










Council Plan Monitoring - Q1 2013/14





PI Status	Trend Arrows	Success is
 This PI is significantly below target	 The performance of this PI has improved	 Higher figures are better
 This PI is slightly below target	 The performance of this PI has worsened	 Lower figures are better
 This PI has met or exceeded the target	 The performance of this PI is static	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.	The long trend measures average performance over the previous four quarters	
N/A – Rating not appropriate / possible	The short trend measures performance since the previous quarter	




3.0 Safe, clean and green Medway

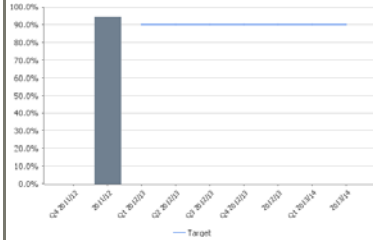
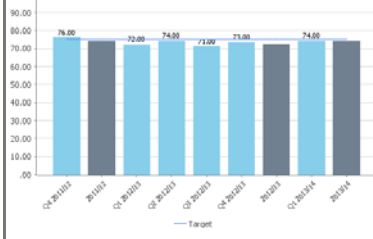
3.1 We will work with the community to keep Medway clean and safe

Code	Short Name	Success is	2011/12	2012/13	Q4 2012/13	Q1 2013/14				
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
NI 195a NEW	Improved street and environmental cleanliness: Litter		96.63	96.37	97.33	97.00	96.00			
NI 195c NEW	Improved street and environmental cleanliness: Graffiti		99.58	100.00	100.00	100.00	98.00			



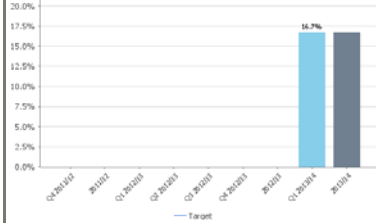



Note	Chart										
<p>27-Jun-2013 The contract monitoring team carry out regular street cleansing inspections across Medway to ensure the contractor is meeting their contractual obligations.</p> <p>During Q1, 97% of locations were at a grade B (predominantly free of litter and refuse except for some small items) or above, providing a positive result that is within target.</p>	<table border="1"> <caption>Litter Inspection Results</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2012/13</td><td>96.63</td></tr> <tr><td>2012/13</td><td>96.37</td></tr> <tr><td>Q4 2012/13</td><td>97.33</td></tr> <tr><td>Q1 2013/14</td><td>97.00</td></tr> </tbody> </table>	Period	Value	Q4 2012/13	96.63	2012/13	96.37	Q4 2012/13	97.33	Q1 2013/14	97.00
Period	Value										
Q4 2012/13	96.63										
2012/13	96.37										
Q4 2012/13	97.33										
Q1 2013/14	97.00										
<p>11-Jul-2013 Graffiti is removed by our in house team who carry out regular inspections of Medway in order to remove graffiti proactively. During Q1 100 % of all locations inspected were free from graffiti. The number of incidences of graffiti removed for Q1 increased by 50% (247) in comparison to the previous quarter (150 12/13 Q4).</p>	<table border="1"> <caption>Graffiti Removal Results</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2012/13</td><td>99.58</td></tr> <tr><td>2012/13</td><td>100.00</td></tr> <tr><td>Q4 2012/13</td><td>100.00</td></tr> <tr><td>Q1 2013/14</td><td>100.00</td></tr> </tbody> </table>	Period	Value	Q4 2012/13	99.58	2012/13	100.00	Q4 2012/13	100.00	Q1 2013/14	100.00
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Q4 2012/13	99.58										
2012/13	100.00										
Q4 2012/13	100.00										
Q1 2013/14	100.00										


Code	Short Name	Success is
SF15	Percentage of people who feel Medway is safe	
W8	Satisfaction with street cleaning	


2011/12	2012/13	Q4 2012/13	Q1 2013/14				
			Value	Target	Status	Short Trend	Long Trend
94.3 %		N/A	90.0 %	N/A	N/A	N/A	N/A
74.00	72.50	73.00	74.00	75.00			

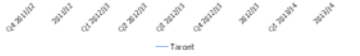
Note	Chart																														
<p>11-Jul-2013 Previously this information was received from the Kent Crime Victim Survey quarterly. From 13/14 Kent Police are no longer completing the survey. This measure will now be annual and collected as part of the Community Safety Partnership Strategic Assessment through the Citizens Panel.</p>	 <table border="1"> <caption>Data for SF15 Chart</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2010/11</td> <td>~90.0%</td> <td>90.0%</td> </tr> <tr> <td>2010/11</td> <td>94.3%</td> <td>90.0%</td> </tr> <tr> <td>Q1 2012/13</td> <td>N/A</td> <td>90.0%</td> </tr> <tr> <td>Q2 2012/13</td> <td>N/A</td> <td>90.0%</td> </tr> <tr> <td>Q3 2012/13</td> <td>N/A</td> <td>90.0%</td> </tr> <tr> <td>Q4 2012/13</td> <td>N/A</td> <td>90.0%</td> </tr> <tr> <td>2012/13</td> <td>N/A</td> <td>90.0%</td> </tr> <tr> <td>Q1 2013/14</td> <td>N/A</td> <td>90.0%</td> </tr> <tr> <td>2013/14</td> <td>N/A</td> <td>90.0%</td> </tr> </tbody> </table>	Year	Value	Target	Q1 2010/11	~90.0%	90.0%	2010/11	94.3%	90.0%	Q1 2012/13	N/A	90.0%	Q2 2012/13	N/A	90.0%	Q3 2012/13	N/A	90.0%	Q4 2012/13	N/A	90.0%	2012/13	N/A	90.0%	Q1 2013/14	N/A	90.0%	2013/14	N/A	90.0%
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<p>11-Jul-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. Satisfaction with street cleaning performance has remained stable for the past two years. There has been a general increase in satisfaction over recent years (Residents opinion poll 2006-07 turnout 55%).</p>	 <table border="1"> <caption>Data for W8 Chart</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2006/07</td> <td>74.00</td> <td>75.00</td> </tr> <tr> <td>2006/07</td> <td>74.00</td> <td>75.00</td> </tr> <tr> <td>Q1 2007/08</td> <td>72.50</td> <td>75.00</td> </tr> <tr> <td>Q2 2007/08</td> <td>74.00</td> <td>75.00</td> </tr> <tr> <td>Q3 2007/08</td> <td>71.00</td> <td>75.00</td> </tr> <tr> <td>Q4 2007/08</td> <td>71.00</td> <td>75.00</td> </tr> <tr> <td>2007/08</td> <td>74.00</td> <td>75.00</td> </tr> <tr> <td>Q1 2008/09</td> <td>74.00</td> <td>75.00</td> </tr> <tr> <td>2008/09</td> <td>74.00</td> <td>75.00</td> </tr> </tbody> </table>	Year	Value	Target	Q1 2006/07	74.00	75.00	2006/07	74.00	75.00	Q1 2007/08	72.50	75.00	Q2 2007/08	74.00	75.00	Q3 2007/08	71.00	75.00	Q4 2007/08	71.00	75.00	2007/08	74.00	75.00	Q1 2008/09	74.00	75.00	2008/09	74.00	75.00
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3.2 We will support victims of domestic abuse


