















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> <i>amber – out of target (5%)</i> <i>red – significantly out of target</i>		Overall performance 