

REGENERATION, COMMUNITY AND CULTURE OVERVIEW AND SCRUTINY COMMITTEE

10 APRIL 2014

2013/14 QUARTER 3 PERFORMANCE MONITORING

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Corporate Performance and Intelligence Team

Summary

This report summarises the performance of the Council's Key Measures of Success for October – December (Quarter 3) 2013/14 as set out in The Council Plan 2013/15. The following information is provided for the relevant Council priorities and two values for this committee:

- Summary of key measures of success (performance indicators) including service comments
- Customer perception (Customer satisfaction - Tracker Survey: December 2013, and Customer satisfaction measurement at point of contact (GovMetric ☺☺☺): November 2013
- Benchmarking information - where available - how our performance compares with other authorities

Where we performed well

- 80% of our key measures of success where we have set targets and report on a quarterly basis are achieving target, the same proportion as for Quarter 2, and an improvement on the Quarter 1 performance of 76%
- 32% of our key measures have improved since the previous quarter. This is lower than the 50% recorded in Quarter 2 and the 41% recorded in Quarter 1.
- 42% of our key measures have improved over the long term (previous 4 quarters). This is lower than the 58% recorded in Quarter 2, and 67% in Quarter 1.

Areas for improvement

- 4% of measures are significantly under performing, the same proportion as Quarter 2, and an improvement on the 8% recorded in Quarter 1

Benchmarking

Comparative information was included in the previous Q1 and Q2 reports. Where there has been no change to the data, this will not be reported again until the end of year Q4 report when a summary of benchmarking information across all services will be presented.

1. Budget and Policy Framework

- 1.1 This report summarises the performance of the Council's Key Measures of Success for Q3 2013/14 as set out in The Council Plan 2013/15.

2. Background

- 2.1 This report sets out the performance summary against the two relevant Council priorities and two values for this committee:

Medway's Priorities

- Everyone benefiting from regeneration
- Safe, clean and green Medway

Medway's Values

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

- 2.2 It focuses on how we have performed against targets, and compares current performance against both the previous quarter (short trend), and also the average data for the previous 4 quarters (long trend). For cumulative measures the short trend compares to the same period last year, and the long trend compares to the average of the same period for the past 2 years.
- 2.3 Members should note that Council agreed on 25 July 2013 that the scrutiny of housing performance would be discussed at Business Support Overview and Scrutiny Committee. Therefore any performance information highlighted grey within the report is not relevant to this committee and fall under other overview and scrutiny committees. They have been included to provide context and clarity of how the priorities as a whole have been performing.
- 2.4 Sections 6 and 7 are similarly highlighted grey, as these related to Council wide performance against the values, rather than just RCC specifically. These sections are to be reviewed at other committees. Therefore these sections are also only included to provide context and clarity of how the values as a whole have been performing.
- 2.5 Detailed background information supporting this report can be found at:
- Appendix 1 Performance tables – detailed reports on 28 key measures

3. Summary of performance

3.1 Where we performed well in Quarter 3 2013/2014

There are 28 quarterly key measures of success that are monitored to assess the delivery of the Council Plan. Not all of these measures have been reported for Q3 resulting in the differences in the number of measures outlined in the summary below. There are various reasons for this, including new indicators that have no historical data to compare against, indicators that are not reported each quarter and indicators where the data has not been available by the reporting deadline.

- Of the 25 Council Plan Key measures of success that can be reported 20 were on target/exceeded their target. This is the same proportion as for Quarter 2, and higher than the 19 out of 25 recorded in Quarter 1 2013/14.
- 66% (274/415) of complaints were dealt with within 10 working days, up from 62.5% (309/494) in Q2.

3.2 Where we compared well with other authorities (top quartile or equivalent)

- Customer satisfaction on web contact (56%, 268/475, GovMetric – Nov 2013)

3.3 Where our performance is average compared with other authorities (mid quartiles or equivalent)

- Percentage of household waste sent for reuse, recycling or composting (South-East unitary authorities)
- Number of households per 1,000 households living in temporary accommodation (South-East unitary authorities)

3.4 Where we did not perform well in Quarter 3 2013/14;

- 1 out of 25 Council Plan Key Measures of success were significantly below target, the same proportion as Quarter 1, and an improvement on the Quarter 1 2013/14 figure of 2 out of 25.

3.5 Where we did not compare well with other authorities (bottom quartile or equivalent)

- Customer satisfaction with face-to-face contact (60%, 1,048/1,744, GovMetric – Nov 2013)

4. Safe, Clean and Green Medway

4.1 Customer Perception

Percentage of respondents who agree that Medway's services create a safe, clean and green Medway.

Safe, clean & green environment

Q3 13/14 (%)	Q2 13/14 (%)	Q3 12/13 (%)	Short Trend	Long Trend
74	74	73	▬	↑

Source: Quarterly Tracker. Short Trend: Comp with previous quarter. Long Trend: Comparison with same period previous year.

Making local area a better place to live

Q3 13/14 (%)	Q2 13/14 (%)	Q3 12/13 (%)	Short Trend	Long Trend
65	71	67	↓	↓

Source: Quarterly Tracker. Short Trend: Comp with previous quarter. Long Trend: Comparison with same period previous year.

4.2 Key measures of success - Summary

Details of the 14 key measures of success for this Council priority are included in Appendix 1.

We do not set targets for two of the measures – eg we have not set a targets for number of high risk clients referred for IDVA support, but do monitor our performance over time. This quarter we can measure performance against target for 11 measures.

8 out of 11 measures of success achieved/exceeded target
4 out of 11 measures have improved since last quarter
5 out of 11 measures have improved compared with the average of the previous four quarters

Service Comments

- 4.3 The Trading Standards Team has continued its promotion enabling individual consumers to declare their property a 'No Cold Calling Home'. This can make nuisance cold calling at consumer's homes a criminal offence. The service has seen a reduction of approximately 34% of received complaints about doorstep selling this year (59 Q3 12/13 compared to 38 Q3 13/14 cumulative).
- 4.4 The new Street Scene Enforcement Team has been operating since 1 June 2013. For Q3 Community Wardens have investigated 442 fly tips clearing 69% themselves on the same day. The remaining 31% were passed to Veolia for clearance, as they were larger fly tips. Evidence has been found in 30 cases and referred to the Environmental Enforcement Team for further investigation. 4 cases were dealt with by way of Fixed Penalty Notice (FPN).

- 4.5 Four fly tipping and waste related cases were prosecuted at Medway Magistrate's Court this quarter. Fines and costs totalled £5,228.35. In addition, three cautions were administered. There are eleven fly tipping and waste related cases with legal pending prosecution. A further thirteen cases are in the process of being compiled where investigation has revealed sufficient evidence to prosecute.
- 4.6 Medway Council working with its partners is committed to prevent and reduce Domestic Abuse. The Pan Kent Independent Domestic Violence Advocate Service (IDVA) commenced operation on 1 April 2013 by a consortium of providers known as KDAC (Kent Domestic Abuse Consortium). This service is commissioned through Kent Probation. The service provider for the Medway portion of the contract, Kent Domestic Abuse Support and Help (KDASH), has merged with North Kent Women's Aid. The post of Domestic Abuse Co-ordinator has now been appointed. The post supports the Medway Domestic Abuse Subgroup, as well as liaising with the Kent and Medway strategic boards, Medway Domestic Abuse Forum and One Stop Shop.
- 4.7 Medway Community Safety Partnership has supported the Medway Domestic Abuse One Stop Shop through the provision of funding to ensure the continued presence at the Sunlight Centre in Gillingham. The co-ordinator has obtained the agreement for four additional agencies to attend, including the Citizens Advice Centre (CAB) and a local firm of solicitors.
- 4.8 In October 2013 Co-ordinate Action Against Domestic Abuse (CAADA) presented their report to Kent and Medway Domestic Abuse Subgroup on the client outcomes from the (former) six Kent and Medway Multi Agency Risk Assessment Conferences (MARACs) between May 2011 and October 2011. For each case, the police incidents and resulting police actions have been mapped for the year before and year after the MARAC meeting, along with demographic information about the victim and the number of children in the household. The report provides information on the impact of the Kent MARACs on the victims supported and on public services and contains comparison information with the national MARAC outcomes dataset, which was collected in 2011 - 2012.
- 4.9 The headline findings for Medway were that 54% of victims experienced a reduction in police call outs. There was a decrease in high and medium severity incidents (75% and 71% respectively). There was an estimated reduction in average police costs per victim of £454. Other agency costs have not been calculated.
- 4.10 The Kent and Medway domestic abuse support website www.domesticabuseservices.org.uk was developed to provide advice and information on services for victims, friends & family, and perpetrators of domestic abuse. The site was launched on 28 November 2012 and has attracted between 900 and 1,100 visitors per month, with 11,900 visits from 8,700 unique visitors. One in six people access the site via mobile platforms and 71% of hits come from new visitors to the site.
- 4.11 Two incidents involving domestic homicides occurred in Medway in 2011 - 2012, resulting in the deaths of four people, including the child of one of the

