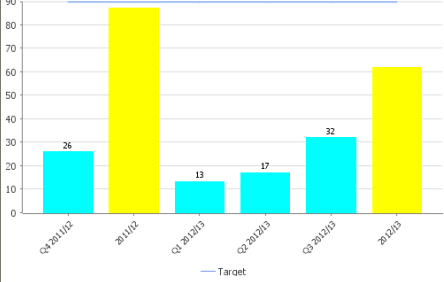
## 2.3 Promote and encourage healthy lifestyles

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



  

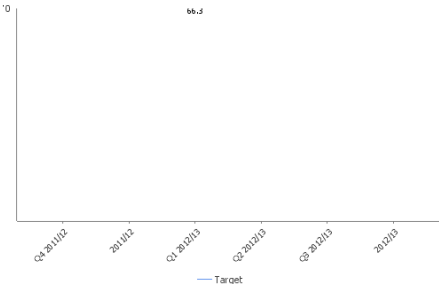
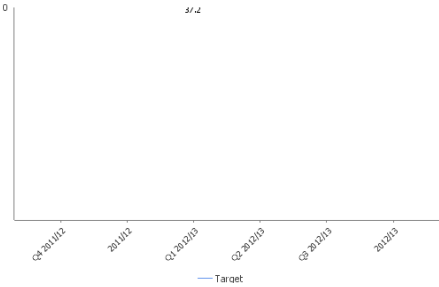
Note	Chart														
<p>09-Jan-2013 The total number of different children aged 0-4 years attending a Medway Sure Start Children's Centre across the first three quarters was 9,109. This compares with a figure of 8781 for the whole of 2011-12. The increase of over 25% against last year reflects the 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 attending Sure Start Centres</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</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	Q4-2011/12	53%	2011/12	53%	Q1-2012/13	31.5%	Q2-2012/13	45.7%	Q3-2012/13	52.7%	2012/13	56%
Period	Percentage														
Q4-2011/12	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 Centres</caption> <thead> <tr> <th>Period</th> <th>Attendances</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>193,309</td> </tr> <tr> <td>2011/12</td> <td>193,309</td> </tr> <tr> <td>Q1-2012/13</td> <td>53,157</td> </tr> <tr> <td>Q2-2012/13</td> <td>112,376</td> </tr> <tr> <td>Q3-2012/13</td> <td>170,974</td> </tr> <tr> <td>2012/13</td> <td>199,000</td> </tr> </tbody> </table>	Period	Attendances	Q4-2011/12	193,309	2011/12	193,309	Q1-2012/13	53,157	Q2-2012/13	112,376	Q3-2012/13	170,974	2012/13	199,000
Period	Attendances														
Q4-2011/12	193,309														
2011/12	193,309														
Q1-2012/13	53,157														
Q2-2012/13	112,376														
Q3-2012/13	170,974														
2012/13	199,000														

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)

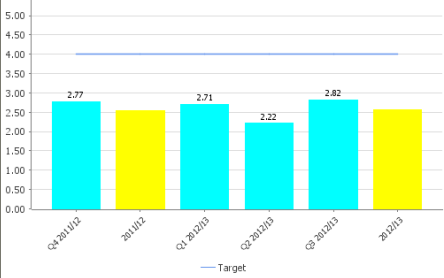
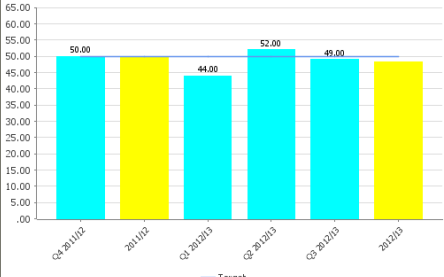
Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
BF1 Increase in breastfeeding rate at initiation at birth			68.0	66.3	71.6	N/A	69.0			69.0
BF2 Increase in breastfeeding rate at 6-8 weeks				37.2	38.3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

