













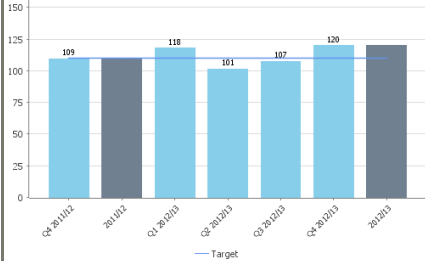
Council Plan Monitoring – 2012/13



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

1.4 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 households living in temporary accommodation		109	118	101	107	120	120	110	 	<p>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 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</p>	 <table border="1"> <caption>Quarterly Data for Temporary Accommodation</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>109</td> </tr> <tr> <td>2012</td> <td>118</td> </tr> <tr> <td>Q1 2012/13</td> <td>101</td> </tr> <tr> <td>Q2 2012/13</td> <td>107</td> </tr> <tr> <td>Q3 2012/13</td> <td>120</td> </tr> <tr> <td>Q4 2012/13</td> <td>120</td> </tr> <tr> <td>Target</td> <td>110</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	109	2012	118	Q1 2012/13	101	Q2 2012/13	107	Q3 2012/13	120	Q4 2012/13	120	Target	110
Period	Value																										
Q4 2011/12	109																										
2012	118																										
Q1 2012/13	101																										
Q2 2012/13	107																										
Q3 2012/13	120																										
Q4 2012/13	120																										
Target	110																										


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

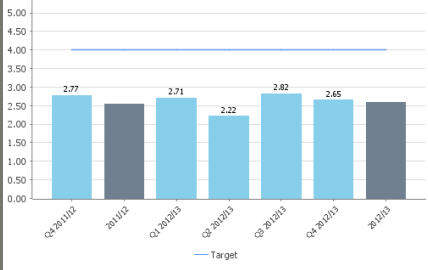
Note	Chart
returnable grant or loan. It is hoped that the review will help make the scheme more accessible to customers and in turn lead to a reduction in the number of households placed in temporary accommodation.	







3.0 Everybody travelling easily around Medway

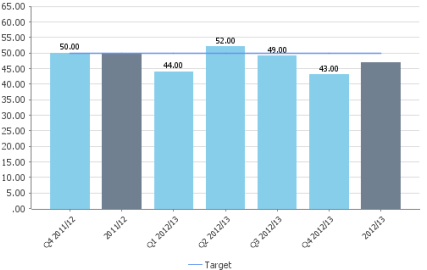
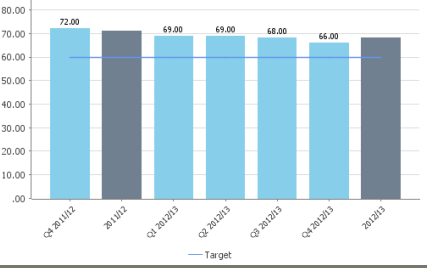
3.1 We will secure a reliable and efficient local transport network



Short Name	Success is
Average journey time along 6 primary transport corridors into Chatham (mins per mile)	





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
2.54	2.71	2.22	2.82	2.65	2.59	4.00		

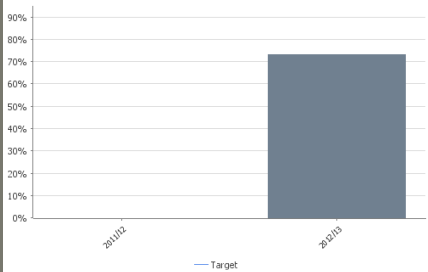
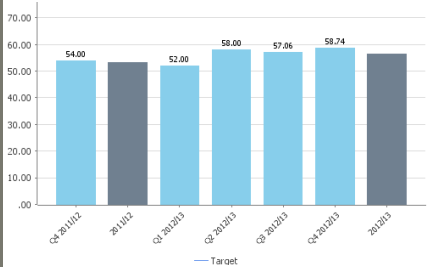
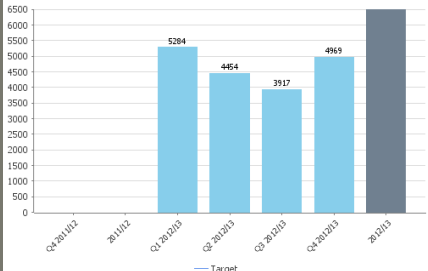
Note	Chart																		
<p>08-May-2013 In Q4, this measure of congestion - the average journey time along the six strategic corridor routes into the boundary of Chatham town centre between 8am and 9am - has shown a slight decrease on Q3 - 2.82 minutes per mile down to 2.65 minutes per mile.</p> <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</p>	 <table border="1"> <caption>Average Journey Time (mins per mile)</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>2.77</td> </tr> <tr> <td>2011/12</td> <td>2.54</td> </tr> <tr> <td>Q1-2012/13</td> <td>2.71</td> </tr> <tr> <td>Q2-2012/13</td> <td>2.22</td> </tr> <tr> <td>Q3-2012/13</td> <td>2.82</td> </tr> <tr> <td>Q4-2012/13</td> <td>2.65</td> </tr> <tr> <td>2012/13</td> <td>2.59</td> </tr> <tr> <td>Target</td> <td>4.00</td> </tr> </tbody> </table>	Period	Value	Q4-2011/12	2.77	2011/12	2.54	Q1-2012/13	2.71	Q2-2012/13	2.22	Q3-2012/13	2.82	Q4-2012/13	2.65	2012/13	2.59	Target	4.00
Period	Value																		
Q4-2011/12	2.77																		
2011/12	2.54																		
Q1-2012/13	2.71																		
Q2-2012/13	2.22																		
Q3-2012/13	2.82																		
Q4-2012/13	2.65																		
2012/13	2.59																		
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
this measure are to be reviewed by a 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>	
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.	

