

BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE

20 JUNE 2013

2012/13 YEAR END PERFORMANCE MONITORING

Report from: Stephanie Goad AD Communications, Performance and partnerships

Author: Corporate Performance and Intelligence Team

Summary

This report summarised the performance of the Council's Key Measures of Success for 2012/13 as set out in:

- The Council Plan 2012/13
- The Council's annual report, Delivering fair and responsive services

It also summarises the feedback from service users as recorded in:

- Customer satisfaction Tracker Survey: January 2013
- Customer satisfaction measurement ('Smiley face' options ☺☹☹) at point of contact (GovMetric) October 2012 – March 2013

Successful achievements as well as areas for improvement are both highlighted.

The lessons learnt from 2012/13 have defined the focus for the performance monitoring programme for 2013/14.

1. Budget and Policy Framework

1.1 This report summarised the performance of the Council's Key Measures of Success for 2012/13 as set out in:

- The Council Plan 2012/13
- The Council's annual report, Delivering fair and responsive services

1.2 This report will be presented to:

Cabinet	9 July
Health and Adult Social Care O&S Committee	25 June
Regeneration, Community and Culture O&S Committee	27 June
Children and Young People O&S Committee	16 July

2. Background

2.1 This report sets out the performance summary for 2012/13 against the council's five priorities and two values:

Medway's Priorities

- Children and young people have the best start in life in Medway
- Adults maintain their independence and live healthy lives
- Safe, clean and green Medway
- Everybody travelling easily around Medway
- Everyone benefiting from the area's regeneration

Medway's Values

- Putting our customers at the centre of everything we do
- Giving value for money

2.2 It focuses on where we have achieved or exceeded our targets, and where our performance has improved since the previous year.

2.3 It also highlights areas requiring improvement and how we will be tackling this during the forthcoming year.

2.4 Detailed background information supporting this report can be found at:

Appendix 1 Key measures of success (Council Plan 2012/13)

Appendix 2 Performance tables (Council Plan 2012/13)

Appendix 3 Delivering fair and responsive services 2012/13

3. Overview of performance

Overall Council wide performance

3.1 Where we performed well in 2012/2013;

- 44 out of 78 Council Plan Key measures of success were on target or exceeded their target. This compares with 42 out of 68 in 2011/12
- 34 out of 62 of Council Plan Key measures of success improved compared to the previous year. This compares with 16 out of 33 for 2011/12. *(note: it has not been possible to identify improvement trends on some indicators as comparative information for the previous year was not available)*
- 81% (332) of our customers were satisfied overall with the way Medway runs its services compared with 79% (318) last year (Tracker survey Jan 2012 and 2013)
- 71% (15,139) were satisfied overall with their contact with Medway Council (GovMetric Oct 12/Mar 13)
- Top quartile (out of 90 local authorities) for customer satisfaction on web contact (GovMetric Oct 12/Mar 13)
- 9 out of 14 of the Delivering fair and responsive performance measures were on target
- 79.6% (1,725) of complaints were dealt with within 10 working days

3.2. **Where we did not perform well in 2012/13;**

- 22 out of 78 Council Plan Key measures of success were significantly below target
- 24 out of 62 Council Plan Key measures of success have decreased in performance since last year
- In January 2013, following an unannounced inspection of the child protection services, Ofsted found the services to be inadequate

3.3. **Improvement Plans**

Medway has responded to this performance by focusing on:

- Appointment of a new Director of Children and Adults Services to accelerate the programme of service improvements
- Implemented an Ofsted Inspection Plan to deliver a major programme of service improvements
- Creation of two directorate and one corporate Performance and Intelligence Teams to drive forward the delivery of service improvements
- Service specific improvement actions as detailed in sections 4-8 in this report.

4. **Adults maintain their independence and live healthy lives**

54% of people think that Medway Council helps adults maintain their independence compared with 53% last year (Tracker Survey Jan 2012 and 2013)

4 out of 10 measures of success have achieved /exceeded target

4 out of 7* have improved since last year

** total number of indicators with comparative data for both 2011/12 & 12/13*

- 4.1 Medway Council has successfully promoted people's choice and control over the care services and support they receive, achieving a very good take-up of Personal Budgets and Direct Payments, and exceeding our target of 60% (62% outturn, 3,379 of 5,448). A Personal Budget is the sum of money that the council allocates to an eligible person or carer to meet their assessed needs. This transparency enables greater choice and control than occurred with the traditional model of allocating services. Eligible people, or carers, may choose to receive this funding through a Direct Payment, giving them complete choice and control to arrange their own care and support to meet their assessed needs.
- 4.2 The new Extracare Housing Framework contract, which was awarded in the previous quarter, is now being implemented, although opening of the last scheme has been delayed due to flooding. Extracare Housing provides an alternative to living at home alone and becoming isolated, sheltered housing or long-term residential care. There is good evidence that people in Extracare Housing enjoy greater independence, a better quality of life and improved health so the council will continue to extend capacity of Extracare Housing to ensure more people can access this popular model of housing with social care support.
- 4.3 Throughout the year, Medway Council has performed very well on delayed transfers of care from hospital with no delayed transfers of care attributable to

Medway Council at Medway Maritime Hospital. Assessment and transitional beds have been established at a local nursing care home to improve hospital discharge across the health economy and adult social care are managing these new beds to support NHS colleagues.

- 4.4 A survey of carers, which was carried out in December 2012, found that 75% (143 of the 190 who gave a 2012/13 satisfaction rating) of carers who had received council support or services were “quite satisfied”, “very satisfied” or “extremely satisfied” with them. The full results from 206 survey respondents are being used to inform future commissioning for carers services. The two new posts that were created earlier in the year have now been filled, with staff starting in April 2013. They will contribute to the Council’s plan to increase the rate of carers who receive an assessment or review leading to a service or information and advice, by reviewing existing carers known to the council, completing assessments, and working with new carers who come to our attention.

5. Children and young people having the best start in life

55% of people think that Medway Council ensures young people have the best start in life compared with 60% last year (Tracker Survey Jan 2012 and 2013)

11 out of 29 Key measures of success achieved/exceeded target

10 out of 16* have improved since last year

** total number of indicators with comparative data for both 2011/12 & 12/13*

- 5.1 School challenge and improvement leads have continued to support and challenge schools to raise standards. Support for the development of school-to-school partnerships has focussed on developing work with more able pupils and sharing of effective practice. The deployment of local and national leaders of education has continued to be brokered for schools in challenging circumstances. As a result of the work with schools and data from the Ofsted data dashboard, risk ratings have been revised.
- 5.2 Medway, working with school governing bodies and senior leaders, has carried out 5 school reviews during the quarter to assess progress and provide recommendations for next steps. The working party between Medway Governors Association, Medway Council, Medway Teaching Schools Alliance and NAHT (National Association of Head Teachers) has met and discussed a standard data pack for governors. Medway has produced and launched an end of key stage primary data document to headteachers and Chairs of Governing Bodies
- 5.3 The Department for Education has approved an application for a Medway based University Technical College (UTC) to open in September 2014. The UTC will specialise in engineering and construction, and will be sponsored by the University of Greenwich, MidKent College, Medway Council and local employers.
- 5.4 The SEND (Special Educational Needs and Disability) pathfinder is a significant project for the LA and is helping to prepare staff for legislative changes, which will require more integrated working to assess and meet the

needs of children with SEN (Special Educational Needs) and disabilities including many of our vulnerable children. Medway has had its funding extended in order to deliver 'Phase 2' of the project, which moves from development to implementation. It is expected that Medway will greatly extend the numbers going through the single assessment process so that by January 2014, all those going through the statutory assessment process will be offered an EHC (Education, Health and Care) plan instead of a Statement of SEN in line with the expected statutory requirements.

- 5.5 The number of new children with special educational needs placed in independent non-maintained schools has continued to decline. Of the 108 pupils who transferred into secondary provision this September only 2 were placed in independent provision and another 2 continued within the same provision as they had already been placed there. This compares to the 27 placed in independent schools in September 2009.
- 5.6 The number of pupils with special educational needs placed in independent and non maintained provision has decreased from 185 at the end of 2011-12 to 119 at the end of 2012-13. The budget savings resulting from this decrease have been significant this year.
- 5.7 The Medway Action for Families (MAfF) work is progressing well and the year 1 target of 180 families identified has been met. As a result the Council has been awarded the full upfront budget of £514,000 for 257 year 2 families. We have also received the full award for payment by results.
- 5.8 The ESF (European Social Fund) programme is on target for referrals but not on outcomes. The Department for Work and Pensions have seconded a member of staff to work with Medway, as an employment coordinator to support this outcome.
- 5.9 Medway Council is committed to reducing the reliance on Bed and Breakfast accommodation for young people aged under 25. As at the 31st March 2013 there were 2 young people residing in this type of accommodation, both placed by Children's Services and there were no households headed by a person aged 18 or under in B&B (Placed by Housing Services).
- 5.10 During the 4th quarter, 1 household headed by a person aged 18 or under and placed in B&B by Housing Services left B&B and the average length of stay was 1 week. This is a reduction on the previous quarter of 0.7 weeks (5 days). 5 young people residing in B&B placed by Children's Services left in Q4, the average length of stay was 7.4 weeks (52 days), a reduction of 1 day on the previous quarter.
- 5.11 An unannounced inspection of the local authority arrangements for the protection of children in Medway took place between 7 and 16 January 2013 and the report was published on February 15 2013.
- 5.12 The framework for the inspection that took place in 2013 was significantly different to the framework for previous inspections, with a significantly higher bar, more rigorous attention to individual casework and no notice.
- 5.13 The current provision in Medway was judged to be inadequate, although it is important to note that the inspection found no child to be at immediate risk of

harm. As a result of the inadequate inspection the Council will be formally issued an 'Improvement Notice' by the Secretary of State via the Department for Education.

- 5.14 An Improvement Board, which will oversee the implementation of the actions in the Improvement Notice and the areas for improvement in the Ofsted report, has been established and had its first meeting on 22 April 2013.
- 5.15 This will be a very structured process with formal governance arrangements, clear aims and objectives that are attributed to officers and partners, and regular performance monitoring following strict project management principles.
- 5.16 Prior to the inspector's arrival in early January, an improvement plan had been developed and various strands of work already commenced to deliver essential service improvements. The inspectors viewed the improvement plan and commented positively on its content and focus, but felt that it was not sufficiently mature and embedded at the time of the inspection.
- 5.17 Health Improvement services which support individuals to make lifestyle changes have continued to perform well. Medway Stop smoking services achieve more quits per head of population in comparison to national and regional data, and the number of people referred to healthy weight services continues to exceed target.
- 5.18 Efforts to address the problem of childhood obesity levels have been strengthened by the development of an innovative adolescent weight management programme, Fitfix, which offers group support to overweight teenagers and will be piloted in 2013/14. The third phase of the Medway Cooks community food initiative was successfully delivered, encouraging residents to submit healthy recipes which were then included in a resource for promoting healthy eating, particularly among families.
- 5.19 Medway Council, along with several European partners have joined together to develop a cyber youth concept, which will encourage cross channel communication, sharing of ideas and information and European social mobility. The main aims will be to develop joint projects to include mechanics, cookery and music, performing arts and media. Cyber communication will play a primary part in the project, encouraging the use of webinars, Skype and YouTube to communicate. The programme will be developed across three key areas of Medway - Central Chatham and Luton, Strood South and Gillingham North through the use of existing community facilities and are open to all young people aged 13-25 years.

6. Everybody travelling easily around Medway

55% of people think Medway Council helps everybody travel easily around Medway compared with 53% last year (Tracker Survey Jan 2012 and 2013)

2 out of 3 Key measures of success achieved/exceeded target

1 out of 4* have improved since last year

** total number of indicators with comparative data for both 2011/12 & 12/13*

- 6.1 The Council's focus is on securing a reliable and efficient local transport network for Medway, in conjunction with partners. In 2012-13, on average the percentage of people who think the Council helps people travel around easily was 56% and represents a 3% increase on 2011/12. (Note: 56% is an average response over the year, whereas the response of 55% referred to in the italic headline above is the 'snap-shot' response recorded in the January 2013 Tracker survey)
- 6.2 Continued active network management including the management of road works and street works aims to reduce congestion and provide more reliable journey time, for both private and public transport. The Council's contractor Volker has resurfaced 8,800m of roads and 6,873m of pavements this year, for roads this is a 24% increase on 2011-12. However it should be noted that the amount of road/pavement that is completed each year is dependent on the cost and type of each scheme. This increased amount of work by the contractor is not reflected in the Council's survey as satisfaction with road and pavement maintenance has fallen by 3% to 47% and 68% respectively.
- 6.3 Parking services have implemented a web view system for issued penalty charge notices that allows members of the public to view the photographs taken of their parking interventions. The service is also continuing work on the implementation of a new online permit system that will allow members of the public to apply and pay for their permits through the Council's website. These developments will make the service more accessible to the public.
- 6.4 A survey of Chatham Waterfront Bus Station users was completed in March. In total, 351 people were asked their views on the new station - 73% stated that they were very satisfied or satisfied with the station overall. The information gathered in the survey will be used to inform future improvements to the station.
- 6.5 The replacement of 42,000 concessionary travel bus passes was completed by March 2013. 7,000 residents did not apply to replace their passes. Overall passenger travel fell by 2% compared with the previous year. New applications are received on a regular basis.

7. Everyone benefiting from the areas regeneration

57% of people think Medway Council helps them benefit from regeneration compared with 58% last year (Tracker Survey Jan 2012 and 2013)

10 out of 14 Key measures of success achieved/exceeded target

9 out of 13* have improved since last year

** total number of indicators with comparative data for both 2011/12 & 12/13*

- 7.1 Since 2011-12 there has been a 42% increase in the number of households presenting as homeless (433 households in 2011-12 compared to 613 households in 2012-13). At the end of 2012-13, 120 households were living in temporary accommodation, an increase of 10% on 2011-12, reflecting national and local housing pressures. One way in which the service is hoping to address the number of households in temporary accommodation is via a review of the Homebond scheme. The scheme is a bond between the council

and landlord/agent that they may claim against if the tenant leaves the property in a state of disrepair. The scheme, in certain circumstances, can help with the rent in advance in the form of a returnable grant or loan. It is hoped that the review will help make the scheme more accessible to customers and in turn lead to a reduction in the number of households placed in temporary accommodation.

- 7.2 The average length of stay in bed and breakfast accommodation in Q4 was 0.97 weeks (13 households with a combined stay of 12.6 weeks), an improvement on Q3 (3.18 weeks) and within the 1 week target showing the effort of the service to find alternatives to B&B accommodation. Over the course of 2012-13, the average stay in bed and breakfast accommodation was 2.32 weeks, 22% less than the previous year (2.96 weeks). In order to reduce the number of households placed in bed and breakfast and the average length of stay, the service has procured self-contained accommodation from private landlords as an alternative.
- 7.3 The Housing Revenue Account Service is anticipating the potential impact that the Welfare Reform, introduced by government in April 2013, may have on Medway Council housing tenants. All Local Authorities are currently awaiting direction from Central Government on when this will be fully implemented. A great deal of work has been taking place during quarter 4 to ensure all Council tenants are aware of the potential impact of changes to housing benefit. A Welfare Reform Team has been established to deliver a publicity campaign and contacting all affected tenants. All new tenants, those served with Notice of Seeking Possession and at eviction stage are being referred to the Welfare Reform Team. Impact assessments have taken place on those tenants affected by the new size criteria i.e. number of bedrooms per person, it is estimated that 292 Medway Council tenants are affected. The potential effect on Medway's tenants is being closely monitored on an ongoing basis.

The housing repairs service has seen a range of service and partnership improvements by the implementation of a repairs transformation plan. The percentage of all responsive repairs completed on time against service standards has increased from 96% in 2011/12 to 98.7% in 12/13. Satisfaction with the repairs service for 2012/13 was 98% (target: 97%) (1,008 out of 1,029 tenants surveyed), compared with 97.6% (target 97%) (578 out of 592 tenants surveyed) for 2011/12

- 7.4 There were 229 affordable homes delivered in 2012-13, exceeding the target of 204. This represents an investment of over £25 million in affordable housing despite the slow-down in the housing market.
- 7.5 The Employ Medway service continues to work with local community partners delivering the WORK programme contract. In Q4, the team helped 81 long-term unemployed into jobs - a total of 324 people in 2012-13. This is a 38% improvement on 2011-12. Throughout the year, the team has provided job advice services to enable 228 previously long term unemployed residents to remain in a job longer than six months, a 43% increase compared to 2011-12. The team provided intensive employment support services to 315 additional residents over the quarter, with over 1,200 local residents receiving such services during 2012-13. In 2013-14, the service aims to achieve an

additional 400 registrations by local people accessing employment support services.

- 7.6 The Economic Development Team has provided assistance to 272 local businesses in 2012-13, 83 in Q4, through master classes at the Innovation Centre, a workshop on trade with Russia, and the launch of TIGER (Thames Gateway Innovation, Growth and Enterprise), a £20 million fund that offers financial assistance to businesses looking to invest in the Thames Gateway. The Innovation Centre is now at 100% capacity with a further 16 companies locating there creating 40 more private sector jobs.
- 7.7 Project RECREATE was formally launched in Q4. This £500,000 project, partially funded by the EU aims to support economic regeneration by transforming vacant commercial premises near Sun Pier into workspace and studio space for creative enterprises.
- 7.8 The Economic Development service has successfully tendered for and engaged specialist consultants to undertake the master plan work for the Rochester Airport site. This will map out how the site will create over 20 hectares of new commercial development space, whilst also enabling new infrastructure in support of the existing Airport. The site is set to unlock potentially 1,000 new private sector jobs for Medway. Formal consultation is taking place over the summer to inform the final decision.
- 7.9 Funding has been secured to develop and improve Chatham, Gillingham and Rochester libraries as Community Hubs. These developments will improve library provision while at the same time improving the customer experience in accessing other Council services. The Library service retained its Customer Services Excellence standard in Q4.
- 7.10 The Heritage Lottery Fund bid for Eastgate House was successful in November 2012 and preparation continued in Q4 with recruitment to the project team underway. This has brought £1.3m external funding into a circa £2m conservation project to enable this Grade 1 Listed Building to be opened up to new audiences. The expected target date for the reopening of Eastgate House is April 2015
- 7.11 Medway's Year of Celebration saw the successful delivery of a wide range of festivals, events and the ever-popular Castle Concerts. The unique combination of the Queen's Jubilee and the Olympics during the year attracted more visitors to Medway than in the previous year. It was estimated that in 2011 Tourism was worth £291million to Medway, 4 million visitors were attracted to Medway and 6,100 jobs (7% of the total workforce) supported the tourism industry. Highlights of the year were Royal Engineers bi-centenary, our inaugural Royal festival, Dickensian festivals, the Olympic Torch relay and British Transport Games.
- 7.12 Q4 saw the Chinese New Year Parade, the Meltdown Winter Workshop Programme, and a performance of the Crucible by the Brook Youth Theatre. The Brook Pumping Station improvements were also completed in Q4 and is due to open in April 2013. Plans for a new Tourism Bus have begun ready for the launch in summer 2013.