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>Q3 2012/13</td> <td>66.00</td> </tr> <tr> <td>2012/13</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	Q3 2012/13	66.00	2012/13	60.00
Period	Value														
Q4 2011/12	72.00														
2011/12	69.00														
Q1 2012/13	69.00														
Q2 2012/13	68.00														
Q3 2012/13	66.00														
2012/13	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>Q3 2012/13</td> <td>57.00</td> </tr> <tr> <td>2012/13</td> <td>50.00</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	Q3 2012/13	57.00	2012/13	50.00
Period	Value														
Q4 2011/12	54.00														
2011/12	52.00														
Q1 2012/13	58.00														
Q2 2012/13	57.00														
Q3 2012/13	57.00														
2012/13	50.00														
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>Q2 2012/13</td> <td>4454</td> </tr> <tr> <td>Q3 2012/13</td> <td>3917</td> </tr> <tr> <td>2012/13</td> <td>5000</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	5284	2011/12	4454	Q1 2012/13	3917	Q2 2012/13	4454	Q3 2012/13	3917	2012/13	5000
Period	Value														
Q4 2011/12	5284														
2011/12	4454														
Q1 2012/13	3917														
Q2 2012/13	4454														
Q3 2012/13	3917														
2012/13	5000														

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>Chart Data: Number of Affordable Homes Delivered</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&amp;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>2.00</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	2.00	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	2.00																
Target	1.00																

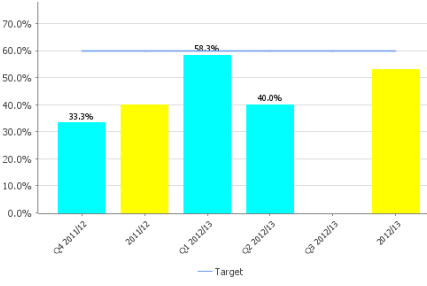
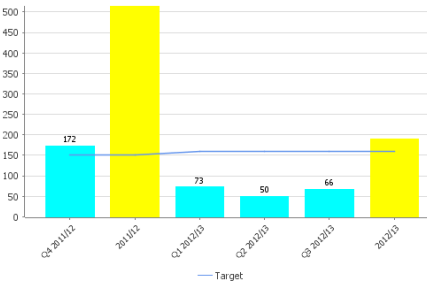
#### 4.2 People have the skills to take up job opportunities







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%

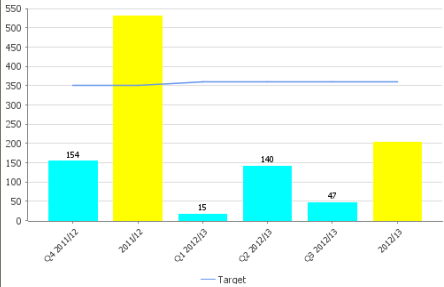
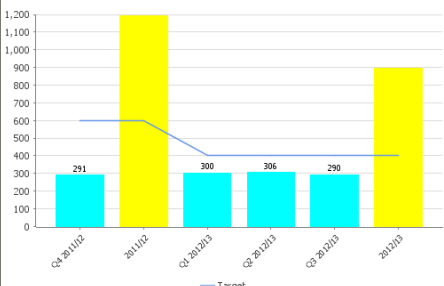
Note	Chart																
20-Dec-2012 Latest data provided by Medway Youth Trust in November 2012 shows a 6.5% NEET level. This is an improvement from 8.5% in September which was a 6 quarter high. Good September guarantee performance and positive RPA work has contributed to this reduction.	<table border="1"> <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>6.5%</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	6.5%	Target	5.8%
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	6.5%																
Target	5.8%																






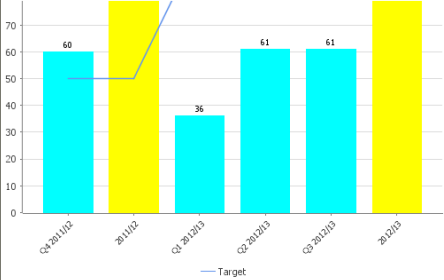
Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
NI 148 Care leavers in education, employment or training		51.6%	40.0%	58.3%	40.0%	44.4%	60.0%			60.0%
LRCC3 The number of intensive assists to local businesses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