Short Name	Success is
Satisfaction with the bus station	
Percentage of people who think Medway Council helps people travel easily around Medway	
Number of notices received to carry out works on the highway	N/A

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
	Not measured for Quarters				73%	N/A		N/A
53.25	52.00	58.00	57.06	58.74	56.45	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>	
<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>	
<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>	

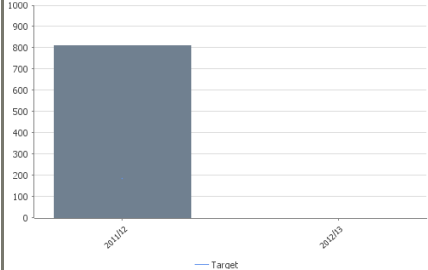
Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend







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.	

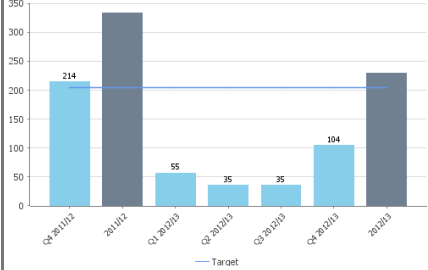
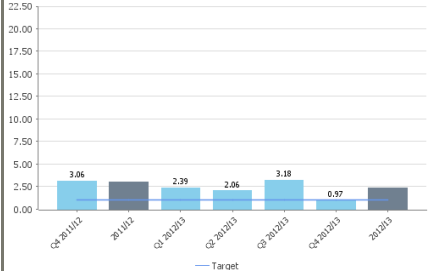
4.0 Everyone benefiting from the area's regeneration

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

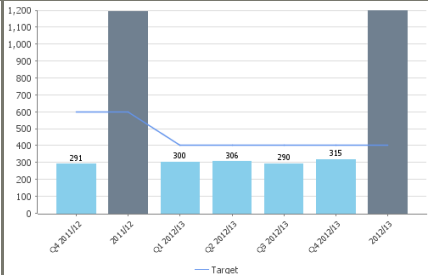
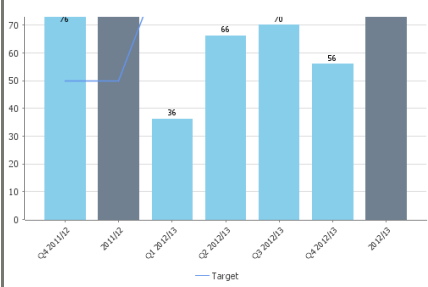
Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13		Status	Short Trend
		Value	Value	Value	Value	Value	Value	Target		
16 to 18 year olds who are not in education, employment or training (NEET)		6.6%	6.2%	6.9%	6.5%	6.8%	6.6%	5.8%		
Care leavers in education, employment or training		40.0%	58.3%	40.0%	44.4%	53.8%	51.3%	60.0%		

