

































Council Plan Monitoring - Q4 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.	N/A – Rating not appropriate / possible	

1.1 Ensure older people and disabled adults are safe & supported







Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			Note
			Value	Value	Value	Value	Value	Value	Target	Status	
ASC01	Client satisfaction with adult social care services		62.7	Not measured for Quarters			63.8	68.0			15-May-2014 <i>Draft pending final validation of statutory return</i> The result from the ASC Survey is 63.8%. This is a 1.1 percentage point increase on last year but the target of 68% has been missed. It has been acknowledged that this target was set too high at the start of the year. The result of 63.8% is marginally behind both the 2012-13 comparator result of 64.3% and the 2012-13 national result of 64.1% (2012-13 data).
ASC03	The proportion of people who use services who feel safe		65.80	Not measured for Quarters			64.07	66.00			02-May-2014 <i>Draft pending final validation of statutory return</i> The result from the Adult Social Care Survey is 64.07%. This is a fall on last year's result of 1.7 percentage points. It means that the target of 66% has been missed. Medway's 2013-14 result was lower than the 2012-13 national result of 65.1%, and the 2012-13 Comparator result of 66.2%.
ASC03LD	The proportion of people with learning difficulties who use services who feel safe		83%	Not measured for Quarters			87.1%	83%			02-May-2014 The result from the ASC Survey is 87.1% (54 clients out of 62). This is an increase of 4.1 percentage points on last year. There is no benchmarking data available for comparison.

Code	Short Name	Success Is
ASC04	The proportion of people who use services who say that those services have made them feel safe and secure	
ASC04LD	The proportion of people with learning difficulties who use services who say that those services have made them feel safe and secure	
ASC07	Number of acute delayed transfers of care (local monitoring)	
ASC08	Average rate of acute delayed transfers of care each week, per 100,000 population (local monitoring)	




2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
83.90	Not measured for Quarters				86.95	84.00		
100%	Not measured for Quarters				93.6%	100%		
472	146	179	167	189	681	N/A		
4.45	5.43	6.18	6.21	7.03	6.21	6.00		


Note
<p>15-May-2014 <i>Draft pending final validation of statutory return</i> The result from the Adult Social Care Survey is 86.95%. This is a year on year increase of 3 percentage points and exceeds target by 3 percentage points. Medway's 2013-14 result is significantly better than the 2012-13 national result of 78.1% and the 2012-13 comparator result 79.1%. Service users are encouraged to indicate on the survey if they feel unsafe. These cases are passed to the safeguarding team for investigation.</p>
<p>02-May-2014 The result from the Adult Social Care Survey is 93.6% which represents 59 out of 63 people who said that services made them feel safe. This is a good outturn, but represents a slight drop compared to last year's result of 6.4 percentage points. There is no benchmarking data for comparison.</p>
<p>09-Apr-2014 The year end result is 681 delays. This is an increase of 44% on 2012-13 (472). One delay was attributable to ASC in 13-14.</p>
<p>16-Apr-2014 09-Apr-2014 The per 100,000 population rate for Q4 is 7.03. This is above target and is the highest quarterly rate in recent years. The rate for the full year is 6.21, which is slightly above the target of 6.00.</p>



1.2 We will support carers in the valuable work they do

Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Trend
ASC10	Carers receiving an assessment or review		13.7%	3.7%	9.0%	13.1%	26.5%	26.5%	20.0%			15-May-2014 <i>Draft pending final validation of statutory returns.</i> The provisional outturn is 26.5%, 6.5 percentage points above the target and also marks a 12.8 percentage point increase from 2012-13. The introduction of telephone interviews at the beginning of Quarter 4 has led to a sharp increase in the number of carers' assessments being completed, with almost 60% of all assessments for the year completed in January - March.
ASC02	Carer satisfaction with adult social care services		43.70	Not measured for Quarters				46.70	44.00			03-Apr-2014 The 13-14 Carers Survey was carried out in Q3. This went to over 300 carers who had been assessed or reviewed by Adult Social Care in the previous year. 46.7% stated that they were extremely or very satisfied with services. This is an increase on the previous year (43.7%) and has exceeded target. Comparison data is not available for 13-14, however this compares favourably to the latest comparator group average of 44.7%.