8. Safe, Clean and Green Medway

73% of people think Medway Council provides a safe, clean and green environment compared with 75% last year (Tracker Survey Jan 2012 and 2013)

68% of people think Medway Council make the local area a better place to live compared with 69% last year (Tracker Survey Jan 2012 and 2013)

16 out of 21 Key measures of success achieved/exceeded target

9 out of 21* have improved since last year

** total number of indicators with comparative data for both 2011/12 & 12/13*

- 8.1 The latest available figures from the Police Crime and Victim survey show that 94.4% of victims feel that Medway is safe or very safe. This is consistent with the results of 2010-11 and 2011-12 and exceeds the target of 90%.
- 8.2 The Safer Communities service continues to work with the community to provide a safe environment, attending a total of 138 community engagements such as surgeries, health walks, and neighbourhood panel meetings. This year has seen the completion of 11 alley-gating schemes, with 88% of residents saying that they feel safer as a result.
- 8.3 The rate of repeat victims of domestic abuse has fallen throughout the year from 34.3% in Q1, to 17.3% in Q4. National research indicates that effective Independent Domestic Violence Advisor (IDVA) support reduces reoffending behaviour. Joint commissioning arrangements were completed in Q4 with KCC, Kent district councils, Kent Fire and Rescue, Kent Police, health and criminal justice to provide IDVA support for high-risk victims of domestic violence. The new provider, Kent Domestic Abuse Consortium, will provide support for survivors eg: at specialist domestic violence Courts. The new Police and Crime Commissioner has agreed to fund the police contribution.

The percentage of families where the child is subject to a child protection plan, where Domestic Abuse was a component has slightly decreased from 35.35% in 2011/2012 to 34.3% in 2012/2013. Also, as the number of children on child protection plans in 2011 has decreased by 40% in 2012 this equated to fewer children.

- 8.4 Kent and Medway were subject to a Home Office-funded benchmark review of domestic abuse arrangements in Q4. The feedback report identified good partnership arrangements that were well linked across boundaries, with real strategic commitment.
- 8.5 In 2012/13, 115 professionals attended multi-agency domestic abuse training. The Kent and Medway Domestic Abuse Website was launched in November 2012. The website has received 3,735 hits since its launch.
- 8.6 The Road Safety team continue to deliver a programme of focussed campaigns including Licence to Kill, Golden Boot Challenge, B-Viz and Think Bike! Between January and December 2012, 51 killed or seriously injured casualties were recorded, this represents a decrease of 20% on 2011.

- 8.7 The Safer Journeys Team have identified 15 schools in Medway (designated as 'Super Schools') as having a particularly high level of car use and the potential for a shift towards other sustainable modes of travel. A number of potential initiatives, including the Walking Bus, have been promoted to the schools to help reduce levels of congestion and promote the use of sustainable travel methods.
- 8.8 The innovative Walking Bus Stops campaign continues to prove a success and 22 bus stop signs were installed in 2012. At the end of 2012-13, the number of children participating in the Walking Bus was, on average 721, across 47 routes. It is anticipated that further Walking Bus Stops and other related walk to school initiatives will increase participation levels, with a target of an average of 800 participants in 2013-14
- 8.9 Provisional data indicates that the percentage of household waste sent for reuse, recycling and composting has increased by 2.5 percentage points since 2011-12 and the amount of residual household waste per household has continued to fall year-on-year, from 708.4 kg per household in 2009-10 to 647.8 kg per household in 2012-13 – a fall of 8.6% over four years. National benchmarking data for 2012-13 will be available from DEFRA in November 2013. Satisfaction with refuse collection (93.5%) and recycling facilities (86%) remain high, exceeding targets. A successful bid for DGLG funding of £14.5 million will allow weekly recycling and organics kerbside collections to start in the summer of 2013.
- 8.10 The Council is always looking for new innovative ways to reduce waste. In quarter 4 FCC, the household waste and recycling centre provider, has begun working with Abacus, a local charity. This charity collects suitable items of furniture for reuse, helping people on low incomes furnish their homes, and therefore reducing the amount of waste sent for landfill.
- 8.11 Through the EU-funded INSPIRER project, we continue to work with local residents to improve local neighbourhoods. In addition to the new community garden at the White Road Community Centre, opened in Q3, preparation for a new garden at Wayfield Children's Centre was completed in Q4, due to open this spring.
- 8.12 We continue to work with local communities, via 25 Friends Groups, in maintaining and improving local parks and open spaces. In 2012-13 there were 2,772 people involved, contributing to 13,215 hours of hours of volunteering, an increase of 45% compared to 2011-12. This increase in volunteering has been aided by the appointment of a dedicated Greenspaces Partnership Officer.
- 8.13 Overall satisfaction with parks and open spaces in 2012-13 was 88%, demonstrating the value placed on our greenspaces and consistent with 2011/12. Improvements this year have included entrance improvements to Gillingham Green, path resurfacing and creation of a winter garden at Gillingham Park. Five sites have retained the Green Flag award, Riverside Country Park and The Vines for the fifth consecutive year.
- 8.14 Overall satisfaction with play areas has increased this year, from 84% to 87%. There have been several improvements to play areas across Medway in 2012-13 with the most recent being a new play area created at Hoo Leisure Centre.

9. Values 1: Putting our customers at the centre of everything we do

65% of people think Medway Council provides high quality services compared with 62% last year (Tracker Survey Jan 2012 and 2013)

GovMetric

- 9.1 Putting customers at the centre of everything we do is embedded across all services. We contacted our customers to find out what they think of their experience with the council in the quarterly Tracker survey (see above) and through the use of the recently introduced GovMetric system.
- 9.2 Medway launched GovMetric in October 2013. This system enables people who contact the council either by face-to-face, telephone or web to give instant feedback on their experience using the 'smiley face' options 😊😊😊:

88% (2682) were satisfied overall with their telephone contact with Medway (GovMetric Oct 12/Mar 13)

71% (10789) were satisfied with their face-to-face contact with Medway (GovMetric Oct 12/Mar 13)

54% (1,668) were satisfied with their web contact with Medway. 32% (974) were not satisfied with their web contact (GovMetric Oct 12/Mar 13)

- 9.3 We are in the top quartile (out of 90 local authorities) for customer satisfaction on web contact, medium quartile for phone contact and low quartile for face-to-face contact (GovMetric Oct 12/Mar 13) Our satisfaction rates for web-based contact places us in the top quartile when benchmarked with all 90 authorities using the GovMetric recording system for 2012/13. Nevertheless, we will seek to improve performance on this indicator.
- 9.4 We will continue to monitor the web site to review the content to ensure accuracy and relevance. We will focus on 'top tasks' (the most frequent reasons why people access our web site) to streamline information which will simplify customer access to online services.
- 9.5 21,345 GovMetric responses were made during the six month period since GovMetric went live in October. (15,220: face to face, 3,080: web and 3,045: phone) GovMetric will be publicised during 2013/14 to encourage a higher participation rate.

Delivering fair and responsive services

- 9.6 We have agreed seven 'Delivering fair and responsive services' targets aimed at improving access to services for everyone in the Medway community.
- 9.7 We have successfully delivered on the majority of our 'Delivering fair and responsive services' priorities during 2012/13. The full report is published on our web site and key achievements will be featured in staff and resident publications during 2013/14. (Details of this performance and some of these key achievements are included in Appendix 3).

Complaints

2,165 **Number of complaints received (2012/13)**

79.6% (1,725) dealt with within 10 working days

9.8 A review of the complaints procedure is planned for 2013, which will be implemented during the year.

10. Values 2: Giving value for money

57% of people think Medway Council provides value for money services compared with 62% last year (Tracker Survey Jan 2012 and 2013)

Better for Less

- 10.1 Better for Less is the work that the council is doing to address the future challenges of reduced funding for local government, increasing demand for many of our services and the need to continue to improve the experiences of our customers.
- 10.2 Phase 2 continued with the shared Customer Contact and Administration workstream but also looked at 2 other workstreams Performance and Intelligence and Category Management.
- 10.3 Performance and Intelligence focused on the way we develop our strategies and how effectively we manage our performance and drive improvement across the council. The project will help reduce the number of strategies we have and focus on delivery of the improvements set out in those strategies. We now have a performance and intelligence hub for both of the council's directorates as well as a restructured central hub. This will affect all areas of the council that currently have performance management, service improvement, consultation and engagement activities.
- 10.4 Category Management focuses on the potential to achieve significant savings on our third party spend through more effective procurement and contract management. The first phase of this project will help us to fully identify those savings. In later phases we will work to deliver these savings.
- 10.5 Furthermore, because of the impact of the customer contact, administration, performance and intelligence and category management functions moving out of the teams within the designated service areas, it has been necessary to consider how remaining specialist roles and functions are organised.
- 10.6 To date the BfL customer contact and administration project has delivered £3.28m (67%) of the overall savings target for the three-year project.

11. The way forward for 2013/2014

- 11.1 Aspiring to excellence in performance across all services is at the core of Medway's work programme for the coming year:

“Our challenge, now more than ever, is to work not just for but also with local people. We are changing the way we do things and as we find ways to work increasingly effectively together I believe we can continue to do a very good job for Medway”.

(Neil Davies Council Plan 2013-15)

- 11.2 Continual improvement will be the main focus for our performance management in 2013/14. More stretching targets have been set (Target Planning Document 2013/14, as circulated to Cabinet 12 Feb 2013: Council Plan 2013-15) where we have already achieved previous targets,
- 11.3 The Corporate Performance and Intelligence Hub will be developing and managing the Performance Action Plan which will include a range of measures to help drive up performance in underachieving areas:
- 11.4 A review is ongoing on how Overview and Scrutiny Committees handle Council Plan Monitoring reports. This includes the role played by the Business Support Overview and Scrutiny Committee and relieving the pressure of business for the other Overview and Scrutiny Committees. This process will assess whether current performance reports can be streamlined to focus on key projects and report indicators based on exception.
- 11.5 Further Member development in performance monitoring to enhance the role of “holding to account” is being planned, with proposals for an external lead to hold a session for members in August. Officers will also source information from other local authorities regarding how Overview and Scrutiny Committees monitor performance elsewhere.

12. Risk management

- 12.1 Risk helps to deliver performance improvement and is at the core of decision-making, business planning, managing change and innovation. It is practised at both management and service delivery level and enables the effective use of resources, secures the assets of the organisation and its continued financial and organisational well-being.
- 12.2 The purpose of the Council Plan performance monitoring reports during the year is to enable managers and members to manage the key risks identified in delivering priorities.
- 12.3 Medway will consider the lessons to be learnt from the Mid Staffordshire NHS Foundation Trust case where a claim of ‘**misconduct in public office**’ has been referred to the criminal prosecution service on the grounds of **a public organisation publishing misleading performance information**.

13. Financial and legal implications

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

14. Recommendations

- 14.1 It is recommended that Members consider fourth quarter/year end performance against the Key Measures of Success used to monitor progress against the Council Plan 2012/13 prior to formal consideration at Cabinet on 9 July 2013.

Lead officer contact

Anthony Lewis, Corporate Performance and Intelligence Manager, Gun Wharf,
ext.2092

Background papers

Council Plan 2012/13

Delivering Fair and responsive services 2013/14

This page is intentionally left blank

Key measures of success - Appendix 1

Adults maintain their independence and live healthy lives			
Ensure older people and disabled adults are safe & supported	Status	Trend	Page
Client satisfaction with services for older and disabled people	●	↓	2
Number of people receiving support from adult social care	🟡	N/A	2
Delayed discharges - average weekly rate per 100,000 pop 18+	🟢	↑	3
Delayed discharges - number	🟢	↑	3
We will support carers in the valuable work they do			
Carers receiving needs assessment or review and a specific carer's service, or advice and info	●	↓	4
Client satisfaction - Carers satisfaction with services	●	N/A	5
Personalised services to meet older and disabled adults needs			
Social Care clients receiving Self Directed Support in the year to 31st March	🟢	↑	6
Impact of personalised budgets - % of people in receipt of a personal budget who feel they are more in control of their care provision	🟢	N/A	6
We will promote and encourage healthy lifestyles for adults			
Number of people receiving support from Mental Health Social Work team	🟡	N/A	7
Number of households living in temporary accommodation	●	↓	7
Rate of self-reported 4 week smoking quitters aged 16 or over	N/A	N/A	8
Number of Medway Businesses taking part in the healthy workplace initiatives	●	N/A	8
Number of people receiving support from a Health and Lifestyle Trainer	●	N/A	9
Number of adults taking part in healthy weight and exercise referral interventions	🟢	↑	9
Children and young people in Medway have the best start in life			
Ensure the most vulnerable children and young people are safe			
% of initial assessments for children's social care carried out within 10 working days of referral	●	↑	10
% of core assessments for children's social care carried out within 35 working days of their commencement	●	↓	10
Child Protection Plans lasting 2 years or more	🟢	↓	11
LAC cases which reviewed within required timescales (PAF-CF/C68)	●	↑	11
% of child protection cases which were reviewed within required timescales	🟡	↑	12
Care leavers in suitable accommodation	🟡	↑	12
Average time between a child entering care and moving in with adoptive family	●	N/A	13
LAC Participation in Reviews	🟡	↑	13
Children's participation in child protection conferences	●	↓	14
% of children becoming subject of CPP for a second or subsequent time within 2 years	🟢	N/A	15
Champion high standards in schools			
Achievement at level 4 or above in both English and Maths at Key Stage 2	🟡	↑	15
Achievement of 5 or more A*-C grades at GCSE or equivalent inc English and Maths (LAA)	🟡	N/A	16
Narrow gap between lowest achieving 20% in Early Years Foundation Stage and the rest (LAA)	🟢	N/A	16
LAC achieving 5 A*-C GCSEs (or equivalent) at KS4 (including English and mathematics)	●	↑	16
SEN: (SEN)/non-SEN gap – achieving 5 A*- C GCSE inc. English and Maths	🟢	↓	17
Number of children missing from education (inc children of statutory school age not on a school roll)	🟡	N/A	17
% of young people absent from school for 15% or more days	🟡	N/A	17
% of governors attending governor training	🟡	N/A	18
% of those attending governor training who reported that the training was good or better	🟢	N/A	18
% of newly statemented children placed in out of area maintained special schools	🟡	N/A	18
% of newly statemented children placed in INMS (Independent Non-Maintained Special provision)	🟡	N/A	19
Number of tribunal appeals contesting a named Medway provision	🟡	N/A	19
% of appeals withdrawn, upheld or refused	🟡	N/A	19
Ofsted trend of improvement - % schools judged good or better in Medway	🟢	N/A	20
Ofsted trend of improvement - Leadership & Management - % schools judged good or better	🟢	N/A	20
Ofsted trend of improvement - Quality of Teaching - % schools judged good or better	🟢	N/A	20
Difference made to schools by LA support - Schools in Special Measures	●	N/A	21
Difference made to schools by LA support - Schools with a Notice to Improve	🟢	N/A	21
Difference made to schools by LA support - Schools below floor threshold (LA maintained only)	●	N/A	21
Promote and encourage healthy lifestyles			
% of children in Medway aged 0-4 attending local Sure Start Children's Centre	🟢	↑	22
Total attendances at Sure Start Centres by families with children 0-4 years	🟢	↑	22
Smoking quits from pregnant women	●	↓	23
Numbers completing the MEND programme	●	↓	23
Promote and encourage healthy lifestyles for people with SEN			
Increase in breastfeeding rate at initiation at birth	🟡	↑	24
Increase in breastfeeding rate at 6-8 weeks	●	N/A	24
Everybody travelling easily around Medway			
We will secure reliable & efficient local transport network			
Average journey time along 6 primary transport corridors into Chatham (mins per mile)	🟢	↓	25










Satisfaction with road maintenance	🟡	↓	26
Satisfaction with pavement maintenance	🟢	↓	26
Satisfaction with the bus station	🟡	N/A	27
% of people who think Medway Council helps people travel easily around Medway	🟡	↑	27
Number of notices received to carry out works on the highway	🟡	N/A	27
Everyone benefiting from the area's regeneration			
Decent new homes quality of existing housing			
Net additional homes provided	N/A	N/A	28
Number of affordable homes delivered	🟢	↓	29
Average length of stay in B&B of households with dependent children or pregnant women (weeks)	●	↑	29
People have the skills they need to take up job opportunities			
16 to 18 year olds who are not in education, employment or training (NEET)	●	↓	30
Care leavers in education, employment or training	●	↑	30
The number of intensive assists to local businesses	🟢	↓	31
Number of jobs created and safeguarded through intensive assists	●	↓	31
New registrations by local people accessing employment support services	🟢	↑	32
Employment that has lasted 26 weeks	🟢	↑	32
Medway as a destination for culture, heritage, sport and tourism			
Leisure - Level of user satisfaction (% satisfied)	🟢	↑	33
Number of visitors to tourist attractions in Medway	🟢	↑	34
User satisfaction with events	🟢	↑	34
User satisfaction with museums and galleries	🟢	↑	34
Satisfaction with libraries	🟢	N/A	35
User satisfaction with theatres	🟢	↑	35
Safe, clean and green Medway			
We will improve public confidence and feelings of safety			
User satisfaction with trading standards	🟢	↓	36
User satisfaction with environmental health	🟢	↓	36
Council attendance at PACTS and SACTS where notified a fortnight in advance	🟢	N/A	37
Percentage of people who feel Medway is safe	N/A	N/A	37
We will help to prevent and reduce domestic abuse			
Number of incidents of domestic abuse	🟡	↓	38
% of repeat victims of domestic abuse	🟢	↑	39
Impact of domestic abuse on children's safety	N/A	N/A	39
We will increase recycling reducing waste going to landfill sites			
Residual household waste - kg per household	🟢	↑	40
Percentage of household waste sent for reuse, recycling and composting	🟡	↑	40
Satisfaction with refuse collection	🟢	↑	41
Satisfaction with recycling facilities	🟢	↑	41
We will work with the community to keep Medway's streets clean			
Improved street and environmental cleanliness: Litter	🟢	↓	42
Improved street and environmental cleanliness: Detritus	🟢	↓	42
Improved street and environmental cleanliness: Graffiti	🟢	↑	42
Improved street and environmental cleanliness: Flyposting	🟢	↓	43
Satisfaction with street cleaning	🟡	↓	43
We will reduce our own carbon footprint			
CO2 reduction from local authority operations	N/A	N/A	44
Capital receipts from property rationalisation	●	↓	44
We will work with local people to maintain parks and open spaces			
Citizen participation hours	🟢	↑	45
No of people involved in practical volunteer tasks through membership of Friends groups	🟢	↑	45
Satisfaction with parks and open spaces	🟢	↓	45
Satisfaction with play areas	🟢	↑	46
Number of green flags	🟢	↓	46
We will support the building of strong communities			
% of people who believe people from different backgrounds get on well together	🟡	↓	47
% of people who feel they can influence decisions in their locality	🟡	↓	47
Better for Less			
Working days lost due to sickness absence	🟢	↑	48

