

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





Council Plan Monitoring – 2012/13

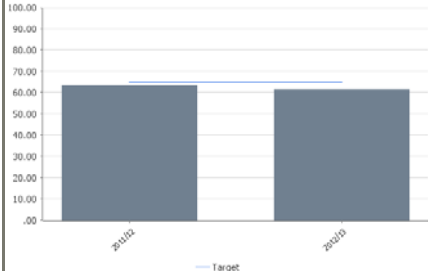



PI Status	Trend Arrows	Success is
 This PI is significantly below target	 The performance of this PI has improved since 2011/12	 Higher figures are better
 This PI is slightly below target	 The performance of this PI has worsened since 2011/12	 Lower figures are better
 This PI has met or exceeded the 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		
		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 %		
Number of people receiving support from adult social care	N/A	Not measured for Quarters			N/A		N/A		




Note	Chart
<p>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.</p>	
<p>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</p>	

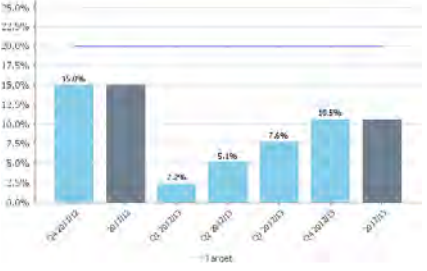
Short Name	Success is
Delayed discharges - average weekly rate per 100,000 pop 18+	
Delayed discharges - number	

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
5.91	5.10	5.64	3.64	2.80	4.30	8.00		
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.	
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.	


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%		






Note	Chart																		
<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. 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>	 <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%																	

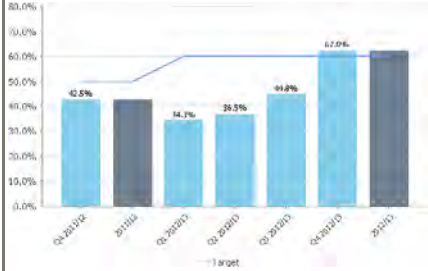
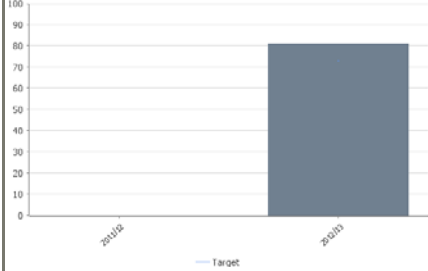
Short Name	Success is
Client satisfaction - Carers satisfaction with services	

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																
<p>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.</p>	 <table border="1"> <caption>Self Directed Support Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>42.5%</td> </tr> <tr> <td>2011/12</td> <td>34.3%</td> </tr> <tr> <td>Q1 2012/13</td> <td>36.5%</td> </tr> <tr> <td>Q2 2012/13</td> <td>44.8%</td> </tr> <tr> <td>Q3 2012/13</td> <td>62.0%</td> </tr> <tr> <td>Q4 2012/13</td> <td>62.0%</td> </tr> <tr> <td>2012/13</td> <td>60.0%</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	42.5%	2011/12	34.3%	Q1 2012/13	36.5%	Q2 2012/13	44.8%	Q3 2012/13	62.0%	Q4 2012/13	62.0%	2012/13	60.0%
Period	Value																
Q4 2011/12	42.5%																
2011/12	34.3%																
Q1 2012/13	36.5%																
Q2 2012/13	44.8%																
Q3 2012/13	62.0%																
Q4 2012/13	62.0%																
2012/13	60.0%																
<p>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.</p>	 <table border="1"> <caption>Control over Daily Life Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>73%</td> </tr> <tr> <td>2012/13</td> <td>81%</td> </tr> </tbody> </table>	Year	Value	2011/12	73%	2012/13	81%										
Year	Value																
2011/12	73%																
2012/13	81%																

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			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
Number of people receiving support from Mental Health Social Work team			431	429	403	437	425	N/A		N/A
Number of households living in temporary accommodation		109	118	101	107	120	120	110		




Note	Chart																				
<p>24-Apr-2013 The average caseload for the whole year was 425</p>	<table border="1"> <caption>Average Caseload Data</caption> <thead> <tr> <th>Quarter</th> <th>Caseload</th> </tr> </thead> <tbody> <tr> <td>Q1-2012/13</td> <td>431</td> </tr> <tr> <td>Q2-2012/13</td> <td>429</td> </tr> <tr> <td>Q3-2012/13</td> <td>403</td> </tr> <tr> <td>Q4-2012/13</td> <td>437</td> </tr> <tr> <td>Target</td> <td>425</td> </tr> </tbody> </table>	Quarter	Caseload	Q1-2012/13	431	Q2-2012/13	429	Q3-2012/13	403	Q4-2012/13	437	Target	425								
Quarter	Caseload																				
Q1-2012/13	431																				
Q2-2012/13	429																				
Q3-2012/13	403																				
Q4-2012/13	437																				
Target	425																				
<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</p>	<table border="1"> <caption>Households in Temporary Accommodation Data</caption> <thead> <tr> <th>Quarter</th> <th>Households</th> </tr> </thead> <tbody> <tr> <td>Q1-2011/12</td> <td>109</td> </tr> <tr> <td>Q2-2011/12</td> <td>118</td> </tr> <tr> <td>Q3-2011/12</td> <td>101</td> </tr> <tr> <td>Q4-2011/12</td> <td>107</td> </tr> <tr> <td>Q1-2012/13</td> <td>120</td> </tr> <tr> <td>Q2-2012/13</td> <td>120</td> </tr> <tr> <td>Q3-2012/13</td> <td>110</td> </tr> <tr> <td>Q4-2012/13</td> <td>125</td> </tr> <tr> <td>Target</td> <td>110</td> </tr> </tbody> </table>	Quarter	Households	Q1-2011/12	109	Q2-2011/12	118	Q3-2011/12	101	Q4-2011/12	107	Q1-2012/13	120	Q2-2012/13	120	Q3-2012/13	110	Q4-2012/13	125	Target	110
Quarter	Households																				
Q1-2011/12	109																				
Q2-2011/12	118																				
Q3-2011/12	101																				
Q4-2011/12	107																				
Q1-2012/13	120																				
Q2-2012/13	120																				
Q3-2012/13	110																				
Q4-2012/13	125																				
Target	110																				

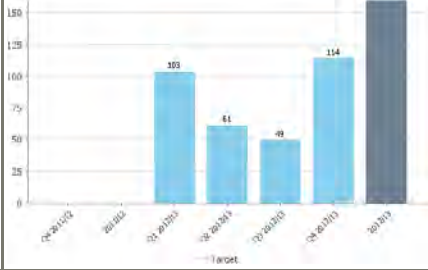
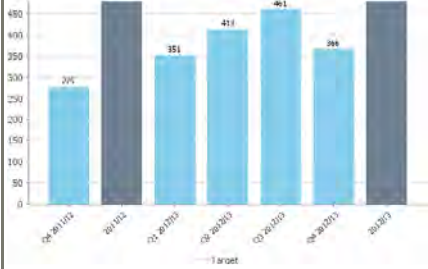
Short Name	Success is
Rate of self-reported 4 week smoking quitters aged 16 or over	⊕
Number of Medway Businesses taking part in the healthy workplace initiatives	⊕

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
2662	618	467	524	N/A	1609	2265	N/A	N/A
	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 targeted 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
Number of people receiving support from a Health and Lifestyle Trainer	
Number of adults taking part in healthy weight and exercise referral interventions	

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
	103	61	49	114	327	490		N/A
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.	
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.	