1.3 Personalised services to meet older & disabled adults needs



Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Trend
ASC06	Adult Social Care clients receiving Self Directed Support		56.4%	33.4%	42.4%	50.6%	58.2%	58.2%	65.0%			15-May-2014 The provisional outturn of 58.2% is short of the annual stretch target of 65% but is an improvement on the previous year's outturn (56.4%) of almost 2 percentage points. Adult Social Care staff continue to actively encourage the take-up of direct payments and personal budgets and ensure good support for people choosing





Code	Short Name	Success Is
ASC05	The outcome of Self Directed Support as measured by older people and disabled adults.	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
80.0%	Not measured for Quarters			73.1%	N/A			



Note
more control and choice over their support arrangements.
Q2-May-2014 The result for this measure is 73.1%. This is a decrease of 6.9 percentage points on the previous year. There is no target set or benchmarking data to compare this result to.





1.4 We will promote and encourage healthy lifestyles for adults

Code	Short Name	Success Is
NI 123	Rate of self-reported 4 week smoking quitters aged 16 or over	
PB7	Number of Medway Businesses taking part in the healthy workplace initiatives	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
2271	478	910	1339	N/A	N/A	2378		
30	13	20	33	43	43	40		

Note
09-Apr-2014 Numbers accessing stop smoking services both locally and nationally are decreasing. However, Medway are still treating more people and achieving more quitters per 100,000 population than the England average. The Medway stop smoking team has recently gained accreditation through the National Centre for Smoking Cessation training. They are only the second service in the country to gain accreditation. The service is actively engaging with national campaigns such as National 'No Smoking Day' and 'Stoptober' to promote footfall through the service.
Please note status and trend is against Q3 performance due to time lag in obtaining data. Q3 target = 1591
09-Apr-2014 The workplace health programme is proceeding well, with our target of 40 businesses being achieved early in Q4. The programme continues to deliver







Code	Short Name	Success Is
PB8	Number of people receiving support from a Health and Lifestyle Trainer	
PH1	Number of adults taking part in healthy weight and exercise referral interventions	








2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
359	102	181	293	379	379	490		
1107	286	436	342	343	1407	1250		

Note
health interventions in a workplace setting to those who live and work in Medway. Each business is supplied with a tailored programme based on the needs of their staff and this is used to change the behaviours of the employees, for example encouraging them to give up smoking or start exercising. The programme is being redesigned in 2014 and the public health team has held workshops in March 2014 with business leaders whose input will help steer the direction of this redesign.
09-Apr-2014 There is a time lag in reporting data, so Q4 figure is likely to be understated, however the service is not expected to meet the target level of activity. Numbers accessing the service have been slowly increasing over the length of the contract, but remain below target. The contract is currently being recommissioned, and the service model reconsidered to ensure value for money.
09-Apr-2014 343 adults have attended the exercise and adult weight management programmes this quarter. The numbers can be broken down as 275 exercise referral clients and 68 weight management clients (Tipping the Balance).




2.1 Ensure the most vulnerable children & young people are safe





Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Trend
PAF-CF/C21 NI 64	Child Protection Plans lasting 2 years or more		7.1%	6.8%	22.2%	4.9%	2.8%	8.7%	8.0%			02-May-2014 <i>Draft pending final validation of statutory return.</i> Analysis has shown that performance earlier in the year was inflated due to a lower number of children subject to CP plans. Following the introduction of a multi agency panel to review all plans we have seen substantial improvements in performance.
PAF-CF/C68 NI 66	Looked after children cases which were reviewed within required timescales		87.5%	97.0%	98.0%	80.4%	80.1%	80.1%	95.0%			15-May-2014 <i>Draft pending final validation of statutory return.</i> Below target for the year and remains a continued focus with work being done with the IRO Team to ensure this improves.
NI 147	Care leavers in suitable accommodation		94.9%	100.0%	90.5%	88.2%	89.5%	91.8%	95.0%			02-May-2014 <i>Draft pending final validation of statutory return.</i> During the year we have had 6 children not in suitable accommodation, 2 of which were in custody. However, our attempts to contact 4 of these young people were unsuccessful and we were therefore unable to determine whether they were in suitable accommodation.
A1	Average time between a child entering care and moving in with adoptive family		660	705	684	699	723	723	526			02-June-2014 <i>Draft pending final validation of statutory return.</i> This is a challenging indicator for all Local Authorities because of a national shortage of adopters. A report published by Ofsted showed nationally 4682 children with a placement order awaiting a match and only 1890 families approved and waiting to be matched to children as at March 2013 . The latest published national data for 2010-13 shows that although Medway Council's performance is below the nationally set target, we performed better than the national average. Medway Council's performance against this indicator has