victims. Both Medway reviews have been through the Home Office quality assurance process, lessons learned will be shared in Q4. A report detailing partnership work undertaken since November 2012 was presented to Regeneration Community and Culture Overview and Scrutiny in December.

4.12 Project – Weekly kerbside recycling and composting service

The weekly recycling collection was launched on Monday 28th October and an extensive communications campaign was executed in the months leading up to the launch.

Events and presentations have reached an estimated 2,300 residents in Q3:

- 3 recycling road shows in September and 4 joint community safety road shows in November at Chatham, Gillingham, Strood and Rainham High Streets
- 4 recycling presentations to school
- 6 weekly recycling presentations to PACT meetings

86,699 kitchen caddies were delivered to the main bulk of residents with brown-wheeled bins. The Community Recycling Officer is currently scheduling deliveries on a street-by-street basis to the 214 roads and we anticipate this final stage being completed by mid 2014.

A successful door stepping campaign was conducted across all wards in September and October knocking on 11,775 doors (11% of households) and holding 4,187 conversations (4% households). Feedback from residents was positive and improvement in paper and card separation has been observed.

Initial results: the first 6 weeks of weekly collections have yielded positive results including:

- An overall decrease of 6% in the tonnage of black sack waste
- An overall increase of 39% in the tonnage of organic waste
- An overall increase of 11% in the tonnage of mixed recycling
- An overall increase of 6% in the tonnage of paper

4.13 How our performance compares with other authorities

Percentage of household waste sent for reuse, recycling or composting

Medway (Value)	CIPFA Rank	CIPFA Average	Unitary Rank	Unitary Average	SE Unitary Authorities	SE Unitary Authorities
41%	9 out of 15	41%	47 out of 91	41%	6 out of 12	38%

Source: WasteDataFlow, Department for Environment, Food and Rural Affairs (Defra) 2012/13

5. Everyone benefiting from the area's regeneration

5.1 Customer Perception

Percentage of respondents who agree that Medway's services enable everyone to benefit from the area's regeneration.

Q3 13/14 (%)	Q2 13/14 (%)	Q3 12/13 (%)	Short Trend	Long Trend
53	58	52	↓	↑

Source: Quarterly Tracker. Short Trend: Comp with previous quarter. Long Trend: Comparison with same period previous year.

5.2 Key measures of success - Summary

Details of the 14 key measures of success for this Council priority are included in Appendix 1.

12 out of 14 measures of success have achieved/exceeded target
 4 out of 14 measures have improved since last quarter
 5 out of 13 measures have improved compared with the average of the previous four quarters

Service Comments

5.3 The Council is committed to securing a reliable and effective local transport network, the winter service period starts on 14 October 2013 and ends on 18th April 2014. Salt bins have been checked and topped up. An additional 38 salt bins are in place making a total of 427 strategically placed on the network. We now have 11 hand pushed footway salt spreaders available to the Quadron and Veolia Gangs. A trial will be undertaken to see the effective use of attaching and using a slush blade on a main route snow plough to help remove slush between the running lanes, improving travel conditions and a reduction in the amount of salt applied to the road. Volker Highways have restocked the salt supplies and have 4,912 tonnes in stock.

5.4 The Traffic Operations Room now has real time traffic data from numerous count sites and traffic signal sites, which enables better congestion monitoring. Traffic signals now have remote fault monitoring systems. The hours of operation of the traffic operations room have been extended 08:00 –

18:00 which covers the morning and evening peaks. Plans are advancing to work with the CCTV centre to provide 24/7 coverage.

- 5.5 Officers in the Specialist Transport Unit have commenced work on a new commissioning strategy for Special Educational Needs (SEN) home to school transport. A report was presented to procurement board which recommended working with Medway Norse to deliver the service and Cabinet agreed this as a way forward at its meeting on 11 February 2014 with effect from 1 April 2014.
- 5.6 The traffic management team has planned a three-phased process for improving traffic flows along the Brook. The first phase involved fitting new hardware to traffic lights located at the junction of the bus station, Whiffens Ave and The Brook to better manage the flow of bus/taxis exiting the bus station. The next phase will look at the junctions as far as Batchelor Street and the final phase from Batchelor Street to New Road. The plans were shared with Overview and Scrutiny in January 2014 following engagement with Ward Councilors.
- 5.7 The number of decisions made in respect of homeless applications by the service has continued to increase rising by 40% from 197 in Q2 to 277 in Q3, this reflects annual trends but reflects an underlying overall increase with 635 decisions made for the year to date compared to 527 for all of last year. The increase in homelessness reflects the national and in particular the regional trend which is caused by various factors including the availability of suitable alternative accommodation, an increase in the vulnerability and issues of those approaching for assistance along with the wider economic and demographic changes in the community.
- 5.8 The percentage of homelessness decisions made within 33 days has not achieved target for the third consecutive quarter. However, Q3 performance has improved from 61.9% (122/197) in Q2 to 74.7% (207/277) in Q3, despite the Council receiving its highest number of applications in this quarter.
- 5.9 Where the Council cannot prevent customers from becoming homeless we will for some clients be required to provide them with accommodation whilst we investigate their situation and then continue to provide this until we are able to secure suitable alternative accommodation. The Council works to limit the number and duration of placements in temporary accommodation with the average length of stay in bed and breakfast (B&B) for households with dependants remaining fairly static from Q2 13/14 at 2.6 weeks to Q3 13/14 at 2.8 weeks. However the average length of stay compared to this point last year has reduced by 12% from Q3 12/13 (3.18). The government target time for households with dependants staying in B&B is 6 weeks.
- 5.10 Despite the increase in the number of households approaching the Council as homeless, the number of households in temporary accommodation has fallen by 15% from Q2 to Q3. This is due to there being a supply of suitable accommodation into which households can be moved and discharging duties on cases.