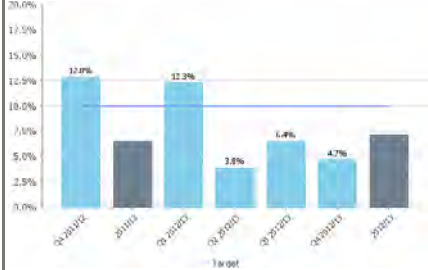
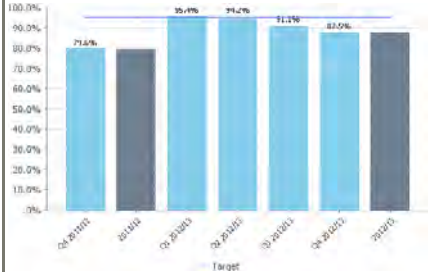
2.0 Children and young people have the best start in life in Medway



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		Status
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%		

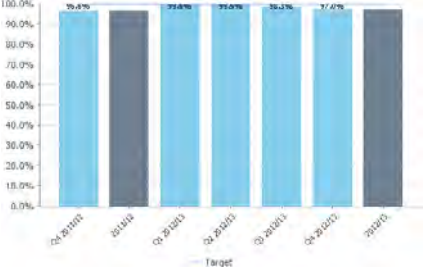
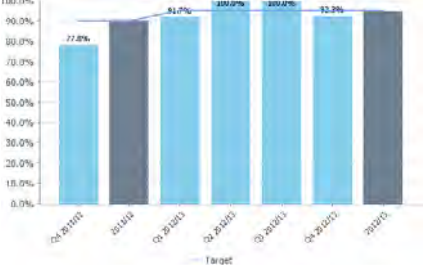
Note	Chart																		
<p>25-Apr-2013 The figure for the last quarter was an improvement on the previous quarter, but not sufficiently to achieve target. Weekly performance data on the timeliness of initial and core assessments is being actively used by service managers to monitor performance, 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>69.8%</td> <td>78.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>77.7%</td> <td>78.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>80.6%</td> <td>78.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>62.1%</td> <td>78.0%</td> </tr> <tr> <td>Q4 2012/13</td> <td>67.6%</td> <td>78.0%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	69.8%	78.0%	Q1 2012/13	77.7%	78.0%	Q2 2012/13	80.6%	78.0%	Q3 2012/13	62.1%	78.0%	Q4 2012/13	67.6%	78.0%
Quarter	Value	Target																	
Q4 2011/12	69.8%	78.0%																	
Q1 2012/13	77.7%	78.0%																	
Q2 2012/13	80.6%	78.0%																	
Q3 2012/13	62.1%	78.0%																	
Q4 2012/13	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>69.1%</td> <td>72.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>53.6%</td> <td>72.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>68.2%</td> <td>72.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>52.4%</td> <td>72.0%</td> </tr> <tr> <td>Q4 2012/13</td> <td>48.9%</td> <td>72.0%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	69.1%	72.0%	Q1 2012/13	53.6%	72.0%	Q2 2012/13	68.2%	72.0%	Q3 2012/13	52.4%	72.0%	Q4 2012/13	48.9%	72.0%
Quarter	Value	Target																	
Q4 2011/12	69.1%	72.0%																	
Q1 2012/13	53.6%	72.0%																	
Q2 2012/13	68.2%	72.0%																	
Q3 2012/13	52.4%	72.0%																	
Q4 2012/13	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>	 <table border="1"> <caption>Child Protection Plans Lasting 2 Years or More</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>12.0%</td> <td>10.0%</td> </tr> <tr> <td>2012/13</td> <td>7.0%</td> <td>10.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>12.3%</td> <td>10.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>3.8%</td> <td>10.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>6.4%</td> <td>10.0%</td> </tr> <tr> <td>Q4 2012/13</td> <td>4.7%</td> <td>10.0%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	12.0%	10.0%	2012/13	7.0%	10.0%	Q1 2012/13	12.3%	10.0%	Q2 2012/13	3.8%	10.0%	Q3 2012/13	6.4%	10.0%	Q4 2012/13	4.7%	10.0%
Quarter	Value	Target																				
Q4 2011/12	12.0%	10.0%																				
2012/13	7.0%	10.0%																				
Q1 2012/13	12.3%	10.0%																				
Q2 2012/13	3.8%	10.0%																				
Q3 2012/13	6.4%	10.0%																				
Q4 2012/13	4.7%	10.0%																				
<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>	 <table border="1"> <caption>Looked After Children Cases Reviewed Within Required Timescales</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>79.4%</td> <td>95.0%</td> </tr> <tr> <td>2012/13</td> <td>95.4%</td> <td>95.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>94.2%</td> <td>95.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>91.1%</td> <td>95.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>87.5%</td> <td>95.0%</td> </tr> <tr> <td>Q4 2012/13</td> <td>87.5%</td> <td>95.0%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	79.4%	95.0%	2012/13	95.4%	95.0%	Q1 2012/13	94.2%	95.0%	Q2 2012/13	91.1%	95.0%	Q3 2012/13	87.5%	95.0%	Q4 2012/13	87.5%	95.0%
Quarter	Value	Target																				
Q4 2011/12	79.4%	95.0%																				
2012/13	95.4%	95.0%																				
Q1 2012/13	94.2%	95.0%																				
Q2 2012/13	91.1%	95.0%																				
Q3 2012/13	87.5%	95.0%																				
Q4 2012/13	87.5%	95.0%																				

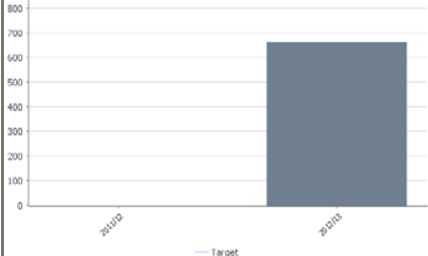
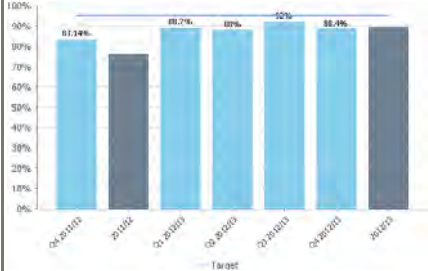
Short Name	Success is
Percentage of child protection cases which were reviewed within required timescales	
Care leavers in suitable accommodation	


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
96.6%	99.6%	99.5%	98.3%	97.0%	97.0%	100.0%		
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>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>Q1 2012/13</td><td>99.6%</td><td>100.0%</td></tr> <tr><td>Q2 2012/13</td><td>99.5%</td><td>100.0%</td></tr> <tr><td>Q3 2012/13</td><td>98.3%</td><td>100.0%</td></tr> <tr><td>Q4 2012/13</td><td>97.0%</td><td>100.0%</td></tr> <tr><td>2012/13</td><td>97.0%</td><td>100.0%</td></tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	96.6%	100.0%	Q1 2012/13	99.6%	100.0%	Q2 2012/13	99.5%	100.0%	Q3 2012/13	98.3%	100.0%	Q4 2012/13	97.0%	100.0%	2012/13	97.0%	100.0%
Quarter	Value	Target																				
Q4 2011/12	96.6%	100.0%																				
Q1 2012/13	99.6%	100.0%																				
Q2 2012/13	99.5%	100.0%																				
Q3 2012/13	98.3%	100.0%																				
Q4 2012/13	97.0%	100.0%																				
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>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>Q1 2012/13</td><td>91.7%</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>100.0%</td><td>95.0%</td></tr> <tr><td>Q4 2012/13</td><td>92.3%</td><td>95.0%</td></tr> <tr><td>2012/13</td><td>94.9%</td><td>95.0%</td></tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	90.0%	95.0%	Q1 2012/13	91.7%	95.0%	Q2 2012/13	100.0%	95.0%	Q3 2012/13	100.0%	95.0%	Q4 2012/13	92.3%	95.0%	2012/13	94.9%	95.0%
Quarter	Value	Target																				
Q4 2011/12	90.0%	95.0%																				
Q1 2012/13	91.7%	95.0%																				
Q2 2012/13	100.0%	95.0%																				
Q3 2012/13	100.0%	95.0%																				
Q4 2012/13	92.3%	95.0%																				
2012/13	94.9%	95.0%																				

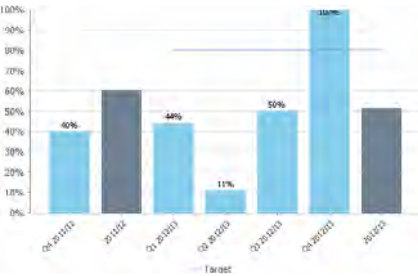
Short Name	Success is
Average time between a child entering care and moving in with adoptive family	
LAC Participation in Reviews	


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				660	625		N/A
	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 (2012/13 vs 2013/14)</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>2013/14</td> <td>660</td> <td>625</td> </tr> </tbody> </table>	Year	Value	Target	2012/13	660	625	2013/14	660	625															
Year	Value	Target																							
2012/13	660	625																							
2013/14	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 (Quarterly LAC Participation)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>88.4%</td> <td>95%</td> </tr> <tr> <td>2011/12</td> <td>76%</td> <td>95%</td> </tr> <tr> <td>Q1-2012/13</td> <td>88.7%</td> <td>95%</td> </tr> <tr> <td>Q2-2012/13</td> <td>88%</td> <td>95%</td> </tr> <tr> <td>Q3-2012/13</td> <td>92%</td> <td>95%</td> </tr> <tr> <td>Q4-2012/13</td> <td>88.4%</td> <td>95%</td> </tr> <tr> <td>2012/13</td> <td>89.28%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4-2011/12	88.4%	95%	2011/12	76%	95%	Q1-2012/13	88.7%	95%	Q2-2012/13	88%	95%	Q3-2012/13	92%	95%	Q4-2012/13	88.4%	95%	2012/13	89.28%	95%
Quarter	Value	Target																							
Q4-2011/12	88.4%	95%																							
2011/12	76%	95%																							
Q1-2012/13	88.7%	95%																							
Q2-2012/13	88%	95%																							
Q3-2012/13	92%	95%																							
Q4-2012/13	88.4%	95%																							
2012/13	89.28%	95%																							