Note	Chart																
<p>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%</p>	<table border="1"> <caption>NEET Figures</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>7.3%</td></tr> <tr><td>2011/12</td><td>6.2%</td></tr> <tr><td>Q1 2012/13</td><td>6.9%</td></tr> <tr><td>Q2 2012/13</td><td>6.5%</td></tr> <tr><td>Q3 2012/13</td><td>6.8%</td></tr> <tr><td>Q4 2012/13</td><td>7.1%</td></tr> <tr><td>2012/13</td><td>6.6%</td></tr> </tbody> </table>	Period	Value	Q4 2011/12	7.3%	2011/12	6.2%	Q1 2012/13	6.9%	Q2 2012/13	6.5%	Q3 2012/13	6.8%	Q4 2012/13	7.1%	2012/13	6.6%
Period	Value																
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Q2 2012/13	6.5%																
Q3 2012/13	6.8%																
Q4 2012/13	7.1%																
2012/13	6.6%																
<p>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</p>	<table border="1"> <caption>Care Leaver Figures</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>33.3%</td></tr> <tr><td>2011/12</td><td>40.0%</td></tr> <tr><td>Q1 2012/13</td><td>58.3%</td></tr> <tr><td>Q2 2012/13</td><td>44.4%</td></tr> <tr><td>Q3 2012/13</td><td>53.8%</td></tr> <tr><td>Q4 2012/13</td><td>51.3%</td></tr> <tr><td>2012/13</td><td>51.3%</td></tr> </tbody> </table>	Period	Value	Q4 2011/12	33.3%	2011/12	40.0%	Q1 2012/13	58.3%	Q2 2012/13	44.4%	Q3 2012/13	53.8%	Q4 2012/13	51.3%	2012/13	51.3%
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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>2011/12</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>2012/13</td><td>503</td></tr> <tr><td>Target</td><td>160</td></tr> </tbody> </table>	Period	Value	Q4-2011/12	172	2011/12	503	Q1-2012/13	73	Q2-2012/13	50	Q3-2012/13	66	Q4-2012/13	314	2012/13	503	Target	160
Period	Value																		
Q4-2011/12	172																		
2011/12	503																		
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Q2-2012/13	50																		
Q3-2012/13	66																		
Q4-2012/13	314																		
2012/13	503																		
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 (33 businesses in 11/12, 46 in 12/13) 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</p>	<table border="1"> <caption>Enquiries 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>2011/12</td><td>530</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>2012/13</td><td>275</td></tr> <tr><td>Target</td><td>360</td></tr> </tbody> </table>	Period	Value	Q4-2011/12	154	2011/12	530	Q1-2012/13	16	Q2-2012/13	153	Q3-2012/13	63	Q4-2012/13	43	2012/13	275	Target	360
Period	Value																		
Q4-2011/12	154																		
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Target	360																		

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
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>opportunity for local companies to bid 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</p>	



Short Name	Success is

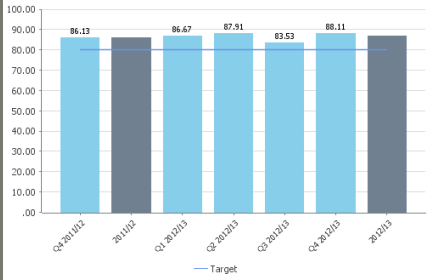
2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend

Note	Chart
stage for all customers who find work, 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		

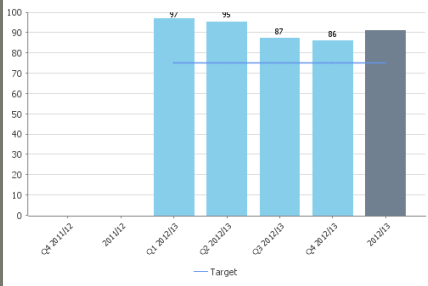
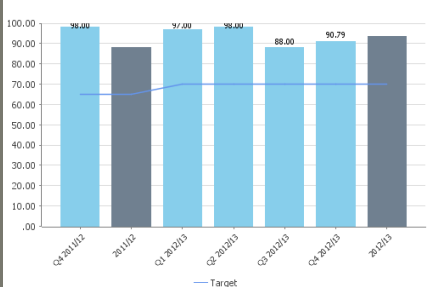
Note	Chart
08-May-2013 The local surveys closely match the Q4 tracker data. The surveys were carried out at Echoes Gyms, Splashes Leisure Pool and Deangate Golf & Sports Complex as per the survey schedule. The combined result was 88%. The results for the gyms were particularly high (92). The results 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>Q4 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>219,098</td> </tr> <tr> <td>Q2 2012/13</td> <td>501,545</td> </tr> <tr> <td>Q3 2012/13</td> <td>635,490</td> </tr> <tr> <td>Q4 2012/13</td> <td>740,956</td> </tr> <tr> <td>2012/13</td> <td>740,956</td> </tr> <tr> <td>Target</td> <td>700,000</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	734,114	2011/12	734,114	Q1 2012/13	219,098	Q2 2012/13	501,545	Q3 2012/13	635,490	Q4 2012/13	740,956	2012/13	740,956	Target	700,000
Period	Value																		
Q4 2011/12	734,114																		
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Q3 2012/13	635,490																		
Q4 2012/13	740,956																		
2012/13	740,956																		
Target	700,000																		
<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 with Events</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>85.00</td> </tr> <tr> <td>2011/12</td> <td>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>92.06</td> </tr> <tr> <td>2012/13</td> <td>92.06</td> </tr> <tr> <td>Target</td> <td>80.00</td> </tr> </tbody> </table>	Period	Value	Q4 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	92.06	2012/13	92.06	Target	80.00
Period	Value																		
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2011/12	85.00																		
Q1 2012/13	93.00																		
Q2 2012/13	95.00																		
Q3 2012/13	88.19																		
Q4 2012/13	92.06																		
2012/13	92.06																		
Target	80.00																		
<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 with Museums and Galleries</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 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>93.00</td> </tr> <tr> <td>2012/13</td> <td>91.25</td> </tr> <tr> <td>Target</td> <td>70.00</td> </tr> </tbody> </table>	Period	Value	Q4 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	93.00	2012/13	91.25	Target	70.00
Period	Value																		
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Q2 2012/13	94.00																		
Q3 2012/13	82.00																		
Q4 2012/13	93.00																		
2012/13	91.25																		
Target	70.00																		