Code	Short Name	Success is	2011/12	2012/13	Q4 2012/13	Q1 2013/14			Note	Chart	
			Value	Value	Value	Value	Target	Status			Short Trend
ASC09	Percentage of adult safeguarding referrals where domestic abuse is a factor					16.7%	N/A		N/A	N/A	<p>11-Jul-2013 In Q1 there were 12 referrals, out of a total of 72, where domestic abuse was a factor. In nine cases the primary allegation was physical abuse, in two - emotional abuse, and in one - financial abuse. The alleged perpetrator in three cases was the victim's partner but in the majority of the cases (seven) this was another family member, usually an adult child or sibling. One case was assessed as a high risk and resulted a referral to MARAC (Multi-Agency Risk Assessment Conference). Ten of the cases are being case managed by the Mental Health Social Work Team and two by Older Persons Care Management teams.</p> 
CA18	NEW Percentage of children with child protection plans where domestic abuse is a factor					N/A	N/A		N/A	N/A	<p>10-Jul-2013 Client level data is being recorded, but this data is not accessible by the reports provided with Frameworki. A specific report is being developed which will allow reporting in time for Q2.</p> 


Code	Short Name	Success is
DA6	NEW Number of high risk clients referred for IDVA support	

2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
			N/A	N/A		N/A	N/A

Note	Chart
<p>04-Jul-2013 Pan Kent IDVA service commenced operation on 1 April 2013 by a consortium of providers known as KDAC (Kent Domestic Abuse Consortium). The service provider for Medway is KDASH, who have been working in the Maidstone and Medway areas for several years. The performance reporting framework is being finalised and performance figures to support the main outcomes of the service will be available from Autumn 2013;</p> <ul style="list-style-type: none"> o Reducing Repeat Victimization o Increasing Client Safety o Improved Health and Wellbeing o Increased Client Independence o Optimise Legal Remedies and Specialist Domestic Violence Courts <p>Details are also being recorded for an annual analysis on the age ranges of clients, age ranges of children, gender, ethnicity, disability, sexuality and referral sources.</p> <p>As performance information is currently not available from the partnership the Council continues to track the numbers of incidents of DA and the % of repeat victims of DA as an indication of demand. Figures for the first two months of Q1 (Apr - May) have been received from Kent Police. June figures will be published in August</p>	

Code	Short Name	Success is
DA7	NEW Percentage of clients where risk is reduced as a result of IDVA intervention	

2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
			N/A	N/A		N/A	N/A


Note	Chart
<p>as figures received from Kent Police are always two months in arrears. Initial analysis shows that for repeat victims of DA Q1 13/14 performance is similar as Q1 11/12 and 12/13 around 34%.</p> <p>04-Jul-2013 Pan Kent IDVA service commenced operation on 1 April 2013 by a consortium of providers known as KDAC (Kent Domestic Abuse Consortium). The service provider for Medway is KDASH, who have been working in the Maidstone and Medway areas for several years. The performance reporting framework is being finalised and performance figures to support the main outcomes of the service will be available from Autumn 2013;</p> <ul style="list-style-type: none"> o Reducing Repeat Victimisation o Increasing Client Safety o Improved Health and Wellbeing o Increased Client Independence o Optimise Legal Remedies and Specialist Domestic Violence Courts <p>Details are also being recorded for an annual analysis on the age ranges of clients, age ranges of children, gender, ethnicity, disability, sexuality and referral sources.</p> <p>As performance information is currently not available from the partnership the Council continues to track the numbers of incidents</p>	




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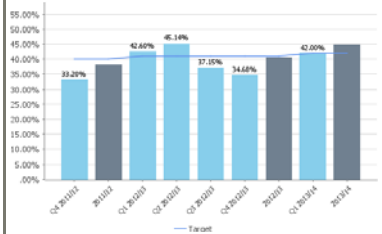
2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend

Note	Chart
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3.3 We will increase recycling and reduce waste to landfill sites

Code	Short Name	Success is
NI 192	Percentage of household waste sent for reuse, recycling and composting	

2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
38.10 %	40.61 %	34.68 %	42.00 %	42.00 %			

Note	Chart
11-Jul-2013 Quarter 1 data is estimated based on 2 complete months (April and May) and 1 estimated month (June). Please note, these figures are subject to external validation by Waste Data Flow, the statutory instrument for reporting waste information, during November 2013	



Code	Short Name	Success is
W6	Satisfaction with refuse collection	
W7	Satisfaction with recycling facilities	
W9	Satisfaction with household waste recycling centres	




2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
92.75	93.50	95.00	94.00	91.00			
84.50	86.00	88.00	88.00	85.00			
84.25 %	79.25 %	80%	81%	82%			