Note	Chart																
<p>13-Mar-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 until at least the end of March 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 &amp; 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 Performance</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3-2011/12</td> <td>33.3%</td> </tr> <tr> <td>2011/12</td> <td>40.0%</td> </tr> <tr> <td>Q3-2012/13</td> <td>58.3%</td> </tr> <tr> <td>Q2-2012/13</td> <td>40.0%</td> </tr> <tr> <td>Q3-2012/13</td> <td>44.4%</td> </tr> <tr> <td>2012/13</td> <td>60.0%</td> </tr> <tr> <td>Target</td> <td>60.0%</td> </tr> </tbody> </table>	Period	Value	Q3-2011/12	33.3%	2011/12	40.0%	Q3-2012/13	58.3%	Q2-2012/13	40.0%	Q3-2012/13	44.4%	2012/13	60.0%	Target	60.0%
Period	Value																
Q3-2011/12	33.3%																
2011/12	40.0%																
Q3-2012/13	58.3%																
Q2-2012/13	40.0%																
Q3-2012/13	44.4%																
2012/13	60.0%																
Target	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 Performance</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3-2011/12</td> <td>172</td> </tr> <tr> <td>2011/12</td> <td>514</td> </tr> <tr> <td>Q3-2012/13</td> <td>66</td> </tr> <tr> <td>Q2-2012/13</td> <td>50</td> </tr> <tr> <td>Q3-2012/13</td> <td>40</td> </tr> <tr> <td>2012/13</td> <td>160</td> </tr> <tr> <td>Target</td> <td>160</td> </tr> </tbody> </table>	Period	Value	Q3-2011/12	172	2011/12	514	Q3-2012/13	66	Q2-2012/13	50	Q3-2012/13	40	2012/13	160	Target	160
Period	Value																
Q3-2011/12	172																
2011/12	514																
Q3-2012/13	66																
Q2-2012/13	50																
Q3-2012/13	40																
2012/13	160																
Target	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			100

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.</p> <p>A further 3 customers sustained in employment due to work done by the acclaimed EU SUCCEs 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.</p> <p>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>Chart Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>60</td> </tr> <tr> <td>2011/12</td> <td>75</td> </tr> <tr> <td>Q3 2012/13</td> <td>36</td> </tr> <tr> <td>Q2 2012/13</td> <td>61</td> </tr> <tr> <td>Q1 2012/13</td> <td>61</td> </tr> <tr> <td>2012/13</td> <td>75</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	60	2011/12	75	Q3 2012/13	36	Q2 2012/13	61	Q1 2012/13	61	2012/13	75
Period	Value														
Q4 2011/12	60														
2011/12	75														
Q3 2012/13	36														
Q2 2012/13	61														
Q1 2012/13	61														
2012/13	75														

### 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>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>86.13</td> </tr> <tr> <td>2011/12</td> <td>86.67</td> </tr> <tr> <td>Q1 2012/13</td> <td>87.91</td> </tr> <tr> <td>Q2 2012/13</td> <td>83.53</td> </tr> <tr> <td>Q3 2012/13</td> <td>80.00</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	86.13	2011/12	86.67	Q1 2012/13	87.91	Q2 2012/13	83.53	Q3 2012/13	80.00		
Period	Value														
Q4 2011/12	86.13														
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Q1 2012/13	87.91														
Q2 2012/13	83.53														
Q3 2012/13	80.00														
<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>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>744330</td> </tr> <tr> <td>2011/12</td> <td>532814</td> </tr> <tr> <td>Q1 2012/13</td> <td>218584</td> </tr> <tr> <td>Q2 2012/13</td> <td>425058</td> </tr> <tr> <td>Q3 2012/13</td> <td>635395</td> </tr> <tr> <td>2012/13</td> <td>525000</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	744330	2011/12	532814	Q1 2012/13	218584	Q2 2012/13	425058	Q3 2012/13	635395	2012/13	525000
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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