Key	
Target achieved	🟢
Target not achieved (< 5%)met	🟡
Target not achieved (> 5%)met	●
Data only. No target has been set.	🟡
Trend from last year shows an improvement in performance	↑
Trend from last year shows a decrease in performance	↓
Trend from last year shows performance has remained static	▬
Data is not available	N/A

This page is intentionally left blank




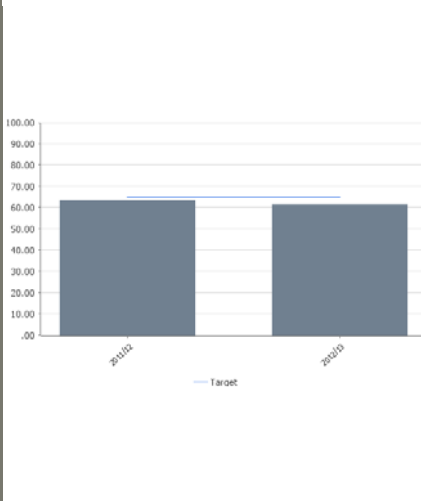

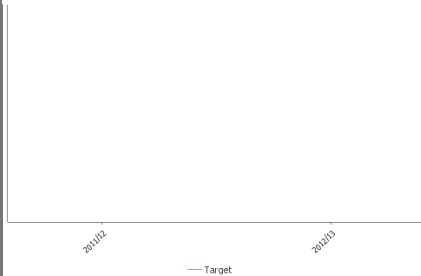
Council Plan Monitoring – 2012/13



PI Status	Trend Arrows	Success is
 This PI is significantly below target	 The performance of this PI has improved since 2011/12	 Higher figures are better
 This PI is slightly below target	 The performance of this PI has worsened since 2011/12	 Lower figures are better
 This PI has met or exceeded the target	 The performance of this PI is similar to 2011/12 data	N/A - Desired performance is neither too high nor too low
 This PI is data only. There is no target and is provided for reference only.		
N/A – Rating not appropriate / possible		

1.0 Adults maintain their independence and live healthy lives




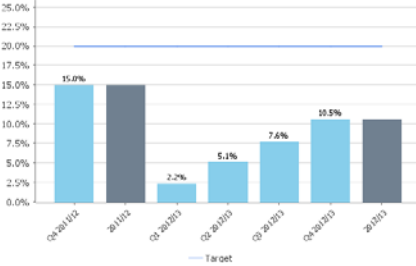
1.1 Ensure older people and disabled adults are safe & supported

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			Note	Chart
		Value	Value	Value	Value	Value	Value	Target	Status		
Client satisfaction with services for older and disabled people		63.50 %	Not measured for Quarters			61.40 %	65.00 %			17-Apr-2013 The figure of 61.4% is provisional, based on the 377 who answered the question about satisfaction in the Adult Social Care Survey questionnaires that have been returned to date. It has not been weighted for client group, nor validated. The figure is based on the Adult Social Care Outcomes Framework calculations for indicator 2A which counts only those respondents who have stated that they are "extremely satisfied" or "very satisfied" with social care services. In addition to the 234 people who gave these responses, a further 109 stated that they were "quite satisfied", giving an overall out-turn of 88% who were quite satisfied, very satisfied or extremely satisfied.	
Number of people receiving support from adult social care	N/A		Not measured for Quarters				N/A		N/A	17-Apr-2013 Data for this measure is derived from Statutory Returns which are submitted in late May 2013, and will not be available until then	


Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Delayed discharges - average weekly rate per 100,000 pop 18+		5.91	5.10	5.64	3.64	2.80	4.30	8.00		
Delayed discharges - number		113	140	155	100	77	77	N/A		

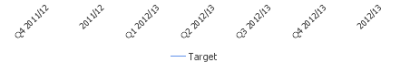
Note	Chart																		
17-Apr-2013 Data is taken from local weekly collection. Performance has continued to improve, and there have been no delays attributable to Medway Council throughout this period.	<table border="1"> <caption>Weekly Data for Delayed Discharges</caption> <thead> <tr> <th>Date</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>04-20-2013</td> <td>4.21</td> <td>8.00</td> </tr> <tr> <td>20-04-2013</td> <td>5.10</td> <td>8.00</td> </tr> <tr> <td>05-05-2013</td> <td>5.64</td> <td>8.00</td> </tr> <tr> <td>09-05-2013</td> <td>3.44</td> <td>8.00</td> </tr> <tr> <td>04-20-2013</td> <td>2.80</td> <td>8.00</td> </tr> </tbody> </table>	Date	Value	Target	04-20-2013	4.21	8.00	20-04-2013	5.10	8.00	05-05-2013	5.64	8.00	09-05-2013	3.44	8.00	04-20-2013	2.80	8.00
Date	Value	Target																	
04-20-2013	4.21	8.00																	
20-04-2013	5.10	8.00																	
05-05-2013	5.64	8.00																	
09-05-2013	3.44	8.00																	
04-20-2013	2.80	8.00																	
15-Apr-2013 The overall rate of delays has decreased in Quarter 4. Social Services performance has been consistently very good with no delays attributable to Medway Council.	<table border="1"> <caption>Quarterly Data for Delayed Discharges</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>113</td> <td>100</td> </tr> <tr> <td>Q1-2012/13</td> <td>140</td> <td>100</td> </tr> <tr> <td>Q2-2012/13</td> <td>155</td> <td>100</td> </tr> <tr> <td>Q3-2012/13</td> <td>100</td> <td>100</td> </tr> <tr> <td>Q4-2012/13</td> <td>77</td> <td>100</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4-2011/12	113	100	Q1-2012/13	140	100	Q2-2012/13	155	100	Q3-2012/13	100	100	Q4-2012/13	77	100
Quarter	Value	Target																	
Q4-2011/12	113	100																	
Q1-2012/13	140	100																	
Q2-2012/13	155	100																	
Q3-2012/13	100	100																	
Q4-2012/13	77	100																	

1.2 We will support carers in the valuable work they do

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13																						
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend																			
Carers receiving needs assessment or review and a specific carer's service, or advice and information		15.0%	2.2%	5.1%	7.6%	10.5%	10.5%	20.0%																					
		<p>Note</p> <p>25-Apr-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 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>								<p>Chart</p>  <table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>15.0%</td> <td>20.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>2.2%</td> <td>20.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>5.1%</td> <td>20.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>7.6%</td> <td>20.0%</td> </tr> <tr> <td>Q4 2012/13</td> <td>10.5%</td> <td>20.0%</td> </tr> </tbody> </table>		Quarter	Value	Target	Q4 2011/12	15.0%	20.0%	Q1 2012/13	2.2%	20.0%	Q2 2012/13	5.1%	20.0%	Q3 2012/13	7.6%	20.0%	Q4 2012/13	10.5%	20.0%
Quarter	Value	Target																											
Q4 2011/12	15.0%	20.0%																											
Q1 2012/13	2.2%	20.0%																											
Q2 2012/13	5.1%	20.0%																											
Q3 2012/13	7.6%	20.0%																											
Q4 2012/13	10.5%	20.0%																											

Short Name	Success is
Client satisfaction - Carers satisfaction with services	

2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			Short Trend
Value	Value	Value	Value	Value	Value	Target	Status	
	Not measured for Quarters				44.00 %	60.00 %		N/A

Note	Chart
<p>17-Apr-2013 This figure is provisional and is subject to validation by the Department of Health. The outcome of 44% is derived from the national Adult Social Care Outcomes Framework (ASCOF) calculations for indicator 3B "Overall satisfaction of carers with social services" which counts only those carers who have ticked that they are "extremely satisfied" or "very satisfied" with services (20 people and 63 people respectively). In addition to these 83 carers, a further 60 carers ticked that they were "quite satisfied", giving an out-turn of 75%. The pool of carers surveyed was significantly limited by Government guidance and excluded many of the carers who had received carer assessments and support e.g. carers for people supported at end of life. Medway Council also expressed concerns regarding the wording mandated in the carers survey and cover letter prior to the survey being issued but we were instructed that the wording could not be changed - we have given our feedback to the national team leading this work.</p>	

1.3 Personalised services to meet older & disabled adults needs

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Social care clients receiving Self Directed Support in the year to 31st March		42.5%	34.3%	36.5%	44.8%	62.0%	62.0%	60.0%		
Impact of personalised budgets - % of people in receipt of a personal budget who feel they are more in control of their care provision		Not measured for Quarters					81%	73%		N/A






Note	Chart												
17-Apr-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. There has been continuing improvement through the year, and the year-end target has been exceeded.	<table border="1"> <caption>Quarterly Data for Social Care Clients</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1-2012/13</td> <td>42.5%</td> </tr> <tr> <td>Q2-2012/13</td> <td>34.3%</td> </tr> <tr> <td>Q3-2012/13</td> <td>36.5%</td> </tr> <tr> <td>Q4-2012/13</td> <td>44.8%</td> </tr> <tr> <td>2012/13</td> <td>62.0%</td> </tr> </tbody> </table>	Quarter	Value	Q1-2012/13	42.5%	Q2-2012/13	34.3%	Q3-2012/13	36.5%	Q4-2012/13	44.8%	2012/13	62.0%
Quarter	Value												
Q1-2012/13	42.5%												
Q2-2012/13	34.3%												
Q3-2012/13	36.5%												
Q4-2012/13	44.8%												
2012/13	62.0%												
17-Apr-2013 This figure is provisional and is subject to final validation by the Department of Health. The outcome of 81% is derived from the national Adult Social Care Outcomes Framework (ASCOF) calculations for indicator 1B "The proportion of people who use services who have control over their daily life" which counts those people who have stated that they have as much control over their life as they would like, or adequate control.	<table border="1"> <caption>Control Over Daily Life Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>81%</td> </tr> <tr> <td>Target</td> <td>73%</td> </tr> </tbody> </table>	Year	Value	2012/13	81%	Target	73%						
Year	Value												
2012/13	81%												
Target	73%												

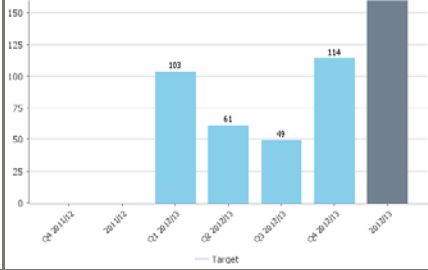
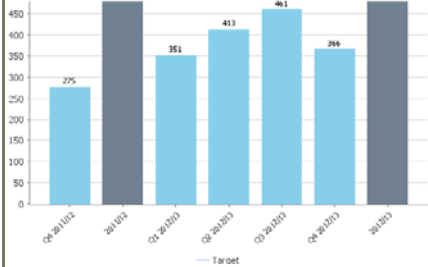
1.4 We will promote and encourage healthy lifestyles for adults

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13		Short Trend	Note	Chart	
		Value	Value	Value	Value	Value	Value	Target				Status
Number of people receiving support from Mental Health Social Work team			431	429	403	437	425	N/A		N/A	24-Apr-2013 The average caseload for the whole year was 425	
Number of households living in temporary accommodation		109	118	101	107	120	120	110			08-May-2013 The number of households that have been placed in temporary accommodation (TA) in March 13 has increased by 10% from February. This has meant that it has not been possible to meet the year end target. Despite the efforts of the Strategic Housing team to reduce TA figures, national and local housing pressures has meant that there has been a 42% (433 households in 11/12 compared to 613 households in 12/13) increase from 11/12 to 12/13 in the number of households presenting as homeless. This has led to an unavoidable increase in the demand and use of TA accommodation. Housing Services is taking every possible action to prevent households becoming homeless and going into TA with over 1000 customers having had a housing options appointment in 12/13. In order to reduce the number of households placed into bed and breakfast the service has procured self-contained accommodation from private	

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Rate of self-reported 4 week smoking quitters aged 16 or over	+	2662	618	467	524	N/A	1609	2265	N/A	N/A
Number of Medway Businesses taking part in the healthy workplace initiatives	+		12	18	0	0	30	36	⬮	N/A







Note	Chart
landlords as an alternative. The service is also hoping to address the number of households placed in temporary accommodation via a review of the Homebond scheme. The scheme, in certain circumstances, can help with the rent in advance in the form of a returnable grant or loan. It is hoped that the review will help make the scheme more accessible to customers and in turn lead to a reduction in the number of households placed in temporary accommodation.	
11-Apr-2013 Medway is one of the top performing authorities in the region for this indicator. Q4 data due 17/6/13 and it is anticipated that we will meet or exceed the target. 3 major 'No Smoking Day' events were held across Medway which resulted in 300-350 interactions with the public. We have supported the implementation of a CQUIN (Commissioning for Quality and Innovation) target for Medway Foundation trust, which will be targetted to refer 1200 smokers to the Stop Smoking Service.	
09-Apr-2013 Workplace Health Co-ordinator has been recruited, following restructure of public health, but successful applicant found alternative employment before taking up post. New recruit in post from 1st April, programme currently under review with a view to developing clear action plan.	

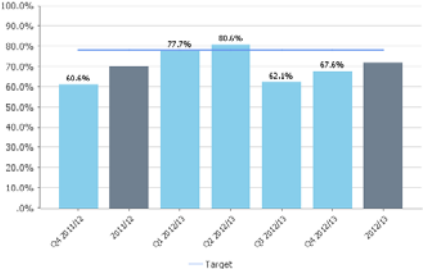
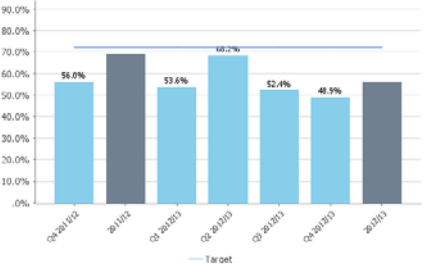
Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Number of people receiving support from a Health and Lifestyle Trainer			103	61	49	114	327	490		N/A
Number of adults taking part in healthy weight and exercise referral interventions		1030	351	413	461	366	1591	1000		

Note	Chart																		
09-Apr-2013 Service now fully staffed and activity increased as a result. There will be some retrospective update of final figure as data is collated, but it is unlikely to meet annual target of 490.	 <table border="1"> <caption>Health and Lifestyle Trainer Support Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2013</td> <td>103</td> <td>490</td> </tr> <tr> <td>Q2-2013</td> <td>61</td> <td>490</td> </tr> <tr> <td>Q3-2013</td> <td>49</td> <td>490</td> </tr> <tr> <td>Q4-2013</td> <td>114</td> <td>490</td> </tr> <tr> <td>2013</td> <td>327</td> <td>490</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2013	103	490	Q2-2013	61	490	Q3-2013	49	490	Q4-2013	114	490	2013	327	490
Quarter	Value	Target																	
Q1-2013	103	490																	
Q2-2013	61	490																	
Q3-2013	49	490																	
Q4-2013	114	490																	
2013	327	490																	
09-Apr-2013 253 adults accessed exercise referral service and 113 accessed Tipping the balance adult weight management programme. There has also been a refresh of Q1-3 figures to account for retrospective collation of data.	 <table border="1"> <caption>Exercise Referral and Weight Management Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2013</td> <td>275</td> <td>1000</td> </tr> <tr> <td>Q2-2013</td> <td>351</td> <td>1000</td> </tr> <tr> <td>Q3-2013</td> <td>413</td> <td>1000</td> </tr> <tr> <td>Q4-2013</td> <td>461</td> <td>1000</td> </tr> <tr> <td>2013</td> <td>1591</td> <td>1000</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2013	275	1000	Q2-2013	351	1000	Q3-2013	413	1000	Q4-2013	461	1000	2013	1591	1000
Quarter	Value	Target																	
Q1-2013	275	1000																	
Q2-2013	351	1000																	
Q3-2013	413	1000																	
Q4-2013	461	1000																	
2013	1591	1000																	

2.0 Children and young people have the best start in life in Medway







2.1 Ensure the most vulnerable children & young people are safe

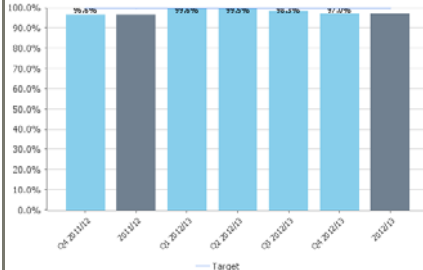
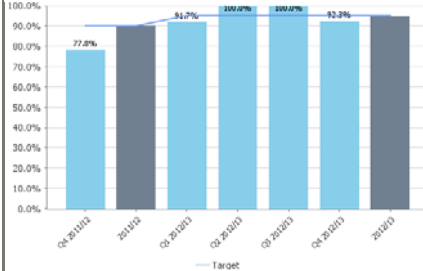
Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13		Short Trend
		Value	Value	Value	Value	Value	Value	Target	
Percentage of initial assessments for children's social care carried out within 10 working days of referral		69.8%	77.7%	80.6%	62.1%	67.6%	71.8%	78.0%	 
Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement		69.1%	53.6%	68.2%	52.4%	48.9%	55.8%	72.0%	 