Short Name	Success is
Children's participation in child protection conferences	

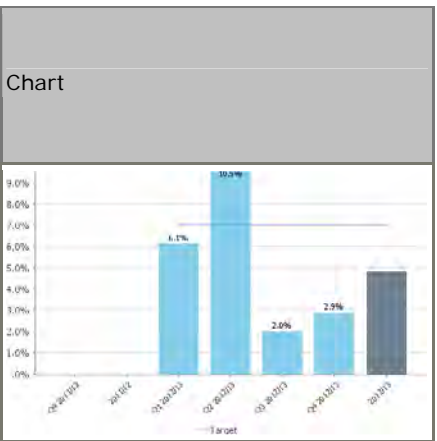
2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
60%	44%	11%	50%	100%	51.25%	80%		

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>	


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

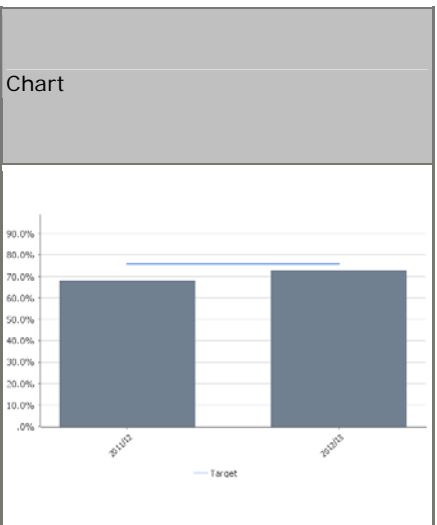





2.2 Champion high standards in schools





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

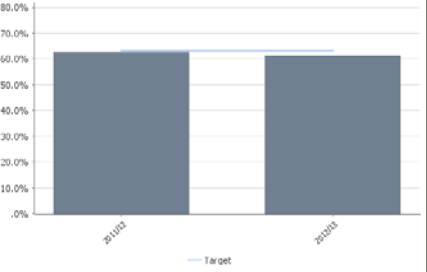
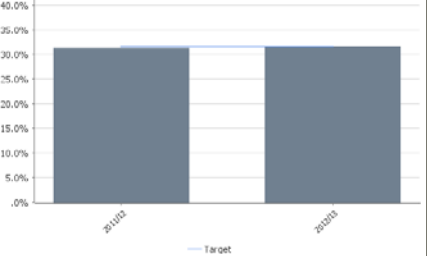
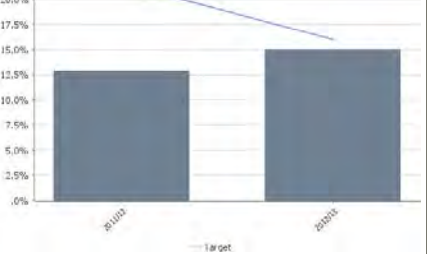
2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
68.0%	Not measured for Quarters			72.5%	76.0%			

Note
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)	

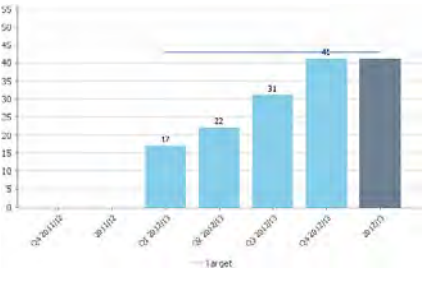
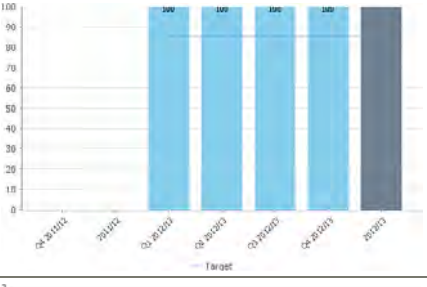
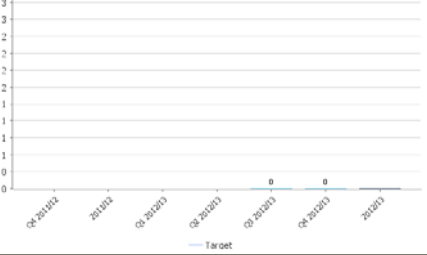
2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
62.5%	Not measured for Quarters			61.2%	63.0%			N/A
31.2%	Not measured for Quarters			31.5%	31.5%			N/A
12.9%	Not measured for Quarters			15.0%	16.0%			

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.	

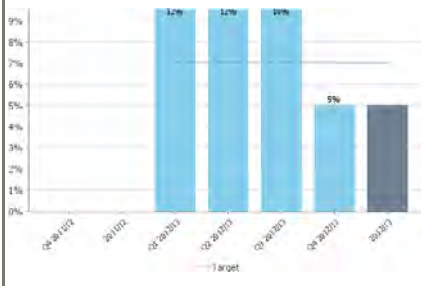
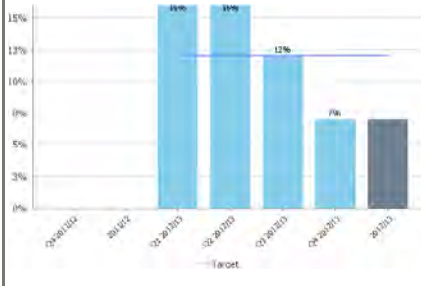
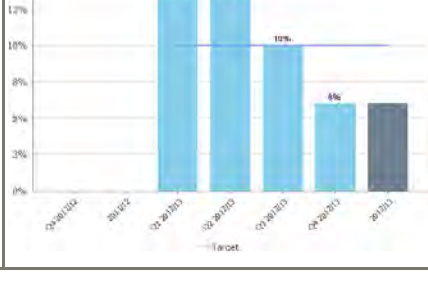
Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
% of governors attending governor training			17%	22%	31%	41%	41%	43%		N/A
% of those attending governor training who reported that the training was good 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%	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.	
02-Apr-2013 For Q4 100% good or better evaluations were received, exceeding our target for 85%	
09-Apr-2013 24 Final Statements were issued in Q4: none of the pupils were placed in out of area maintained special schools	

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 in Q4</caption> <thead> <tr> <th>Quarter</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>0</td></tr> <tr><td>Q2-2012/13</td><td>2.6</td></tr> <tr><td>Q3-2012/13</td><td>0</td></tr> <tr><td>Q4-2012/13</td><td>8.3</td></tr> <tr><td>2012/13</td><td>3.6</td></tr> </tbody> </table>	Quarter	Value	Q4-2011/12	0	2011/12	0	Q1-2012/13	0	Q2-2012/13	2.6	Q3-2012/13	0	Q4-2012/13	8.3	2012/13	3.6
Quarter	Value																
Q4-2011/12	0																
2011/12	0																
Q1-2012/13	0																
Q2-2012/13	2.6																
Q3-2012/13	0																
Q4-2012/13	8.3																
2012/13	3.6																
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>Quarter</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>0</td></tr> <tr><td>Q2-2012/13</td><td>2</td></tr> <tr><td>Q3-2012/13</td><td>2</td></tr> <tr><td>Q4-2012/13</td><td>5</td></tr> <tr><td>2012/13</td><td>3</td></tr> </tbody> </table>	Quarter	Value	Q4-2011/12	0	2011/12	0	Q1-2012/13	0	Q2-2012/13	2	Q3-2012/13	2	Q4-2012/13	5	2012/13	3
Quarter	Value																
Q4-2011/12	0																
2011/12	0																
Q1-2012/13	0																
Q2-2012/13	2																
Q3-2012/13	2																
Q4-2012/13	5																
2012/13	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>Percentage of Appeals Withdrawn, Upheld or Refused</caption> <thead> <tr> <th>Quarter</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>0%</td></tr> <tr><td>Q2-2012/13</td><td>25%</td></tr> <tr><td>Q3-2012/13</td><td>10%</td></tr> <tr><td>Q4-2012/13</td><td>25%</td></tr> <tr><td>2012/13</td><td>20%</td></tr> </tbody> </table>	Quarter	Value	Q4-2011/12	0%	2011/12	0%	Q1-2012/13	0%	Q2-2012/13	25%	Q3-2012/13	10%	Q4-2012/13	25%	2012/13	20%
Quarter	Value																
Q4-2011/12	0%																
2011/12	0%																
Q1-2012/13	0%																
Q2-2012/13	25%																
Q3-2012/13	10%																
Q4-2012/13	25%																
2012/13	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.	
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.	
09-May-2013 This target is for the gap between Medway schools and national 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.	