Code	Short Name	Success Is
CA06	Percentage of child protection cases where children have participated in their plans or reviews	
CA08	Number of CAFs	
CA10	Rates of re-referrals within 12 months of a previous referral	
CISRS1	LAC Participation in Reviews	
N14	(N14) Timeliness of assessments	
N15	(N15) Timeliness of Initial Child Protection Conference	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
	75.0%	85.7%	86.7%	78.3%	81.7%	80.0%		N/A
	170	161	210	216	757			N/A
	23.04%	20.68%	21.18%	24.78%	22.48%	26%		N/A
89.28%	77%	87.5%	94.3%	92.3%	92.3%	95%		
	72.0%	60.5%	70.4%	83.4%	69.5%	75.0%		N/A
	31.2%	45.6%	74.2%	68.0%	58.3%	72.0%		N/A


Note
deteriorated in the period 2011-14, due to the national shortage of adopters and because of a small number of cases, which were delayed in order to ensure the best placement and outcome for the children. Medway Council is continuing to work with the local courts, CAFCASS and the local Family Justice Board to reduce delays.
16-Apr-2014 On target for the year. The leaflet that is sent out to children with the invitation to their conferences and offering advocacy services has been revised.
16-Apr-2014 A target has not been set as there is no benchmarking data available.
02-May-2014 <i>Draft pending final validation of statutory return.</i> On target for the year. The introduction of the Triage Team has ensured more robust and appropriate decision-making. This is leading to significantly reduced instances of repeat referrals.
15-May-2014 Draft pending final validation of statutory return. Just below target for the year but showing an improvement on last year.
02-May-2014 <i>Draft pending final validation of statutory return.</i> Close monitoring and robust action plan has resulted in continual improvements to improve compliance, exceeding target in Q4 with 83% timely assessments.
02-May-2014 <i>Draft pending final validation of statutory return.</i> Improvements seen following practice changes and provision of clear guidance. Despite a decrease in performance for Q4, this is still significantly above the first 2



Code	Short Name	Success Is
N23	(N23) Vacancy rate of social workers	
N9	(N9) Percentage of referrals leading to the provision of a social care service	
NI65-2	% of children becoming the subject of a child protection plan for a second or subsequent time within 2 years	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
	21.34%	28.01%	32.54%	35.86%	30%	6%		N/A
	12.1%	29.0%	41.3%	23.7%	26.0%	N/A		N/A
4.8%	5.8%	4.3%	5.8%	6.3%	5.7%	9.0%		






Note
quarters and in the context of a significant rise in children becoming subject to a Child Protection Plan.
02-June-2014 The vacancy rate has increased following investment to create additional social worker posts. We had 8 more social workers in post at the end of Q4 compared to the end of Q3, with 15 new social workers starting with the council in Q4. We continue to be on top of recruitment and are currently processing a further 15 appointments.
02-May-2014 <i>Draft pending final validation of statutory return.</i> Following a dip in Q4, further analysis is underway to help support the development of the service.
02-May-2014 <i>Draft pending final validation of statutory return.</i> On target for the year.









2.2 Champion high standards in schools

Code	Short Name	Success Is
SE KS4a	Achievement of 5 or more A* - C grades at GCSE or equivalent including English and Maths (LAA) (formerly NI 75)	






2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
61.2%	Not measured for Quarters				60.9%	63.0%		







Note
15-Apr-2014 Medway's performance for Academic Year 2012-2013 is at 60.9% which is down from the previous year, but is still slightly higher than the national figure for state-funded schools of 60.8%. Figures were taken from the published figures in the Statistical First Release SFR04/2014 table 3.

Code	Short Name	Success Is
DMTEYR	The achievement gap at Early Years Foundation Stage Profile between the lowest attaining 20% of children and the mean	
NI 101	Looked after children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and mathematics) (LAA)	
NI 105	The Special Educational Needs (SEN)/non-SEN gap – achieving 5 A*- C GCSE inc. English and Maths	
CA13	Permanent exclusion rates - % of children excluded from school	
EDU1	The number of children who are missing from education (including all children who are of statutory school age who are not on a school roll or in alternative provision).	