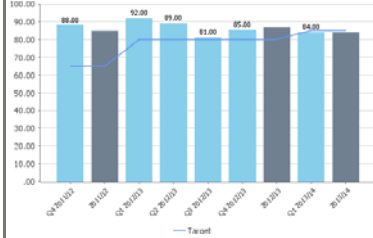
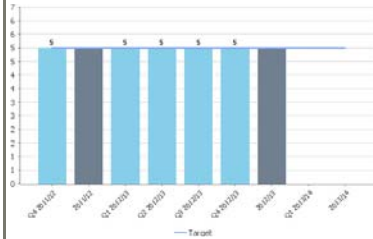
Note	Chart																											
<p>11-Jul-2013 This continued extremely high satisfaction level reflects our reliable, simple, consistent weekly collection service.</p>	<table border="1"> <caption>Refuse Collection Satisfaction Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q4 2012</td><td>93.00</td><td>91.00</td></tr> <tr><td>2013</td><td>92.00</td><td>91.00</td></tr> <tr><td>Q1 2013</td><td>94.00</td><td>91.00</td></tr> <tr><td>Q2 2013</td><td>93.00</td><td>91.00</td></tr> <tr><td>Q3 2013</td><td>95.00</td><td>91.00</td></tr> <tr><td>2014</td><td>94.00</td><td>91.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2012	93.00	91.00	2013	92.00	91.00	Q1 2013	94.00	91.00	Q2 2013	93.00	91.00	Q3 2013	95.00	91.00	2014	94.00	91.00						
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2014	94.00	91.00																										
<p>11-Jul-2013 Satisfaction with the recycling service remains high and work continues via education, promotion and contract monitoring to ensure these standards are maintained. The waste team have attended 7 promotional events including the Inspirer Energy Day, Hempstead Garden Week and Inspirer Sweep visit. In total the 7 events have attracted 2950 attendants and the number of activities will increase from mid-July onwards.</p>	<table border="1"> <caption>Recycling Facilities Satisfaction Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q4 2012</td><td>87.00</td><td>85.00</td></tr> <tr><td>2013</td><td>85.00</td><td>85.00</td></tr> <tr><td>Q1 2013</td><td>86.00</td><td>85.00</td></tr> <tr><td>Q2 2013</td><td>85.00</td><td>85.00</td></tr> <tr><td>Q3 2013</td><td>88.00</td><td>85.00</td></tr> <tr><td>2014</td><td>86.00</td><td>85.00</td></tr> <tr><td>Q1 2014</td><td>88.00</td><td>85.00</td></tr> </tbody> </table>	Period	Value	Target	Q4 2012	87.00	85.00	2013	85.00	85.00	Q1 2013	86.00	85.00	Q2 2013	85.00	85.00	Q3 2013	88.00	85.00	2014	86.00	85.00	Q1 2014	88.00	85.00			
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Q1 2014	88.00	85.00																										
<p>04-Jul-2013 Waste Services continues to work closely with our contractor, FCC Environment to ensure facilities are clean, tidy and recycling facilities are constantly improved. This is reflected in the increasing recycling rate at the sites, all three sites are now diverting for recycling over 60% of materials received.</p>	<table border="1"> <caption>Household Waste Recycling Centres Recycling Rate Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q4 2012</td><td>80%</td><td>82%</td></tr> <tr><td>2013</td><td>79%</td><td>82%</td></tr> <tr><td>Q1 2013</td><td>81%</td><td>82%</td></tr> <tr><td>Q2 2013</td><td>77%</td><td>82%</td></tr> <tr><td>Q3 2013</td><td>77%</td><td>82%</td></tr> <tr><td>Q4 2013</td><td>82%</td><td>82%</td></tr> <tr><td>2014</td><td>81%</td><td>82%</td></tr> <tr><td>Q1 2014</td><td>81%</td><td>82%</td></tr> </tbody> </table>	Period	Value	Target	Q4 2012	80%	82%	2013	79%	82%	Q1 2013	81%	82%	Q2 2013	77%	82%	Q3 2013	77%	82%	Q4 2013	82%	82%	2014	81%	82%	Q1 2014	81%	82%
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3.4 We will work with local people to maintain parks and open spaces


Code	Short Name	Success is	2011/12	2012/13	Q4 2012/13	Q1 2013/14			Short Trend	Long Trend	Note	Chart
			Value	Value	Value	Value	Target	Status				
GH4	Citizen participation hours		9182	13146	2922	4400	3000				<p>11-Jul-2013 April and May figures have been received from friends groups and June figures are currently incomplete (the final June figure will be available by 26 July 13). Therefore Q1 data shown is provisional, however, this is exceeding the target. Through development of new links with Community Service and increased activity by the Friends of Rede Common and Friends of Horsted Valley in Q1, hours of volunteering have grown compared to Q4 13/14 (2922) and Q1 12/13 (3320).</p>	
GH6	Satisfaction with parks and open spaces		88.50	87.75	82.00	81.00	85.00				<p>11-Jul-2013 This Tracker Survey result shows a 12% point reduction compared to Q1 in 12/13 but is broadly consistent with Q3 and Q4 of 12/13 (82%). Whilst this is below target a strong satisfaction score is still being achieved reflecting ongoing investment in sites. High growth rates of grass have impacted on contract performance at intervals in Q1 and this may explain the small decrease in satisfaction.</p>	

Code	Short Name	Success is
GH7	Satisfaction with play areas	
GH8	Number of green flags	

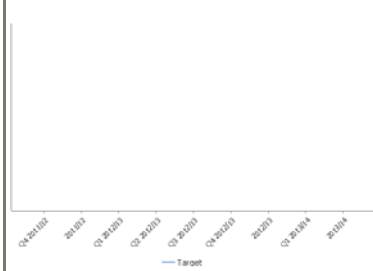
2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
84.75	86.75	85.00	84.00	85.00			
5	5	5	N/A	5	N/A	N/A	N/A


Note	Chart
11-Jul-2013 This Tracker Survey result shows an 8% reduction compared to Q1 in 2012/13 and 1% from Q4. Whilst it is 1% point below target, the high level of satisfaction reflects the ongoing investment in play facilities.	
11-Jul-2013 5 sites have been entered and judged this quarter. Results are expected at the end of July 2013.	