Note	Chart																		
<p>25-Apr-2013 The figure for the last quarter was an improvement on the previous quarter, but not sufficiently to achieve target. Weekly performance data on the timeliness of initial and core assessments is being actively used by service managers to monitor performance, and specific actions for the management of out of timescale cases put in place to ensure that risks are known and cases are closed in a managed way. Figure is currently draft pending final validation which is undertaken as part of completing the CIN census statutory return.</p>	 <table border="1"> <caption>Initial Assessments Performance</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>60.4%</td> <td>78.0%</td> </tr> <tr> <td>2012/13 (Q1)</td> <td>77.7%</td> <td>78.0%</td> </tr> <tr> <td>2012/13 (Q2)</td> <td>80.6%</td> <td>78.0%</td> </tr> <tr> <td>2012/13 (Q3)</td> <td>62.1%</td> <td>78.0%</td> </tr> <tr> <td>2012/13 (Q4)</td> <td>67.6%</td> <td>78.0%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	60.4%	78.0%	2012/13 (Q1)	77.7%	78.0%	2012/13 (Q2)	80.6%	78.0%	2012/13 (Q3)	62.1%	78.0%	2012/13 (Q4)	67.6%	78.0%
Quarter	Value	Target																	
Q4 2011/12	60.4%	78.0%																	
2012/13 (Q1)	77.7%	78.0%																	
2012/13 (Q2)	80.6%	78.0%																	
2012/13 (Q3)	62.1%	78.0%																	
2012/13 (Q4)	67.6%	78.0%																	
<p>25-Apr-2013 The figure for this quarter has dropped. Weekly performance data on the timeliness of initial and core assessments is being actively used to monitor performance, and specific actions for the management of out of timescale cases put in place to ensure that risks are known and cases are closed in a managed way. Figures are currently draft pending final validation which is undertaken as part of completing the CIN census statutory return.</p>	 <table border="1"> <caption>Core Assessments Performance</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>2012/13 (Q1)</td> <td>53.6%</td> <td>72.0%</td> </tr> <tr> <td>2012/13 (Q2)</td> <td>68.2%</td> <td>72.0%</td> </tr> <tr> <td>2012/13 (Q3)</td> <td>52.4%</td> <td>72.0%</td> </tr> <tr> <td>2012/13 (Q4)</td> <td>48.9%</td> <td>72.0%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	56.0%	72.0%	2012/13 (Q1)	53.6%	72.0%	2012/13 (Q2)	68.2%	72.0%	2012/13 (Q3)	52.4%	72.0%	2012/13 (Q4)	48.9%	72.0%
Quarter	Value	Target																	
Q4 2011/12	56.0%	72.0%																	
2012/13 (Q1)	53.6%	72.0%																	
2012/13 (Q2)	68.2%	72.0%																	
2012/13 (Q3)	52.4%	72.0%																	
2012/13 (Q4)	48.9%	72.0%																	

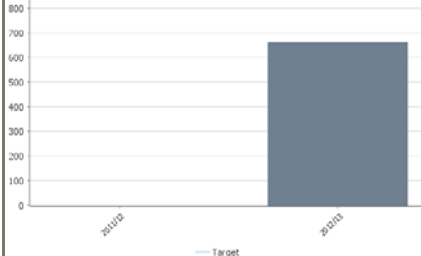
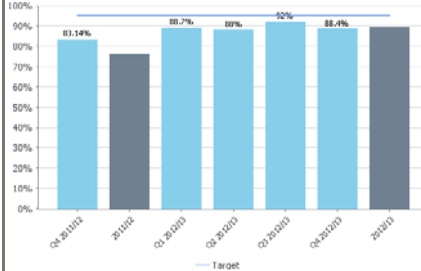
Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Child Protection Plans lasting 2 years or more		6.5%	12.3%	3.8%	6.4%	4.7%	7.1%	10.0%		
Looked after children cases which were reviewed within required timescales		79.4%	95.4%	94.2%	91.1%	87.5%	87.5%	95.0%		




Note	Chart
<p>11-Apr-2013 The teams have focused on reducing long-term child protection plans during the year. This has reduced the number of child protection plans open for over 2 years from 35 open at the end of March 2012 down to 12 at the end of March 2013. This is in line with our priority for reducing delay in child protection plans.</p>	
<p>08-May-2013 310 LAC reviews took place during the quarter, 16 of these were held out of timescale. However, the service has been able to improve the quality of reviews for children by ensuring the voice of the young person is reflected in the review. During the quarter, IROs visited 38% of children who became looked after during the quarter prior to their initial review and 49% of all the children reviewed during the quarter. This represents a continued improvement in performance during the year. Due to a staff vacancy which is being interviewed for next month, and delays in January due to bad weather, achieving the target proved difficult. Additionally there has been a delay in CISRS being notified of new cases which is being addressed with CSC. We continue to work with CSC to ensure that CISRS are notified promptly when children come into care in order that reviews can be arranged in timescale - it is envisaged that Framework1 will ensure significant improvements.</p>	

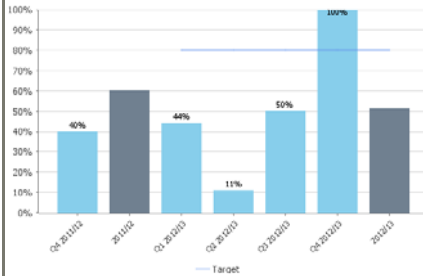
Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Percentage of child protection cases which were reviewed within required timescales		96.6%	99.6%	99.5%	98.3%	97.0%	97.0%	100.0%		
Care leavers in suitable accommodation		90.0%	91.7%	100.0%	100.0%	92.3%	94.9%	95.0%		

Note	Chart																					
<p>05-Apr-2013 Three review child protection conferences were held late during Q which affected 4 children. Overall, there were 118 Child Protection conferences (review and initial) or 253 children during the quarter. This represents a 24% increase on the previous quarter. Two of these late conferences were adjourned as they were inquorate and there was insufficient information available upon which to make appropriate quality decisions.</p>	 <table border="1"> <caption>Percentage of child protection conferences held on time</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>96.6%</td> <td>100.0%</td> </tr> <tr> <td>2012/13</td> <td>99.6%</td> <td>100.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>99.5%</td> <td>100.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>98.3%</td> <td>100.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>97.0%</td> <td>100.0%</td> </tr> <tr> <td>Q4 2012/13</td> <td>97.0%</td> <td>100.0%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	96.6%	100.0%	2012/13	99.6%	100.0%	Q1 2012/13	99.5%	100.0%	Q2 2012/13	98.3%	100.0%	Q3 2012/13	97.0%	100.0%	Q4 2012/13	97.0%	100.0%
Quarter	Value	Target																				
Q4 2011/12	96.6%	100.0%																				
2012/13	99.6%	100.0%																				
Q1 2012/13	99.5%	100.0%																				
Q2 2012/13	98.3%	100.0%																				
Q3 2012/13	97.0%	100.0%																				
Q4 2012/13	97.0%	100.0%																				
<p>11-Apr-2013 94.9% of our careleavers turning 19 this year were in suitable accommodation; just under our 95% target and an improvement on the 90% we attained last year.</p>	 <table border="1"> <caption>Percentage of care leavers in suitable accommodation</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>90.0%</td> <td>95.0%</td> </tr> <tr> <td>2012/13</td> <td>91.7%</td> <td>95.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>100.0%</td> <td>95.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>100.0%</td> <td>95.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>92.3%</td> <td>95.0%</td> </tr> <tr> <td>Q4 2012/13</td> <td>94.9%</td> <td>95.0%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	90.0%	95.0%	2012/13	91.7%	95.0%	Q1 2012/13	100.0%	95.0%	Q2 2012/13	100.0%	95.0%	Q3 2012/13	92.3%	95.0%	Q4 2012/13	94.9%	95.0%
Quarter	Value	Target																				
Q4 2011/12	90.0%	95.0%																				
2012/13	91.7%	95.0%																				
Q1 2012/13	100.0%	95.0%																				
Q2 2012/13	100.0%	95.0%																				
Q3 2012/13	92.3%	95.0%																				
Q4 2012/13	94.9%	95.0%																				

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Average time between a child entering care and moving in with adoptive family			Not measured for Quarters				660	625		N/A
LAC Participation in Reviews		76%	88.7%	88%	92%	88.4%	89.28%	95%		

Note	Chart																								
<p>25-Apr-2013 The central government target is proving challenging nationally and requires improvement in both the legal and adoption processes. Work is ongoing with the Medway courts to reduce delay in the legal process. Review to be undertaken of young people waiting to be matched with adopters to ensure that appropriate plans have been made and action taken to secure permanence for young people. Targeted and focused recruitment will take place over the coming year to consolidate improvement in the adoption team. Permanence planning meetings will take place to ensure permanence plans are made in a timely and appropriate manner throughout 2013/14. The role of the independent reviewing officer in securing permanence will be considered with an agreed Adoption Team Plan formulated by June 2013.</p>	 <table border="1"> <caption>Chart Data for Note 1</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>~660</td> <td>~625</td> </tr> <tr> <td>2013/13</td> <td>~660</td> <td>~625</td> </tr> </tbody> </table>	Year	Value	Target	2012/13	~660	~625	2013/13	~660	~625															
Year	Value	Target																							
2012/13	~660	~625																							
2013/13	~660	~625																							
<p>08-May-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. 26 children during the qtr did not participate in their reviews. More than half of these children are aged between 4 and 7 years. The CISRS aims to improve on this in the next qtr by tracking children</p>	 <table border="1"> <caption>Chart Data for Note 2</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2012/13</td> <td>81.14%</td> <td>95%</td> </tr> <tr> <td>2012/13</td> <td>88.7%</td> <td>95%</td> </tr> <tr> <td>Q1 2013/13</td> <td>88.7%</td> <td>95%</td> </tr> <tr> <td>Q2 2013/13</td> <td>88%</td> <td>95%</td> </tr> <tr> <td>Q3 2013/13</td> <td>92%</td> <td>95%</td> </tr> <tr> <td>Q4 2013/13</td> <td>88.4%</td> <td>95%</td> </tr> <tr> <td>2013/13</td> <td>89.28%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2012/13	81.14%	95%	2012/13	88.7%	95%	Q1 2013/13	88.7%	95%	Q2 2013/13	88%	95%	Q3 2013/13	92%	95%	Q4 2013/13	88.4%	95%	2013/13	89.28%	95%
Quarter	Value	Target																							
Q4 2012/13	81.14%	95%																							
2012/13	88.7%	95%																							
Q1 2013/13	88.7%	95%																							
Q2 2013/13	88%	95%																							
Q3 2013/13	92%	95%																							
Q4 2013/13	88.4%	95%																							
2013/13	89.28%	95%																							

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Children's participation in child protection conferences		60%	44%	11%	50%	100%	51.25%	80%		

Note	Chart																								
<p>who have not been visited by their IRO and ensuring that these children are monitored by the Principal Reviewing Officer. Frameworki will allow us to monitor this more effectively than with the previous system.</p> <p>08-May-2013 During Q4, there were 34 children over the age of 12 (the age at which it is felt that children are Fraser competent) who were the subject of a CPC. Of these, 9 were invited to attend their conference and all attended, equating to 100%. This is an improvement, partly due to CISRS automatically inviting children to their conferences unless specifically instructed not to by the social worker Children can participate in other ways in their conference. 33% of children aged over 12 who were invited to attend their conference met with their social worker to discuss the report with them. The wishes and feelings of the child were explicitly recorded in 63% of all social worker reports.</p> <p>CISRS are working with Young Lives Foundations to develop other formats for young people to express their wishes and feelings.</p> <p>The current performance indicator measures attendance at conference only, however for 2013/14 this indicator will be replaced by one which measures all forms of participation.</p>	 <table border="1"> <caption>Attendance Data from Chart</caption> <thead> <tr> <th>Quarter</th> <th>Attendance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>40%</td> <td>80%</td> </tr> <tr> <td>2011/12</td> <td>60%</td> <td>80%</td> </tr> <tr> <td>Q3 2012/13</td> <td>44%</td> <td>80%</td> </tr> <tr> <td>Q2 2012/13</td> <td>11%</td> <td>80%</td> </tr> <tr> <td>Q1 2012/13</td> <td>50%</td> <td>80%</td> </tr> <tr> <td>Q4 2012/13</td> <td>100%</td> <td>80%</td> </tr> <tr> <td>2012/13</td> <td>51.25%</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Attendance (%)	Target (%)	Q4 2011/12	40%	80%	2011/12	60%	80%	Q3 2012/13	44%	80%	Q2 2012/13	11%	80%	Q1 2012/13	50%	80%	Q4 2012/13	100%	80%	2012/13	51.25%	80%
Quarter	Attendance (%)	Target (%)																							
Q4 2011/12	40%	80%																							
2011/12	60%	80%																							
Q3 2012/13	44%	80%																							
Q2 2012/13	11%	80%																							
Q1 2012/13	50%	80%																							
Q4 2012/13	100%	80%																							
2012/13	51.25%	80%																							

Short Name	Success is
% of children becoming the subject of a child protection plan for a second or subsequent time within 2 years	

2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
	6.1%	10.5%	2.0%	2.9%	4.8%	7.0%		N/A




Note	Chart
25-Apr-2013 On target. Only 10 children have become subject of a child protection plan for a second or subsequent time.	





2.2 Champion high standards in schools

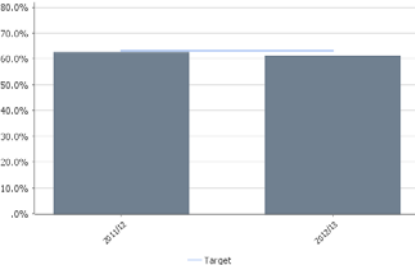
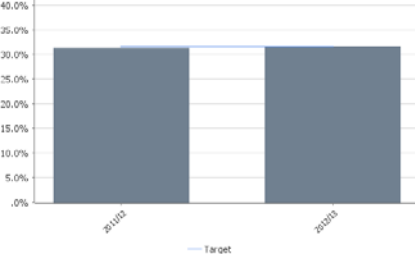
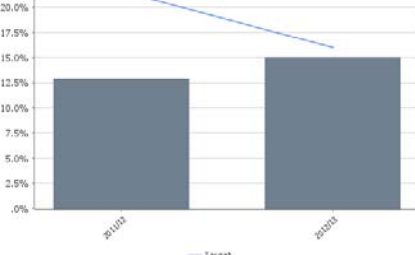
Short Name	Success is
Achievement at level 4 or above in both English and Maths at Key Stage 2	

2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
68.0%	Not measured for Quarters			72.5%	76.0%			

Note	Chart
29-Apr-2013 Following the checking exercise and appeals the figure has been confirmed as 72.5% for all schools in Medway, including Academies 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.	







Short Name	Success is
Achievement of 5 or more A* - C grades at GCSE or equivalent including English and Maths (LAA)	
Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest (LAA)	
Looked after children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and mathematics) (LAA)	

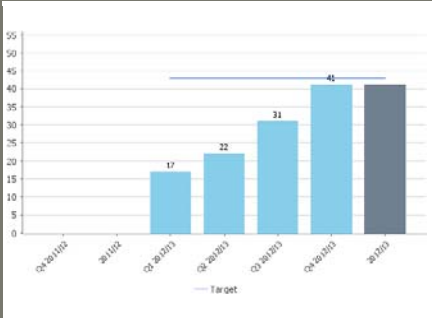
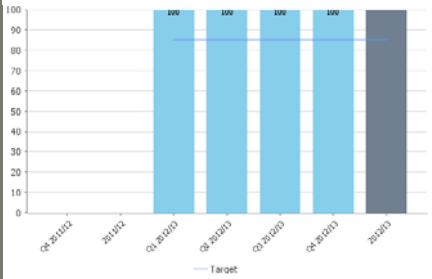
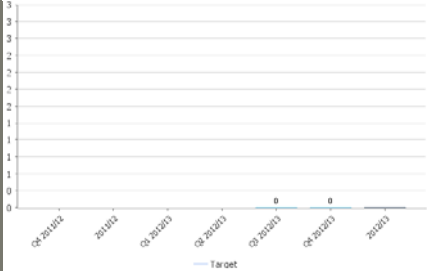
2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
62.5%	Not measured for Quarters			61.2%	63.0%			N/A
31.2%	Not measured for Quarters			31.5%	31.5%			N/A
12.9%	Not measured for Quarters			15.0%	16.0%			

Note	Chart
<p>29-Apr-2013 Following publication of the 2012 KS4 Performance Tables the validated figure is confirmed as 61.2% for all schools in Medway, including Academies. This is higher than the national average of 58.8% for state funded schools in England. Please note that a short term trend has not been included because the 2011/12 percentage excluded Academies. The trend for all schools in Medway has increased year on year for at least seven years.</p>	
<p>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.</p>	
<p>05-Apr-2013 The virtual headteacher has reported the figure as 15% following confirmation of the final cohort for the calculation. The size of the cohort reduced significantly between the point of target setting and the completion of year 11.</p>	

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13		
		Value	Value	Value	Value	Value	Value	Target	Status
The Special Educational Needs (SEN)/non-SEN gap – achieving 5 A* - C GCSE inc. English and Maths		46.4%	Not measured for Quarters			46.4%	49.0%		
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	34	41	N/A		N/A
% of young people who are absent from school for 15% or more days in the school year.		3.84%		8.5%	5.53%	5.96%	N/A		N/A

Note	Chart
29-Apr-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 previously reported to cabinet.	
05-Apr-2013 This quarter there were a total of 34 children identified as incoming pupils. However 27 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 schools directly.	
05-Apr-2013 The figures relate to statistics at the end of Term 3. The figures are normally highest in term one and decrease as the school year progresses. For primary school children the figure is 4.04%, for secondary 6.82%, for special schools 12.86% and for PRU 47.27%. A target of 3% PA has been set by Medway for the Primary Schools. Secondary Schools do not have a target figure.	