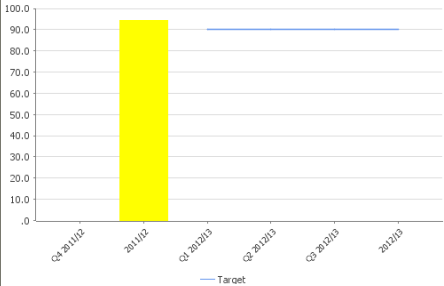
Note	Chart														
<p>02-Jan-2013 This Tracker survey result shows a 12% point decrease in satisfaction from Quarter 2 to 3 and 2% point decrease compared to Quarter 3 in 2011-12. There is no apparent explanation for this given ongoing investment in improvements to the Guildhall Museum through 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>	<table border="1"> <caption>GH9 User satisfaction with museums and galleries</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>94.00</td></tr> <tr><td>2011/12</td><td>82.63</td></tr> <tr><td>Q1 2012/13</td><td>96.00</td></tr> <tr><td>Q2 2012/13</td><td>94.00</td></tr> <tr><td>Q3 2012/13</td><td>82.00</td></tr> <tr><td>2012/13</td><td>70.00</td></tr> </tbody> </table>	Period	Value	Q4 2011/12	94.00	2011/12	82.63	Q1 2012/13	96.00	Q2 2012/13	94.00	Q3 2012/13	82.00	2012/13	70.00
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<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>	<table border="1"> <caption>F4 User satisfaction with events</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>85.00</td></tr> <tr><td>2011/12</td><td>93.00</td></tr> <tr><td>Q1 2012/13</td><td>95.00</td></tr> <tr><td>Q2 2012/13</td><td>88.19</td></tr> <tr><td>Q3 2012/13</td><td>80.00</td></tr> <tr><td>2012/13</td><td>88.19</td></tr> </tbody> </table>	Period	Value	Q4 2011/12	85.00	2011/12	93.00	Q1 2012/13	95.00	Q2 2012/13	88.19	Q3 2012/13	80.00	2012/13	88.19
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<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>	<table border="1"> <caption>LIB4 Satisfaction with libraries</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>97</td></tr> <tr><td>2011/12</td><td>95</td></tr> <tr><td>Q1 2012/13</td><td>87</td></tr> <tr><td>Q2 2012/13</td><td>75</td></tr> <tr><td>Q3 2012/13</td><td>75</td></tr> <tr><td>2012/13</td><td>75</td></tr> </tbody> </table>	Period	Value	Q4 2011/12	97	2011/12	95	Q1 2012/13	87	Q2 2012/13	75	Q3 2012/13	75	2012/13	75
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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

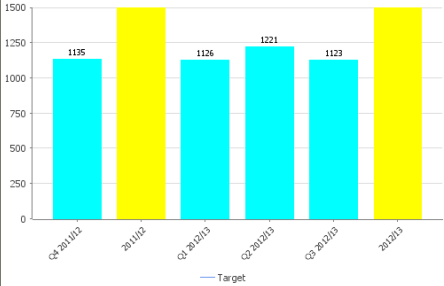
Note	Chart
14-Dec-2012 A direct user survey to replace the tracker survey was introduced in December 2012. Information will be available from this survey from quarter 4. As an interim figures shown here are from the latest tracker information.	
14-Dec-2012 A direct user survey to replace the tracker 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.	
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.	




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

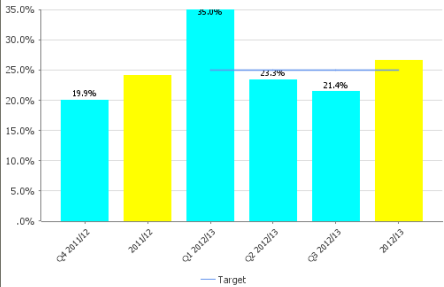
Note	Chart
08-Jan-2013 The rolling year data for December will not be published until the end of January but at the end of October 2012 the result was 96.8%, compared to a Kent average of 96.1%. Results are taken from the Crime Victim Survey	