3.5 We will tackle and reduce the harm caused by alcohol and drugs

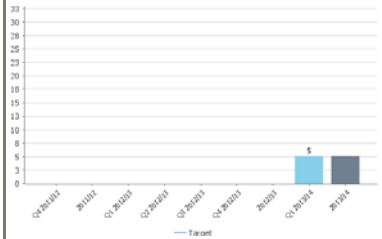
Code	Short Name	Success is
PH4	NEW % of drug and alcohol miss-users successfully complete treatment	

2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
			N/A	45.0%	N/A	N/A	N/A

Note	Chart
24-Jul-2013 Q1 figures not yet released. Final data is published no sooner than 6 weeks after end of quarter, due mid August. Despite good progress against this target in 2012/13 with January seeing the lowest levels of representation at just over 9%, the end of year figures saw a significant increase. Q4 figures showed 17.4% of clients who	

Code	Short Name	Success is
PH5	NEW Number of staff trained to deliver IBA (Identification and brief advice interventions)	

2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
			5	25		N/A	N/A

Note	Chart																		
<p>successfully completed treatment represented to treatment. Whilst we are unable to pinpoint the reason behind this specific increase time, it is important to recognise the findings of the needs assessment, which identified that there was little or no aftercare in the Medway Treatment system. The procurement board have approved the recommissioning of adult drug and alcohol services in Medway to address this. A lack of aftercare means people are unsupported once leaving structured treatment and more likely to relapse. Public Health is working with partners to commission an integrated recovery focussed treatment system in Medway.</p>																			
<p>24-Jul-2013 Identification and brief advice is when an individual will be screened for alcohol consumption. If they are drinking above national recommended guideline limits they will be advised on how their drinking may be having a negative impact on their health. The evidence is that 1 in 8 people who receive an IBA will reduce their drinking to lower risk limits. Therefore IBA can have significant impact for relatively low cost. PH delivers training to ensure front line staff are equipped to deliver IBA as</p>	 <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2012/13</td><td>0</td></tr> <tr><td>2013/14</td><td>0</td></tr> <tr><td>Q1 2013/14</td><td>5</td></tr> <tr><td>Q2 2013/14</td><td>0</td></tr> <tr><td>Q3 2013/14</td><td>0</td></tr> <tr><td>2013/14</td><td>0</td></tr> <tr><td>Q4 2013/14</td><td>0</td></tr> <tr><td>2014/15</td><td>0</td></tr> </tbody> </table>	Quarter	Value	Q4 2012/13	0	2013/14	0	Q1 2013/14	5	Q2 2013/14	0	Q3 2013/14	0	2013/14	0	Q4 2013/14	0	2014/15	0
Quarter	Value																		
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Code	Short Name	Success is

2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend

Note	Chart
<p>appropriate.</p> <p>Q1 figure is significantly below the quarterly target of 25 – this was partly due to a period of transition for Public Health. However we currently have 45 individuals booked into training in Q2 which will put us back in line with the halfway year target of 50.</p>	



4.0 Everyone benefiting from regeneration







4.1 We will secure a reliable and efficient local transport network

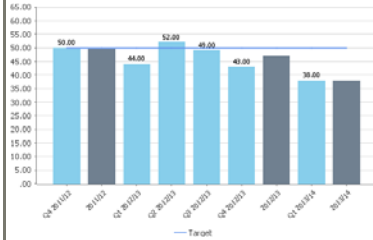
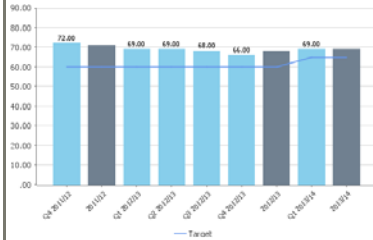
Code	Short Name	Success is
NI 167	Average journey time along 6 primary transport corridors into Chatham (mins per mile)	

2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
2.54	2.59	2.65	2.18	4.00			

Note	Chart																				
<p>11-Jul-2013 Monitoring of the six strategic corridor routes into the boundary of Chatham Town Centre during the peak 8am - 9am period has shown congestion has decreased slightly from Q4 12/13. The overall average journey time in minutes per mile has reduced from 3.49 minutes per mile in Q4 09/10 to 2.18 minutes per mile in Q1 13/14, a percentage reduction of approximately 38%.</p>	<table border="1"> <caption>Journey Time Data (mins per mile)</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 09/10</td><td>3.49</td></tr> <tr><td>2010/11</td><td>2.77</td></tr> <tr><td>Q1 2011</td><td>2.71</td></tr> <tr><td>Q2 2011</td><td>2.25</td></tr> <tr><td>Q3 2011</td><td>2.62</td></tr> <tr><td>Q4 2011</td><td>2.65</td></tr> <tr><td>2012/13</td><td>2.65</td></tr> <tr><td>Q1 2013</td><td>2.18</td></tr> <tr><td>2013/14</td><td>2.18</td></tr> </tbody> </table>	Period	Value	Q4 09/10	3.49	2010/11	2.77	Q1 2011	2.71	Q2 2011	2.25	Q3 2011	2.62	Q4 2011	2.65	2012/13	2.65	Q1 2013	2.18	2013/14	2.18
Period	Value																				
Q4 09/10	3.49																				
2010/11	2.77																				
Q1 2011	2.71																				
Q2 2011	2.25																				
Q3 2011	2.62																				
Q4 2011	2.65																				
2012/13	2.65																				
Q1 2013	2.18																				
2013/14	2.18																				


Code	Short Name	Success is
HP26	Satisfaction with road maintenance	
HP27	Satisfaction with pavement maintenance	




2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
49.75	47.00	43.00	38.00	50.00			
71.00	68.00	66.00	69.00	65.00			