- 5.11 A draft Homelessness Strategy has been developed and will be considered by Members in the first quarter of 2014, there is no single reason for the increase in homelessness and there is no single solution. The overall increase in households seeking assistance and the associated service issues are caused in part by the supply of suitable, affordable accommodation in particular which is dependant in part on the willingness of private landlords to accommodate households.
- 5.12 Under the £5.5 million housing development programme agreed at full Council on 17 October 2013, more than 60 quality, affordable homes will be built over the next three years. Medway Council will be providing family homes and flats where they are needed, as well as much sought after bungalows and larger homes. At least 30 homes will be built on the former Gillingham Community College site at Beatty Avenue, and a further 22 homes on Council garage sites in Gillingham and Twydall. Local residents will be given the opportunity to view the new build proposals for the garage sites at a series of information events, before planning applications are submitted. The new build programme has been made possible by changes to the Government housing subsidy regime and the resulting new borrowing freedom. The first planning applications have been submitted before Christmas, and building contractors will be appointed in spring 2014.
- 5.13 In Q3, 81 long term unemployed customers sustain employment beyond 6 months through the aid of Employ Medway, a total to date of 617 since Q1 11/12 some 2.5 years ago. Our Graduates and Apprenticeship placement scheme (GAPS) apprenticeship programme has seen 3 customers sustaining employment beyond 6 months; in addition the WORK programme partnership helped 78 long term unemployed customers to sustain employment beyond 6 months. This demonstrates an 83.8% retention rate at the 6-month stage for all customers who find work, up a further 2.4% on previous Q2 13/14 and 8.3% on Q1 13/14.
- 5.14 Medway continues to run a diverse range of free cultural and leisure events. Quarter 3 saw the successful delivery of Bonfire Night, Dickensian Christmas, and Rochester Christmas Activities. Satisfaction surveys conducted at the Dickensian Christmas weekend showed 98% satisfaction (147/150) with the Festival. Christmas activities in Rochester attracted 297 coach visits, an improvement of 48 (19%) on 2012. The majority of this improvement can be attributed to the success of the Christmas Market, with 64 coaches attending this year compared to 22 in 2012. There were a greater number of stalls (around 40), which were of a high standard. Local traders for the 2014 market are already approaching the Council.
- 5.15 The Destination Management Plan was agreed in October 2014 with external partners and benefited from the active participation of Visit Kent, the Historic Dockyard and the Cathedral. .
- 5.16 The Destination Management Plan seeks to ensure a joined up approach to Medway's tourism offer and sets out the potential benefits to be derived from the significant external funding into Medway over the next few years into heritage projects such as Eastgate House, the Cathedral and the Dockyard.

5.17 Project – Rochester Riverside

The next phase of development 'Stanley Wharf' has been released to the market with developer bids received back in January 2014. It is expected that approximately 70 houses and apartments will be built on the site, located opposite the recently completed Hyde Housing scheme. Construction will commence in late 2014/early 2015 dependent on planning approval. The first draft of the revised Rochester Riverside Masterplan has been produced and is currently being reviewed internally. The Masterplan will go out for public consultation in spring 2014.

5.18 Project – New Rochester Station

The site 'accommodation village' is now fully occupied and construction of the new Station has commenced. The new pedestrian subway, linking the Station to the waterfront, will be installed over Easter 2014. The temporary car park on Rochester Riverside will be constructed in early summer 2014 and will open for public use once Network Rail take possession of part of Corporation Street car park.

5.19 Project – Chatham Town Centre – Growing Places Fund

The Sun Pier pontoon is near completion with delays caused by the recent extreme weather but will be complete by the next quarter. A pilot scheme looking at renting short term mooring space to river users will also begin in the next quarter. Additional refurbishment works on the Pier itself, including stripping and re-coating the guardrail will be underway and completed by the next quarter. The demolition of the vacant retail units 2-16 Medway Street is finished, a decision is being reached on the final treatment of the area, which may be used to extend the Globe Lane Car Park subject to further detail on the levels. Works on this will begin by April 2014.

Further land acquisitions on the Chatham Waterfront Development Site (currently the Globe Lane Car Park) are in progress with the aim of completion by the end of 2014 although this is subject to negotiation with a number of 3rd party landowners and interests.

Phase 1 of the River Walk Works has begun; this is the area between Gun Wharf and the Chatham Waterfront Pumping Station and includes repainting the existing guardrail and the renewal/refurbishment of street furniture. The aim is to complete these works by March/April 2014.

5.20 Project – INSPIRER

INSPIRER is a 3-year social regeneration project, funded through the EU Interreg IVA programme. In Q3 the following outcomes were achieved:

- 40 free community clean up skips were deployed across Chatham Central, Luton & Wayfield and Gillingham North, benefiting residents of 200 streets. In

total approx. 75 tonnes of unwanted waste was collected and recycled. A final major clean up is planned for spring 2014.

- Seven, Eat Well Waste Less healthy eating events were attended by 1,600 residents and support was also given to 5 community projects on the same theme. An International healthy recipe collection is now in production.
- Four community gardens are now completed, including a major sensory garden at Bligh Children's Centre. Discussions are now on-going with The Youth Service to create a 5th garden at Elaine Academy. An International Composting event held in October 2013 was attended by residents, elected members and professionals from Medway, France and Belgium.
- Planning is now in progress for a major residents' event for the CONGREEN cluster, here in Medway in May 2014. This involves working with partners from France, Belgium, Netherlands and UK to disseminate success of the INSPIRER project to a wider audience. We are also preparing for the CONGREEN professionals' event in Belgium with INSPIRER partners from other services, including Public Health, Waste Services, Community Team and Greenspaces.

5.21 Project – Rochester Airport

Medway Council continues to develop plans with Rochester Airport Ltd (RAL) to secure the airport's future by developing new airport infrastructure, enhance the on-site heritage facilities and provide future skilled employment opportunities.

Following a second round of consultation in July 2013, Cabinet approved the Rochester Airport master plan in November 2013 subject to some minor amendments. These include a revision downwards on the number of permissible aircraft movements per annum, an amendment to the airport's operational hours, plus a clearer explanation and advice on process regarding issues such as noise, safety, transport movements in the immediate vicinity of the airport, the effect of development on the local amenity and environment, and the expected economic and employment benefits arising from the site's development.

The amended master plan was presented at full Council on 23rd January 2014.

The Council is close to agreeing new lease terms at Rochester Airport with Rochester Airport Ltd. Once this is achieved it will assist the Council to take back land for development once RAL has concluded its operational upgrades, including development of the new hard surfaced runway.

5.22 Project – RECREATE

Medway Council is developing a partnership agreement with the management company for Sun Pier House, Chatham, to transform this building into a Creative Workspace.

Medway Council Capital Projects was appointed to carry out crucial surveys on the building before the refurbishment work begun. Work on the building will be completed in March 2014.

The shop 64-66 High Street, Chatham has been identified as the Pop-Up Shop site and we are in negotiations with the landlord to agree on the works to be carried out. We hope to open this space Spring 2014.

A Creative Network Manager has been appointed to support the Medway creative community, running events, promoting Sun Pier House and inviting businesses from across the RECREATE Partnership to come to Medway to showcase their work and to join events.

A tender was launched to appoint an IT expert who will create an on-line network and promotional resource between the creative workspaces across the partnership. The IT expert started in February 2014.

The Arts Team is working with a consultant to develop a programme for the Medway Film Festival in September and we have supported the programming of events for the Big Screen as part of this work.

UCA students have completed their work on the photography documentation of the workspaces across the partnership and launched their exhibition at the Rochester campus in December.

5.23 Project – Eastgate House Improvements

The £2.1m project to renovate and restore Eastgate House in Rochester continues to be progressed. Formal permission to start was secured from the Heritage Lottery Fund. Works are due to start spring 2014 and be completed in spring 2015. An additional Heritage Lottery bid was submitted in quarter 3 for Eastgate House Gardens and Dickens Chalet. The Visitor Development Officer held a highly successful event at the house as part of Dickensian Christmas. Around 6,000 people visited the event across the two days of the festival, which is the highest monthly visitor number ever recorded for the house. Around 500 people took part in the workshops. Detailed designs for the construction work were finalised and the tender documentation drawn up.

5.24 Community Hub Development – Libraries

Refurbishment works at Gillingham, Chatham and Rochester have now been completed; each Hub went live to the public on 2 October, 9 October and 14 November respectively. These now provide a fully integrated face-to-face contact for Council enquiries.

Funding has been secured to enter into a 25-year lease for a new high street location for Strood Library. A Project Team has been established and detailed design work is currently being undertaken for formal sign-off in Quarter 4. The total value of investment into this new Library at project completion (December 2014) is circa £1 million.

Design options develop Tywdall Library into a Community Hub are currently being developed by the Project Team for agreement in Quarter 4.

5.25 Project – Sporting Legacy

The success of the annual Medway Mile has led to the implementation of mass cycling and mass swimming events as part of our Sporting Legacy Programme.