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>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																

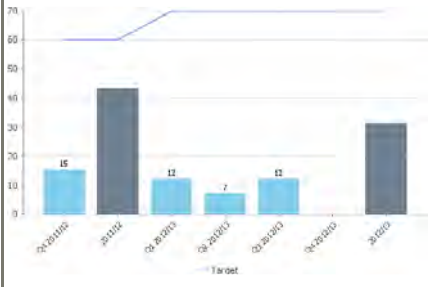
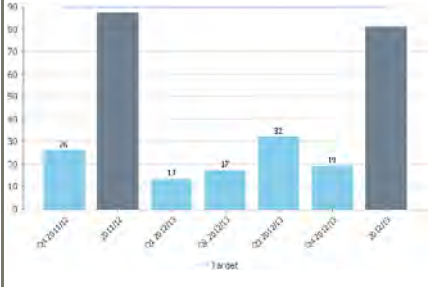
2.3 Promote and encourage healthy lifestyles

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
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
Smoking quits from pregnant women	
Numbers completing the MEND programme	

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
43	12	7	12	N/A	31	70		
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>	
<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>	




Short Name	Success is

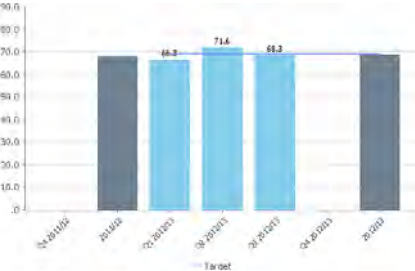
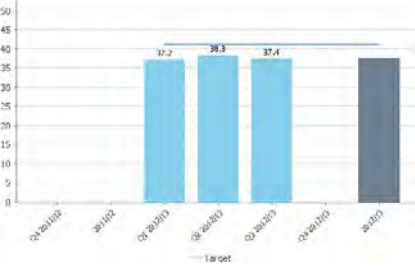
2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend

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

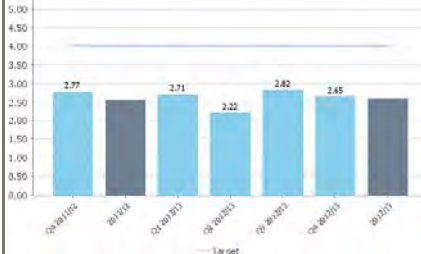
Note	Chart
objectives of the infant feeding strategy and ensure the action plan remains a priority for all key stakeholders. The Director of Public Health will be hosting a summit in June 2013 to address this.	







3.0 Everybody travelling easily around Medway

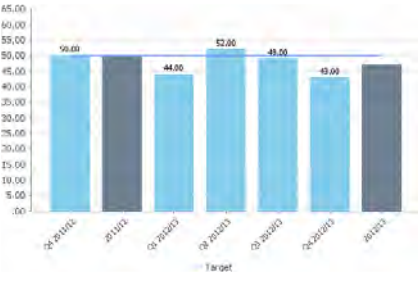
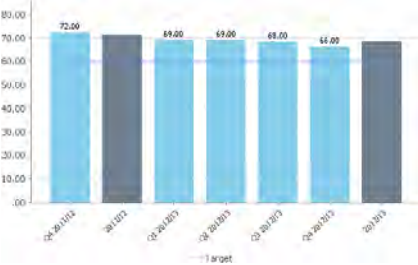
3.1 We will secure a reliable and efficient local transport network



Short Name	Success is
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		

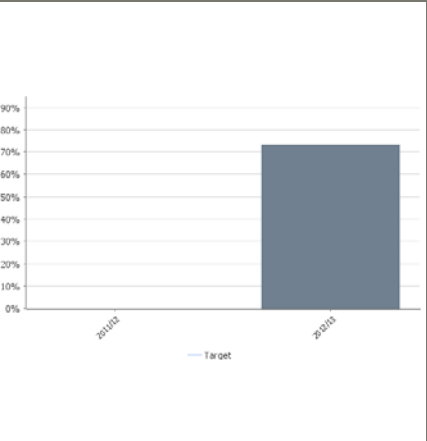
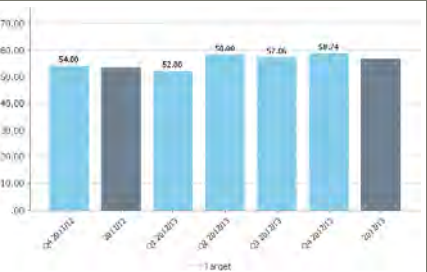
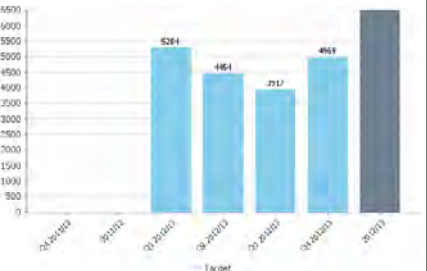
Note	Chart																		
<p>08-May-2013 In Q4, this measure of congestion - the average journey time along the six strategic corridor routes into the boundary of Chatham town centre between 8am and 9am - has shown a slight decrease on Q3 - 2.82 minutes per mile down to 2.65 minutes per mile.</p> <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 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>2009-10</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>2012-13</td> <td>2.59</td> </tr> <tr> <td>Target</td> <td>4.00</td> </tr> </tbody> </table>	Period	Value	2009-10	3.49	2011-12	2.54	Q1-2013	2.71	Q2-2013	2.22	Q3-2013	2.82	Q4-2013	2.65	2012-13	2.59	Target	4.00
Period	Value																		
2009-10	3.49																		
2011-12	2.54																		
Q1-2013	2.71																		
Q2-2013	2.22																		
Q3-2013	2.82																		
Q4-2013	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												
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>	 <table border="1"> <caption>Customer Satisfaction Data (Q4 2011/12 to Q4 2012/13)</caption> <thead> <tr> <th>Quarter</th> <th>Satisfaction (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>52.00</td> </tr> <tr> <td>Q1 2012/13</td> <td>44.00</td> </tr> <tr> <td>Q2 2012/13</td> <td>52.00</td> </tr> <tr> <td>Q3 2012/13</td> <td>49.00</td> </tr> <tr> <td>Q4 2012/13</td> <td>43.00</td> </tr> </tbody> </table>	Quarter	Satisfaction (%)	Q4 2011/12	52.00	Q1 2012/13	44.00	Q2 2012/13	52.00	Q3 2012/13	49.00	Q4 2012/13	43.00
Quarter	Satisfaction (%)												
Q4 2011/12	52.00												
Q1 2012/13	44.00												
Q2 2012/13	52.00												
Q3 2012/13	49.00												
Q4 2012/13	43.00												
<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>	 <table border="1"> <caption>Customer Satisfaction Data (Q4 2011/12 to Q4 2012/13)</caption> <thead> <tr> <th>Quarter</th> <th>Satisfaction (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>72.00</td> </tr> <tr> <td>Q1 2012/13</td> <td>69.00</td> </tr> <tr> <td>Q2 2012/13</td> <td>69.00</td> </tr> <tr> <td>Q3 2012/13</td> <td>68.00</td> </tr> <tr> <td>Q4 2012/13</td> <td>66.00</td> </tr> </tbody> </table>	Quarter	Satisfaction (%)	Q4 2011/12	72.00	Q1 2012/13	69.00	Q2 2012/13	69.00	Q3 2012/13	68.00	Q4 2012/13	66.00
Quarter	Satisfaction (%)												
Q4 2011/12	72.00												
Q1 2012/13	69.00												
Q2 2012/13	69.00												
Q3 2012/13	68.00												
Q4 2012/13	66.00												

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

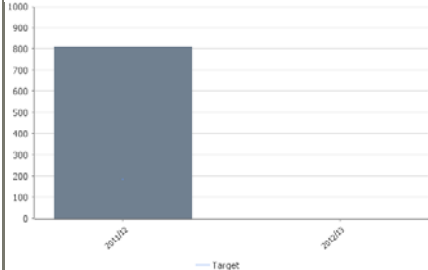
Note	Chart
works are being carried out or how they have been reinstated i.e. the highway not being in a satisfactory condition following the works. Over the final quarter Medway has continued to see a significant amount of works associated with Southern Water i.e. installation of water meters and mains 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
Net additional homes provided	