Short Name	Success is
Satisfaction with libraries	
User satisfaction with theatres	

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
	97	95	87	86	91	75		N/A
	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>	
<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>	


5.0 Safe, clean and green Medway

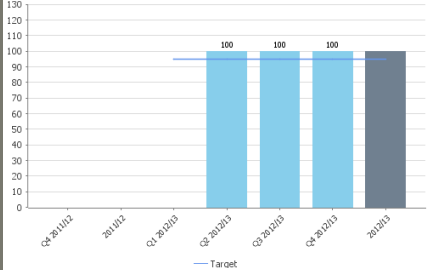
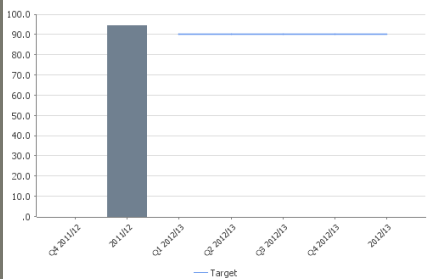
5.1 We will improve public confidence and feelings of safety

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13		Short Trend
		Value	Value	Value	Value	Value	Value	Target	
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>User satisfaction with trading standards</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>81%</td></tr> <tr><td>2011/12</td><td>78.25%</td></tr> <tr><td>Q1 2012/13</td><td>81%</td></tr> <tr><td>Q2 2012/13</td><td>76%</td></tr> <tr><td>Q3 2012/13</td><td>76%</td></tr> <tr><td>Q4 2012/13</td><td>75%</td></tr> <tr><td>2012/13</td><td>77%</td></tr> </tbody> </table>	Period	Value	Q4 2011/12	81%	2011/12	78.25%	Q1 2012/13	81%	Q2 2012/13	76%	Q3 2012/13	76%	Q4 2012/13	75%	2012/13	77%
Period	Value																
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2011/12	78.25%																
Q1 2012/13	81%																
Q2 2012/13	76%																
Q3 2012/13	76%																
Q4 2012/13	75%																
2012/13	77%																
<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>User satisfaction with environmental health</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>82%</td></tr> <tr><td>2011/12</td><td>81.75%</td></tr> <tr><td>Q1 2012/13</td><td>81%</td></tr> <tr><td>Q2 2012/13</td><td>86%</td></tr> <tr><td>Q3 2012/13</td><td>77%</td></tr> <tr><td>Q4 2012/13</td><td>77%</td></tr> <tr><td>2012/13</td><td>80.25%</td></tr> </tbody> </table>	Period	Value	Q4 2011/12	82%	2011/12	81.75%	Q1 2012/13	81%	Q2 2012/13	86%	Q3 2012/13	77%	Q4 2012/13	77%	2012/13	80.25%
Period	Value																
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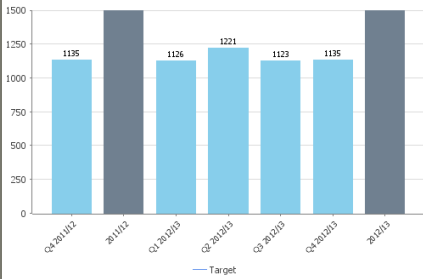
Short Name	Success is
Council attendance at PACTS and SACTS where notified a fortnight in advance	
Percentage of people who feel Medway is safe	