The Medway Big Splash was staged in January 2014. This is a new mass participation event based around watersports, aquatics and water-based activity sessions as well as a mass community swim challenge. The weekend event was staged at Medway Park and Strood sports centres. Approximately 600 participants signed up to be involved over the weekend and our Sports Ambassador volunteer programme was utilised to support the event delivery.

The Medway Big Ride is a new mass participation programme to encourage the people of Medway to get on their bikes. It will feature a host of cycling initiatives culminating in a weekend event to launch the Medway Festival of Sport in May 2014.

5.25 How our performance compares with other authorities

Number of households per 1,000 households living in temporary accommodation

Medway (value)	CIPFA Average Households per 1,000 households	Unitary Average Households per 1,000 households	SE Average Households per 1,000 households	CIPFA Rank	Unitary Rank	SE Unitary Authorities
1.21	0.64	0.88	1.84	13 out of 15	40 out of 51	6 out of 12

Source: DCLG Q1 2013/2014

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

6.1 Customer Perception

Percentage of respondents who agree with the following statements which reflect how Medway put its customers at the centre of everything we do.

Provide high quality services

Q3 13/14 (%)	Q2 13/14 (%)	Q3 12/13 (%)	Short Trend	Long Trend
62	67	59	↓	↑

Source: Quarterly Tracker. Short Trend: Comp with previous quarter. Long Trend: Comparison with same period previous year.

Acts on concerns of local residents

Q3 13/14 (%)	Q2 13/14 (%)	Q3 12/13 (%)	Short Trend	Long Trend
53	58	52	↓	↑

Source: Quarterly Tracker. Short Trend: Comp with previous quarter. Long Trend: Comparison with same period previous year.

Talk positively with family about Medway Council

Q3 13/14 (%)	Q2 13/14 (%)	Q1 12/13 (%)	Short Trend	Long Trend
42	45	42	↓	-

Source: Quarterly Tracker. Short Trend: Comp with previous quarter. Long Trend: Comparison with same period previous year.

Satisfied with face to face contact

Nov 2013 (%)	Aug 2013 (%)	Nov 2012 (%)	Short Trend	Long Trend
60 (1048/1744)	66 (2029/3057)	75 (1908/2539)	↓	↓

Source: GovMetric. Short Trend: Comp. with previous quarter

Satisfied with web contact

Nov 2013 (%)	Aug 2013 (%)	Nov 2012 (%)	Short Trend	Long Trend
56 (268/475)	46 (172/372)	59 (305/514)	↑	↓

Source: GovMetric. Short Trend: Comp. with previous quarter

6.2 How our performance compares with other authorities

- We participate in a benchmarking group comprising 70 authorities who all subscribe to the GovMetric service in England.
- We were in the top quartile for customer satisfaction on web contact in November 2013. (Source: GovMetric)
- We were in the bottom quartile for customer satisfaction on face to face contact in November 2013 (Source: GovMetric)

6.3 Complaints (Q3 Performance)

Total number of complaints received	434
Total number of cases closed	415
Total number of cases dealt with within 10 days	274
% of cases dealt with within 10 days	66%



6.4 Service Comments

Quarter 3 has shown steady improvement from 62% completed within timescales in October, rising to 73% in December, giving a quarterly outturn of 66%. This is an improvement on the Quarter 2 performance of 62.5%.

Although we remain some distance behind the 95% target, work has been undertaken with the services to clear the backlog of complaints and improve on the 10-day target, supported strongly by Directors and Assistant Directors following Transformation Board discussions.

7. Values 2: Giving value for money

7.1 Customer Perception

Q3 13/14 (%)	Q2 13/14 (%)	Q3 12/13 (%)	Short Trend	Long Trend
60	69	59		

Source: Quarterly Tracker. Short Trend: Comp with previous quarter. Long Trend: Comparison with same period previous year

7.2 How we compare with other authorities

No new comparative information this quarter.

7.3 Better for Less – transforming the way we work to deliver better outcomes for residents

7.3.1 The latest phase of Better for Less changes to customer contact and administration are due to go live in Q4. This will mean all the Council's environmental calls will be handled by the new customer contact service. Work is also continuing to support customers to report environmental issues online as part of the Council's drive to provide better services at lower cost

7.3.2 The savings delivered by the programme will total £3.7m off the 2010/11 base

8. Risk management

8.1 Risk helps to deliver performance improvement and is at the core of decision-making, business planning, managing change and innovation. It is practised at both management and service delivery level and enables the effective use of resources, secures the assets of the organisation and its continued financial and organisational well-being.

8.2 The purpose of the Council Plan performance monitoring reports during the year is to enable managers and members to manage the key risks identified in delivering priorities.

9. Financial and legal implications

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

10. Recommendations

- 11.1 It is recommended that Members consider third quarter performance against the Key Measures of Success used to monitor progress against the Council Plan 2013/15.

Lead officer contact










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

Background papers

Council Plan 2013/15



Appendix 1 Council Plan Monitoring - Q3 2013/14






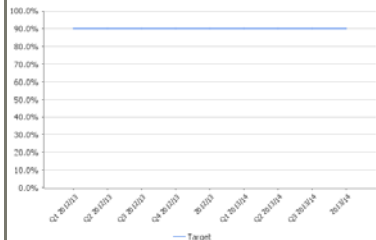
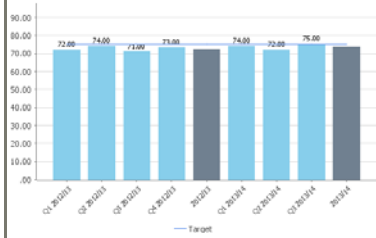
PI Status	Trend Arrows	Success is
 This PI is significantly below target	 The performance of this PI has improved	 Higher figures are better
 This PI is slightly below target	 The performance of this PI has worsened	 Lower figures are better
 This PI has met or exceeded the target	 The performance of 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	

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

Code	Short Name	Success is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14				2013/14	Note	Chart	
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend			Target
NI 195a NEW	Improved street and environmental cleanliness: Litter		96.37	97.00	97.33	97.67	96.00				96.00	<p>14-Jan-2014 Q2 was previously estimated based on 2 months data and was previously reported as 98%. All 3 months data has been received for Q2 and is now reported as 97.33%.</p> <p>We have achieved a slightly improved percentage of land clear of litter in Quarter 3 compared to the same period last year, this is due to the winter gritting programme being in force less due to warmer weather and the heavy rain fall</p> <p>The contract monitoring team carry out regular street cleansing inspections across Medway to ensure the contractor is meeting their contractual obligations.</p>	
NI 195c NEW	Improved street and environmental cleanliness: Graffiti		100.00	100.00	100.00	100.00	98.00				98.00	<p>13-Jan-2014 Graffiti is removed by our in house team who carry out regular inspections across Medway in order to remove graffiti proactively. During Q3 100% of all locations inspected were free from graffiti.</p>	

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

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14					2013/14	
			Value	Target	Status	Short Trend	Long Trend		Target
	N/A	N/A	N/A	90.0%	N/A	N/A	N/A	90.0%	
	72.50	74.00	72.00	75.00	75.00				75.00

Note	Chart
<p>10-Jan-2014 Previously this information was received from the Kent Crime Victim Survey quarterly. From March 13 Kent Police no longer complete the survey and the measure has now been collected as part of the annual Community Safety Partnership Strategic Assessment. A Citizens Panel Survey took place in August 13 85% of respondents felt safe during the day and as expected less people felt safe after dark (56%). These results will be shared with partners and used to refresh the Community Safety Partnership Plan.</p>	
<p>27-Jan-2014 This quarter sees us hit our tracker target. Frustratingly, our continual monitoring of standards does not reveal why satisfaction should have been lower previously. Our own monitoring demonstrates consistently high standards have been achieved throughout. To better understand the phenomenon, Waste Services are working with the RCC P&I Hub to look at how street cleanliness is perceived. A number of questions have been agreed by Waste and the RCC P&I Hub to be placed into the 2014 Citizens Panel, drilling down further as to where residents believe street</p>	


Code	Short Name	Success is

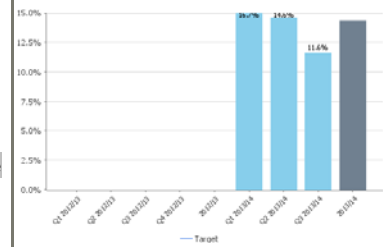
2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14					2013/14
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target

Note	Chart
cleansing is either of a high or low standard. Generic questions previously asked have also been amended to make clear the difference between street cleansing litter and dumped rubbish or untidy land.	