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
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>	<table border="1"> <caption>Affordable Housing Investment</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>214</td> </tr> <tr> <td>Q1 2012/13</td> <td>55</td> </tr> <tr> <td>Q2 2012/13</td> <td>35</td> </tr> <tr> <td>Q3 2012/13</td> <td>35</td> </tr> <tr> <td>Q4 2012/13</td> <td>104</td> </tr> <tr> <td>Target</td> <td>204</td> </tr> </tbody> </table>	Quarter	Value	Q4 2011/12	214	Q1 2012/13	55	Q2 2012/13	35	Q3 2012/13	35	Q4 2012/13	104	Target	204
Quarter	Value														
Q4 2011/12	214														
Q1 2012/13	55														
Q2 2012/13	35														
Q3 2012/13	35														
Q4 2012/13	104														
Target	204														
<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>	<table border="1"> <caption>Average Length of Stay in B&B</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>2.96</td> </tr> <tr> <td>Q1 2012/13</td> <td>2.39</td> </tr> <tr> <td>Q2 2012/13</td> <td>2.06</td> </tr> <tr> <td>Q3 2012/13</td> <td>3.18</td> </tr> <tr> <td>Q4 2012/13</td> <td>0.97</td> </tr> <tr> <td>Target</td> <td>1.00</td> </tr> </tbody> </table>	Quarter	Value	Q4 2011/12	2.96	Q1 2012/13	2.39	Q2 2012/13	2.06	Q3 2012/13	3.18	Q4 2012/13	0.97	Target	1.00
Quarter	Value														
Q4 2011/12	2.96														
Q1 2012/13	2.39														
Q2 2012/13	2.06														
Q3 2012/13	3.18														
Q4 2012/13	0.97														
Target	1.00														







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		Short Trend	
		Value	Value	Value	Value	Value	Value	Target		Status
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 (Q4)</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>7.3%</td> <td>5.8%</td> </tr> <tr> <td>2011/12</td> <td>6.2%</td> <td>5.8%</td> </tr> <tr> <td>Q1-2012/13</td> <td>6.9%</td> <td>5.8%</td> </tr> <tr> <td>Q2-2012/13</td> <td>6.5%</td> <td>5.8%</td> </tr> <tr> <td>Q3-2012/13</td> <td>6.8%</td> <td>5.8%</td> </tr> <tr> <td>Q4-2012/13</td> <td>6.8%</td> <td>5.8%</td> </tr> <tr> <td>2012/13</td> <td>6.6%</td> <td>5.8%</td> </tr> </tbody> </table>	Period	Value	Target	Q4-2011/12	7.3%	5.8%	2011/12	6.2%	5.8%	Q1-2012/13	6.9%	5.8%	Q2-2012/13	6.5%	5.8%	Q3-2012/13	6.8%	5.8%	Q4-2012/13	6.8%	5.8%	2012/13	6.6%	5.8%
Period	Value	Target																							
Q4-2011/12	7.3%	5.8%																							
2011/12	6.2%	5.8%																							
Q1-2012/13	6.9%	5.8%																							
Q2-2012/13	6.5%	5.8%																							
Q3-2012/13	6.8%	5.8%																							
Q4-2012/13	6.8%	5.8%																							
2012/13	6.6%	5.8%																							
<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 (Q4)</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4-2011/12</td> <td>33.7%</td> <td>60.0%</td> </tr> <tr> <td>2011/12</td> <td>40.0%</td> <td>60.0%</td> </tr> <tr> <td>Q1-2012/13</td> <td>53.8%</td> <td>60.0%</td> </tr> <tr> <td>Q2-2012/13</td> <td>44.4%</td> <td>60.0%</td> </tr> <tr> <td>Q3-2012/13</td> <td>51.3%</td> <td>60.0%</td> </tr> <tr> <td>Q4-2012/13</td> <td>51.3%</td> <td>60.0%</td> </tr> <tr> <td>2012/13</td> <td>51.3%</td> <td>60.0%</td> </tr> </tbody> </table>	Period	Value	Target	Q4-2011/12	33.7%	60.0%	2011/12	40.0%	60.0%	Q1-2012/13	53.8%	60.0%	Q2-2012/13	44.4%	60.0%	Q3-2012/13	51.3%	60.0%	Q4-2012/13	51.3%	60.0%	2012/13	51.3%	60.0%
Period	Value	Target																							
Q4-2011/12	33.7%	60.0%																							
2011/12	40.0%	60.0%																							
Q1-2012/13	53.8%	60.0%																							
Q2-2012/13	44.4%	60.0%																							
Q3-2012/13	51.3%	60.0%																							
Q4-2012/13	51.3%	60.0%																							
2012/13	51.3%	60.0%																							

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
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 Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1-2012</td> <td>172</td> </tr> <tr> <td>Q2-2012</td> <td>73</td> </tr> <tr> <td>Q3-2012</td> <td>50</td> </tr> <tr> <td>Q4-2012</td> <td>314</td> </tr> <tr> <td>Target</td> <td>160</td> </tr> </tbody> </table>	Quarter	Value	Q1-2012	172	Q2-2012	73	Q3-2012	50	Q4-2012	314	Target	160
Quarter	Value												
Q1-2012	172												
Q2-2012	73												
Q3-2012	50												
Q4-2012	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 Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1-2012</td> <td>154</td> </tr> <tr> <td>Q2-2012</td> <td>16</td> </tr> <tr> <td>Q3-2012</td> <td>153</td> </tr> <tr> <td>Q4-2012</td> <td>47</td> </tr> <tr> <td>Target</td> <td>360</td> </tr> </tbody> </table>	Quarter	Value	Q1-2012	154	Q2-2012	16	Q3-2012	153	Q4-2012	47	Target	360
Quarter	Value												
Q1-2012	154												
Q2-2012	16												
Q3-2012	153												
Q4-2012	47												
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>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

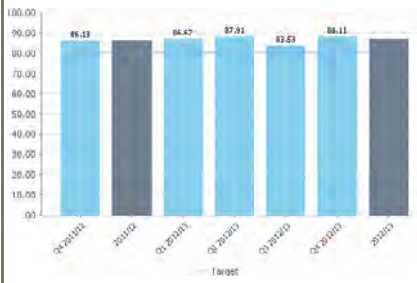
2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend

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		

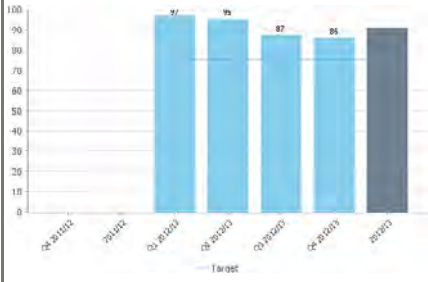
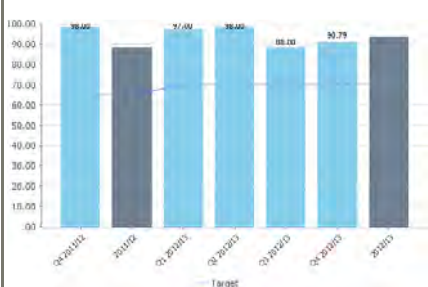
Note	Chart
08-May-2013 The local surveys closely match the Q4 tracker data. The surveys were carried out at Echoes Gyms, Splashes Leisure Pool and Deangate Golf & Sports Complex as per the survey schedule. The combined result was 88%. The results for the gyms were particularly high (92). The results 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>Q1-2013</td> <td>219,098</td> </tr> <tr> <td>Q2-2013</td> <td>501,545</td> </tr> <tr> <td>Q3-2013</td> <td>635,490</td> </tr> <tr> <td>Q4-2013</td> <td>740,956</td> </tr> <tr> <td>2013</td> <td>740,956</td> </tr> <tr> <td>Target</td> <td>700,000</td> </tr> </tbody> </table>	Period	Value	Q1-2011/12	734,114	2011/12	734,114	Q1-2013	219,098	Q2-2013	501,545	Q3-2013	635,490	Q4-2013	740,956	2013	740,956	Target	700,000
Period	Value																		
Q1-2011/12	734,114																		
2011/12	734,114																		
Q1-2013	219,098																		
Q2-2013	501,545																		
Q3-2013	635,490																		
Q4-2013	740,956																		
2013	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>Q1-2011/12</td> <td>85.00</td> </tr> <tr> <td>2011/12</td> <td>85.00</td> </tr> <tr> <td>Q1-2013</td> <td>93.00</td> </tr> <tr> <td>Q2-2013</td> <td>95.00</td> </tr> <tr> <td>Q3-2013</td> <td>88.19</td> </tr> <tr> <td>Q4-2013</td> <td>92.06</td> </tr> <tr> <td>2013</td> <td>92.06</td> </tr> <tr> <td>Target</td> <td>80.00</td> </tr> </tbody> </table>	Period	Value	Q1-2011/12	85.00	2011/12	85.00	Q1-2013	93.00	Q2-2013	95.00	Q3-2013	88.19	Q4-2013	92.06	2013	92.06	Target	80.00
Period	Value																		
Q1-2011/12	85.00																		
2011/12	85.00																		
Q1-2013	93.00																		
Q2-2013	95.00																		
Q3-2013	88.19																		
Q4-2013	92.06																		
2013	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>Q1-2011/12</td> <td>82.63</td> </tr> <tr> <td>2011/12</td> <td>82.63</td> </tr> <tr> <td>Q1-2013</td> <td>96.00</td> </tr> <tr> <td>Q2-2013</td> <td>94.00</td> </tr> <tr> <td>Q3-2013</td> <td>82.00</td> </tr> <tr> <td>Q4-2013</td> <td>91.25</td> </tr> <tr> <td>2013</td> <td>91.25</td> </tr> <tr> <td>Target</td> <td>70.00</td> </tr> </tbody> </table>	Period	Value	Q1-2011/12	82.63	2011/12	82.63	Q1-2013	96.00	Q2-2013	94.00	Q3-2013	82.00	Q4-2013	91.25	2013	91.25	Target	70.00
Period	Value																		
Q1-2011/12	82.63																		
2011/12	82.63																		
Q1-2013	96.00																		
Q2-2013	94.00																		
Q3-2013	82.00																		
Q4-2013	91.25																		
2013	91.25																		
Target	70.00																		