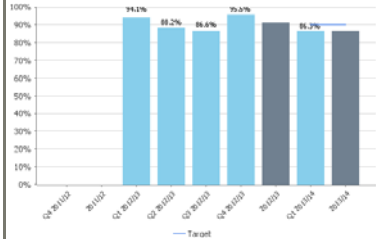
Note	Chart																					
<p>11-Jul-2013 Performance has decreased from Q4 12/13 (43%) to 38% in Q1 and is below the target of 50%. The conventional resurfacing programme has commenced with micro surfacing sites due to be carried out in August 2013. All resurfacing works are due for completion by October 2013 and as a result customer satisfaction is expected to increase in Q2.</p>	 <table border="1"> <caption>HP26 Satisfaction Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2012/13</td> <td>43.00</td> <td>50.00</td> </tr> <tr> <td>2013/13</td> <td>44.00</td> <td>50.00</td> </tr> <tr> <td>Q1 2013/14</td> <td>49.00</td> <td>50.00</td> </tr> <tr> <td>Q2 2013/14</td> <td>49.00</td> <td>50.00</td> </tr> <tr> <td>2013/14</td> <td>43.00</td> <td>50.00</td> </tr> <tr> <td>2013/14</td> <td>38.00</td> <td>50.00</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2012/13	43.00	50.00	2013/13	44.00	50.00	Q1 2013/14	49.00	50.00	Q2 2013/14	49.00	50.00	2013/14	43.00	50.00	2013/14	38.00	50.00
Period	Value	Target																				
Q4 2012/13	43.00	50.00																				
2013/13	44.00	50.00																				
Q1 2013/14	49.00	50.00																				
Q2 2013/14	49.00	50.00																				
2013/14	43.00	50.00																				
2013/14	38.00	50.00																				
<p>09-Jul-2013 Levels of customer satisfaction have increased since the last survey (Q4 12/13 66%) and is now well above the target of 65%. The Council continues with its programme of repairs and schemes to ensure pavements reach a good standard of maintenance. This is underpinned by an inspection programme based on the level of risk associated with the highway. Six sites have been completed and 20 other pavements are due to be resurfaced before the end of March 2014 (a total length of 1,407m to date).</p>	 <table border="1"> <caption>HP27 Satisfaction Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2012/13</td> <td>66.00</td> <td>65.00</td> </tr> <tr> <td>2013/13</td> <td>69.00</td> <td>65.00</td> </tr> <tr> <td>Q1 2013/14</td> <td>68.00</td> <td>65.00</td> </tr> <tr> <td>Q2 2013/14</td> <td>66.00</td> <td>65.00</td> </tr> <tr> <td>2013/14</td> <td>69.00</td> <td>65.00</td> </tr> <tr> <td>2013/14</td> <td>69.00</td> <td>65.00</td> </tr> </tbody> </table>	Period	Value	Target	Q4 2012/13	66.00	65.00	2013/13	69.00	65.00	Q1 2013/14	68.00	65.00	Q2 2013/14	66.00	65.00	2013/14	69.00	65.00	2013/14	69.00	65.00
Period	Value	Target																				
Q4 2012/13	66.00	65.00																				
2013/13	69.00	65.00																				
Q1 2013/14	68.00	65.00																				
Q2 2013/14	66.00	65.00																				
2013/14	69.00	65.00																				
2013/14	69.00	65.00																				


4.2 Support the provision of new homes and improve existing housing




Code	Short Name	Success is	2011/12	2012/13	Q4 2012/13	Q1 2013/14			Short Trend	Long Trend	Note	Chart															
			Value	Value	Value	Value	Target	Status																			
NI 156	Number of households living in temporary accommodation		109	120	120	128	135				<p>11-Jul-2013 The number of households placed in temporary accommodation has increased by 8% from Q1 12/13 to Q1 13/14 (118 in 12/13, 128 in 13/14.). However the rate of increase has not been at the same rate of those making a homelessness application which increased by 25% from Q1 12/13 (151 applications) to Q1 13/14 (188 applications). This reflects the positive work being done by the service to prevent households from becoming homeless and finding alternatives to temporary accommodation.</p>	<table border="1"> <caption>Households in temporary accommodation</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2012/13</td> <td>118</td> <td>135</td> </tr> <tr> <td>Q2 2012/13</td> <td>120</td> <td>135</td> </tr> <tr> <td>Q3 2012/13</td> <td>128</td> <td>135</td> </tr> <tr> <td>Q4 2012/13</td> <td>120</td> <td>135</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2012/13	118	135	Q2 2012/13	120	135	Q3 2012/13	128	135	Q4 2012/13	120	135
Quarter	Value	Target																									
Q1 2012/13	118	135																									
Q2 2012/13	120	135																									
Q3 2012/13	128	135																									
Q4 2012/13	120	135																									
H14	Average length of stay in B&B accommodation of households with dependent children or pregnant woman (weeks)		2.96	2.32	0.97	2.53	2.00				<p>11-Jul-2013 The average number of weeks stay in Bed and Breakfast (B&B) for Q1 13/14 was 2.5, a slight increase on Q1 12/13 at 2.39 weeks. B&B accommodation is provided to households where it has not been possible to prevent homelessness, the length of time spent in B&B can vary depending upon the clients circumstances. Effort is being made to move clients into other forms of temporary or permanent accommodation as soon as possible. However more secure forms of temporary accommodation are increasingly limited due to an increasing number of people approaching as</p>	<table border="1"> <caption>Average length of stay in B&B accommodation</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2012/13</td> <td>2.39</td> <td>2.00</td> </tr> <tr> <td>Q2 2012/13</td> <td>2.06</td> <td>2.00</td> </tr> <tr> <td>Q3 2012/13</td> <td>2.38</td> <td>2.00</td> </tr> <tr> <td>Q4 2012/13</td> <td>2.53</td> <td>2.00</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2012/13	2.39	2.00	Q2 2012/13	2.06	2.00	Q3 2012/13	2.38	2.00	Q4 2012/13	2.53	2.00
Quarter	Value	Target																									
Q1 2012/13	2.39	2.00																									
Q2 2012/13	2.06	2.00																									
Q3 2012/13	2.38	2.00																									
Q4 2012/13	2.53	2.00																									

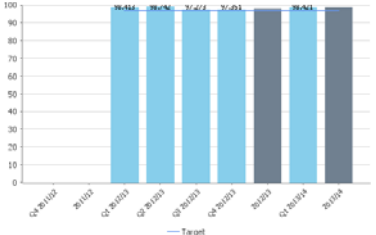
Code	Short Name	Success is
HC1 new	Homelessness decision cases decided within 33 working days (specialist service)	

2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
	91.1 %	95.5 %	86.3 %	90%			


Note	Chart												
homeless. The temporary accommodation team are currently working to source other forms of temporary accommodation.													
<p>11-Jul-2013 The total number of homeless decisions made in Q1 12/13 compared with the same quarter in 13/14 has increased by 19% (135 12/13 – 161 13/14), reflecting the increasing demand on the service. Whilst the percentage of decisions on time for Q1 13/14 did not meet the 90% target the service is also dealing with an increasing number of complex cases and the majority of cases are decided well within the allotted target period of 33 working days. Homelessness prevention services are also provided in addition to making homelessness decisions on cases. During Q1 277 people made a homelessness prevention application. This is a similar demand on the housing service to Q1 12/13. Work is currently underway on a review of the Council's approach to dealing with Homelessness. This review will then inform the development of a new Housing Strategy in 2014 this will help implement processes to ensure clients receive services as efficiently as possible.</p>	 <table border="1"> <caption>Percentage of decisions on time for Q1</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 12/13</td> <td>94.1%</td> </tr> <tr> <td>Q2 12/13</td> <td>88.2%</td> </tr> <tr> <td>Q3 12/13</td> <td>86.6%</td> </tr> <tr> <td>Q4 12/13</td> <td>79.0%</td> </tr> <tr> <td>Q1 13/14</td> <td>86.3%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 12/13	94.1%	Q2 12/13	88.2%	Q3 12/13	86.6%	Q4 12/13	79.0%	Q1 13/14	86.3%
Quarter	Percentage												
Q1 12/13	94.1%												
Q2 12/13	88.2%												
Q3 12/13	86.6%												
Q4 12/13	79.0%												
Q1 13/14	86.3%												