3.2 We will support victims of domestic abuse

Code	Short Name	Success is
ASC09	Percentage of adult safeguarding referrals where domestic abuse is a factor	N/A

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14					2013/14
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
	16.7%	14.6%	11.6%					

Note	Chart												
17-Jan-2014 In Q3 there were 8 referrals, out of a total of 69, where domestic abuse was a factor. In all but one case, this being financial abuse. Four of the cases are being case managed by the Mental Health Social Work Team; one by the Physical Disability and three by Older Persons Care Management teams. One of the referrals was from primary health, three from mental health staff, one from Police; two from private and voluntary sector and one of the cases was self-reported. One of the alleged victims was male.	 <table border="1"> <caption>Percentage of adult safeguarding referrals where domestic abuse is a factor</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>16.7%</td> <td>11.6%</td> </tr> <tr> <td>Q2 2013/14</td> <td>14.6%</td> <td>11.6%</td> </tr> <tr> <td>Q3 2013/14</td> <td>11.6%</td> <td>11.6%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2013/14	16.7%	11.6%	Q2 2013/14	14.6%	11.6%	Q3 2013/14	11.6%	11.6%
Quarter	Value	Target											
Q1 2013/14	16.7%	11.6%											
Q2 2013/14	14.6%	11.6%											
Q3 2013/14	11.6%	11.6%											

Code	Short Name	Success is
CA18	Percentage of children with child protection plans where domestic abuse is a factor	N/A
DA6	Number of high risk clients referred for IDVA support	N/A

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14					2013/14
			Value	Target	Status	Short Trend	Long Trend	
	46.5%	49.6%	51.9%	-		-	-	-
	65	64	N/A	-		-	-	-

Note	Chart										
14-Jan-2014 No performance target is applicable to this indicator.	<table border="1"> <caption>Performance Data for CA18</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>46.5%</td> </tr> <tr> <td>Q2 2013/14</td> <td>49.6%</td> </tr> <tr> <td>Q3 2013/14</td> <td>51.9%</td> </tr> <tr> <td>2013/14</td> <td>51.9%</td> </tr> </tbody> </table>	Period	Value	Q1 2013/14	46.5%	Q2 2013/14	49.6%	Q3 2013/14	51.9%	2013/14	51.9%
Period	Value										
Q1 2013/14	46.5%										
Q2 2013/14	49.6%										
Q3 2013/14	51.9%										
2013/14	51.9%										
13-Jan-2014 Q3 data should be available at the end of January. During the first two quarters 146 cases were referred from Medway MARAC (Multi-Agency Risk Assessment Conference) for IDVA (Independent Domestic Violence Advocacy) support. Some of those individuals would have been receiving support from other agencies (usually the referring agency). KDAC (Kent Domestic Abuse Consortium) supported 129 cases in the first quarter. This first year of operation is a baseline year, and it is too early to judge success. The service is meeting or exceeding the majority of CAADA (Co-ordinated Action Against Domestic Abuse) national benchmarks.	<table border="1"> <caption>Performance Data for DA6</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>146</td> </tr> <tr> <td>Q2 2013/14</td> <td>146</td> </tr> <tr> <td>Q3 2013/14</td> <td>129</td> </tr> <tr> <td>2013/14</td> <td>129</td> </tr> </tbody> </table>	Period	Value	Q1 2013/14	146	Q2 2013/14	146	Q3 2013/14	129	2013/14	129
Period	Value										
Q1 2013/14	146										
Q2 2013/14	146										
Q3 2013/14	129										
2013/14	129										

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

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14					2013/14
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
	N/A	88.7%	N/A	-		-	-	-



Note	Chart
<p>11-Jan-2014 The combined figure for reduction against all categories of risk as a result of IDVA intervention is 100% at the end of Q2. However, the figure reported is against the CAADA benchmark of 74% that is a combined moderate and significant risk and stands at 88.7% for Q2 - compared to 88.3% for the rest of Kent. Q3 data will be published at the end of January.</p>	







3.3 We will increase recycling and reduce waste to landfill sites

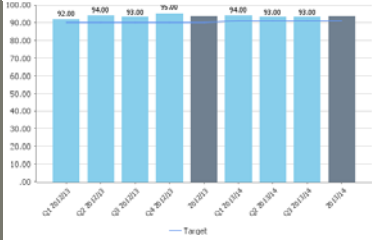
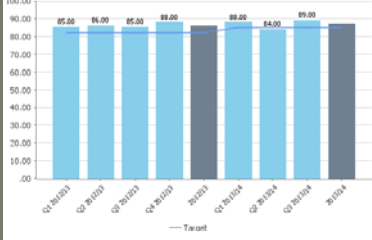
Code	Short Name	Success is
NI 192	Percentage of household waste sent for reuse, recycling and composting	


2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14					2013/14
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
40.61 %	44.21 %	42.86 %	43.32 %	42.00 %				42.00 %




Note	Chart
<p>14-Jan-2014 Q2 was previously estimated based on 2 months data and was previously reported as 41.08%. All 3 months data has been received for Q2 and is now reported as 42.86%. Quarter 3 data is estimated based on the data for two months. The rate has shown a significant increase but this must be treated with some caution as the data reflects a short period of time. In addition part of the increase can be attributed to a usual high tonnages of organic waste</p>	

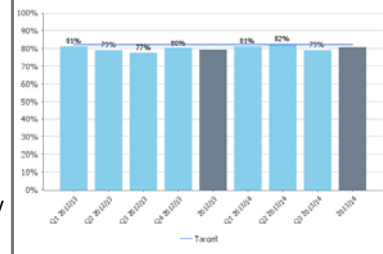
Code	Short Name	Success is
W6	Satisfaction with refuse collection	
W7	Satisfaction with recycling facilities	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14					2013/14	
			Value	Target	Status	Short Trend	Long Trend		Target
	93.50	94.00	93.00	93.00	91.00				91.00
	86.00	88.00	84.00	89.00	85.00				85.00