Short Name	Success is
Satisfaction with libraries	
User satisfaction with theatres	

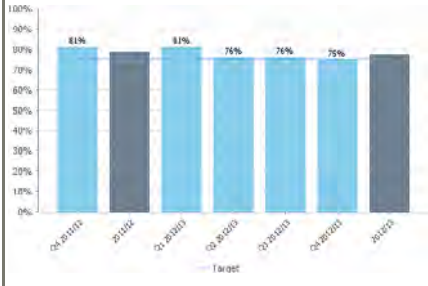
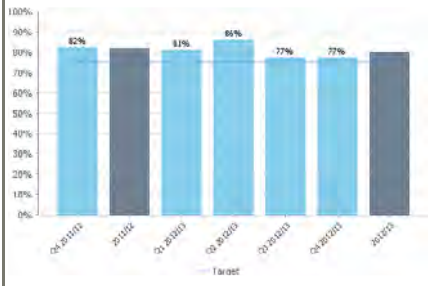
2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
	97	95	87	86	91	75		N/A
	88.00	97.00	98.00	88.00	90.79	93.45	70.00 	



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>	 <table border="1"> <caption>LIB4 Performance Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q4-2011/12</td><td>97</td><td>75</td></tr> <tr><td>2012/13</td><td>95</td><td>75</td></tr> <tr><td>Q1-2012/13</td><td>87</td><td>75</td></tr> <tr><td>Q2-2012/13</td><td>86</td><td>75</td></tr> <tr><td>Q3-2012/13</td><td>91</td><td>75</td></tr> <tr><td>Q4-2012/13</td><td>75</td><td>75</td></tr> <tr><td>2012/13</td><td>91</td><td>75</td></tr> </tbody> </table>	Period	Value	Target	Q4-2011/12	97	75	2012/13	95	75	Q1-2012/13	87	75	Q2-2012/13	86	75	Q3-2012/13	91	75	Q4-2012/13	75	75	2012/13	91	75
Period	Value	Target																							
Q4-2011/12	97	75																							
2012/13	95	75																							
Q1-2012/13	87	75																							
Q2-2012/13	86	75																							
Q3-2012/13	91	75																							
Q4-2012/13	75	75																							
2012/13	91	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> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q4-2011/12</td><td>98.00</td><td>70.00</td></tr> <tr><td>2012/13</td><td>97.00</td><td>70.00</td></tr> <tr><td>Q1-2012/13</td><td>98.00</td><td>70.00</td></tr> <tr><td>Q2-2012/13</td><td>88.00</td><td>70.00</td></tr> <tr><td>Q3-2012/13</td><td>90.79</td><td>70.00</td></tr> <tr><td>Q4-2012/13</td><td>88.00</td><td>70.00</td></tr> <tr><td>2012/13</td><td>90.79</td><td>70.00</td></tr> </tbody> </table>	Period	Value	Target	Q4-2011/12	98.00	70.00	2012/13	97.00	70.00	Q1-2012/13	98.00	70.00	Q2-2012/13	88.00	70.00	Q3-2012/13	90.79	70.00	Q4-2012/13	88.00	70.00	2012/13	90.79	70.00
Period	Value	Target																							
Q4-2011/12	98.00	70.00																							
2012/13	97.00	70.00																							
Q1-2012/13	98.00	70.00																							
Q2-2012/13	88.00	70.00																							
Q3-2012/13	90.79	70.00																							
Q4-2012/13	88.00	70.00																							
2012/13	90.79	70.00																							


5.0 Safe, clean and green Medway

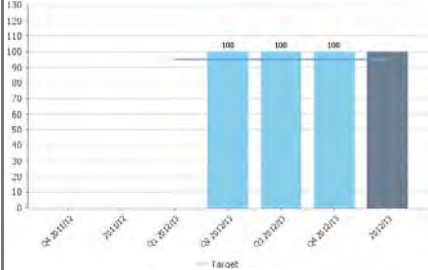
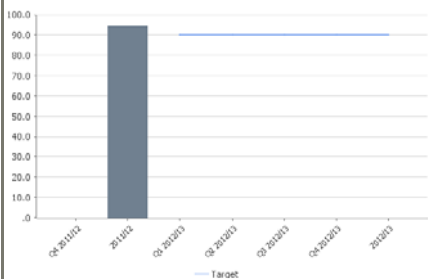
5.1 We will improve public confidence and feelings of safety

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>User satisfaction with trading standards</caption> <thead> <tr> <th>Quarter</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>Q1-2012/13</td> <td>76%</td> <td>75%</td> </tr> <tr> <td>Q2-2012/13</td> <td>76%</td> <td>75%</td> </tr> <tr> <td>Q3-2012/13</td> <td>75%</td> <td>75%</td> </tr> <tr> <td>Q4-2012/13</td> <td>75%</td> <td>75%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4-2011/12	81%	75%	Q1-2012/13	76%	75%	Q2-2012/13	76%	75%	Q3-2012/13	75%	75%	Q4-2012/13	75%	75%
Quarter	Value	Target																	
Q4-2011/12	81%	75%																	
Q1-2012/13	76%	75%																	
Q2-2012/13	76%	75%																	
Q3-2012/13	75%	75%																	
Q4-2012/13	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>User satisfaction with environmental health</caption> <thead> <tr> <th>Quarter</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>Q1-2012/13</td> <td>81%</td> <td>75%</td> </tr> <tr> <td>Q2-2012/13</td> <td>86%</td> <td>75%</td> </tr> <tr> <td>Q3-2012/13</td> <td>77%</td> <td>75%</td> </tr> <tr> <td>Q4-2012/13</td> <td>77%</td> <td>75%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4-2011/12	82%	75%	Q1-2012/13	81%	75%	Q2-2012/13	86%	75%	Q3-2012/13	77%	75%	Q4-2012/13	77%	75%
Quarter	Value	Target																	
Q4-2011/12	82%	75%																	
Q1-2012/13	81%	75%																	
Q2-2012/13	86%	75%																	
Q3-2012/13	77%	75%																	
Q4-2012/13	77%	75%																	

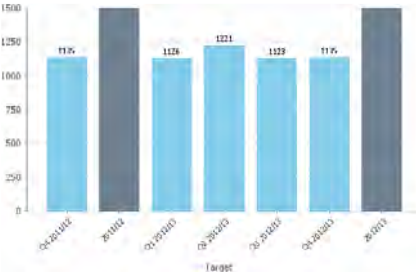
Short Name	Success is
Council attendance at PACTS and SACTS where notified a fortnight in advance	
Percentage of people who feel Medway is safe	