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

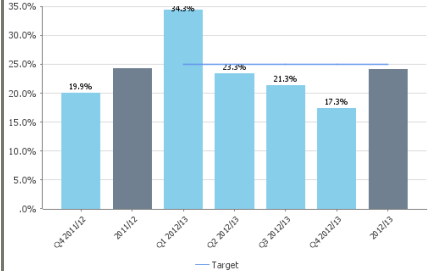
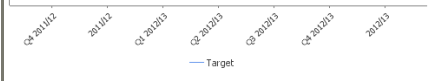
Note	Chart															
<p>25-Apr-2013 Community officers attended 100% of PACT meetings where they were notified 2 weeks in advance. The number of PACT meetings attended in the quarter was 23, although the team attended a total of 138 community engagements including surgeries and healthy walks and neighbourhood panel meetings.</p>	 <table border="1"> <caption>PACT Meeting Attendance Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2012/13</td> <td>100</td> <td>100</td> </tr> <tr> <td>Q2-2012/13</td> <td>100</td> <td>100</td> </tr> <tr> <td>Q3-2012/13</td> <td>100</td> <td>100</td> </tr> <tr> <td>2012/13</td> <td>100</td> <td>100</td> </tr> </tbody> </table>	Period	Value	Target	Q1-2012/13	100	100	Q2-2012/13	100	100	Q3-2012/13	100	100	2012/13	100	100
Period	Value	Target														
Q1-2012/13	100	100														
Q2-2012/13	100	100														
Q3-2012/13	100	100														
2012/13	100	100														
<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>	 <table border="1"> <caption>Percentage of People Feeling Safe Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>94.4%</td> <td>90.0%</td> </tr> </tbody> </table>	Period	Value	Target	2011/12	94.4%	90.0%									
Period	Value	Target														
2011/12	94.4%	90.0%														

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			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Number of incidents of domestic abuse		4248	1126	1221	1123	1135	4605	N/A		

Note	Chart																
<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>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2012</td> <td>1135</td> </tr> <tr> <td>2011/12</td> <td>4248</td> </tr> <tr> <td>Q1 2013</td> <td>1126</td> </tr> <tr> <td>Q2 2013</td> <td>1221</td> </tr> <tr> <td>Q3 2013</td> <td>1123</td> </tr> <tr> <td>Q4 2013</td> <td>1135</td> </tr> <tr> <td>2012/13</td> <td>4605</td> </tr> </tbody> </table>	Period	Value	Q4 2012	1135	2011/12	4248	Q1 2013	1126	Q2 2013	1221	Q3 2013	1123	Q4 2013	1135	2012/13	4605
Period	Value																
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Q4 2013	1135																
2012/13	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										

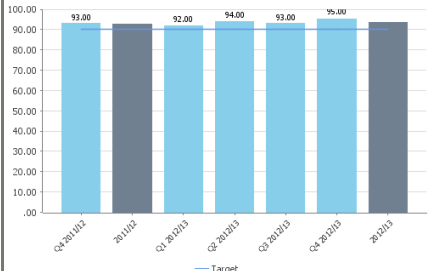
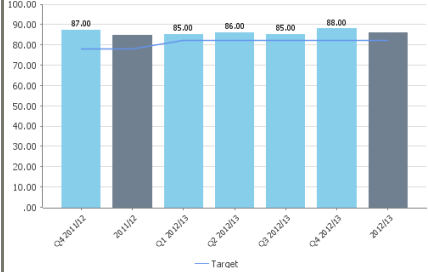
Note	Chart																		
across boundaries, with real strategic commitment.																			
<p>23-Apr-2013 While the number of reported incidents of domestic abuse is remaining fairly constant, quarter on quarter, the repeat rate has been steadily falling from the start of the year. While this 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>% of repeat victims of domestic abuse</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>19.9%</td> </tr> <tr> <td>2011/12</td> <td>24.2%</td> </tr> <tr> <td>Q1 2012/13</td> <td>34.3%</td> </tr> <tr> <td>Q2 2012/13</td> <td>23.3%</td> </tr> <tr> <td>Q3 2012/13</td> <td>21.3%</td> </tr> <tr> <td>Q4 2012/13</td> <td>17.3%</td> </tr> <tr> <td>2012/13</td> <td>24.0%</td> </tr> <tr> <td>Target</td> <td>25.0%</td> </tr> </tbody> </table>	Quarter	Value	Q4 2011/12	19.9%	2011/12	24.2%	Q1 2012/13	34.3%	Q2 2012/13	23.3%	Q3 2012/13	21.3%	Q4 2012/13	17.3%	2012/13	24.0%	Target	25.0%
Quarter	Value																		
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Q3 2012/13	21.3%																		
Q4 2012/13	17.3%																		
2012/13	24.0%																		
Target	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>																			