Note	Chart																								
collected at kerbside and sent to Countrystyle for processing. This is due to a combination of the weather, the introduction of weekly collections.																									
27-Jan-2014 This consistent and extremely high satisfaction level reflects the popularity of our reliable and simple weekly collection service. This qtr we have again surpassed target.	 <table border="1"> <caption>W6 Satisfaction Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2013</td><td>92.00</td><td>91.00</td></tr> <tr><td>Q2 2013</td><td>94.00</td><td>91.00</td></tr> <tr><td>Q3 2013</td><td>93.00</td><td>91.00</td></tr> <tr><td>Q4 2013</td><td>93.00</td><td>91.00</td></tr> <tr><td>Q1 2014</td><td>94.00</td><td>91.00</td></tr> <tr><td>Q2 2014</td><td>93.00</td><td>91.00</td></tr> <tr><td>Q3 2014</td><td>93.00</td><td>91.00</td></tr> </tbody> </table>	Quarter	Value	Target	Q1 2013	92.00	91.00	Q2 2013	94.00	91.00	Q3 2013	93.00	91.00	Q4 2013	93.00	91.00	Q1 2014	94.00	91.00	Q2 2014	93.00	91.00	Q3 2014	93.00	91.00
Quarter	Value	Target																							
Q1 2013	92.00	91.00																							
Q2 2013	94.00	91.00																							
Q3 2013	93.00	91.00																							
Q4 2013	93.00	91.00																							
Q1 2014	94.00	91.00																							
Q2 2014	93.00	91.00																							
Q3 2014	93.00	91.00																							
27-Jan-2014 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 delivered a borough-wide communications and information campaign to support the implementation of weekly collections this quarter. This improvement to the service, increasing collection frequencies from fortnightly, was in response to requests received from residents and consultations commissioned by the Waste Team. The extremely high satisfaction rate this quarter, likely to be a result of weekly collections, is testimony to how the Waste Team has delivered on the core value of	 <table border="1"> <caption>W7 Satisfaction Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2013</td><td>85.00</td><td>85.00</td></tr> <tr><td>Q2 2013</td><td>86.00</td><td>85.00</td></tr> <tr><td>Q3 2013</td><td>85.00</td><td>85.00</td></tr> <tr><td>Q4 2013</td><td>88.00</td><td>85.00</td></tr> <tr><td>Q1 2014</td><td>88.00</td><td>85.00</td></tr> <tr><td>Q2 2014</td><td>84.00</td><td>85.00</td></tr> <tr><td>Q3 2014</td><td>89.00</td><td>85.00</td></tr> </tbody> </table>	Quarter	Value	Target	Q1 2013	85.00	85.00	Q2 2013	86.00	85.00	Q3 2013	85.00	85.00	Q4 2013	88.00	85.00	Q1 2014	88.00	85.00	Q2 2014	84.00	85.00	Q3 2014	89.00	85.00
Quarter	Value	Target																							
Q1 2013	85.00	85.00																							
Q2 2013	86.00	85.00																							
Q3 2013	85.00	85.00																							
Q4 2013	88.00	85.00																							
Q1 2014	88.00	85.00																							
Q2 2014	84.00	85.00																							
Q3 2014	89.00	85.00																							

Code	Short Name	Success is
W9	Satisfaction with household waste recycling centres	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14					2013/14
			Value	Target	Status	Short Trend	Long Trend	
79.25%	81%	82%	79%	82%				82%




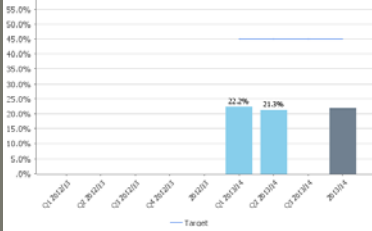
Note	Chart																				
<p>putting the customer at the centre of everything we do.</p> <p>27-Jan-2014 Waste Services continues to work closely with our contractor, FCC Environment to ensure facilities are clean, tidy and recycling facilities are constantly improved. This is reflected in the increasing recycling rate at the sites - all three sites are now recycling over 60%. Customer satisfaction tested biannually against users at each of the three sites consistently reports levels above 80%. Compared to many other Waste Disposal Authorities, Medway's residents are well served by the number and spread of household waste and recycling centres. There is no known reason why this quarters tracker result should be the lowest this year.</p>	 <table border="1"> <caption>Recycling Rates Data</caption> <thead> <tr> <th>Quarter</th> <th>Site 1</th> <th>Site 2</th> <th>Site 3</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>81%</td> <td>79%</td> <td>77%</td> <td>80%</td> </tr> <tr> <td>Q2 2013/14</td> <td>81%</td> <td>82%</td> <td>79%</td> <td>80%</td> </tr> <tr> <td>Q3 2013/14</td> <td>81%</td> <td>82%</td> <td>79%</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Site 1	Site 2	Site 3	Target	Q1 2013/14	81%	79%	77%	80%	Q2 2013/14	81%	82%	79%	80%	Q3 2013/14	81%	82%	79%	80%
Quarter	Site 1	Site 2	Site 3	Target																	
Q1 2013/14	81%	79%	77%	80%																	
Q2 2013/14	81%	82%	79%	80%																	
Q3 2013/14	81%	82%	79%	80%																	

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





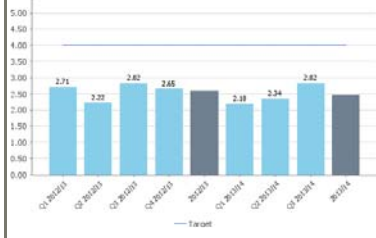
Code	Short Name	Success is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14				2013/14	
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
GH4	Citizen participation hours		13190	5074	5018	3188	3000				12000
GH6	Satisfaction with parks and open spaces		87.75	81.00	84.00	83.00	85.00				85.00



Note	Chart
<p>08-Jan-2014 Figure correct based on data at time of writing (8 January) but not all groups have submitted returns.</p> <p>Performance year to date has met Council Plan target of 12,000 hours and is higher than 2012-13 full year total.</p> <p>Growth reflects continuing work by Greenspace Partnership Officer and the Greenspace Development Team to engage with local community groups to support site management. During Quarter 3 the Friends of Broomhill secured charity status to help with future funding applications for site investment together with providing support to successful bid to SITA for £60,000 of investment in the site.</p>	
<p>28-Jan-2014 Satisfaction score is reflective of the ongoing high standards of grounds maintenance despite challenging seasonal constraints. In addition the ongoing delivery of the Greenspace Development Programme through targeted investment is incrementally improving visitor perceptions around quality and range of</p>	







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

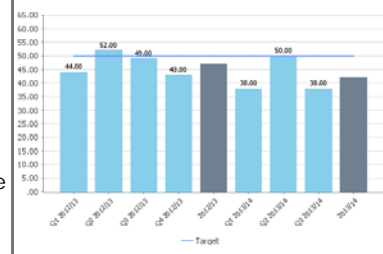
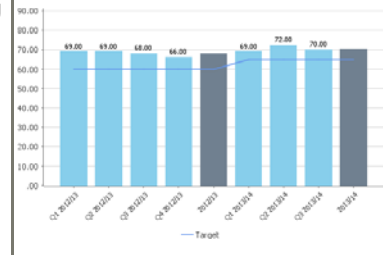
Code	Short Name	Success is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14				2013/14	Note	Chart													
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend			Target												
PH4	% of drug and alcohol misusers successfully complete treatment			22.2%	21.3%	N/A	-			N/A	-	<p>14-Jan-2014 The most recent data are for Q2. Until recently data was received on the number of successful completions as a proportion of those who leave treatment (i.e. a measure of how many clients leave treatment services in a planned way rather than drop out). However PHE is no longer providing this detail – we now receive data on the number who successfully complete as a proportion of all in treatment. This change in indicator definition means that it is no longer appropriate to monitor against the original target.</p> <p>Please note trend is against Q2 performance due to time lag in obtaining data.</p>	 <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>22.2%</td> <td>45.0%</td> </tr> <tr> <td>Q2 2013/14</td> <td>21.3%</td> <td>45.0%</td> </tr> <tr> <td>Q3 2013/14</td> <td>~22.0%</td> <td>45.0%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2013/14	22.2%	45.0%	Q2 2013/14	21.3%	45.0%	Q3 2013/14	~22.0%	45.0%
Quarter	Value	Target																							
Q1 2013/14	22.2%	45.0%																							
Q2 2013/14	21.3%	45.0%																							
Q3 2013/14	~22.0%	45.0%																							

4.1 We will secure a reliable and efficient local transport network

Code	Short Name	Success is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14			2013/14	Note	Chart	
			Value	Value	Value	Value	Target	Status	Short Trend			Long Trend
NI 167	Average journey time along 6 primary transport corridors into Chatham (mins per mile)		2.59	2.18	2.34	2.82	4.00				4.00	<p>17-Jan-2014 Monitoring of the six strategic corridor routes into the boundary of Chatham Town Centre over the 2013/14 Q3 period in the morning peak between 8am - 9am has shown the measure of congestion has increased slightly from the last quarter. The increase in journey time from Q2 to Q3 can be attributed to the severe weather conditions experienced in Q3. However the trend is still considerably below the 4-minute target. This means that lower congestion levels have improved overall journey speeds and journey times. This is positive as it would appear Continued active Network Management including the management of road works and street works, seems to be reducing congestion on the network and providing more reliable journey time, for both private and public transport.</p> 