**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				

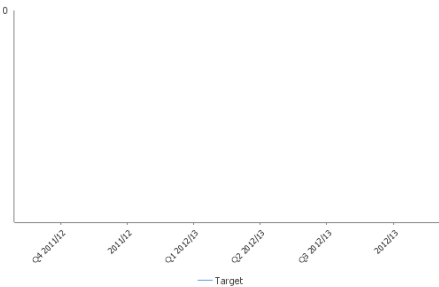
Note	Chart
16-Jan-2013 A review of domestic abuse provision in Medway is being undertaken and will be completed by March 2013. The Kent and Medway domestic abuse support website has been developed to provide advice and information on services and was launched on 28 November. Medway has been in discussions 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>															
09-Jan-2013 Continuing reduction in the percentage of repeat offenders	 <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>29.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>23.3%</td> </tr> <tr> <td>Q4 2012/13</td> <td>21.4%</td> </tr> <tr> <td>2012/13</td> <td>25.0%</td> </tr> </tbody> </table>	Period	Percentage	Q2 2011/12	19.9%	2011/12	24.1%	Q2 2012/13	29.0%	Q3 2012/13	23.3%	Q4 2012/13	21.4%	2012/13	25.0%
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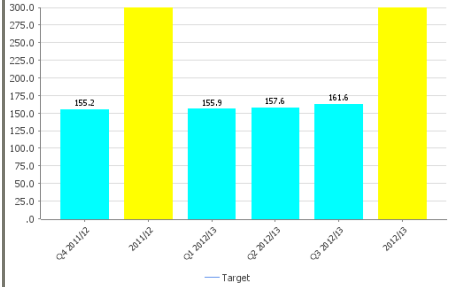
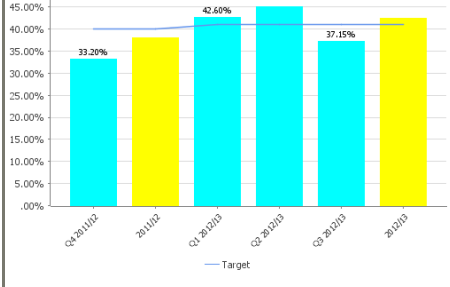








Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
DA3 Impact of domestic abuse on children's safety										

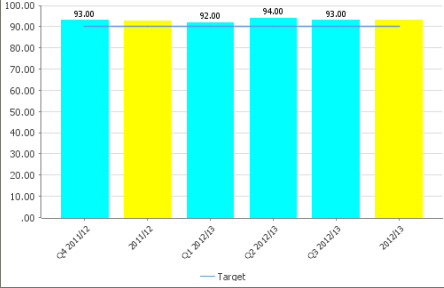
Note	Chart
<p>09-Jan-2013 In September 2012 a pilot was launched which involves Medway Police sending notifications of medium level domestic abuse incidents to health colleagues, who in turn inform, HV, KMPT, Midwifery and Hospital Safeguarding, and to Medway Council's Systems Support team who check 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>	 <table border="1"> <caption>Residual household waste - kg per household</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>155.2</td> </tr> <tr> <td>2011/12</td> <td>290.0</td> </tr> <tr> <td>Q1 2012/13</td> <td>155.9</td> </tr> <tr> <td>Q2 2012/13</td> <td>157.6</td> </tr> <tr> <td>Q3 2012/13</td> <td>161.6</td> </tr> <tr> <td>2012/13</td> <td>290.0</td> </tr> <tr> <td>Target</td> <td>792.0</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	155.2	2011/12	290.0	Q1 2012/13	155.9	Q2 2012/13	157.6	Q3 2012/13	161.6	2012/13	290.0	Target	792.0
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Target	792.0																
<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. 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. This increase is attributed to continuing efforts at HWRC's to maximise recycling diversion.</p>	 <table border="1"> <caption>Percentage of household waste sent for reuse, recycling and composting</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>33.20%</td> </tr> <tr> <td>2011/12</td> <td>38.10%</td> </tr> <tr> <td>Q1 2012/13</td> <td>42.60%</td> </tr> <tr> <td>Q2 2012/13</td> <td>45.14%</td> </tr> <tr> <td>Q3 2012/13</td> <td>37.15%</td> </tr> <tr> <td>2012/13</td> <td>41.00%</td> </tr> <tr> <td>Target</td> <td>41.00%</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	33.20%	2011/12	38.10%	Q1 2012/13	42.60%	Q2 2012/13	45.14%	Q3 2012/13	37.15%	2012/13	41.00%	Target	41.00%
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Q2 2012/13	45.14%																
Q3 2012/13	37.15%																
2012/13	41.00%																
Target	41.00%																