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>	

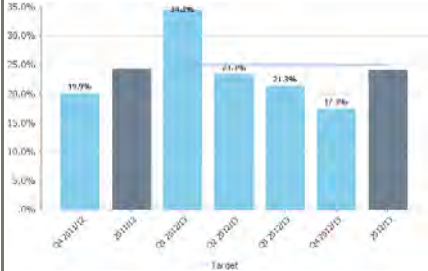
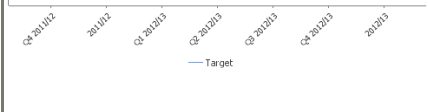
5.2 We will help to prevent and reduce domestic abuse

Short Name	Success is	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
		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>Chart Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2012/13</td> <td>1126</td> <td>1175</td> </tr> <tr> <td>Q2-2012/13</td> <td>1221</td> <td>1175</td> </tr> <tr> <td>Q3-2012/13</td> <td>1123</td> <td>1175</td> </tr> <tr> <td>Q4-2012/13</td> <td>1135</td> <td>1175</td> </tr> <tr> <td>2011/12</td> <td>4248</td> <td>4605</td> </tr> </tbody> </table>	Period	Value	Target	Q1-2012/13	1126	1175	Q2-2012/13	1221	1175	Q3-2012/13	1123	1175	Q4-2012/13	1135	1175	2011/12	4248	4605
Period	Value	Target																	
Q1-2012/13	1126	1175																	
Q2-2012/13	1221	1175																	
Q3-2012/13	1123	1175																	
Q4-2012/13	1135	1175																	
2011/12	4248	4605																	

Short Name	Success is
% of repeat victims of domestic abuse	
Impact of domestic abuse on children's safety	







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
24.2%	34.3%	23.3%	21.3%	17.3%	24.0%	25.0%		

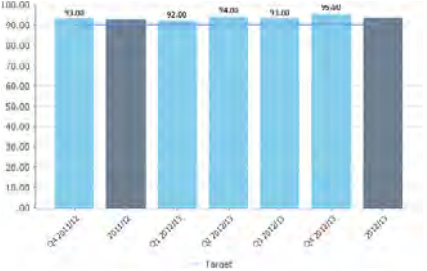
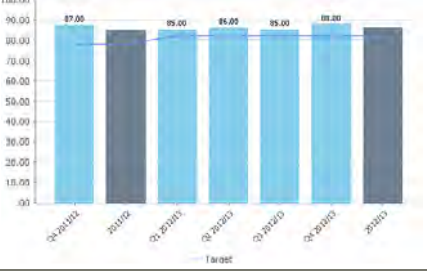
Note	Chart
across boundaries, with real strategic commitment.	
<p>23-Apr-2013 While the number of reported incidents of domestic abuse is remaining fairly constant, quarter on quarter, the repeat rate has been steadily falling from the start of the year. While this is to be welcomed, the reasons behind 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>	
<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	
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 %	 

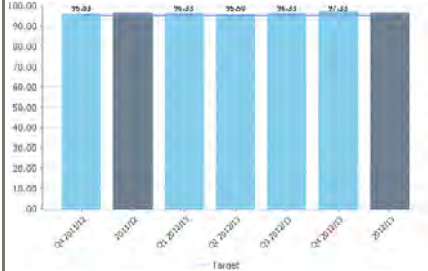
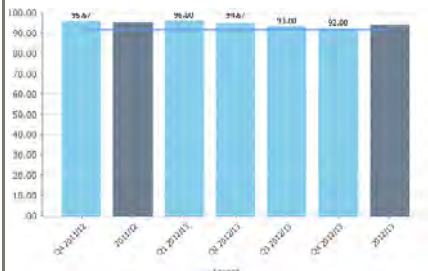
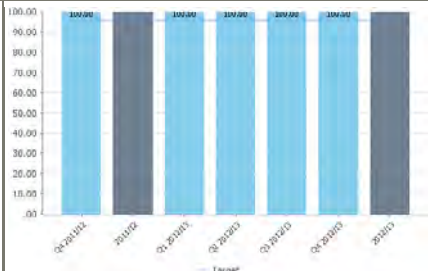
Note	Chart														
<p>08-Apr-2013 Quarter 4 data is estimated; but we have seen a constantly low tonnage of residual household waste, dropping from 658.8 tonnes last year.</p> <p>Residual waste tonnages can be affected by external factor such as the economic climate. We continue to see improvements 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>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2010</td> <td>658.8</td> </tr> <tr> <td>Q1 2012</td> <td>155.9</td> </tr> <tr> <td>Q2 2012</td> <td>157.6</td> </tr> <tr> <td>Q3 2012</td> <td>161.6</td> </tr> <tr> <td>Q4 2012</td> <td>167.2</td> </tr> <tr> <td>Target</td> <td>792.0</td> </tr> </tbody> </table>	Quarter	Value	Q4 2010	658.8	Q1 2012	155.9	Q2 2012	157.6	Q3 2012	161.6	Q4 2012	167.2	Target	792.0
Quarter	Value														
Q4 2010	658.8														
Q1 2012	155.9														
Q2 2012	157.6														
Q3 2012	161.6														
Q4 2012	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 year's 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>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2010</td> <td>38.10%</td> </tr> <tr> <td>Q1 2012</td> <td>42.60%</td> </tr> <tr> <td>Q2 2012</td> <td>45.14%</td> </tr> <tr> <td>Q3 2012</td> <td>37.15%</td> </tr> <tr> <td>Q4 2012</td> <td>34.68%</td> </tr> <tr> <td>Target</td> <td>41.00%</td> </tr> </tbody> </table>	Quarter	Value	Q4 2010	38.10%	Q1 2012	42.60%	Q2 2012	45.14%	Q3 2012	37.15%	Q4 2012	34.68%	Target	41.00%
Quarter	Value														
Q4 2010	38.10%														
Q1 2012	42.60%														
Q2 2012	45.14%														
Q3 2012	37.15%														
Q4 2012	34.68%														
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>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2012/13</td> <td>93.00</td> <td>90.00</td> </tr> <tr> <td>Q2 2012/13</td> <td>92.00</td> <td>90.00</td> </tr> <tr> <td>Q3 2012/13</td> <td>94.00</td> <td>90.00</td> </tr> <tr> <td>Q4 2012/13</td> <td>95.00</td> <td>90.00</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2012/13	93.00	90.00	Q2 2012/13	92.00	90.00	Q3 2012/13	94.00	90.00	Q4 2012/13	95.00	90.00
Quarter	Value	Target														
Q1 2012/13	93.00	90.00														
Q2 2012/13	92.00	90.00														
Q3 2012/13	94.00	90.00														
Q4 2012/13	95.00	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>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2012/13</td> <td>87.00</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>86.00</td> <td>82.00</td> </tr> <tr> <td>Q4 2012/13</td> <td>88.00</td> <td>82.00</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2012/13	87.00	82.00	Q2 2012/13	85.00	82.00	Q3 2012/13	86.00	82.00	Q4 2012/13	88.00	82.00
Quarter	Value	Target														
Q1 2012/13	87.00	82.00														
Q2 2012/13	85.00	82.00														
Q3 2012/13	86.00	82.00														
Q4 2012/13	88.00	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			
		Value	Value	Value	Value	Value	Value	Target	Status	Short Trend
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		