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		Short Trend	
		Value	Value	Value	Value	Value	Value	Target		Status
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>	<table border="1"> <caption>Residual household waste tonnage</caption> <thead> <tr> <th>Period</th> <th>Tonnage</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>658.8</td> </tr> <tr> <td>2011/12</td> <td>155.2</td> </tr> <tr> <td>Q2 2012/13</td> <td>155.9</td> </tr> <tr> <td>Q3 2012/13</td> <td>157.6</td> </tr> <tr> <td>Q4 2012/13</td> <td>161.6</td> </tr> <tr> <td>2012/13</td> <td>167.2</td> </tr> <tr> <td>Target</td> <td>792.0</td> </tr> </tbody> </table>	Period	Tonnage	Q4 2011/12	658.8	2011/12	155.2	Q2 2012/13	155.9	Q3 2012/13	157.6	Q4 2012/13	161.6	2012/13	167.2	Target	792.0
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Q2 2012/13	155.9																
Q3 2012/13	157.6																
Q4 2012/13	161.6																
2012/13	167.2																
Target	792.0																
<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>	<table border="1"> <caption>Percentage of household waste sent for reuse, recycling and composting</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>38.10%</td> </tr> <tr> <td>2011/12</td> <td>33.20%</td> </tr> <tr> <td>Q2 2012/13</td> <td>42.60%</td> </tr> <tr> <td>Q3 2012/13</td> <td>45.14%</td> </tr> <tr> <td>Q4 2012/13</td> <td>37.15%</td> </tr> <tr> <td>2012/13</td> <td>34.68%</td> </tr> <tr> <td>Target</td> <td>41.00%</td> </tr> </tbody> </table>	Period	Percentage	Q4 2011/12	38.10%	2011/12	33.20%	Q2 2012/13	42.60%	Q3 2012/13	45.14%	Q4 2012/13	37.15%	2012/13	34.68%	Target	41.00%
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Q3 2012/13	45.14%																
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Target	41.00%																







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 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		

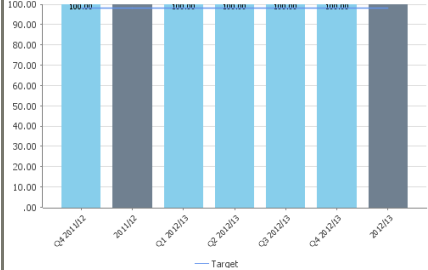
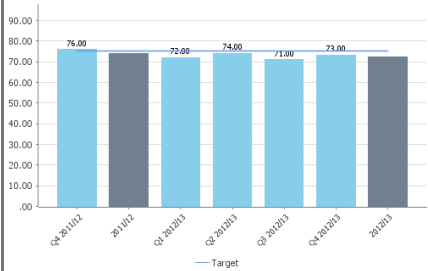
Note	Chart																								
<p>sites.</p> <p>Please note all 2012-13 figures are subject change due for external validation by Waste Data Flow, the statutory instrument for reporting waste information, during November 2013. Benchmarking data for 2012-13 will be available in November 2013</p>																									
<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>93.00</td><td>90.00</td></tr> <tr><td>2011/12</td><td>92.00</td><td>90.00</td></tr> <tr><td>Q1 2012/13</td><td>94.00</td><td>90.00</td></tr> <tr><td>Q2 2012/13</td><td>93.00</td><td>90.00</td></tr> <tr><td>Q3 2012/13</td><td>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>90.00</td><td>90.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	93.00	90.00	2011/12	92.00	90.00	Q1 2012/13	94.00	90.00	Q2 2012/13	93.00	90.00	Q3 2012/13	95.00	90.00	Q4 2012/13	93.50	90.00	2012/13	90.00	90.00
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Q4 2012/13	93.50	90.00																							
2012/13	90.00	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>87.00</td><td>82.00</td></tr> <tr><td>2011/12</td><td>85.00</td><td>82.00</td></tr> <tr><td>Q1 2012/13</td><td>86.00</td><td>82.00</td></tr> <tr><td>Q2 2012/13</td><td>85.00</td><td>82.00</td></tr> <tr><td>Q3 2012/13</td><td>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>82.00</td><td>82.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	87.00	82.00	2011/12	85.00	82.00	Q1 2012/13	86.00	82.00	Q2 2012/13	85.00	82.00	Q3 2012/13	88.00	82.00	Q4 2012/13	86.00	82.00	2012/13	82.00	82.00
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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		