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
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>Refuse Collection Satisfaction Data</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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2012/13	93.00	90.00																				
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>Recycling Facilities Satisfaction Data</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	<table border="1"> <caption>Litter Performance Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>95.63</td> <td>95.00</td> </tr> <tr> <td>2011/12</td> <td>95.00</td> <td>95.00</td> </tr> <tr> <td>Q1 2012/13</td> <td>96.33</td> <td>95.00</td> </tr> <tr> <td>Q2 2012/13</td> <td>95.50</td> <td>95.00</td> </tr> <tr> <td>Q3 2012/13</td> <td>96.33</td> <td>95.00</td> </tr> <tr> <td>2012/13</td> <td>95.00</td> <td>95.00</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	95.63	95.00	2011/12	95.00	95.00	Q1 2012/13	96.33	95.00	Q2 2012/13	95.50	95.00	Q3 2012/13	96.33	95.00	2012/13	95.00	95.00
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Q3 2012/13	96.33	95.00																				
2012/13	95.00	95.00																				
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	<table border="1"> <caption>Detritus Performance Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>95.67</td> <td>92.00</td> </tr> <tr> <td>2011/12</td> <td>95.00</td> <td>92.00</td> </tr> <tr> <td>Q1 2012/13</td> <td>96.00</td> <td>92.00</td> </tr> <tr> <td>Q2 2012/13</td> <td>94.67</td> <td>92.00</td> </tr> <tr> <td>Q3 2012/13</td> <td>93.00</td> <td>92.00</td> </tr> <tr> <td>2012/13</td> <td>92.00</td> <td>92.00</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	95.67	92.00	2011/12	95.00	92.00	Q1 2012/13	96.00	92.00	Q2 2012/13	94.67	92.00	Q3 2012/13	93.00	92.00	2012/13	92.00	92.00
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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	<table border="1"> <caption>Graffiti Performance Data</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>96.00</td> </tr> <tr> <td>2011/12</td> <td>100.00</td> <td>96.00</td> </tr> <tr> <td>Q1 2012/13</td> <td>100.00</td> <td>96.00</td> </tr> <tr> <td>Q2 2012/13</td> <td>100.00</td> <td>96.00</td> </tr> <tr> <td>Q3 2012/13</td> <td>100.00</td> <td>96.00</td> </tr> <tr> <td>2012/13</td> <td>100.00</td> <td>96.00</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	100.00	96.00	2011/12	100.00	96.00	Q1 2012/13	100.00	96.00	Q2 2012/13	100.00	96.00	Q3 2012/13	100.00	96.00	2012/13	100.00	96.00
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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
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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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>78.00</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>75.00</td><td>80.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	85.00	80.00	2011/12	78.00	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	75.00	80.00
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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

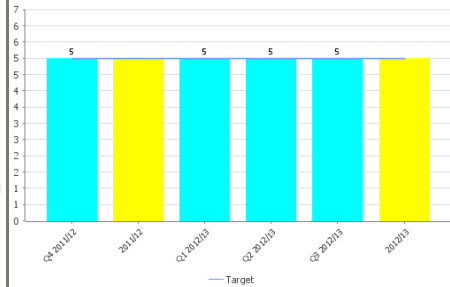
Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status		Short Trend
GH4 Citizen participation hours	⊕	7054	9182	3319	3595	2708	1957	✓	↓	9698
GH6 Satisfaction with parks and open spaces	⊕		88.50	93.00	94.00	82.00	83.00	⚠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

Note	Chart																
<p>02-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>Value</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	Value	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>02-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>Value</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	Value	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>02-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>	<table border="1"> <caption>Satisfaction with play areas</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>88.00</td> </tr> <tr> <td>2011/12</td> <td>84.75</td> </tr> <tr> <td>Q1 2012/13</td> <td>92.00</td> </tr> <tr> <td>Q2 2012/13</td> <td>89.00</td> </tr> <tr> <td>Q3 2012/13</td> <td>81.00</td> </tr> <tr> <td>Target</td> <td>80.00</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	88.00	2011/12	84.75	Q1 2012/13	92.00	Q2 2012/13	89.00	Q3 2012/13	81.00	Target	80.00		
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<p>02-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>	<table border="1"> <caption>Number of people involved in practical volunteer tasks</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>744</td> </tr> <tr> <td>2011/12</td> <td>761</td> </tr> <tr> <td>Q1 2012/13</td> <td>771</td> </tr> <tr> <td>Q2 2012/13</td> <td>510</td> </tr> <tr> <td>Q3 2012/13</td> <td>440</td> </tr> <tr> <td>2012/13</td> <td>510</td> </tr> <tr> <td>Target</td> <td>2617</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	744	2011/12	761	Q1 2012/13	771	Q2 2012/13	510	Q3 2012/13	440	2012/13	510	Target	2617
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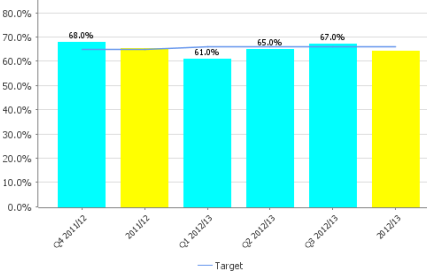
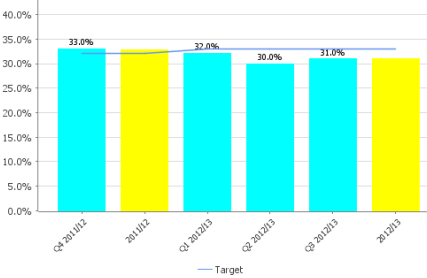
Key Measure	Success is	2010/11	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13			Target 2012/13	
		Value	Value	Value	Value	Value	Target	Status	Short Trend	
GH8 Number of green flags			5	5	5	5	5			5