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13		Short Trend	
		Value	Value	Value	Value	Value	Value	Target		Status
% of governors attending governor training			17%	22%	31%	41%	41%	43%		N/A
% of those attending governor training who reported that the training was good or better			100%	100%	100%	100%	100%	85%		N/A
% of newly stated children placed in out of area maintained special schools			N/A	0%	0%	0%	0%	N/A		N/A

Note	Chart																					
02-Apr-2013 The current percentage of governors that have attended training is 2% less than the target that was set for the year. Arrangements have now been changed for new governors so that they are automatically booked onto their induction course when they become a new governor. This should improve the statistics for new governors attending induction training and hence overall figures for governors attending training.	 <table border="1"> <caption>Percentage of governors attending training</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>17</td> <td>43</td> </tr> <tr> <td>2011/12</td> <td>22</td> <td>43</td> </tr> <tr> <td>Q1 2012/13</td> <td>31</td> <td>43</td> </tr> <tr> <td>Q2 2012/13</td> <td>41</td> <td>43</td> </tr> <tr> <td>Q3 2012/13</td> <td>41</td> <td>43</td> </tr> <tr> <td>2012/13</td> <td>41</td> <td>43</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	17	43	2011/12	22	43	Q1 2012/13	31	43	Q2 2012/13	41	43	Q3 2012/13	41	43	2012/13	41	43
Period	Value	Target																				
Q4 2011/12	17	43																				
2011/12	22	43																				
Q1 2012/13	31	43																				
Q2 2012/13	41	43																				
Q3 2012/13	41	43																				
2012/13	41	43																				
02-Apr-2013 For Q4 100% good or better evaluations were received, exceeding our target for 85%	 <table border="1"> <caption>Percentage of good or better evaluations</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>100</td> <td>85</td> </tr> <tr> <td>2011/12</td> <td>100</td> <td>85</td> </tr> <tr> <td>Q1 2012/13</td> <td>100</td> <td>85</td> </tr> <tr> <td>Q2 2012/13</td> <td>100</td> <td>85</td> </tr> <tr> <td>Q3 2012/13</td> <td>100</td> <td>85</td> </tr> <tr> <td>2012/13</td> <td>100</td> <td>85</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	100	85	2011/12	100	85	Q1 2012/13	100	85	Q2 2012/13	100	85	Q3 2012/13	100	85	2012/13	100	85
Period	Value	Target																				
Q4 2011/12	100	85																				
2011/12	100	85																				
Q1 2012/13	100	85																				
Q2 2012/13	100	85																				
Q3 2012/13	100	85																				
2012/13	100	85																				
09-Apr-2013 24 Final Statements were issued in Q4: none of the pupils were placed in out of area maintained special schools	 <table border="1"> <caption>Percentage of pupils placed in out of area maintained special schools</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>0</td> <td>0</td> </tr> <tr> <td>2011/12</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q1 2012/13</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q2 2012/13</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q3 2012/13</td> <td>0</td> <td>0</td> </tr> <tr> <td>2012/13</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	0	0	2011/12	0	0	Q1 2012/13	0	0	Q2 2012/13	0	0	Q3 2012/13	0	0	2012/13	0	0
Period	Value	Target																				
Q4 2011/12	0	0																				
2011/12	0	0																				
Q1 2012/13	0	0																				
Q2 2012/13	0	0																				
Q3 2012/13	0	0																				
2012/13	0	0																				

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
% of newly stated children placed in INMS (Independent Non-Maintained Special provision)				2.6%	0%	8.3%	3.6%	N/A		N/A
Number of tribunal appeals contesting a named Medway provision				2	2	5	3	N/A		N/A
% of appeals withdrawn, upheld or refused				25%	10%	25%	20%	N/A		N/A

Note	Chart																
09-Apr-2013 24 Final Statements were issued in Q4: 2 of the pupils were placed in independent/non maintained schools as a result of their presenting needs.	<table border="1"> <caption>Final Statements Issued</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>Q3-2012/13</td><td>0</td></tr> <tr><td>Q4-2012/13</td><td>24</td></tr> <tr><td>Q1-2013/13</td><td>0</td></tr> <tr><td>Q2-2013/13</td><td>8.3</td></tr> <tr><td>2013/13</td><td>4</td></tr> </tbody> </table>	Period	Value	Q4-2011/12	0	2011/12	0	Q3-2012/13	0	Q4-2012/13	24	Q1-2013/13	0	Q2-2013/13	8.3	2013/13	4
Period	Value																
Q4-2011/12	0																
2011/12	0																
Q3-2012/13	0																
Q4-2012/13	24																
Q1-2013/13	0																
Q2-2013/13	8.3																
2013/13	4																
09-Apr-2013 5 Appeals against Medway maintained provision were received during this quarter	<table border="1"> <caption>Appeals against Medway maintained provision</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>Q3-2012/13</td><td>0</td></tr> <tr><td>Q4-2012/13</td><td>5</td></tr> <tr><td>Q1-2013/13</td><td>2</td></tr> <tr><td>Q2-2013/13</td><td>2</td></tr> <tr><td>2013/13</td><td>3</td></tr> </tbody> </table>	Period	Value	Q4-2011/12	0	2011/12	0	Q3-2012/13	0	Q4-2012/13	5	Q1-2013/13	2	Q2-2013/13	2	2013/13	3
Period	Value																
Q4-2011/12	0																
2011/12	0																
Q3-2012/13	0																
Q4-2012/13	5																
Q1-2013/13	2																
Q2-2013/13	2																
2013/13	3																
09-May-2013 25% (8 Appeals to the First Tier Tribunal were received between January and March: 2 were withdrawn)	<table border="1"> <caption>Appeals to the First Tier Tribunal</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>Q3-2012/13</td><td>0%</td></tr> <tr><td>Q4-2012/13</td><td>25%</td></tr> <tr><td>Q1-2013/13</td><td>10%</td></tr> <tr><td>Q2-2013/13</td><td>25%</td></tr> <tr><td>2013/13</td><td>20%</td></tr> </tbody> </table>	Period	Value	Q4-2011/12	0%	2011/12	0%	Q3-2012/13	0%	Q4-2012/13	25%	Q1-2013/13	10%	Q2-2013/13	25%	2013/13	20%
Period	Value																
Q4-2011/12	0%																
2011/12	0%																
Q3-2012/13	0%																
Q4-2012/13	25%																
Q1-2013/13	10%																
Q2-2013/13	25%																
2013/13	20%																







Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Ofsted school judgements showing trend of improvement - % schools judged good or better in Medway			12%	12%	10%	5%	5%	7%		N/A
Ofsted school judgements showing trend of improvement - Leadership & Management - % schools judged good or better in Medway			16%	16%	12%	7%	7%	12%		N/A
Ofsted school judgements showing trend of improvement - Quality of Teaching - % schools judged good or better in Medway			17%	17%	10%	6%	6%	10%		N/A

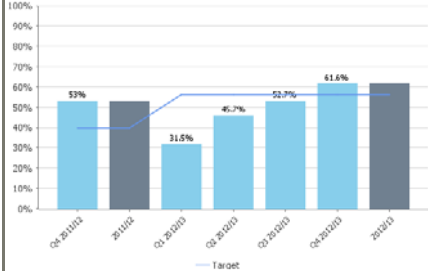
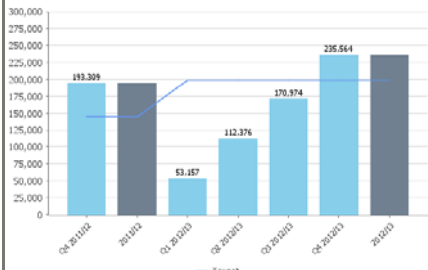
Note	Chart												
09-May-2013 This target measures the gap between Medway schools and national average for the percentage of schools judged good or better for overall effectiveness. At the end of quarter 4 65% of Medway schools, including Academies, were judged good or better compared to 70% of schools nationally in the 2011/12 HMCI report. This means that there is a gap of 5% between the performance of Medway Schools, and all schools nationally.	<table border="1"> <caption>Data for Overall Effectiveness Chart</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1-2012/13</td> <td>12%</td> </tr> <tr> <td>Q2-2012/13</td> <td>12%</td> </tr> <tr> <td>Q3-2012/13</td> <td>10%</td> </tr> <tr> <td>Q4-2012/13</td> <td>5%</td> </tr> <tr> <td>Target</td> <td>7%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1-2012/13	12%	Q2-2012/13	12%	Q3-2012/13	10%	Q4-2012/13	5%	Target	7%
Quarter	Percentage												
Q1-2012/13	12%												
Q2-2012/13	12%												
Q3-2012/13	10%												
Q4-2012/13	5%												
Target	7%												
09-May-2013 This target measures the gap between Medway schools and national average for the percentage of schools judged good or better for leadership and management. At the end of quarter 4 69% of Medway schools, including Academies, were judged good or better compared to 76% of schools nationally in the 2011/12 HMCI report. This means that there is a gap of 7% between the performance of Medway Schools, and all schools nationally.	<table border="1"> <caption>Data for Leadership & Management Chart</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <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>12%</td> </tr> <tr> <td>Q4-2012/13</td> <td>7%</td> </tr> <tr> <td>Target</td> <td>12%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1-2012/13	16%	Q2-2012/13	16%	Q3-2012/13	12%	Q4-2012/13	7%	Target	12%
Quarter	Percentage												
Q1-2012/13	16%												
Q2-2012/13	16%												
Q3-2012/13	12%												
Q4-2012/13	7%												
Target	12%												
09-May-2013 This target is for the gap between Medway schools and national average for the percentage of schools judged good or better for teaching. At the end of quarter 4 65% of Medway schools were judged good or better compared to 71% of schools nationally in the 2011/12 HMCI report. This means that there is a gap of 6% between the performance of Medway Schools, and all schools nationally.	<table border="1"> <caption>Data for Quality of Teaching Chart</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1-2012/13</td> <td>17%</td> </tr> <tr> <td>Q2-2012/13</td> <td>17%</td> </tr> <tr> <td>Q3-2012/13</td> <td>10%</td> </tr> <tr> <td>Q4-2012/13</td> <td>6%</td> </tr> <tr> <td>Target</td> <td>10%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1-2012/13	17%	Q2-2012/13	17%	Q3-2012/13	10%	Q4-2012/13	6%	Target	10%
Quarter	Percentage												
Q1-2012/13	17%												
Q2-2012/13	17%												
Q3-2012/13	10%												
Q4-2012/13	6%												
Target	10%												







Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Difference made to schools by Local Authority support - Schools in Special Measures			3	2	3	5	5	4		N/A
Difference made to schools by Local Authority support - Schools with a Notice to Improve			2	1	2	3	3	4		N/A
Difference made to schools by Local Authority support - Schools below floor threshold (LA maintained schools only)			12	6	7	7	7	6		N/A

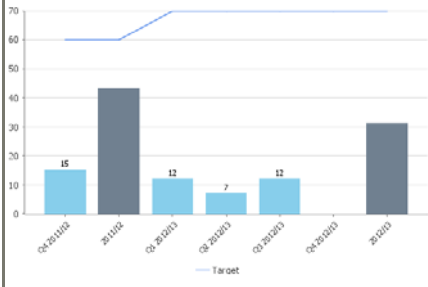
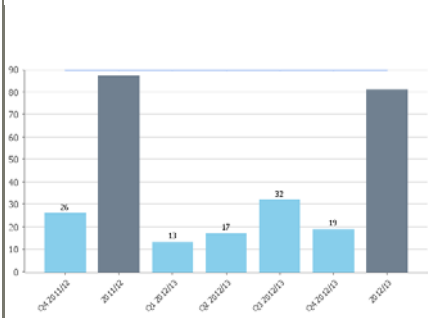
Note	Chart																
29-Apr-2013 The number of schools subject to special measures has increased to 5 during quarter 4. The schools are: New Road, Saxon Way, St Mary's Island, Allhallows and Kingfisher.	<table border="1"> <caption>Special Measures Chart Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4-2011/12</td><td>0</td></tr> <tr><td>2011/12</td><td>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>Q4-2012/13</td><td>5</td></tr> <tr><td>2012/13</td><td>5</td></tr> </tbody> </table>	Period	Value	Q4-2011/12	0	2011/12	0	Q1-2012/13	3	Q2-2012/13	2	Q3-2012/13	3	Q4-2012/13	5	2012/13	5
Period	Value																
Q4-2011/12	0																
2011/12	0																
Q1-2012/13	3																
Q2-2012/13	2																
Q3-2012/13	3																
Q4-2012/13	5																
2012/13	5																
28-Mar-2013 One school (Gordon Junior) was placed in an Ofsted category of concern - serious weaknesses, during quarter 4. Halling has a notice to improve and should be reinspected early in the next financial year. Sherwin Knight Junior was judged as having serious weaknesses in quarter 3 and should be reinspected before the end of the next financial year.	<table border="1"> <caption>Ofsted Category of Concern Chart 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>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>Q4-2012/13</td><td>3</td></tr> <tr><td>2012/13</td><td>3</td></tr> </tbody> </table>	Period	Value	Q4-2011/12	0	2011/12	0	Q1-2012/13	2	Q2-2012/13	1	Q3-2012/13	2	Q4-2012/13	3	2012/13	3
Period	Value																
Q4-2011/12	0																
2011/12	0																
Q1-2012/13	2																
Q2-2012/13	1																
Q3-2012/13	2																
Q4-2012/13	3																
2012/13	3																
29-Apr-2013 Figure remains at 7 as reported in quarter 3, comprising 6 primary schools and 1 secondary school.	<table border="1"> <caption>Schools Below Floor Threshold Chart 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>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>Q4-2012/13</td><td>7</td></tr> <tr><td>2012/13</td><td>7</td></tr> </tbody> </table>	Period	Value	Q4-2011/12	0	2011/12	0	Q1-2012/13	12	Q2-2012/13	6	Q3-2012/13	7	Q4-2012/13	7	2012/13	7
Period	Value																
Q4-2011/12	0																
2011/12	0																
Q1-2012/13	12																
Q2-2012/13	6																
Q3-2012/13	7																
Q4-2012/13	7																
2012/13	7																

2.3 Promote and encourage healthy lifestyles

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13		Short Trend	
		Value	Value	Value	Value	Value	Value	Target		Status
Percentage of children in Medway aged 0-4 attending a local Sure Start Children's Centre		53%	31.5%	45.7%	52.7%	61.6%	61.6%	56%		
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	235,564	235,564	199,000		

Note	Chart
<p>10-Apr-2013 The total number of different children aged 0-4 years attending a Medway Sure Start Children's Centre across the four quarters of 2012-13 was 10,649. This compares with a figure of 8,781 for the whole of 2011-12. The increase of over 21% 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. This indicator measures users as a proportion of the 0-5 population as a whole. The large majority of children attending a Children's Centre are in the 0-3 age bracket. More than 95% of children aged 3-5 years in Medway attend a publicly funded early education place in a pre-school or school.</p>	
<p>10-Apr-2013 The total number of attendances by children and families at Medway Sure Start Children's Centres in the four quarters of 2012-13 was 235,564, an increase of 42,255 attendances (22%) 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 of midwifery, health visiting and other services provided by partner agencies</p>	

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Smoking quits from pregnant women		43	12	7	12	N/A	31	70		
Numbers completing the MEND programme		87	13	17	32	19	81	90		



Note	Chart																					
<p>using the Children's Centre infrastructure. Increasingly the focus is on ensuring that the most vulnerable families within each local community receive the greatest support in a carefully targeted manner, so it is anticipated that the raw number of attendances will plateau, and will not continue to increase at the current rate.</p>																						
<p>09-Apr-2013 Data for Q4 due 17/6/13. An action plan has been agreed with Medway Foundation Trust (midwifery) to reduce the number of women smoking during pregnancy - this includes introducing routine CO testing of all pregnant women at 12 week scan and other clinics, improving accuracy of data collection relating to pregnant women smoking at the time of delivery, and to train 98% of all community midwives in stop smoking interventions.</p>	 <table border="1"> <caption>Smoking during pregnancy data</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>15</td> <td>70</td> </tr> <tr> <td>2011/12</td> <td>43</td> <td>70</td> </tr> <tr> <td>Q1-2012/13</td> <td>12</td> <td>70</td> </tr> <tr> <td>Q2-2012/13</td> <td>7</td> <td>70</td> </tr> <tr> <td>Q3-2012/13</td> <td>12</td> <td>70</td> </tr> <tr> <td>Q4-2012/13</td> <td>31</td> <td>70</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q4-2011/12	15	70	2011/12	43	70	Q1-2012/13	12	70	Q2-2012/13	7	70	Q3-2012/13	12	70	Q4-2012/13	31	70
Quarter	Actual	Target																				
Q4-2011/12	15	70																				
2011/12	43	70																				
Q1-2012/13	12	70																				
Q2-2012/13	7	70																				
Q3-2012/13	12	70																				
Q4-2012/13	31	70																				
<p>01-May-2013 5 completing MEND 5-7; 6 completing MEND 2-4; 8 completing MEND 7-13 for Q4. Outcomes, adherence and success rates for the MEND programme are consistent with last year, with children achieving results through attending the programme, although recruiting families to the programme is proving challenging. As a result we are trying a new approach for marketing the service, using proactive follow up calls to parents of children identified as obese on the National Child Measurement Programme. Early</p>	 <table border="1"> <caption>MEND programme completion data</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>26</td> <td>90</td> </tr> <tr> <td>2011/12</td> <td>87</td> <td>90</td> </tr> <tr> <td>Q1-2012/13</td> <td>13</td> <td>90</td> </tr> <tr> <td>Q2-2012/13</td> <td>17</td> <td>90</td> </tr> <tr> <td>Q3-2012/13</td> <td>32</td> <td>90</td> </tr> <tr> <td>Q4-2012/13</td> <td>19</td> <td>90</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q4-2011/12	26	90	2011/12	87	90	Q1-2012/13	13	90	Q2-2012/13	17	90	Q3-2012/13	32	90	Q4-2012/13	19	90
Quarter	Actual	Target																				
Q4-2011/12	26	90																				
2011/12	87	90																				
Q1-2012/13	13	90																				
Q2-2012/13	17	90																				
Q3-2012/13	32	90																				
Q4-2012/13	19	90																				




Short Name	Success is

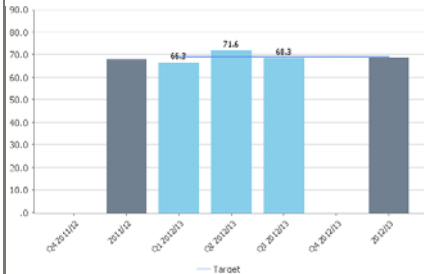
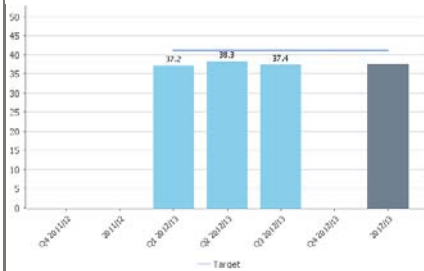
2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend

Note	Chart
indication is suggesting that this is proving successful, so this should result in higher numbers for the May programmes. In addition to this, we will be conducting a full review of the MEND programme during 2013, to assess uptake and outcomes, compared to other similar programmes.	