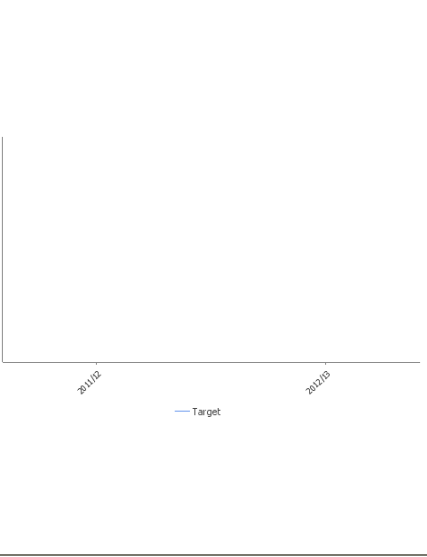
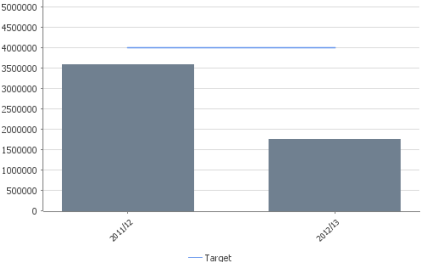
Note	Chart																
<p>08-May-2013 The contract monitoring team carry out regular street cleansing inspections across Medway to ensure the contractor is meeting their contractual obligations.</p> <p>During Q4, 97% of locations were at a grade B (predominantly free of litter and refuse except for some small items) or above, providing a positive result that is within target.</p>	<table border="1"> <caption>Chart Data: Litter</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>95.85</td></tr> <tr><td>2011/12</td><td>96.55</td></tr> <tr><td>Q1 2012/13</td><td>96.50</td></tr> <tr><td>Q2 2012/13</td><td>96.55</td></tr> <tr><td>Q3 2012/13</td><td>97.55</td></tr> <tr><td>Q4 2012/13</td><td>97.55</td></tr> <tr><td>2012/13</td><td>96.37</td></tr> </tbody> </table>	Period	Value	Q4 2011/12	95.85	2011/12	96.55	Q1 2012/13	96.50	Q2 2012/13	96.55	Q3 2012/13	97.55	Q4 2012/13	97.55	2012/13	96.37
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Q3 2012/13	97.55																
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2012/13	96.37																
<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>Chart Data: Detritus</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>95.67</td></tr> <tr><td>2011/12</td><td>96.00</td></tr> <tr><td>Q1 2012/13</td><td>94.67</td></tr> <tr><td>Q2 2012/13</td><td>93.00</td></tr> <tr><td>Q3 2012/13</td><td>93.00</td></tr> <tr><td>Q4 2012/13</td><td>92.00</td></tr> <tr><td>2012/13</td><td>93.92</td></tr> </tbody> </table>	Period	Value	Q4 2011/12	95.67	2011/12	96.00	Q1 2012/13	94.67	Q2 2012/13	93.00	Q3 2012/13	93.00	Q4 2012/13	92.00	2012/13	93.92
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Q1 2012/13	94.67																
Q2 2012/13	93.00																
Q3 2012/13	93.00																
Q4 2012/13	92.00																
2012/13	93.92																
<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>Chart Data: Graffiti</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>100.00</td></tr> <tr><td>2011/12</td><td>100.00</td></tr> <tr><td>Q1 2012/13</td><td>100.00</td></tr> <tr><td>Q2 2012/13</td><td>100.00</td></tr> <tr><td>Q3 2012/13</td><td>100.00</td></tr> <tr><td>Q4 2012/13</td><td>100.00</td></tr> <tr><td>2012/13</td><td>100.00</td></tr> </tbody> </table>	Period	Value	Q4 2011/12	100.00	2011/12	100.00	Q1 2012/13	100.00	Q2 2012/13	100.00	Q3 2012/13	100.00	Q4 2012/13	100.00	2012/13	100.00
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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																								
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%	 <table border="1"> <caption>Flyposting Removal Performance</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>100.00</td><td>100.00</td></tr> <tr><td>2011/12</td><td>100.00</td><td>100.00</td></tr> <tr><td>Q1 2012/13</td><td>100.00</td><td>100.00</td></tr> <tr><td>Q2 2012/13</td><td>100.00</td><td>100.00</td></tr> <tr><td>Q3 2012/13</td><td>100.00</td><td>100.00</td></tr> <tr><td>Q4 2012/13</td><td>100.00</td><td>100.00</td></tr> <tr><td>2012/13</td><td>100.00</td><td>100.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	100.00	100.00	2011/12	100.00	100.00	Q1 2012/13	100.00	100.00	Q2 2012/13	100.00	100.00	Q3 2012/13	100.00	100.00	Q4 2012/13	100.00	100.00	2012/13	100.00	100.00
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2012/13	100.00	100.00																							
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%).	 <table border="1"> <caption>Satisfaction with Street Cleaning Performance</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>76.00</td><td>75.00</td></tr> <tr><td>2011/12</td><td>74.00</td><td>75.00</td></tr> <tr><td>Q1 2012/13</td><td>72.00</td><td>75.00</td></tr> <tr><td>Q2 2012/13</td><td>74.00</td><td>75.00</td></tr> <tr><td>Q3 2012/13</td><td>71.00</td><td>75.00</td></tr> <tr><td>Q4 2012/13</td><td>73.00</td><td>75.00</td></tr> <tr><td>2012/13</td><td>72.50</td><td>75.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	76.00	75.00	2011/12	74.00	75.00	Q1 2012/13	72.00	75.00	Q2 2012/13	74.00	75.00	Q3 2012/13	71.00	75.00	Q4 2012/13	73.00	75.00	2012/13	72.50	75.00
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Q3 2012/13	71.00	75.00																							
Q4 2012/13	73.00	75.00																							
2012/13	72.50	75.00																							