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

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14					2013/14
			Value	Target	Status	Short Trend	Long Trend	
47.00	38.00	50.00	38.00	50.00				50.00
68.00	69.00	72.00	70.00	65.00				65.00

Note	Chart
<p>27-Jan-2014 Nationally perception surveys are generally declining which is being reported here. The road maintenance industry are more than 2 years into a sustained campaign where they are promoting the declining standards across the UK PLC's network with their pothole and backlog campaign. Public perception must be affected by this sustained campaign. However the previous quarter we returned a satisfaction level of matching the target, so there appears to be great variances between quarters, which indicates a variance on the network that is not directly linked to fact. Senior Managers will be receiving a report in February explaining what action officers have taken along with a detailed action plan on how officers plan to reverse the public perception.</p>	
<p>27-Jan-2014 Nationally perception surveys are showing a decline across the 36 unitary councils who undertake national perception surveys. Medway are 11th and improving out of the 36 authorities. The pavement satisfaction remains above the target, however officers will be reporting to the PIIB in February explaining what action</p>	

Code	Short Name	Success is

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14					2013/14
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target

Note	Chart
officers have taken along with a detailed action plan on how officers plan to increase the public satisfaction further.	

4.2 Support the provision of new homes and improve existing housing

Code	Short Name	Success is
NI 156	Number of households living in temporary accommodation	
H14	Average length of stay in B&B accommodation of households with dependent children or pregnant woman (weeks)	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14					2013/14
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
120	128	169	144	135				135
2.32	2.53	2.60	2.80	2.00				2.00

Note	Chart
13-Jan-2014 The number of households making homeless applications increased from 218 in Q2 to 240 in Q3. Despite the increase in the number of households approaching the Council as homeless, the number of households in Temporary Accommodation has fallen by 15% from Q2 to Q3. This is due to the service quickly sourcing and moving clients in to permanent accommodation and discharging duties on cases.	
14-Jan-2014 The average length of stay in bed and breakfast (B&B) for households with dependants remains fairly static from Q2 13/14 at 2.6 weeks to Q3 13/14 at 2.8 weeks. However the average length of stay compared to this point last year has reduced by 12% from Q3 12/13 (3.18).	

Code	Short Name	Success is
HC1 new	Homelessness decision cases decided within 33 working days (specialist service)	
HOU_H RA20	% of customer satisfaction with overall repairs service	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14					2013/14
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
91.1%	86.3%	61.9%	74.7%	90%				90%
97.96%	98.42%	99.26%	98.91%	97%				97%

Note	Chart
The government target time for households with dependants staying in B&B is 6 weeks.	
13-Jan-2014 The number of households having a homeless decision made on their case has continued to rise with 277 for the quarter, and 635 for the year to date, compared to 527 for all of the last year. Despite the increase in the number of decisions, performance against target has improved over the quarter.	
13-Jan-2014 Performance has been consistently above target during 13/14, highlighting the proficient joint working arrangements between the Council and the contractor. In addition, satisfaction with the quality of works is during Q3 is at 98.5% (271/275).	

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


Code	Short Name	Success is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14			2013/14		
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
NI 117	16 to 18 year olds who are not in education, employment or training (NEET)		6.60%	6.02%	5.87%	6.40%	6.00%				6.00%
NI 148	Care leavers in education, employment or training		51.3%	50.0%	52.4%	58.8%	60.0%				60.0%




Note	Chart																				
<p>27-Jan-2014 NEET figures at end of December 2013 were 6.4%, which is a slight improvement on December 2012 figure of 6.5%. The performance is short of the target of 6% but positive in terms of last years figures. The YES Connexions contract funding was reduced by nearly 20% in the last 12 months and this has had an affect on overall performance</p> <p>The Youth Contract in Medway is supporting the participation of vulnerable young people into education, employment and training but long term commitment of these young people is an issue to be addressed by the contractor.</p>	<table border="1"> <caption>NEET Figures</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2012/13</td><td>6.20%</td></tr> <tr><td>Q2 2012/13</td><td>6.30%</td></tr> <tr><td>Q3 2012/13</td><td>6.50%</td></tr> <tr><td>Q4 2012/13</td><td>6.00%</td></tr> <tr><td>2013</td><td>6.40%</td></tr> <tr><td>Q1 2013/14</td><td>6.02%</td></tr> <tr><td>Q2 2013/14</td><td>5.87%</td></tr> <tr><td>Q3 2013/14</td><td>6.40%</td></tr> <tr><td>2013/14</td><td>6.00%</td></tr> </tbody> </table>	Period	Value	Q1 2012/13	6.20%	Q2 2012/13	6.30%	Q3 2012/13	6.50%	Q4 2012/13	6.00%	2013	6.40%	Q1 2013/14	6.02%	Q2 2013/14	5.87%	Q3 2013/14	6.40%	2013/14	6.00%
Period	Value																				
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<p>14-Jan-2014 Gradually improving performance and Educational Attainment and NEET sub-group of the Corporate Parenting Board will continue focus in this area.</p>	<table border="1"> <caption>Educational Attainment Figures</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2012/13</td><td>58.7%</td></tr> <tr><td>Q2 2012/13</td><td>48.0%</td></tr> <tr><td>Q3 2012/13</td><td>44.4%</td></tr> <tr><td>Q4 2012/13</td><td>53.8%</td></tr> <tr><td>2013</td><td>50.0%</td></tr> <tr><td>Q1 2013/14</td><td>50.0%</td></tr> <tr><td>Q2 2013/14</td><td>52.4%</td></tr> <tr><td>Q3 2013/14</td><td>58.8%</td></tr> <tr><td>2013/14</td><td>60.0%</td></tr> </tbody> </table>	Period	Value	Q1 2012/13	58.7%	Q2 2012/13	48.0%	Q3 2012/13	44.4%	Q4 2012/13	53.8%	2013	50.0%	Q1 2013/14	50.0%	Q2 2013/14	52.4%	Q3 2013/14	58.8%	2013/14	60.0%
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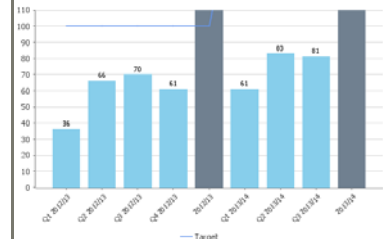
Code	Short Name	Success is
LRCC4	Number of jobs created and safeguarded through intensive assists	+
ECD7b	New registrations by local people accessing employment support services	+


2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14					2013/14
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
275	389	462	523	300	✓	↑	↑	300
1,211	256	410	500	300	✓	↓	↓	400



Note	Chart
<p>14-Jan-2014 Previously for Q1 143 figure was reported and for Q2 197 was reported which was cumulative (Q1 143 & Q2 54) Figures shown for Q1 & Q2 are now complete, as information has been received from Locate in Kent. Provisional figure for Q3 is 61 this figure includes 32 new jobs created from TIGER funding. Q3 and Q4 final figures will be available from Locate in Kent in April 14. Whilst provisional Q3 performance has not achieved the quarterly target of 100, year to date performance (523) has achieved the annual target of 400.</p>	
<p>11-Jan-2014 Employ Medway in Q3 is exceeding its annual target of 400 as it continues to deliver support to those that are unemployed and registering for our welfare to work services. In Q3 13/14 a total of 77 longer term unemployed customers register on the WORK programme for support to get back into work. In addition 13 unemployed customers have accessed our services for general support in terms of CV, interview workshops and IT training. This is less than previous quarters as there have been issues with referrals from central bodies i.e. Job Centre Plus. We</p>	

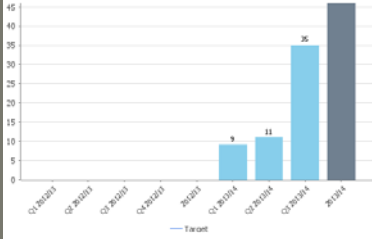
Code	Short Name	Success is
ECD48c	Employment that has lasted 26 weeks	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14					2013/14
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
233	61	83	81	54				216