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

Short Name	Success is
Increase in breastfeeding rate at initiation at birth	
Increase in breastfeeding rate at 6-8 weeks	

2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
68.0	66.3	71.6	68.3	N/A	68.8	69.0		
	37.2	38.3	37.4	N/A	37.6	41		N/A




Note	Chart
10-Apr-2013 Q4 data is due in May 2013, and received direct from the dept of Health.	
10-May-2013 Q4 data is due in May 2013, and received direct from the dept of Health. Increasing breastfeeding rates is still a top priority in Medway and it has recently been identified as one of the priority actions for the newly formed Health and Wellbeing board. Given all of the recent changes in the NHS system it is now important to revisit the strategic	


Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend







Note	Chart
objectives of the infant feeding strategy and ensure the action plan remains a priority for all key stakeholders. The Director of Public Health will be hosting a summit in June 2013 to address this.	

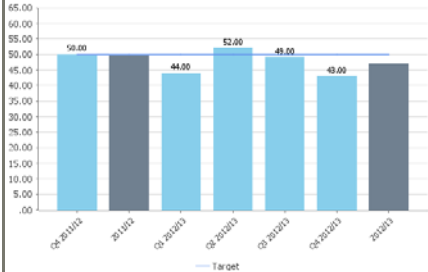
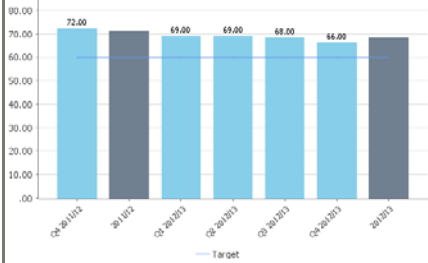
3.0 Everybody travelling easily around Medway

3.1 We will secure a reliable and efficient local transport network

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Average journey time along 6 primary transport corridors into Chatham (mins per mile)		2.54	2.71	2.22	2.82	2.65	2.59	4.00		

Note	Chart																
<p>08-May-2013 In Q4, this measure of congestion - the average journey time along the six strategic corridor routes into the boundary of Chatham town centre between 8am and 9am - has shown a slight decrease on Q3 - 2.82 minutes per mile down to 2.65 minutes per mile.</p> <p>The yearly outturn of 2.59 minutes per mile is slightly higher than in 2011-12, 2.54 minutes. However, this remains low when compared to the 2009-10 outturn of 3.49 minutes. This is a decrease of 26% over four years showing that lower congestion levels have improved overall journey times.</p> <p>The strategic corridor routes included in this measure are to be reviewed by a</p>	 <table border="1"> <caption>Average Journey Time (mins per mile)</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2010</td> <td>3.49</td> </tr> <tr> <td>2011/12</td> <td>2.54</td> </tr> <tr> <td>Q1-2013</td> <td>2.71</td> </tr> <tr> <td>Q2-2013</td> <td>2.22</td> </tr> <tr> <td>Q3-2013</td> <td>2.82</td> </tr> <tr> <td>Q4-2013</td> <td>2.65</td> </tr> <tr> <td>Target</td> <td>4.00</td> </tr> </tbody> </table>	Period	Value	Q4-2010	3.49	2011/12	2.54	Q1-2013	2.71	Q2-2013	2.22	Q3-2013	2.82	Q4-2013	2.65	Target	4.00
Period	Value																
Q4-2010	3.49																
2011/12	2.54																
Q1-2013	2.71																
Q2-2013	2.22																
Q3-2013	2.82																
Q4-2013	2.65																
Target	4.00																

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Satisfaction with road maintenance		49.75	44.00	52.00	49.00	43.00	47.00	50.00		
Satisfaction with pavement maintenance		71.00	69.00	69.00	68.00	66.00	68.00	60.00		

Note	Chart
working group of officers and members in 13-14.	
<p>08-May-2013 The level of customer satisfaction has decreased from 52% in Q3 to 49% in Q4, giving a yearly outturn of 47% against the target of 50%.</p> <p>29 Roads (including all main road sites) were resurfaced in 2012-13 - a total length of 8,800m. Three microsurfacing sites experienced delays due to inclement weather conditions and are now being resurfaced in 2013-14.</p>	
<p>08-May-2013 The level of customer satisfaction has decreased slightly from 68% in Q3 to 66% in Q4, contributing to a yearly outturn of 68%, higher than the annual target of 60%. 18 sites have been completed this year - a total length of 5,880m resurfaced.</p>	

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13		Short Trend	
		Value	Value	Value	Value	Value	Value	Target		Status
Satisfaction with the bus station			Not measured for Quarters				73%	N/A		N/A
Percentage of people who think Medway Council helps people travel easily around Medway		53.25	52.00	58.00	57.06	58.74	56.45	N/A		
Number of notices received to carry out works on the highway	N/A	5284	4454	3917	4969	18624	N/A		N/A	


Note	Chart																								
<p>10-Apr-2013 A survey took place w/c 18 March 2013, 351 surveys were completed. Nearly three quarters (73%) of those surveyed were satisfied or very satisfied with the bus station. However there was differences of opinion between age groups, particularly those who were 60+ (81 respondents) where just above 60% said they were satisfied or very satisfied. Main reasons for all respondents dissatisfaction were shelter from the elements, display screen glare and opening hours of the information centre. The results of the survey will be taken into account when developing improvements to the bus station.</p>	<table border="1"> <caption>Satisfaction with bus station</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>~73%</td> <td>~60%</td> </tr> <tr> <td>2012/13</td> <td>~73%</td> <td>~60%</td> </tr> </tbody> </table>	Year	Value	Target	2011/12	~73%	~60%	2012/13	~73%	~60%															
Year	Value	Target																							
2011/12	~73%	~60%																							
2012/13	~73%	~60%																							
<p>08-May-2013 In Q4, 58.7% of people thought the Council helped people to travel easily around Medway. This is an improvement on Q3 (57.1%) and on the Q4 in 2011-12 (54.0%). The yearly outturn of 56.5% is an improvement on the previous year of 53.3%.</p>	<table border="1"> <caption>Quarterly satisfaction percentages</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>54.00</td> <td>53.3%</td> </tr> <tr> <td>2011/12</td> <td>52.00</td> <td>53.3%</td> </tr> <tr> <td>Q1-2012/13</td> <td>52.00</td> <td>53.3%</td> </tr> <tr> <td>Q2-2012/13</td> <td>58.00</td> <td>53.3%</td> </tr> <tr> <td>Q3-2012/13</td> <td>57.06</td> <td>53.3%</td> </tr> <tr> <td>Q4-2012/13</td> <td>58.74</td> <td>53.3%</td> </tr> <tr> <td>2011/12</td> <td>56.45</td> <td>53.3%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4-2011/12	54.00	53.3%	2011/12	52.00	53.3%	Q1-2012/13	52.00	53.3%	Q2-2012/13	58.00	53.3%	Q3-2012/13	57.06	53.3%	Q4-2012/13	58.74	53.3%	2011/12	56.45	53.3%
Quarter	Value	Target																							
Q4-2011/12	54.00	53.3%																							
2011/12	52.00	53.3%																							
Q1-2012/13	52.00	53.3%																							
Q2-2012/13	58.00	53.3%																							
Q3-2012/13	57.06	53.3%																							
Q4-2012/13	58.74	53.3%																							
2011/12	56.45	53.3%																							
<p>25-Apr-2013 Quarter 4 is reported as the end of year and therefore cumulative total for the year. 18624, notices were received, 4513 were withdrawn or cancelled by the promoter, therefore 14111 works were carried out on the highway during this period. A total of 5559 inspections was carried out and a total of 523 defects were issued. Defects are in association with how the</p>	<table border="1"> <caption>Cumulative notices received</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>5284</td> <td>18624</td> </tr> <tr> <td>2011/12</td> <td>4454</td> <td>18624</td> </tr> <tr> <td>Q1-2012/13</td> <td>3917</td> <td>18624</td> </tr> <tr> <td>Q2-2012/13</td> <td>4969</td> <td>18624</td> </tr> <tr> <td>Q3-2012/13</td> <td>18624</td> <td>18624</td> </tr> <tr> <td>2012/13</td> <td>18624</td> <td>18624</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4-2011/12	5284	18624	2011/12	4454	18624	Q1-2012/13	3917	18624	Q2-2012/13	4969	18624	Q3-2012/13	18624	18624	2012/13	18624	18624			
Quarter	Value	Target																							
Q4-2011/12	5284	18624																							
2011/12	4454	18624																							
Q1-2012/13	3917	18624																							
Q2-2012/13	4969	18624																							
Q3-2012/13	18624	18624																							
2012/13	18624	18624																							

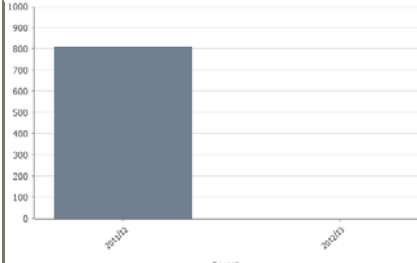
Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend







Note	Chart
works are being carried out or how they have been reinstated i.e. the highway not being in a satisfactory condition following the works. Over the final quarter Medway has continued to see 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.	

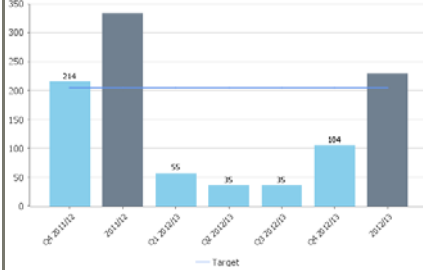
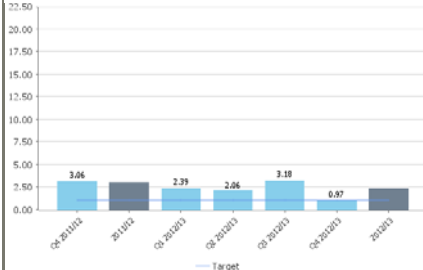
4.0 Everyone benefiting from the area's regeneration

4.1 Decent new homes and quality of existing housing

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Net additional homes provided		809	Not measured for Quarters				815	N/A	N/A	

Note	Chart
08-Apr-2013 Construction activity remains good with a number of sites completed and new sites started - this despite the very difficult economic outlook. Actual completion figures are only available on an annual basis. These will be available in August.	

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Number of affordable homes delivered		333	55	35	35	104	229	204		
Average length of stay in B&B accommodation of households with dependent children or pregnant woman (weeks)		2.96	2.39	2.06	3.18	0.97	2.32	1.00		







Note	Chart
<p>15-Apr-2013 Despite the slow down in the housing market we have been able to achieve the target. This represents an investment of more than £25m in affordable housing.</p>	
<p>23-Apr-2013 Despite the 43% (126 in qtr 3 to 181 in qtr 4) increase in homeless applications from qtr 3 to qtr 4 the number of households placed in B&B during qtr 4 has reduced by 45% (24 households in qtr 3 to 13 households in qtr 4) from qtr 3. The length of stay in B&B is on target for qtr 4 and is the lowest it has been during 12/13.</p>	

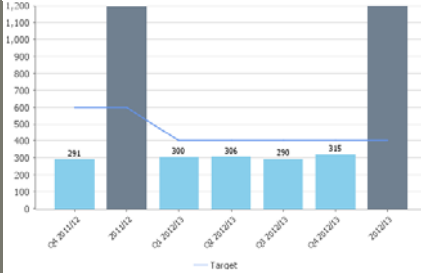
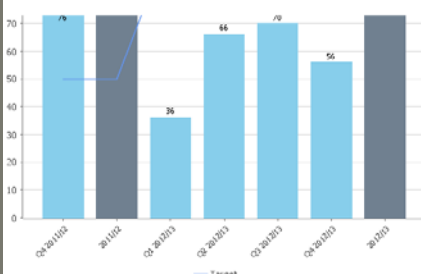
4.2 People have the skills to take up job opportunities

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13		Status	Short Trend	Note	Chart
		Value	Value	Value	Value	Value	Value	Target				
16 to 18 year olds who are not in education, employment or training (NEET)		6.6%	6.2%	6.9%	6.5%	6.8%	6.6%	5.8%			26-Apr-2013 Final NEET figures for Q4 to March 31st are at 6.8%. This is an improvement on 7.3% at the end of March 2012, but marginally up on Q3 NEET figure of 6.5%	
Care leavers in education, employment or training		40.0%	58.3%	40.0%	44.4%	53.8%	51.3%	60.0%			09-May-2013 51.3% of our careleavers turning 19 this year were in employment, training or education; under our 60% target, but an improvement on the 40% we attained last year. 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 have been commissioned to provide a PA two days a week to work with our young people who are NEET, along with a youth worker based in the MILAC team two mornings a week. The Government have announced that the Youth Contract is being extended, with the criteria changed so that our 16 & 17 year olds who are or were in care are now eligible to get tailored help into	

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
The number of intensive assists to local businesses		514	73	50	66	314	503	160		
Number of jobs created and safeguarded through intensive assists		530	16	153	63	43	275	360		

Note	Chart																
work, education and employment and a number of our careleavers are now signed up for this.																	
<p>09-May-2013 In Q4, 83 intensive assists were delivered to local businesses. This includes two Masterclasses at Innovation Centre Medway and one workshop regarding trading with Russia. In addition, 20 businesses attended a workforce development event in January and 42 businesses attended the TIGER (Thames Gateway Innovation, Growth and Enterprise) funding launch in March.</p> <p><i>For Quarters 1-3 we omitted to include 1-2-1 advice surgeries and workshops supplied through Business Support Kent (231). These have been added to Q4 (83).</i></p>	<table border="1"> <caption>Intensive Assists Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>172</td> </tr> <tr> <td>2012/13</td> <td>503</td> </tr> <tr> <td>Q1 2012/13</td> <td>73</td> </tr> <tr> <td>Q2 2012/13</td> <td>50</td> </tr> <tr> <td>Q3 2012/13</td> <td>66</td> </tr> <tr> <td>Q4 2012/13</td> <td>314</td> </tr> <tr> <td>Target</td> <td>160</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	172	2012/13	503	Q1 2012/13	73	Q2 2012/13	50	Q3 2012/13	66	Q4 2012/13	314	Target	160
Period	Value																
Q4 2011/12	172																
2012/13	503																
Q1 2012/13	73																
Q2 2012/13	50																
Q3 2012/13	66																
Q4 2012/13	314																
Target	160																
<p>09-May-2013 The numbers of enquiries from companies to us about new premises in the Medway area actually increased by 39% in 2012-13 compared to the previous year. On research and follow up to these enquiries a number have been from companies that are seeking to expand and create jobs. As part of a partnership consortium with Kent County Council and North Kent boroughs plus Thurrock, we have recently secured £20 million of funds from the government's Regional Growth Fund. These finances provide an opportunity for local companies to bid</p>	<table border="1"> <caption>Enquiries from Companies Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>154</td> </tr> <tr> <td>2012/13</td> <td>275</td> </tr> <tr> <td>Q1 2012/13</td> <td>16</td> </tr> <tr> <td>Q2 2012/13</td> <td>153</td> </tr> <tr> <td>Q3 2012/13</td> <td>63</td> </tr> <tr> <td>Q4 2012/13</td> <td>43</td> </tr> <tr> <td>Target</td> <td>360</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	154	2012/13	275	Q1 2012/13	16	Q2 2012/13	153	Q3 2012/13	63	Q4 2012/13	43	Target	360
Period	Value																
Q4 2011/12	154																
2012/13	275																
Q1 2012/13	16																
Q2 2012/13	153																
Q3 2012/13	63																
Q4 2012/13	43																
Target	360																

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13		Short Trend
		Value	Value	Value	Value	Value	Value	Target	
New registrations by local people accessing employment support services		1,193	300	306	290	315	1,211	400	 
Employment that has lasted 26 weeks		159	36	66	70	56	228	100	 


Note	Chart
<p>for interest free loans to support their growth and job expansion. We believe that this new programme - called TIGER - alongside the Council's existing business finance schemes - offers an excellent opportunity for Medway businesses to create more jobs and for new business investors to come into Medway.</p> <p>This figure does not include apprenticeships that the council has assisted businesses with, a total of 85 (5 internships) this year. If these had been included in the original definition we would have achieved the target.</p>	
<p>26-Apr-2013 Employ Medway continues to exceed targets for the number of people accessing employment support services. In 2012-13, a total of 1,211 customers registered for our services, consistent with 2011-12.</p>	
<p>26-Apr-2013 In Q4, Employ Medway helped 56 customers sustain employment beyond 6 months, a total of 228 for 2012-13. This represents an increase of 43% on 2011-12.</p> <p>The Work Programme Partnership helped 46 long term unemployed customers to sustain in employment beyond 6 months. This demonstrates a 74% retention rate at the 6 month stage for all customers who find work,</p>	



Short Name	Success is

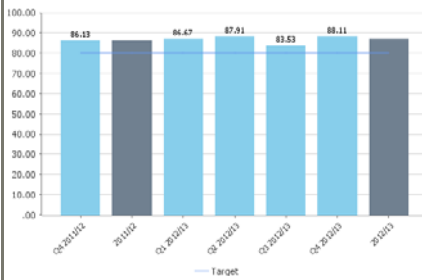
2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend

Note	Chart
up 4% on Q3. In addition, through our GAPS apprenticeship programme a further 10 customers have sustained employment beyond 6 months.	

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






Short Name	Success is
Leisure - Level of user satisfaction (% satisfied)	

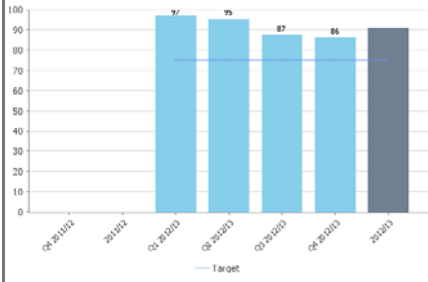
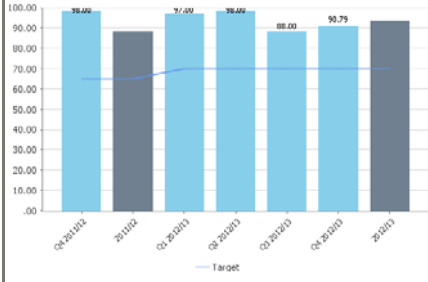
2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
85.95	86.67	87.91	83.53	88.11	86.97	80.00		

Note	Chart
08-May-2013 The local surveys closely match the Q4 tracker data. The surveys were carried out at Echoes Gyms, Splashes Leisure Pool and Deangate Golf & Sports Complex as per the survey schedule. The combined result was 88%. The results for the gyms were particularly high (92). The results for Deangate were lower than anticipated under the "Quality Of Facilities" heading (51%). This is due to the poor weather during Q4 (persistent rain and heavy snow) so the course has been closed. We expect satisfaction levels to improve quickly as the weather improves.	