Code	Short Name	Success is
HOU_HRA 20	% of customer satisfaction with overall repairs service	

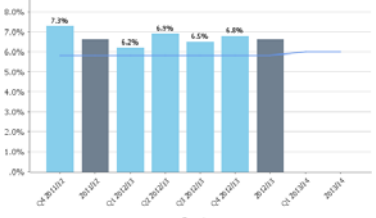
2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
	97.67	97.35	98.42	97			

Note	Chart																						
<p>11-Jul-2013 Performance is consistent with Q1 12/13 (98%). Informal feedback from a tenant attended 'Repairs Forum' also supports this level of satisfaction. The repairs transformation project with our contractor has contributed towards these high levels of satisfaction.</p>	 <table border="1"> <caption>Performance Data for Repairs Service</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2012/13</td><td>98.42</td></tr> <tr><td>2012/13</td><td>97.67</td></tr> <tr><td>Q3 2012/13</td><td>97.35</td></tr> <tr><td>Q2 2012/13</td><td>98.42</td></tr> <tr><td>Q1 2012/13</td><td>98.42</td></tr> <tr><td>Q4 2012/13</td><td>98.42</td></tr> <tr><td>2012/13</td><td>97.67</td></tr> <tr><td>Q3 2013/14</td><td>98.42</td></tr> <tr><td>Q2 2013/14</td><td>98.42</td></tr> <tr><td>2013/14</td><td>98.42</td></tr> </tbody> </table>	Period	Value	Q4 2012/13	98.42	2012/13	97.67	Q3 2012/13	97.35	Q2 2012/13	98.42	Q1 2012/13	98.42	Q4 2012/13	98.42	2012/13	97.67	Q3 2013/14	98.42	Q2 2013/14	98.42	2013/14	98.42
Period	Value																						
Q4 2012/13	98.42																						
2012/13	97.67																						
Q3 2012/13	97.35																						
Q2 2012/13	98.42																						
Q1 2012/13	98.42																						
Q4 2012/13	98.42																						
2012/13	97.67																						
Q3 2013/14	98.42																						
Q2 2013/14	98.42																						
2013/14	98.42																						

4.3 Ensure that people have the skills to take up job opportunities

Code	Short Name	Success is
NI 117	16 to 18 year olds who are not in education, employment or training (NEET)	


2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
6.6%	6.6%	6.8%	N/A	6.0%	N/A	N/A	N/A




Note	Chart																						
<p>05-Jul-2013 Aprils NEET was 6.2%(611 young people) this rose to 6.5% in May with 641 young people NEET. Aprils Unknowns were at 5.1% rising to 5.8% in May. Junes NEET and Unknown figures will not be available until mid July.</p>	 <table border="1"> <caption>NEET Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2012/13</td><td>7.3%</td></tr> <tr><td>2012/13</td><td>6.6%</td></tr> <tr><td>Q3 2012/13</td><td>6.2%</td></tr> <tr><td>Q2 2012/13</td><td>6.3%</td></tr> <tr><td>Q1 2012/13</td><td>6.5%</td></tr> <tr><td>Q4 2012/13</td><td>6.8%</td></tr> <tr><td>2012/13</td><td>6.6%</td></tr> <tr><td>Q3 2013/14</td><td>6.5%</td></tr> <tr><td>Q2 2013/14</td><td>6.5%</td></tr> <tr><td>2013/14</td><td>6.5%</td></tr> </tbody> </table>	Period	Value	Q4 2012/13	7.3%	2012/13	6.6%	Q3 2012/13	6.2%	Q2 2012/13	6.3%	Q1 2012/13	6.5%	Q4 2012/13	6.8%	2012/13	6.6%	Q3 2013/14	6.5%	Q2 2013/14	6.5%	2013/14	6.5%
Period	Value																						
Q4 2012/13	7.3%																						
2012/13	6.6%																						
Q3 2012/13	6.2%																						
Q2 2012/13	6.3%																						
Q1 2012/13	6.5%																						
Q4 2012/13	6.8%																						
2012/13	6.6%																						
Q3 2013/14	6.5%																						
Q2 2013/14	6.5%																						
2013/14	6.5%																						

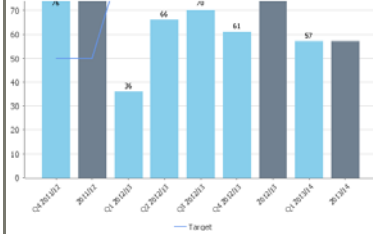
Code	Short Name	Success is
NI 148	Care leavers in education, employment or training	
LRCC4	Number of jobs created and safeguarded through intensive assists	
ECD7b	New registrations by local people accessing employment support services	


2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
40.0 %	51.3 %	53.8 %	53.3 %	60.0 %			
530	275	43	143	100			
1,193	1,211	315	256	100			


Note	Chart
<p>16-Jul-2013 53.3% of our careleavers turning 19 in the quarter were in employment, training or education; under our 60% target, but slightly above the 51.3% we attained last year. In addition to staff from the Medway Youth Trust who have joined our MILAC team part time to work with our careleavers who are NEET, an individual is also being identified from the pilot graduate recruitment scheme. The operational group continues to meet monthly to look at the work being achieved in getting young people into college/training/employment</p>	
<p>11-Jul-2013 Figures for Q1 13/14 are not final as data has not yet been received from Locate in Kent, this data is due to be received in Q2. The 143 jobs created include 7 new apprenticeships delivered through the EU GAPS project and 120 created through the Cross Rail project.</p>	
<p>11-Jul-2013 Employ Medway is exceeding its Q1 target as it continues to deliver support to those that are unemployed and registering for our welfare to work services. In Q1 13/14, we have had a total of 121 longer term unemployed customers register on our WORK programme for support to get back into work. In addition 135 unemployed customers have</p>	