Note	Chart
<p>continue to work more with other partners off-site to directly deal with the overall referrals.</p> <p>13-Jan-2014 The figures for Q2 was originally reported as 76 - additional information was received in Q3 from GAPS programme and therefore the correct figure for Q2 is 83. Q3 saw 81 long term unemployed customers sustain employment beyond 6 months through the aid of Employ Medway, a total to date of 617 since Q1 11/12 some 2.5 yrs ago. Our GAPS apprenticeship programme has seen 3 customers sustaining employment beyond 6 months; in addition the WORK programme partnership helped 78 long term unemployed customers to sustain employment beyond 6 months. This is a terrific achievement and demonstrates a 83.8% retention rate at the 6 month stage for all customers who find work, up a further 2.4% on previous Q2 13/14 and 8.3% up on Q1 13/14.</p>	



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







2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14					2013/14
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
	9	11	35	17			NA	50

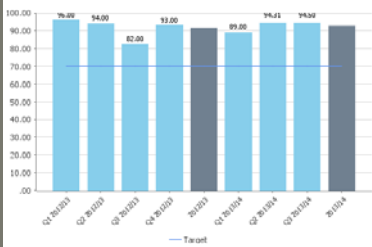
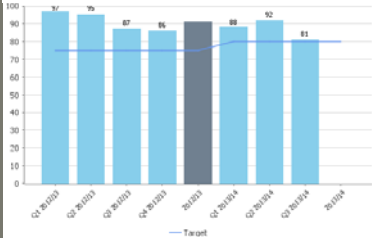
Note	Chart										
<p>17-Jan-2014 The figure for Q1 was originally reported as 7 and Q2 was 8, additional information was received in Q3 from GAPS programme and therefore the correct figure for Q1 is 9 and Q2 is 11. This quarter saw a further 35 local apprentices aged 18-24 years old who have been unemployed between 0-6 months being supported by our EU and Council funded GAPS programme. This is a total of 55 apprentices to date exceeding the annual target of 50 by 5% with a quarter to go in 13/14. There was an increase in performance from Q2 to Q3 due to recontacting our employers and providers for whom we had not been able to provide candidates via Job Centre Plus (JCP) JCP. This was in order for them to take advantage of the subsidy by taking candidates from sources other than JCP, but who still met the JCP criteria. This has proved to be much more successful.</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>9</td> </tr> <tr> <td>Q2 2013/14</td> <td>11</td> </tr> <tr> <td>Q3 2013/14</td> <td>35</td> </tr> <tr> <td>2013/14 Target</td> <td>50</td> </tr> </tbody> </table>	Quarter	Value	Q1 2013/14	9	Q2 2013/14	11	Q3 2013/14	35	2013/14 Target	50
Quarter	Value										
Q1 2013/14	9										
Q2 2013/14	11										
Q3 2013/14	35										
2013/14 Target	50										

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

Code	Short Name	Success is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14			2013/14	Note	Chart	
			Value	Value	Value	Value	Target	Status	Short Trend			Long Trend
L7	Leisure - Level of user satisfaction (% satisfied)		87	92	85	88	85				85	<p>13-Jan-2014 Results for overall satisfaction continue to be positive at Medway Park (42/47, 89%) and Strood Leisure Centre (86/98, 88%) giving a combined total of 88% (128/145). Particularly the high satisfaction score for "Customer Service", which was 98% (142/145).</p>
LRCC1	Number of visitors to tourist attractions in Medway		740956	205775	447203	585616	525000				700000	<p>13-Jan-2014 Q3 figures are provisional as Medway Council is still awaiting some figures from attractions such as the Historic Dockyard, Royal Engineers Museum and Fort Amherst. Q3 13/14 shows an 8% decrease on Q3 12/13, however 2012 was the highest year on record with the Olympics, Dickens Bicentenary and Queens Diamond Jubilee.</p>
F3	User satisfaction with theatres		93.45	86.00	86.00	83.00	85.00				85.00	<p>29-Jan-2014 The 83% performance for Q3 is taken from the Tracker Survey. Looking at the Q3 trend over previous years, Q3 tends to have a low satisfaction score. This could be due to the particular shows that have taken place this quarter (e.g. pantomimes over the Christmas period) as Art is subjective to individuals. However as 83% is the lowest score we have seen since 2011/12, the service will</p>

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

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14					2013/14			
			Value	Target	Status	Short Trend	Long Trend		Target		
			91.25	89.00	94.31	94.50	70.00				70.00
			91	88	92	81	80				80

Note	Chart
<p>16-Jan-2014 The figure previously reported for Q2 was based on July and August survey information only. Q2 figure was previously reported as 94.12% (96/102) , final survey information for all Q2 months has been received and performance is 94.31% (116/123). Q3 data is currently for Oct and Nov 13 and is the result of direct user survey of local satisfaction by visitors to the Guildhall Museum. Satisfaction has risen to 94.5% (103/109) an increase of 0.19 percentage points over quarter 2. This reflects a high level of satisfaction with the service arising from excellent customer service and ongoing investment in the museum. The final data for Q3 will be updated once all surveys for December have been received.</p>	
<p>27-Jan-2014 Revised figure of 81 puts service just above target. Service to investigate why change in trend and gap between two quarters figures.</p>	

4.5 We will encourage participation in active travel

Code	Short Name	Success is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14			2013/14	Note	Chart	
			Value	Value	Value	Value	Target	Status	Short Trend			Long Trend
PH6	Number of walking hours attributable to the healthy walks programme			3253	4736	3601	2500			N/A	10000	<p>03-Jan-2014 3,601 walk hours were collated by all the walkers that attended the programme, with 356 brand new walkers registering with the programme for the first time this year</p>
PH7	Number of trained volunteer walk and cycle leaders			30	2	0	50			N/A	50	<p>14-Jan-2014 We are behind track to achieve the annual target. A multi-platform communications strategy coordinated by the communications team, has not resulted in the volunteers that we initially aimed for. During quarter 3 we have reverted back to tried and trusted methods of face to face engagement with community groups, to try and generate interest in the training days. As a result, we have three training days (two for walking and one for cycling) scheduled in quarter 4 which we expect to recruit 18 people for, therefore meeting the annual target</p>

5.0 Better for less

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

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14					2013/14
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
7.44	1.83	3.27	4.94	6.00				6.00

Note	Chart																				
<p>15-Jan-2014 With full Quarter 3 figures received the measure is still on track to achieve performance. The year to date performance is an improvement on the 5.40 figure reported in Q3 2012/13.</p>	<table border="1"> <caption>Quarterly Values for Working Days Lost</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q3 2012/13</td><td>1.79</td></tr> <tr><td>Q4 2012/13</td><td>3.28</td></tr> <tr><td>Q1 2013/14</td><td>5.40</td></tr> <tr><td>Q2 2013/14</td><td>7.44</td></tr> <tr><td>2013</td><td>6.00</td></tr> <tr><td>Q3 2013/14</td><td>1.83</td></tr> <tr><td>Q4 2013/14</td><td>3.27</td></tr> <tr><td>Q1 2014/15</td><td>4.94</td></tr> <tr><td>2014</td><td>5.00</td></tr> </tbody> </table>	Period	Value	Q3 2012/13	1.79	Q4 2012/13	3.28	Q1 2013/14	5.40	Q2 2013/14	7.44	2013	6.00	Q3 2013/14	1.83	Q4 2013/14	3.27	Q1 2014/15	4.94	2014	5.00
Period	Value																				
Q3 2012/13	1.79																				
Q4 2012/13	3.28																				
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Q2 2013/14	7.44																				
2013	6.00																				
Q3 2013/14	1.83																				
Q4 2013/14	3.27																				
Q1 2014/15	4.94																				
2014	5.00																				