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Number of visitors to tourist attractions in Medway		734114	219098	501545	635490	740956	740956	700000		
User satisfaction with events		85.00	93.00	95.00	88.19	N/A	92.06	80.00		
User satisfaction with museums and galleries		82.63	96.00	94.00	82.00	93.00	91.25	70.00		







Note	Chart																
<p>08-May-2013 This quarterly figure shows the cumulative figure the number of visitors to tourist attractions across Medway in 2012-13. As figures for March have not all been received yet there are some estimates for March 2013 figures.</p> <p>This figure shows a 1% increase on 2011/12 and is the highest figure since our records began in 1990.</p>	<table border="1"> <caption>Cumulative Visitor Numbers</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1-2011/12</td> <td>734,114</td> </tr> <tr> <td>2011/12</td> <td>734,114</td> </tr> <tr> <td>Q1-2012/13</td> <td>2,190,988</td> </tr> <tr> <td>Q2-2012/13</td> <td>5,015,455</td> </tr> <tr> <td>Q3-2012/13</td> <td>6,354,900</td> </tr> <tr> <td>Q4-2012/13</td> <td>7,409,556</td> </tr> <tr> <td>2012/13</td> <td>7,409,556</td> </tr> </tbody> </table>	Period	Value	Q1-2011/12	734,114	2011/12	734,114	Q1-2012/13	2,190,988	Q2-2012/13	5,015,455	Q3-2012/13	6,354,900	Q4-2012/13	7,409,556	2012/13	7,409,556
Period	Value																
Q1-2011/12	734,114																
2011/12	734,114																
Q1-2012/13	2,190,988																
Q2-2012/13	5,015,455																
Q3-2012/13	6,354,900																
Q4-2012/13	7,409,556																
2012/13	7,409,556																
<p>08-May-2013 There were no major Medway Council events held this quarter. From a recent Audit Committee report recommendation for 2013/14 we will be reviewing how we evaluate the economic and health and well being impact of the events programme for the Medway area.</p>	<table border="1"> <caption>User Satisfaction Percentages</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1-2011/12</td> <td>85.00</td> </tr> <tr> <td>2011/12</td> <td>85.00</td> </tr> <tr> <td>Q1-2012/13</td> <td>93.00</td> </tr> <tr> <td>Q2-2012/13</td> <td>95.00</td> </tr> <tr> <td>Q3-2012/13</td> <td>88.19</td> </tr> <tr> <td>Q4-2012/13</td> <td>91.25</td> </tr> <tr> <td>2012/13</td> <td>92.06</td> </tr> </tbody> </table>	Period	Value	Q1-2011/12	85.00	2011/12	85.00	Q1-2012/13	93.00	Q2-2012/13	95.00	Q3-2012/13	88.19	Q4-2012/13	91.25	2012/13	92.06
Period	Value																
Q1-2011/12	85.00																
2011/12	85.00																
Q1-2012/13	93.00																
Q2-2012/13	95.00																
Q3-2012/13	88.19																
Q4-2012/13	91.25																
2012/13	92.06																
<p>11-Apr-2013 Quarter 4 was the first quarter where user survey information has been obtained rather than using tracker information. Quarter 4 tracker information reports 83% satisfaction. 129 user surveys were completed at the Museum, however, footfall was 11,587 and therefore represents 1.1% return. The user survey for quarter 4 was a pilot to review how the survey would be received. Officers are looking at ways to increase the number of returns - 22% of the user surveys were completed by children and so we are currently designing a child specific survey.</p>	<table border="1"> <caption>User Satisfaction Percentages (Detailed)</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1-2011/12</td> <td>82.63</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>Q4-2012/13</td> <td>91.25</td> </tr> <tr> <td>2012/13</td> <td>91.25</td> </tr> </tbody> </table>	Period	Value	Q1-2011/12	82.63	2011/12	82.63	Q1-2012/13	96.00	Q2-2012/13	94.00	Q3-2012/13	82.00	Q4-2012/13	91.25	2012/13	91.25
Period	Value																
Q1-2011/12	82.63																
2011/12	82.63																
Q1-2012/13	96.00																
Q2-2012/13	94.00																
Q3-2012/13	82.00																
Q4-2012/13	91.25																
2012/13	91.25																

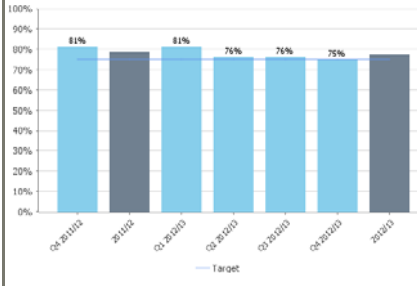
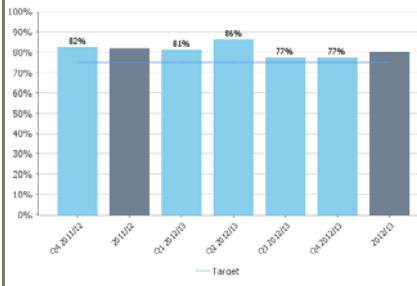
Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Satisfaction with libraries			97	95	87	86	91	75		N/A
User satisfaction with theatres		88.00	97.00	98.00	88.00	90.79	93.45	70.00		



Note	Chart														
<p>09-May-2013 2012/13-performance in LIB4 reflects a year continually well above target. This supports the enormous amount of work that has gone into marketing the service, particularly events and is reflected in an increase in visitor figures. The libraries service has again achieved Customer Service Excellence accreditation.</p>	 <table border="1"> <caption>LIB4 Performance Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>97</td></tr> <tr><td>2012/13</td><td>95</td></tr> <tr><td>Q1 2012/13</td><td>87</td></tr> <tr><td>Q2 2012/13</td><td>86</td></tr> <tr><td>Q3 2012/13</td><td>91</td></tr> <tr><td>Q4 2012/13</td><td>75</td></tr> </tbody> </table>	Period	Value	Q4 2011/12	97	2012/13	95	Q1 2012/13	87	Q2 2012/13	86	Q3 2012/13	91	Q4 2012/13	75
Period	Value														
Q4 2011/12	97														
2012/13	95														
Q1 2012/13	87														
Q2 2012/13	86														
Q3 2012/13	91														
Q4 2012/13	75														
<p>11-Apr-2013 Direct user surveys commenced in December 2012, surveys are distributed by staff after each show. Information shown for quarter 4 is a culmination of data collected between December 12 and February 13; 76 user surveys were completed. Quarter 4 tracker information reports 88% satisfaction. Officers are looking at ways to increase the number of returns.</p>	 <table border="1"> <caption>Direct User Surveys Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>98.00</td></tr> <tr><td>2012/13</td><td>97.00</td></tr> <tr><td>Q1 2012/13</td><td>98.00</td></tr> <tr><td>Q2 2012/13</td><td>88.00</td></tr> <tr><td>Q3 2012/13</td><td>90.79</td></tr> </tbody> </table>	Period	Value	Q4 2011/12	98.00	2012/13	97.00	Q1 2012/13	98.00	Q2 2012/13	88.00	Q3 2012/13	90.79		
Period	Value														
Q4 2011/12	98.00														
2012/13	97.00														
Q1 2012/13	98.00														
Q2 2012/13	88.00														
Q3 2012/13	90.79														


5.0 Safe, clean and green Medway

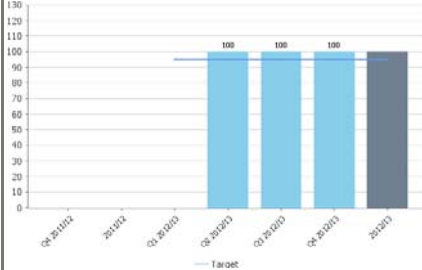
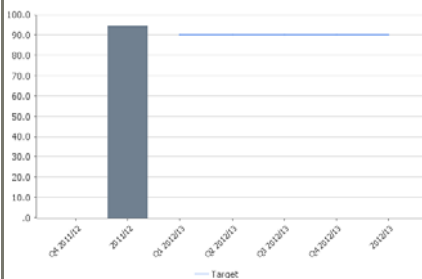
5.1 We will improve public confidence and feelings of safety

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
User satisfaction with trading standards		78.25 %	81%	76%	76%	75%	77%	75%		
User satisfaction with environmental health		81.75 %	81%	86%	77%	77%	80.25 %	75%		




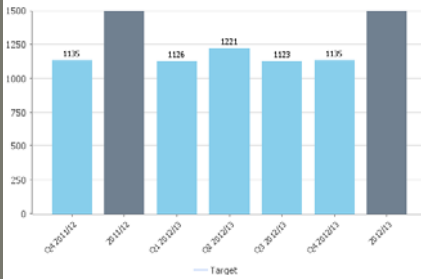
Note	Chart																		
<p>08-May-2013 A direct user survey was set to start in December 2012. This has been delayed while we ensure that our Customer Contact systems are designed to allow us to obtain permission to contact users to collect this satisfaction information.</p> <p>Information will be available from this survey from quarter 1 13/14. As an interim figures shown here are from the latest tracker information.</p>	 <table border="1"> <caption>Satisfaction with trading standards</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>81%</td> <td>75%</td> </tr> <tr> <td>2011/12</td> <td>76%</td> <td>75%</td> </tr> <tr> <td>Q1 2012/13</td> <td>76%</td> <td>75%</td> </tr> <tr> <td>Q2 2012/13</td> <td>75%</td> <td>75%</td> </tr> <tr> <td>2012/13</td> <td>75%</td> <td>75%</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	81%	75%	2011/12	76%	75%	Q1 2012/13	76%	75%	Q2 2012/13	75%	75%	2012/13	75%	75%
Period	Value	Target																	
Q4 2011/12	81%	75%																	
2011/12	76%	75%																	
Q1 2012/13	76%	75%																	
Q2 2012/13	75%	75%																	
2012/13	75%	75%																	
<p>03-Apr-2013 A direct user survey was scheduled to be introduced in December 2012. There has been a delay due to Data Protection Regulations of the use of names and addresses and Customer Call Centre scripting to obtain customer feedback. Information will be available from this survey from quarter 1 13/14. As an interim figures shown here are from the latest tracker information.</p>	 <table border="1"> <caption>Satisfaction with environmental health</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>82%</td> <td>75%</td> </tr> <tr> <td>2011/12</td> <td>81%</td> <td>75%</td> </tr> <tr> <td>Q1 2012/13</td> <td>86%</td> <td>75%</td> </tr> <tr> <td>Q2 2012/13</td> <td>77%</td> <td>75%</td> </tr> <tr> <td>2012/13</td> <td>77%</td> <td>75%</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	82%	75%	2011/12	81%	75%	Q1 2012/13	86%	75%	Q2 2012/13	77%	75%	2012/13	77%	75%
Period	Value	Target																	
Q4 2011/12	82%	75%																	
2011/12	81%	75%																	
Q1 2012/13	86%	75%																	
Q2 2012/13	77%	75%																	
2012/13	77%	75%																	





Short Name	Success is
Council attendance at PACTS and SACTS where notified a fortnight in advance	
Percentage of people who feel Medway is safe	

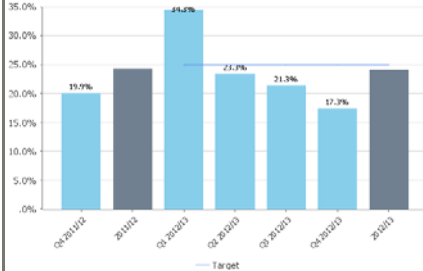

2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
		100%	100%	100%	100%	95%		N/A
	94.3%					90.0%		N/A

Note	Chart
<p>25-Apr-2013 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 23, although the team attended a total of 138 community engagements including surgeries and healthy walks and neighbourhood panel meetings.</p>	
<p>08-May-2013 Results are taken from the Crime Victim Survey and are supplied by the Police. Figures are produced on a rolling year basis and therefore it is not possible to provide a quarterly figure. The rolling year data for March has not yet been published, but the latest available figures to the end of December 2012 show the percentage of people feeling safe or very safe overall to be 94.4%.</p>	







5.2 We will help to prevent and reduce domestic abuse

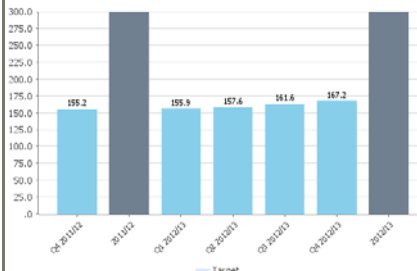
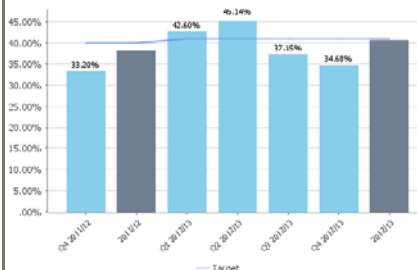
Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			Note	Chart															
		Value	Value	Value	Value	Value	Value	Target	Status			Short Trend														
Number of incidents of domestic abuse		4248	1126	1221	1123	1135	4605	N/A	 	<p>23-Apr-2013 Medway Council has entered into joint commissioning arrangements with KCC, Kent district councils, Kent Fire and Rescue, Kent Police, health and criminal justice to provide IDVA support for high-risk victims of domestic violence across Kent and Medway, to provide support for those at high risk of domestic violence. The new provider, Kent Domestic Abuse Consortium, will provide risk-managed focussed support for MARAC and IDVA support at the 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 signalled her support by agreeing to fund the police contribution. The commissioning will be facilitated through Kent Probation.</p> <p>In 2012/13, 115 professionals attended multi-agency domestic abuse training.</p> <p>The Kent and Medway Domestic Abuse Website was launched in November 2012. The website has received 3,735 hits since its launch.</p> <p>Kent and Medway were the recipients of a Home Office-funded benchmark review of domestic abuse arrangements in February. The feedback report identified good partnership arrangements that were well linked</p>	 <table border="1"> <caption>Quarterly Values for 2012/13</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2012/13</td> <td>1126</td> <td>4605</td> </tr> <tr> <td>Q2 2012/13</td> <td>1221</td> <td>4605</td> </tr> <tr> <td>Q3 2012/13</td> <td>1123</td> <td>4605</td> </tr> <tr> <td>Q4 2012/13</td> <td>1135</td> <td>4605</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2012/13	1126	4605	Q2 2012/13	1221	4605	Q3 2012/13	1123	4605	Q4 2012/13	1135	4605
Quarter	Value	Target																								
Q1 2012/13	1126	4605																								
Q2 2012/13	1221	4605																								
Q3 2012/13	1123	4605																								
Q4 2012/13	1135	4605																								







Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
% of repeat victims of domestic abuse		24.2%	34.3%	23.3%	21.3%	17.3%	24.0%	25.0%		
Impact of domestic abuse on children's safety										

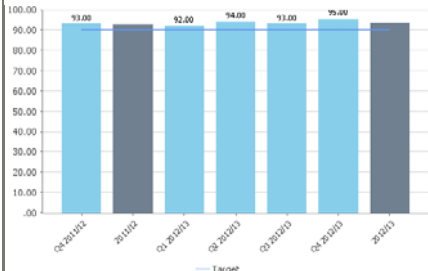
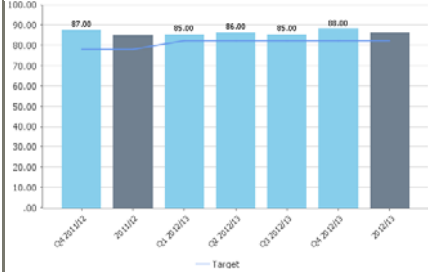
Note	Chart																					
across boundaries, with real strategic commitment.																						
<p>23-Apr-2013 While the number of reported incidents of domestic abuse is remaining fairly constant, quarter on quarter, the repeat rate has been steadily falling from the start of the year. While this is to be welcomed, the reasons behind the reducing trend are not immediately apparent, though Kent Police's policy stance on dealing with offenders has toughened, and better support arrangements are in place for victims. National research indicates that effective IDVA support reduces offending behaviour.</p>	 <table border="1"> <caption>Repeat Rate of Domestic Abuse</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>19.9%</td> <td>25.0%</td> </tr> <tr> <td>2011/12</td> <td>34.3%</td> <td>25.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>23.3%</td> <td>25.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>21.3%</td> <td>25.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>17.3%</td> <td>25.0%</td> </tr> <tr> <td>2012/13</td> <td>24.0%</td> <td>25.0%</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	19.9%	25.0%	2011/12	34.3%	25.0%	Q1 2012/13	23.3%	25.0%	Q2 2012/13	21.3%	25.0%	Q3 2012/13	17.3%	25.0%	2012/13	24.0%	25.0%
Period	Value	Target																				
Q4 2011/12	19.9%	25.0%																				
2011/12	34.3%	25.0%																				
Q1 2012/13	23.3%	25.0%																				
Q2 2012/13	21.3%	25.0%																				
Q3 2012/13	17.3%	25.0%																				
2012/13	24.0%	25.0%																				
<p>02-May-2013 In Q3 a pilot was launched that involves the police sending notifications of medium domestic abuse incidents to health colleagues and to the Council's System Support team to check which school the children in question attend in order to inform the school. Initially, the pilot focused on five wards with high number of domestic abuse incidents. The pilot has now been expanded to include more schools over a wider area of Medway so that outcomes can be demonstrated sufficiently. The progress of the pilot will be closely monitored by the MSCB and statutory partners in 2013-14.</p>	 <table border="1"> <caption>Impact of Domestic Abuse on Children's Safety</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>0%</td> <td>0%</td> </tr> <tr> <td>2011/12</td> <td>0%</td> <td>0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>0%</td> <td>0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>0%</td> <td>0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>0%</td> <td>0%</td> </tr> <tr> <td>2012/13</td> <td>0%</td> <td>0%</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	0%	0%	2011/12	0%	0%	Q1 2012/13	0%	0%	Q2 2012/13	0%	0%	Q3 2012/13	0%	0%	2012/13	0%	0%
Period	Value	Target																				
Q4 2011/12	0%	0%																				
2011/12	0%	0%																				
Q1 2012/13	0%	0%																				
Q2 2012/13	0%	0%																				
Q3 2012/13	0%	0%																				
2012/13	0%	0%																				

5.3 We will increase recycling, reducing waste to landfill sites

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13		Status	Short Trend
		Value	Value	Value	Value	Value	Value	Target		
Residual household waste - kg per household		658.8	155.9	157.6	161.6	167.2	647.8	792.0		
Percentage of household waste sent for reuse, recycling and composting		38.10 %	42.60 %	45.14 %	37.15 %	34.68 %	40.61 %	41.00 %		