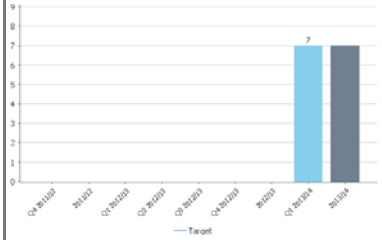
Code	Short Name	Success is
ECD48c	Employment that has lasted 26 weeks	

2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
159	233	61	57	54			

Note	Chart														
<p>accessed our services for general support in terms of CV, interview workshops and IT training.</p> <p>11-Jul-2013 Q1 13/14 saw 57 long term unemployed customers sustain employment beyond 6 months through the aid of Employ Medway, a total to date of 290 since Q1 11/12.</p> <p>Our GAPS apprenticeship programme has seen 3 customers sustaining employment beyond 6 months; in addition the WORK programme partnership helped 54 long term unemployed customers to sustain employment beyond 6 months. This is a terrific achievement and demonstrates a 75.5% retention rate at the 6 month stage for all customers who find work, up 2% on Q4 12/13.</p> <p>This is further endorsed by the recently released national WORK programme statistics on 27th June stating that G4S (Group 4 Security) for whom Medway Council's is a subcontractor and one of the only local authorities in the whole country directly delivering the WORK Programme was praised as "the highest performing contractor nationally on the contract to date for referrals to job outcomes". Medway Council is leading the way and contributing significantly to the overall achievement of G4S.</p>	 <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>57</td> </tr> <tr> <td>Q2 2013/14</td> <td>66</td> </tr> <tr> <td>Q3 2013/14</td> <td>79</td> </tr> <tr> <td>Q4 2013/14</td> <td>61</td> </tr> <tr> <td>Q1 2012/13</td> <td>36</td> </tr> <tr> <td>Target</td> <td>54</td> </tr> </tbody> </table>	Quarter	Value	Q1 2013/14	57	Q2 2013/14	66	Q3 2013/14	79	Q4 2013/14	61	Q1 2012/13	36	Target	54
Quarter	Value														
Q1 2013/14	57														
Q2 2013/14	66														
Q3 2013/14	79														
Q4 2013/14	61														
Q1 2012/13	36														
Target	54														

Code	Short Name	Success is
ECD50	NEW Number of apprenticeships created through Employ Medway	

2011/12	2012/13	Q4 2012/13	Q1 2013/14				
			Value	Target	Status	Short Trend	Long Trend
			7	5		N/A	N/A


Note	Chart									
<p>30-Jul-2013 To date we have enabled 142 new apprenticeships and supported over 100 businesses. In Qtr 1 13/14 we have achieved 7 new apprenticeships. The service provides support for both the employer and apprentice for the length of the apprenticeship through workplace visits. The Council are receiving very positive feedback from apprentices such as "I now have something to live for" and my "dream job".</p> <p>The project is now working in partnership with Job Centre Plus to help reduce youth unemployment for the 18 - 24 age group ensuring we have a skilled workforce to attract future business into the area. In addition to this we are working with several different training providers.</p> <p>Although it is not recorded we have held events for organisations like the Construction Industry training board and JTL who provide opportunities for the larger organisations looking to recruit craft apprenticeships.</p> <p>Through the apprenticeship services we are also engaging with employers and informing them about other projects available to</p>	 <table border="1"> <caption>Apprenticeships Created by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2012/13</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q1 2013/14</td> <td>7</td> <td>5</td> </tr> </tbody> </table>	Quarter	Value	Target	Q4 2012/13	0	0	Q1 2013/14	7	5
Quarter	Value	Target								
Q4 2012/13	0	0								
Q1 2013/14	7	5								



Code	Short Name	Success is

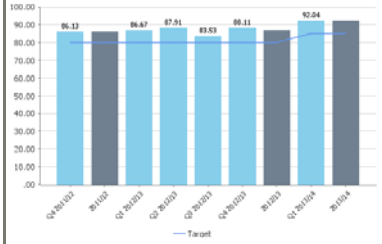
2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend



Note	Chart
<p>them for example TIGER and additional Employ Medway services.</p> <p>In addition to the apprenticeships enabled through Employ Medway, Medway Council' s internal apprenticeship scheme has helped support 43 new apprenticeships since 1st April 2012.</p>	







4.4 Medway as a destination for culture, heritage, tourism & sport

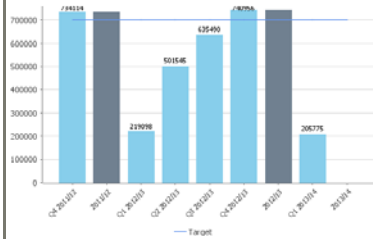
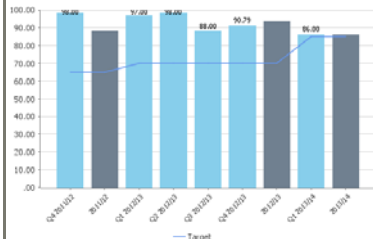
Code	Short Name	Success is
L7	Leisure - Level of user satisfaction (% satisfied)	



2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
85.95	86.97	88.11	92.04	85.00			






Note	Chart
<p>11-Jul-2013 Results have again been extremely positive ((Medway Park (98% 39/40), Strood Leisure Centre (93% 28/30) and Hoo Pool (86% 37/43)). It is especially pleasing to note the significant increase in satisfaction at Hoo Pool. In Q1 12/13 the score at Hoo was 75% (27/36). Since Q1 12/13 the changing rooms have been refurbished and the gym has been improved, this in turn has resulted in increased levels of satisfaction.</p>	

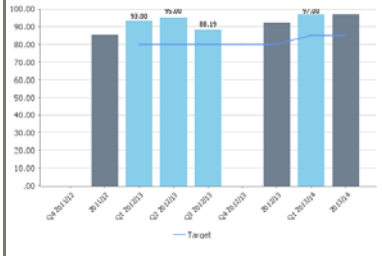
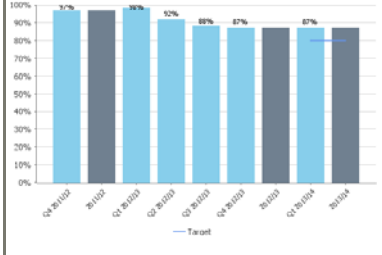
Code	Short Name	Success is
LRCC1	Number of visitors to tourist attractions in Medway	
F3	User satisfaction with theatres	