Note	Chart																					
<p>02-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 &amp; Riverside Country Park have now secured the Green Flag award for five consecutive years.</p>	 <table border="1"> <caption>Green Flag Status Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>5</td> <td>5</td> </tr> <tr> <td>2011/12</td> <td>5</td> <td>5</td> </tr> <tr> <td>Q1 2012/13</td> <td>5</td> <td>5</td> </tr> <tr> <td>Q2 2012/13</td> <td>5</td> <td>5</td> </tr> <tr> <td>Q3 2012/13</td> <td>5</td> <td>5</td> </tr> <tr> <td>2012/13</td> <td>5</td> <td>5</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	5	5	2011/12	5	5	Q1 2012/13	5	5	Q2 2012/13	5	5	Q3 2012/13	5	5	2012/13	5	5
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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%

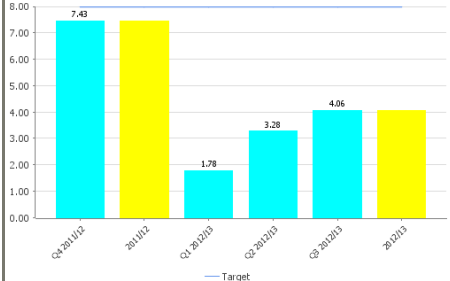
Note	Chart														
<p>10-Jan-2013 Our programmes of social regeneration and community cohesion continue in target neighbourhoods in the Chatham area: All Saints, Luton, White Road estate, Brook-Lines. The impact is therefore in these neighbourhoods rather than Medway wide. Our programmes include 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 Note 1</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q3-2011/12</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>65.0%</td></tr> </tbody> </table>	Quarter	Value	Q3-2011/12	68.0%	2011/12	65.0%	Q3-2012/13	61.0%	Q2-2012/13	65.0%	Q1-2012/13	67.0%	2012/13	65.0%
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<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 Note 2</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q3-2011/12</td><td>33.0%</td></tr> <tr><td>2011/12</td><td>32.0%</td></tr> <tr><td>Q3-2012/13</td><td>32.0%</td></tr> <tr><td>Q2-2012/13</td><td>30.0%</td></tr> <tr><td>Q1-2012/13</td><td>31.0%</td></tr> <tr><td>2012/13</td><td>31.0%</td></tr> </tbody> </table>	Quarter	Value	Q3-2011/12	33.0%	2011/12	32.0%	Q3-2012/13	32.0%	Q2-2012/13	30.0%	Q1-2012/13	31.0%	2012/13	31.0%
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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.	 <table border="1"> <caption>Sickness Absence Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2011/12</td> <td>7.43</td> </tr> <tr> <td>2011/12</td> <td>7.43</td> </tr> <tr> <td>Q3 2012/13</td> <td>1.78</td> </tr> <tr> <td>Q3 2012/13</td> <td>3.28</td> </tr> <tr> <td>Q3 2012/13</td> <td>4.06</td> </tr> <tr> <td>2012/13</td> <td>4.06</td> </tr> <tr> <td>Target</td> <td>8.00</td> </tr> </tbody> </table>	Period	Value	Q3 2011/12	7.43	2011/12	7.43	Q3 2012/13	1.78	Q3 2012/13	3.28	Q3 2012/13	4.06	2012/13	4.06	Target	8.00
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