Note	Chart
<p>08-Apr-2013 Quarter 4 data is estimated; but we have seen a constantly low tonnage of residual household waste, dropping from 658.8 tonnes last year.</p> <p>Residual waste tonnages can be affected by external factor such as the economic climate. We continue to see improvements since the new waste contracts were implemented in October 2010. These have led to an increase in the amount of waste recycled both via the kerbside dry and organic service and at the household waste sites.</p> <p>Please note, these figures are subject to external validation by Waste Data Flow, the statutory instrument for reporting waste information, during November 2012</p>	
<p>08-May-2013 The recycling data for Q4 is estimated, but indications are we will achieve a recycling rate of around 40.6%. Even though this is below target, it is still over 2% higher than last years rate of 38.1%.</p> <p>This increase can be attributed to decreasing residual waste tonnages and increasing recycling tonnages at both the kerbside for the dry recycling and organic waste and the percentage of waste recycled at the household waste</p>	







Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Satisfaction with refuse collection		92.75	92.00	94.00	93.00	95.00	93.50	90.00		
Satisfaction with recycling facilities		84.50	85.00	86.00	85.00	88.00	86.00	82.00		

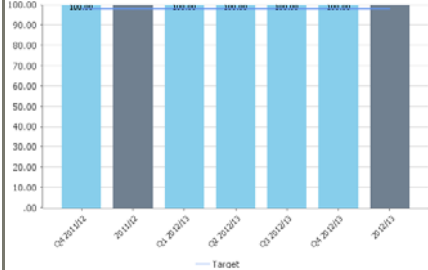
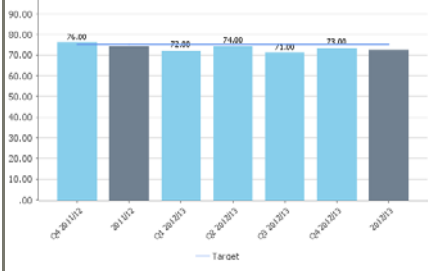
Note	Chart																								
<p>sites.</p> <p>Please note all 2012-13 figures are subject change due for external validation by Waste Data Flow, the statutory instrument for reporting waste information, during November 2013. Benchmarking data for 2012-13 will be available in November 2013</p>																									
<p>08-Apr-2013 This extremely high satisfaction level reflects our reliable, simple, consistent collection service, and has remained high throughout the year.</p>	 <table border="1"> <caption>Satisfaction with refuse collection</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>91.00</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>95.00</td><td>90.00</td></tr> <tr><td>Q4 2012/13</td><td>93.50</td><td>90.00</td></tr> <tr><td>2012/13</td><td>92.75</td><td>90.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	91.00	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	95.00	90.00	Q4 2012/13	93.50	90.00	2012/13	92.75	90.00
Period	Value	Target																							
Q4 2011/12	91.00	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	95.00	90.00																							
Q4 2012/13	93.50	90.00																							
2012/13	92.75	90.00																							
<p>08-Apr-2013 Satisfaction levels continue to rise. At 86% this is the highest annual satisfaction level recorded for the recycling facilities offered in Medway.</p>	 <table border="1"> <caption>Satisfaction with recycling facilities</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>84.50</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>88.00</td><td>82.00</td></tr> <tr><td>Q4 2012/13</td><td>86.00</td><td>82.00</td></tr> <tr><td>2012/13</td><td>84.50</td><td>82.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	84.50	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	88.00	82.00	Q4 2012/13	86.00	82.00	2012/13	84.50	82.00
Period	Value	Target																							
Q4 2011/12	84.50	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	88.00	82.00																							
Q4 2012/13	86.00	82.00																							
2012/13	84.50	82.00																							

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





Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13		Status	Short Trend
		Value	Value	Value	Value	Value	Value	Target		
Improved street and environmental cleanliness: Litter		96.63	96.33	95.50	96.33	97.33	96.37	95.00		
Improved street and environmental cleanliness: Detritus		95.00	96.00	94.67	93.00	92.00	93.92	92.00		
Improved street and environmental cleanliness: Graffiti		99.58	100.00	100.00	100.00	100.00	100.00	96.00		

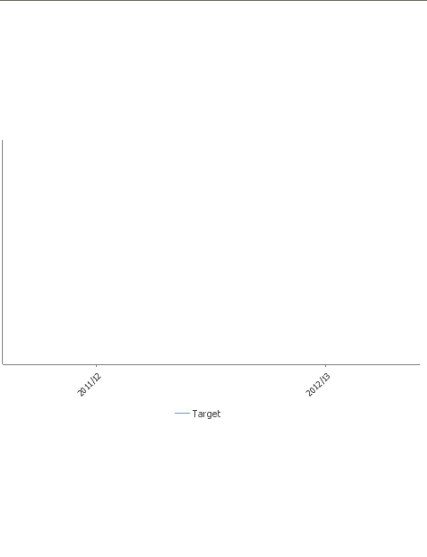
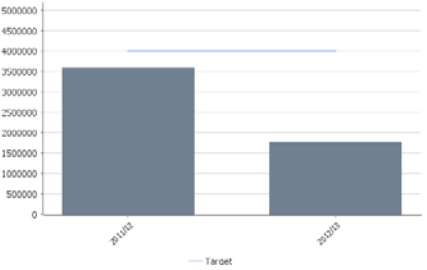
Note	Chart																								
<p>08-May-2013 The contract monitoring team carry out regular street cleansing inspections across Medway to ensure the contractor is meeting their contractual obligations.</p> <p>During Q4, 97% of locations were at a grade B (predominantly free of litter and refuse except for some small items) or above, providing a positive result that is within target.</p>	<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>96.63</td><td>95.00</td></tr> <tr><td>2011/12</td><td>96.33</td><td>95.00</td></tr> <tr><td>Q1 2012/13</td><td>95.50</td><td>95.00</td></tr> <tr><td>Q2 2012/13</td><td>96.33</td><td>95.00</td></tr> <tr><td>Q3 2012/13</td><td>97.33</td><td>95.00</td></tr> <tr><td>Q4 2012/13</td><td>96.37</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	96.63	95.00	2011/12	96.33	95.00	Q1 2012/13	95.50	95.00	Q2 2012/13	96.33	95.00	Q3 2012/13	97.33	95.00	Q4 2012/13	96.37	95.00	2012/13	95.00	95.00
Period	Value	Target																							
Q4 2011/12	96.63	95.00																							
2011/12	96.33	95.00																							
Q1 2012/13	95.50	95.00																							
Q2 2012/13	96.33	95.00																							
Q3 2012/13	97.33	95.00																							
Q4 2012/13	96.37	95.00																							
2012/13	95.00	95.00																							
<p>29-Apr-2013 The contract monitoring team carry out regular street cleansing inspections across Medway to ensure the contractor is meeting their contractual obligations. During quarter 4 92% of locations were at a grade B or above providing a result that is within the set target. This was a seasonal variance in performance due to prolonged cold weather and associated road gritting during which the sweeping of the streets was suspended and hence more detritus accumulated.</p>	<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>95.00</td><td>92.00</td></tr> <tr><td>2011/12</td><td>96.00</td><td>92.00</td></tr> <tr><td>Q1 2012/13</td><td>94.67</td><td>92.00</td></tr> <tr><td>Q2 2012/13</td><td>93.00</td><td>92.00</td></tr> <tr><td>Q3 2012/13</td><td>92.00</td><td>92.00</td></tr> <tr><td>Q4 2012/13</td><td>93.92</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	95.00	92.00	2011/12	96.00	92.00	Q1 2012/13	94.67	92.00	Q2 2012/13	93.00	92.00	Q3 2012/13	92.00	92.00	Q4 2012/13	93.92	92.00	2012/13	92.00	92.00
Period	Value	Target																							
Q4 2011/12	95.00	92.00																							
2011/12	96.00	92.00																							
Q1 2012/13	94.67	92.00																							
Q2 2012/13	93.00	92.00																							
Q3 2012/13	92.00	92.00																							
Q4 2012/13	93.92	92.00																							
2012/13	92.00	92.00																							
<p>09-Apr-2013 Graffiti is removed by our in house team who carry out regular inspections of the borough so that we can remove in a proactive way during quarter 4 100 % of all locations inspected were free from graffiti</p>	<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>99.58</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>Q4 2012/13</td><td>100.00</td><td>96.00</td></tr> <tr><td>2012/13</td><td>96.00</td><td>96.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	99.58	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	Q4 2012/13	100.00	96.00	2012/13	96.00	96.00
Period	Value	Target																							
Q4 2011/12	99.58	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																							
Q4 2012/13	100.00	96.00																							
2012/13	96.00	96.00																							

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Improved street and environmental cleanliness: Flyposting		100.00	100.00	100.00	100.00	100.00	100.00	98.00		
Satisfaction with street cleaning		74.00	72.00	74.00	71.00	73.00	72.50	75.00		

Note	Chart
<p>09-Apr-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 immediately and this has ensured 100%</p>	
<p>09-May-2013 Frontline Services continues to build on this through contract monitoring, education and enforcement. Further work is being planned with corporate services to help understand why the public perception of cleaning is lower than expected. Although the yearly outturn is below target, there has been a general increase in satisfaction over recent years (Residents opinion poll 2006-07 outturn was 55%).</p>	

5.5 We will reduce our own carbon footprint

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
CO2 reduction from local authority operations		-15.0%	Not measured for Quarters					-5.0%		
Capital receipts from property rationalisation		3588940	Not measured for Quarters				1762075	4000000		

Note	Chart
<p>10-Apr-2013 Data is unavailable until July 2013, as this the energy data is provided by Laser Energy Buying Group in the form of our Annual Carbon Reduction Commitment report and transport data is provided from a variety of sources. The indicator measures the annual reduction in CO2 footprint compared to the previous year. Targets reflect our Sustainability Strategy target of 10% total reduction over a 5 year period from the 2008/09 baseline. Since 11/12 some properties have been sold which will reduce the total energy consumption, however the prolonged cold winter will have increased energy usage across the portfolio. Energy saving projects have been implemented at some sites during 12/13 though the savings will not be reflected until 2013/14.</p>	
<p>09-May-2013 Receipts below target in 2012/13 due to a combination of the current economic climate and the unexpected withdrawal of a purchaser from a high value transaction. Improved performance is planned in 2013/14 as the level of capital receipts is currently predicted to exceed £4m. Progress is monitored monthly.</p>	

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

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13		Status	Short Trend	Note	Chart
		Value	Value	Value	Value	Value	Value	Target				
Citizen participation hours		9182	3320	3607	3297	2991	13215	9698			11-Apr-2013 Growth in hours of volunteering of 45% compared to 2011-12 has been achieved. This demonstrates ongoing commitment by local communities to the management and development of local Greenspaces. The appointment of the Greenspace Partnership Officer in 2012-13 has resulted in improved reporting of data by groups but also development of new groups including Grain Coastal Park and Queen Elizabeth Fields.	
Number of people involved in practical volunteer tasks through membership of Friends groups		2509	757	815	630	570	2772	2617			11-Apr-2013 Growth in number of people volunteering of 11% compared to 2011-12 has been achieved. This demonstrates ongoing and growing commitment by local communities to the management and development of local Greenspaces. The appointment of the Greenspace Partnership Officer in 2012-13 has resulted in improved reporting of data by groups but also development of new groups including Grain Coastal Park and Queen Elizabeth Fields.	
Satisfaction with parks and open spaces		88.50	93.00	94.00	82.00	82.00	87.75	83.00			08-May-2013 Despite Quarter 3 and 4 Tracker results falling to 82%, the full year average satisfaction is very high and significantly above the target of 83%. The full year result shows a slight decrease compared to 2011-12. The continuing high level of satisfaction better reflects investment and contract performance than the Quarter 3 and 4 of 2012-13 although 82% is still a strong performance.	

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Satisfaction with play areas		84.75	92.00	89.00	81.00	85.00	86.75	80.00		
Number of green flags		5	5	5	5	5	5	5		

Note	Chart																								
<p>08-Apr-2013 Performance across the year has exceeded target levels of satisfaction. This reflects ongoing investment in play areas through section 106, member priority schemes and external funding programmes. Average across the year for satisfaction has increased by 2%points compared to 2011-12.</p>	<table border="1"> <caption>Satisfaction with play areas</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>88.00</td> <td>80.00</td> </tr> <tr> <td>2011/12</td> <td>84.75</td> <td>80.00</td> </tr> <tr> <td>Q1 2012/13</td> <td>92.00</td> <td>80.00</td> </tr> <tr> <td>Q2 2012/13</td> <td>89.00</td> <td>80.00</td> </tr> <tr> <td>Q3 2012/13</td> <td>81.00</td> <td>80.00</td> </tr> <tr> <td>Q4 2012/13</td> <td>85.00</td> <td>80.00</td> </tr> <tr> <td>2012/13</td> <td>86.75</td> <td>80.00</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	88.00	80.00	2011/12	84.75	80.00	Q1 2012/13	92.00	80.00	Q2 2012/13	89.00	80.00	Q3 2012/13	81.00	80.00	Q4 2012/13	85.00	80.00	2012/13	86.75	80.00
Period	Value	Target																							
Q4 2011/12	88.00	80.00																							
2011/12	84.75	80.00																							
Q1 2012/13	92.00	80.00																							
Q2 2012/13	89.00	80.00																							
Q3 2012/13	81.00	80.00																							
Q4 2012/13	85.00	80.00																							
2012/13	86.75	80.00																							
<p>03-Apr-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 Plans submitted in January 2013 for re-accreditation.</p> <p>The Vines & Riverside Country Park have now secured the Green Flag award for five consecutive years.</p>	<table border="1"> <caption>Number of green flags</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>Q4 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	Q4 2012/13	5	5	2012/13	5	5
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																							
Q4 2012/13	5	5																							
2012/13	5	5																							

5.7 We will support the building of strong communities

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13		Short Trend	
		Value	Value	Value	Value	Value	Value	Target		Status
% of people who believe people from different backgrounds get on well together in their local area		65.3%	61.0%	65.0%	67.0%	64.8%	64.5%	66.0%		
% of people who feel they can influence decisions in their locality		32.8%	32.0%	30.0%	31.0%	35.1%	32.0%	33.0%		


Note	Chart
<p>12-Apr-2013 We have bid for further EU funding resources to extend our programmes of community cohesion in the All Saints, Luton and White Road estate areas. The EU funded CYC project is also being rolled out, which is extending youth development and youth outreach programmes around the centre of Chatham. We are continuing to engage local residents in programmes of community clean up in these target areas. The Bishop of Rochester Academy is developing an increasingly strong role as a venue for community outreach and drop in services with the aim of facilitating the integration of new migrant communities.</p>	
<p>12-Apr-2013 Resident representatives continue to oversee the programme of town centre environmental improvements in Chatham, thanks to the EU funded project - DNA. These are being fully costed up with a view to their delivery in the course of 2013-14. We aim to extend the hanging baskets programme, which has benefited Chatham High Street so that it also benefits the area around Luton Arches and Luton High Street. In addition the Big Local programme continues, with residents set to oversee which neighbourhood improvement actions are undertaken in the Brook-Lines and Luton Arches / Luton Road areas. These two residents forums consist of</p>	

Short Name	Success is


2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend

Note	Chart
representatives from more localised resident associations in and around the Chatham town centre area, ensuring that residents from these areas are also engaged.	

6.0 Better for less

Short Name	Success is
Working days lost due to sickness absence	
















2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
7.43	1.78	3.28	5.40	6.76	6.76	7.33		

Note	Chart
17-Apr-2013 Data for Q4 is only up until the end of February due to the time lag in compiling data. We are currently on track to achieve our target.	

Appendix 3

Delivering fair and responsive services

Priority	Key achievements 2012-2013
Narrowing the gap in educational achievement	<ul style="list-style-type: none"> 1:1 tuitions across key stages 2, 3 and 4 so that children eligible for free school meals, looked after children (LAC) & children who are under performing, received ten sessions of individual teacher led tuition in either English &/or mathematics.
Reduce repeat incidences of domestic abuse	<ul style="list-style-type: none"> Kent & Medway Domestic Abuse Support website launched www.domesticabuseservices.org.uk £120,000 invested in preventative services for DV/DA
Reduce incidences of hate crime	Delivered Anti-bullying training in schools
Increase the independence of older and vulnerable people receiving adult social care services	Introduced Personalised Budget scheme for adults receiving social care, which continues to expand.
Increase the independence of carers of older and vulnerable people receiving adult social care services	Introduced one-off payments to enable carers to have a break
Increase the representation of disabled people in the council's workforce	<ul style="list-style-type: none"> Produced an easy-read document advising people with learning difficulties how to apply for jobs with Medway council Disabled Worker Forum highlighting relevant issues
Improve the collection and analysis of equality information (customer profiling)	Created three Performance and Intelligence Teams to improve the collection and analysis of all data including customer profile data

Performance indicators 2012 - 2013	Target	Performance	Target achieved?
Priority 1: Narrow the gap in educational achievement (Summer 2012 Exam Outturn)			
Reduce the gap between lowest achieving 20% of children in the early years foundation stage (5 years old) and all other children	31.5%	31.5%	
Children looked after achieving 5 GCSEs including English and mathematics grade A*- C at stage 4	16%	15%	
Gap between special educational needs children and other children achieving 5 GCES grade A*- C at stage 4	49%	46.4%	
Care leavers in education, employment or training (40% 2011/12)	60%	51.3%	
Priority 2 Reduce repeat incidences of domestic abuse			
Number of incidents of domestic abuse 4248 (2011/12)	4248	4605	
Percentage of repeat victims of domestic abuse	25%	24%	
Impact of domestic abuse on children's safety (information sharing pilot completed Mar 2013)			
Priority 3 Reduce incidences of hate crime			
% of people who believe people from different backgrounds get on well together	66%	64.5%	
Number of hate crime incidents reported	<130	117	
Priority 4 Increase the independence of older and vulnerable people receiving adult social care services			
The percentage of Personalisation schemes received by adults receiving social care	60%	62%	
Increase the independence of carers of older and vulnerable people receiving adult social care services			
To complete 20% of carers' assessment of needs during 2012 – 2013	20%	10%	
Priority 6 Increase the representation of disabled people in the council's workforce			
Employees declaring a disability 3.30% (2011/12)	>3.30%	3.56%	
Priority 7 Improve the collection and analysis of equality information			
Appoint Corporate Intelligence Analyst to Corporate Performance & Intelligence Team			
Develop Ward profiles			
Key:	<i>green - in target</i>	Overall performance	
	<i>amber – out of target (5%)</i>		
	<i>red – significantly out of target</i>		