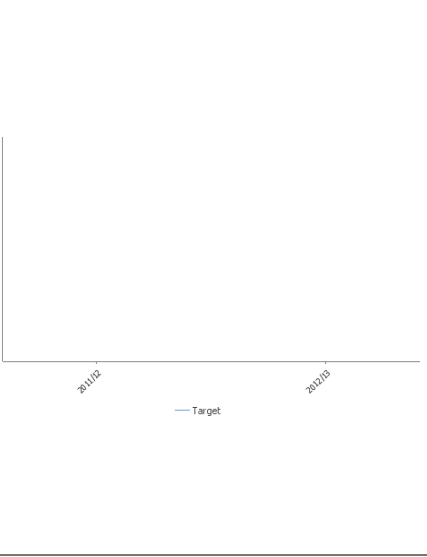
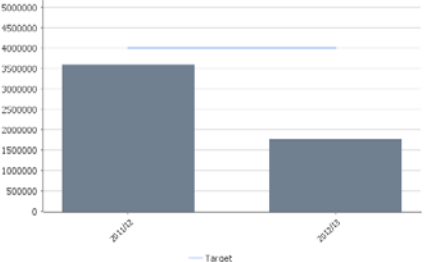
Note	Chart																								
<p>08-May-2013 The contract monitoring team carry out regular street cleansing inspections across Medway to ensure the contractor is meeting their contractual obligations.</p> <p>During Q4, 97% of locations were at a grade B (predominantly free of litter and refuse 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>96.63</td><td>95.00</td></tr> <tr><td>Q1 2012/13</td><td>96.33</td><td>95.00</td></tr> <tr><td>Q2 2012/13</td><td>95.50</td><td>95.00</td></tr> <tr><td>Q3 2012/13</td><td>96.33</td><td>95.00</td></tr> <tr><td>Q4 2012/13</td><td>97.33</td><td>95.00</td></tr> <tr><td>2012/13</td><td>96.37</td><td>95.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	96.63	95.00	2011/12	96.63	95.00	Q1 2012/13	96.33	95.00	Q2 2012/13	95.50	95.00	Q3 2012/13	96.33	95.00	Q4 2012/13	97.33	95.00	2012/13	96.37	95.00
Period	Value	Target																							
Q4 2011/12	96.63	95.00																							
2011/12	96.63	95.00																							
Q1 2012/13	96.33	95.00																							
Q2 2012/13	95.50	95.00																							
Q3 2012/13	96.33	95.00																							
Q4 2012/13	97.33	95.00																							
2012/13	96.37	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>95.00</td><td>92.00</td></tr> <tr><td>Q1 2012/13</td><td>96.00</td><td>92.00</td></tr> <tr><td>Q2 2012/13</td><td>94.67</td><td>92.00</td></tr> <tr><td>Q3 2012/13</td><td>93.00</td><td>92.00</td></tr> <tr><td>Q4 2012/13</td><td>92.00</td><td>92.00</td></tr> <tr><td>2012/13</td><td>93.92</td><td>92.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	95.00	92.00	2011/12	95.00	92.00	Q1 2012/13	96.00	92.00	Q2 2012/13	94.67	92.00	Q3 2012/13	93.00	92.00	Q4 2012/13	92.00	92.00	2012/13	93.92	92.00
Period	Value	Target																							
Q4 2011/12	95.00	92.00																							
2011/12	95.00	92.00																							
Q1 2012/13	96.00	92.00																							
Q2 2012/13	94.67	92.00																							
Q3 2012/13	93.00	92.00																							
Q4 2012/13	92.00	92.00																							
2012/13	93.92	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>99.58</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>100.00</td><td>96.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2011/12	99.58	96.00	2011/12	99.58	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	100.00	96.00
Period	Value	Target																							
Q4 2011/12	99.58	96.00																							
2011/12	99.58	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	100.00	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>	<table border="1"> <caption>Flyposting Performance Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q4 2012</td><td>100.00</td><td>100.00</td></tr> <tr><td>2013</td><td>100.00</td><td>100.00</td></tr> <tr><td>Q1 2013</td><td>100.00</td><td>100.00</td></tr> <tr><td>Q2 2013</td><td>100.00</td><td>100.00</td></tr> <tr><td>Q3 2013</td><td>100.00</td><td>100.00</td></tr> <tr><td>Q4 2013</td><td>100.00</td><td>100.00</td></tr> <tr><td>2013</td><td>100.00</td><td>100.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2012	100.00	100.00	2013	100.00	100.00	Q1 2013	100.00	100.00	Q2 2013	100.00	100.00	Q3 2013	100.00	100.00	Q4 2013	100.00	100.00	2013	100.00	100.00
Period	Value	Target																							
Q4 2012	100.00	100.00																							
2013	100.00	100.00																							
Q1 2013	100.00	100.00																							
Q2 2013	100.00	100.00																							
Q3 2013	100.00	100.00																							
Q4 2013	100.00	100.00																							
2013	100.00	100.00																							
<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>	<table border="1"> <caption>Satisfaction with Street Cleaning Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q4 2012</td><td>76.00</td><td>75.00</td></tr> <tr><td>2013</td><td>72.00</td><td>75.00</td></tr> <tr><td>Q1 2013</td><td>74.00</td><td>75.00</td></tr> <tr><td>Q2 2013</td><td>71.00</td><td>75.00</td></tr> <tr><td>Q3 2013</td><td>73.00</td><td>75.00</td></tr> <tr><td>Q4 2013</td><td>72.50</td><td>75.00</td></tr> <tr><td>2013</td><td>75.00</td><td>75.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2012	76.00	75.00	2013	72.00	75.00	Q1 2013	74.00	75.00	Q2 2013	71.00	75.00	Q3 2013	73.00	75.00	Q4 2013	72.50	75.00	2013	75.00	75.00
Period	Value	Target																							
Q4 2012	76.00	75.00																							
2013	72.00	75.00																							
Q1 2013	74.00	75.00																							
Q2 2013	71.00	75.00																							
Q3 2013	73.00	75.00																							
Q4 2013	72.50	75.00																							
2013	75.00	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	✓	↓

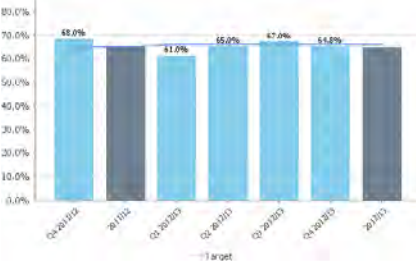
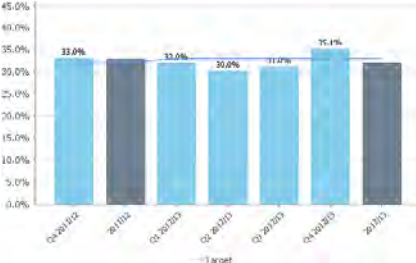
Note	Chart																		
<p>11-Apr-2013 Growth in hours of volunteering of 45% compared to 2011-12 has been achieved. This demonstrates ongoing commitment by local communities to the management and development of local Greenspaces. The appointment of the Greenspace Partnership Officer in 2012-13 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 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>9182</td> <td>9698</td> </tr> <tr> <td>Q1 2012/13</td> <td>3320</td> <td>9698</td> </tr> <tr> <td>Q2 2012/13</td> <td>3607</td> <td>9698</td> </tr> <tr> <td>Q3 2012/13</td> <td>3297</td> <td>9698</td> </tr> <tr> <td>Q4 2012/13</td> <td>2991</td> <td>9698</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	9182	9698	Q1 2012/13	3320	9698	Q2 2012/13	3607	9698	Q3 2012/13	3297	9698	Q4 2012/13	2991	9698
Quarter	Value	Target																	
Q4 2011/12	9182	9698																	
Q1 2012/13	3320	9698																	
Q2 2012/13	3607	9698																	
Q3 2012/13	3297	9698																	
Q4 2012/13	2991	9698																	
<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 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>2509</td> <td>2617</td> </tr> <tr> <td>Q1 2012/13</td> <td>757</td> <td>2617</td> </tr> <tr> <td>Q2 2012/13</td> <td>815</td> <td>2617</td> </tr> <tr> <td>Q3 2012/13</td> <td>630</td> <td>2617</td> </tr> <tr> <td>Q4 2012/13</td> <td>570</td> <td>2617</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	2509	2617	Q1 2012/13	757	2617	Q2 2012/13	815	2617	Q3 2012/13	630	2617	Q4 2012/13	570	2617
Quarter	Value	Target																	
Q4 2011/12	2509	2617																	
Q1 2012/13	757	2617																	
Q2 2012/13	815	2617																	
Q3 2012/13	630	2617																	
Q4 2012/13	570	2617																	
<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 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>88.50</td> <td>83.00</td> </tr> <tr> <td>Q1 2012/13</td> <td>93.00</td> <td>83.00</td> </tr> <tr> <td>Q2 2012/13</td> <td>94.00</td> <td>83.00</td> </tr> <tr> <td>Q3 2012/13</td> <td>82.00</td> <td>83.00</td> </tr> <tr> <td>Q4 2012/13</td> <td>82.00</td> <td>83.00</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2011/12	88.50	83.00	Q1 2012/13	93.00	83.00	Q2 2012/13	94.00	83.00	Q3 2012/13	82.00	83.00	Q4 2012/13	82.00	83.00
Quarter	Value	Target																	
Q4 2011/12	88.50	83.00																	
Q1 2012/13	93.00	83.00																	
Q2 2012/13	94.00	83.00																	
Q3 2012/13	82.00	83.00																	
Q4 2012/13	82.00	83.00																	

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 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 - Performance across the year</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q4 2011/12</td><td>84.75</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	84.75	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	84.75	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 - Performance across the year</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	
% 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

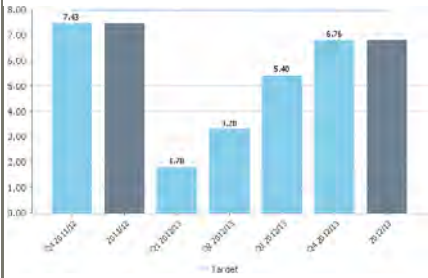
2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	2012/13			
Value	Value	Value	Value	Value	Value	Target	Status	Short Trend

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.	

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>		