2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
	Not measured for Quarters				33.7%	N/A		N/A
10.0%	Not measured for Quarters				14.3%	17.0%		
45.8%	Not measured for Quarters				46.8%	43.0%		
	0.01%	0.01%	0.01%	0.09%	0.03%	N/A		N/A
41	31	45	69	39	46	N/A		










Note
10-Apr-2014 Medway's performance on this indicator of 33.7% is better than the national average of 36.6%, although slightly higher than the average for the South East Region (31.1%) and ranks 58th out of 152 local authorities. Figures were taken from the published figures in the Statistical First Release SFR43/2013 table 5.
02-May-2014 Medway's LAC performance for Academic Year 2012-2013 is at 14.3%, which is a large increase on the previous years performance of 10.0%. The National figure for state-funded schools this year is 15.3%, so whilst we are below the national figure, we have closed the gap.
11-Apr-2014 Medway's SEN gap for Academic Year 2012-2013 is at 46.8% and the national figure for state-funded schools this year is 47.2%, so we are better than national in closing the SEN gap. Figures were taken from the published figures in the Statistical First Release SFR05/2014 table 6. Our figures for attainment for each of the SEN cohorts were above national.
16-Apr-2014 The figure quoted here is for permanent exclusions that have been upheld. It should be regarded as provisional since there are a number of appeals pending. This number is expected to fluctuate during the school year, as in Q3 (at the start of the school year) other options are tried before resorting to a permanent exclusion.
16-Apr-2014 In Q4 a total of 39 cases were referred as Children Missing Education. 11 of these cases are in year 11 due to difficulties in securing places for these pupils at this time of year.

Code	Short Name	Success Is
EDU3	% of young people who are absent from school for 15% or more days in the school year.	
EDU4	The average time taken to secure suitable education for those placed under Medway Council's fair access protocols	
SCSCT1	% of governors accessing governor training	
SCSCT2	% of governors appointed in the previous 4 quarters who have accessed induction training by the end of this quarter.	
SE KS2	Achievement at level 4 or above in Reading, Writing and Mathematics at Key Stage 2 (Threshold)	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
5.7%	4.4%	4.7%	4.7%	4.7%	4.63%	3%		
	N/A	21.25	23.12	28.58	25.13	N/A		N/A
	18%	39%	61%	83%	83%	85%		N/A
	54.5%	51.1%	58.3%	69.0%	57.8%	60.0%		N/A
	Not measured for Quarters				71.0%	79.0%		N/A

Note
10-Apr-2014 Medway's Persistent Absence rate dropped from 5.0% in Academic Year 2011-2012, to 4.7% in Academic Year 2012-2013, whilst the national figures went from 5.2% to 4.6%, showing that whilst we are improving, we are not doing so as fast as nationally, and have not yet reached the target of 3%.
16-Apr-2014 Student Services are continuing to work with schools to minimise delays in placing hard to place pupils, and recently agreed changes to the fair access protocols, following feedback from Medway schools.
02-May-2014 There are 848 governors in post in schools buying into the service. Of these, 518, or 61%, are recorded as having attended training or accessed Governors E-Learning training. In addition, a number of governors who have not attended training or accessed GEL will have accessed TEN (Transforming Education Networks) support.
02-May-2014 In the calendar year 2013, 84 governors new post in schools accessed induction training. Of these 58, or 69%, have accessed induction training. The year end figure of 57.8% is slightly below target.
16-Apr-2014 Medway's performance for Academic Year 2012-2013 is at 71%, which is an increase on the previous years performance of 68%. The national figure for state-funded schools this year is 76% and last year was 75%, so whilst we are still below national, we are closing the gap. Figures were taken from the published figures in the Statistical First Release SFR51/2013.

Code	Short Name	Success Is
SE1a	Difference made to schools by Local Authority support - Schools in Special Measures (formerly SIS2a (amended))	
SE1b	Difference made to schools by Local Authority support - Schools with a Notice to Improve (formerly SIS2b (amended))	
SE1c	Difference made to schools by Local Authority support - Schools below floor threshold (LA maintained schools only) (formerly SIS2c (amended))	
SE2 LM	% Ofsted school judgements - schools judged good or better for Leadership & Management	
SE2 OE	Ofsted school judgements showing a trend of improvement – Overall Effectiveness	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
5	4	2	3	5	5	3		
3	2	2	2	2	2	3		
7	7	10	7	10	10	3		
69.0%	70.0%	73.5%	76.5%	72.4%	72.4%	76.0%		
	64.0%	64.3%	64.3%	60.2%	60.2%	70.0%		N/A