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
		Value	Value	Value	Value	Value	Value	Target		
Citizen participation hours		9182	3320	3607	3297	2991	13215	9698		
Number of people involved in practical volunteer tasks through membership of Friends groups		2509	757	815	630	570	2772	2617		
Satisfaction with parks and open spaces		88.50	93.00	94.00	82.00	82.00	87.75	83.00		

Note	Chart																		
<p>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.</p>	<table border="1"> <caption>Volunteering Hours</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>2865</td> </tr> <tr> <td>2011/12</td> <td>9182</td> </tr> <tr> <td>Q1-2012/13</td> <td>3320</td> </tr> <tr> <td>Q2-2012/13</td> <td>3607</td> </tr> <tr> <td>Q3-2012/13</td> <td>3297</td> </tr> <tr> <td>Q4-2012/13</td> <td>2991</td> </tr> <tr> <td>2012/13</td> <td>13215</td> </tr> <tr> <td>Target</td> <td>9698</td> </tr> </tbody> </table>	Period	Value	Q4-2011/12	2865	2011/12	9182	Q1-2012/13	3320	Q2-2012/13	3607	Q3-2012/13	3297	Q4-2012/13	2991	2012/13	13215	Target	9698
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<p>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.</p>	<table border="1"> <caption>Number of People Volunteering</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>764</td> </tr> <tr> <td>2011/12</td> <td>2509</td> </tr> <tr> <td>Q1-2012/13</td> <td>757</td> </tr> <tr> <td>Q2-2012/13</td> <td>815</td> </tr> <tr> <td>Q3-2012/13</td> <td>630</td> </tr> <tr> <td>Q4-2012/13</td> <td>570</td> </tr> <tr> <td>2012/13</td> <td>2772</td> </tr> <tr> <td>Target</td> <td>2617</td> </tr> </tbody> </table>	Period	Value	Q4-2011/12	764	2011/12	2509	Q1-2012/13	757	Q2-2012/13	815	Q3-2012/13	630	Q4-2012/13	570	2012/13	2772	Target	2617
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<p>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.</p>	<table border="1"> <caption>Satisfaction with Parks and Open Spaces</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>93.00</td> </tr> <tr> <td>2011/12</td> <td>88.50</td> </tr> <tr> <td>Q1-2012/13</td> <td>93.00</td> </tr> <tr> <td>Q2-2012/13</td> <td>94.00</td> </tr> <tr> <td>Q3-2012/13</td> <td>82.00</td> </tr> <tr> <td>Q4-2012/13</td> <td>82.00</td> </tr> <tr> <td>2012/13</td> <td>87.75</td> </tr> <tr> <td>Target</td> <td>83.00</td> </tr> </tbody> </table>	Period	Value	Q4-2011/12	93.00	2011/12	88.50	Q1-2012/13	93.00	Q2-2012/13	94.00	Q3-2012/13	82.00	Q4-2012/13	82.00	2012/13	87.75	Target	83.00
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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>89.00</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	89.00	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
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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
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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	
% 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>	<table border="1"> <caption>Data for Chart 1: % of people who believe people from different backgrounds get on well together in their local area</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>68.0%</td> <td>66.0%</td> </tr> <tr> <td>2011/12</td> <td>65.3%</td> <td>66.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>61.0%</td> <td>66.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>65.0%</td> <td>66.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>67.0%</td> <td>66.0%</td> </tr> <tr> <td>Q4 2012/13</td> <td>64.8%</td> <td>66.0%</td> </tr> <tr> <td>2013</td> <td>64.5%</td> <td>66.0%</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	68.0%	66.0%	2011/12	65.3%	66.0%	Q1 2012/13	61.0%	66.0%	Q2 2012/13	65.0%	66.0%	Q3 2012/13	67.0%	66.0%	Q4 2012/13	64.8%	66.0%	2013	64.5%	66.0%
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Q4 2012/13	64.8%	66.0%																							
2013	64.5%	66.0%																							
<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>	<table border="1"> <caption>Data for Chart 2: % of people who feel they can influence decisions in their locality</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>33.0%</td> <td>33.0%</td> </tr> <tr> <td>2011/12</td> <td>32.8%</td> <td>33.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>32.0%</td> <td>33.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>30.0%</td> <td>33.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>31.0%</td> <td>33.0%</td> </tr> <tr> <td>Q4 2012/13</td> <td>35.1%</td> <td>33.0%</td> </tr> <tr> <td>2013</td> <td>32.0%</td> <td>33.0%</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	33.0%	33.0%	2011/12	32.8%	33.0%	Q1 2012/13	32.0%	33.0%	Q2 2012/13	30.0%	33.0%	Q3 2012/13	31.0%	33.0%	Q4 2012/13	35.1%	33.0%	2013	32.0%	33.0%
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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.	