2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
734114	740956	740956	205775	175000			
88.00	93.45	90.79	86.00	85.00			







Note	Chart
<p>11-Jul-2013 The figures for number of visitors to tourist attractions in Medway for Q1 are provisional, as June 2013 data has had to be estimates as the Council await returns from Medway attractions. Actual figures will be received by the 22nd July. Based on provisional analysis there has been a 6% reduction in performance comparing Q1 13/14 to Q1 12/13 (219098), however, Q1 13/14 is similar performance to Q1 11/12 (207359), poor weather at the start of the quarter did not helped visitor numbers. To further increase tourism numbers in the areas an open top bus was launched on 29th June 2013.</p>	
<p>11-Jul-2013 The 86% performance for quarter 1 is taken from the Tracker Survey. The service also completes a direct user survey April and May data is available with satisfaction at 88.2%, however, return rates are low (17 user surveys). The service is considering alternative methods of consultation and engagement to increase the number of direct user returns.</p>	

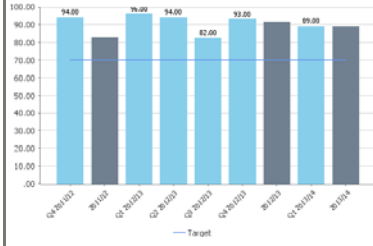
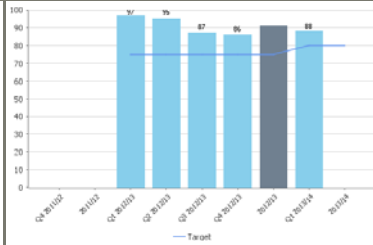
Code	Short Name	Success is
F4	User satisfaction with events	
GH10	Satisfaction with Medway Council's heritage offer	

2011/12	2012/13	Q4 2012/13	Q1 2013/14				
			Value	Target	Status	Short Trend	Long Trend
85.00	92.06	N/A	97.00	85.00		N/A	
97%	87%	87%	87%	80%			

Note	Chart
<p>11-Jul-2013 These figures are based on direct user survey conducted at events (Dickens, Sweeps, Fuse, English festival). Performance has succeeded target at 97% against a target of 85%, satisfaction was at 93% in Qtr 1 12/13. In Qtr 1 13/14 778 people were surveyed compared to 151 people in Qtr 1 12/13 which is an increase of 415%.</p>	
<p>05-Jul-2013 The 87% performance for quarter 1 is taken from the Tracker Survey results indicate ongoing high satisfaction with the Heritage offer in Medway reflecting good customer service and presentation of sites. Based on the last two quarters performance shows a consistent satisfaction score has been achieved. The service also completes a direct user survey to obtain more local satisfaction information. April and May data is currently available with satisfaction at 78%, however, return rates are low 40 surveys. The service is considering alternative methods of consultation and engagement to increase the number of direct user returns.</p>	

Code	Short Name	Success is
GH9	User satisfaction with museums and galleries	
LIB4	Satisfaction with libraries	

2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
82.63	91.25	93.00	89.00	70.00			
	91	86	88	80			

Note	Chart
<p>11-Jul-2013 The service completes a direct user survey to obtain local satisfaction information. April and May data is currently available with satisfaction at 89% (128 surveys / 114 very satisfied or satisfied). This is a 4% reduction on Q4 12/13 but is higher than Q1 11/12 result and reflects a high level of satisfaction with the service arising from excellent customer service and ongoing investment in the Guildhall Museum.</p>	
<p>11-Jul-2013 Current performance is 2% increase on Q4 12/13. Performance reflects the excellent customer service provided and the strong relationship with customers.</p>	

4.5 We will encourage participation in active travel

Code	Short Name	Success is	2011/12	2012/13	Q4 2012/13	Q1 2013/14				
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
PH6	NEW Number of walking hours attributable to the healthy walks programme					3253	1000		N/A	N/A
PH7	NEW Number of trained volunteer walk and cycle leaders					30	50		N/A	N/A
TMRS8	NEW To increase walking bus participants in partnership with KM Walk to school charity					707	800		N/A	N/A

Note	Chart
<p>11-Jul-2013 18 free weekly walks currently taking place across Medway that are open to all members of the public. Numerous closed walks take place that are for specific groups such as children centres, visually impaired walks and other health condition specific groups.</p>	
<p>11-Jul-2013 23 people have been trained to lead health walks and 7 trained to lead cycling groups. Training is provided free of charge to volunteers, who are provided with all essential resources and tools to lead free groups for members of the public.</p>	
<p>23-Jul-2013 To meet the end of year target of 800 participants a 3.0% increase is required from the 2012 baseline average of 777. In partnership with the KM Walk to School Charity we are developing an action plan that will align to nationally recognise 'Walk to School' campaigns i.e. Golden Boot challenge whilst working in partnership with other Council Service to promote the walk to school agenda i.e. Public Health and Parking Enforcement. The plan will be in place before schools return from summer holidays in Sept 2013.</p>	

5.0 Better for less

Code	Short Name	Success is
LX5	Working days lost due to sickness absence	

2011/12	2012/13	Q4 2012/13	Q1 2013/14				
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend
7.43	6.76	6.76	1.83	2.00			

Note	Chart																		
23-Jul-2013 Full 2012/13 outturn and Q1 2013/14 data input. Achieving target.	<table border="1"> <caption>Chart Data: Working days lost due to sickness absence</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>7.43</td> </tr> <tr> <td>2012/13</td> <td>6.76</td> </tr> <tr> <td>Q1 2013/14</td> <td>1.83</td> </tr> <tr> <td>Q2 2013/14</td> <td>3.20</td> </tr> <tr> <td>Q3 2013/14</td> <td>5.48</td> </tr> <tr> <td>Q4 2013/14</td> <td>6.76</td> </tr> <tr> <td>2013/14</td> <td>6.76</td> </tr> <tr> <td>Q1 2014/15</td> <td>1.83</td> </tr> </tbody> </table>	Period	Value	Q4 2011/12	7.43	2012/13	6.76	Q1 2013/14	1.83	Q2 2013/14	3.20	Q3 2013/14	5.48	Q4 2013/14	6.76	2013/14	6.76	Q1 2014/15	1.83
Period	Value																		
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