Note
<p>15-Apr-2014 At the end of Q4, 5 primary schools and 1 secondary school (Academy) was in Special Measures. The measure shows that the target has not been reached. The trend on this measure is upward. Within this reporting quarter one SM schools has come out of measures into "good", but it is not being counted here since the report was published outside the period.</p>
<p>10-Apr-2014 At the end of Q4, 1 primary school and 1 PRU were deemed to have Serious Weaknesses.</p>
<p>16-Apr-2014 There are 10 schools which are below floor thresholds 6 are maintained primaries, 3 are primary academies and 1 is a maintained secondary. This year there were changes in how this measure was calculated and this has resulted in 9 primary schools not reaching this threshold which is an increase on the previous year's number of below floor threshold but a decrease if compared to 2011.</p>
<p>09-Apr-2014 At the end of Q4, 67.5% of primary schools and 88.2% of secondary schools in Medway (excluding PRUs) had an Ofsted judgement of good or better for leadership and management, including all 4 of the Medway special schools (100%). This represents a slight reduction from last quarter, to be just below target.</p>
<p>10-Apr-2014 At the end of Q4, 53.2% of primary schools and 82.4% of secondary schools in Medway (excluding PRUs) had an Ofsted judgement of good or better for overall effectiveness, including all 4 of the</p>

Code	Short Name	Success Is
SE2 QT	Ofsted school judgements showing a trend of improvement – Quality of teaching	
SEN1	% of newly statemented children placed in out of area maintained special schools	
SEN2	% of newly statemented children placed in INMS	
SEN4	Number of tribunal appeals contesting a named Medway provision	
SEN5	% of appeals withdrawn, upheld or refused	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
	65.0%	66.3%	66.3%	62.2%	62.2%	71.0%		N/A
0%	0%	0%	0%	0%	0%	N/A		
3.6%	2.3%	3.4%	0.0%	6.1%	3.0%	N/A		
3	2	2	3	7	4	N/A		
20%	0%	12.5%	7.7%	20%	10.05%	N/A		




Note
Medway special schools (100%). This represents a reduction from last quarter, and is below target.
15-Apr-2014 At the end of Q4, 45.6% of primary pupils and 83.5% of secondary pupils in Medway (excluding PRUs) had an Ofsted judgement of good or better for quality of teaching, including all 4 of the Medway special schools (100%). This represents a reduction from last quarter, and is still below target.
16-Apr-2014 None of the pupils who received a final statement during Q4 were placed in out of area maintained special schools.
16-Apr-2014 33 Final statements were issued in Q4; 2 of the pupils were placed in independent / non-maintained schools.
10-Apr-2014 20 Tribunal appeals were received between January and March; 7 appeals contested a named Medway provision.
10-Apr-2014 20 Tribunal appeals were received between January and March; 4 appeals were withdrawn.







2.3 Promote and encourage healthy lifestyles

Code	Short Name	Success Is
CA17	% of children in need aged 0-4 attending local Sure Start Children's Centre	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
	20.9%	22.4%	23.3%	37.8%	37.8%	N/A		N/A

Note
29-Apr-2014 The figure includes all CIN aged 0 - 4 who attended a childrens centre in the period April 2013 - March 2014, as a percentage of all CIN of that age, excluding Unborn CIN. There are 1553 CIN aged 0-4 of

Code	Short Name	Success Is
EY1a	Percentage of children in Medway aged 0-4 attending a local Sure Start Children's Centre	
EY1b	Total number of attendances at Sure Start Children's Centres by families with children 0-4 years	
PH3	Numbers completing the MEND programme	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
61.6%	32%	43.9%	54.1%	64.7%	64.7%	60%		
235,564	62,341	121,375	192,109	277,857	277,857	225,000		
81	23	24	64	100	100	100		


Note
whom 587 (or 37.8%) have attended a Medway childrens centre. Of those that did not attend a childrens centre, 190 (or 19.6%) were aged over 3 years on 1 April 2013 so will be attending a school or publicly funded nursery setting.
15-Apr-2014 The increase over the past two years ago reflects the improved information and data sharing arrangements between key partners, particularly NHS agencies, enabling targeted engagement with more vulnerable families. The majority of children not attending a Children's Centre are already at school or pre-school, meaning rate of attendance by 0-3 year-olds is far greater.
15-Apr-2014 Attendance is up by 18% on last year, and 44% up on the year before. This increase reflects the greater number of interventions and services provided by the Children's Centre teams themselves, as well as the consistent increase in the number of interventions being received by families who receive targeted support.
09-Apr-2014 32 young people completed the programme in quarter 4 with 8 completed the teenage weight management programme called Fit Fix, 9 families completed MEND 7-13, 4 families completed MEND 5-7 and 11 families completed MEND 2-4. As previously reported the team have had difficulty recruiting to the these programmes, however the total of 87 is the joint highest in the teams history. It has been evident for sometime that families were more reluctant to sign up for the ten week twice a week intervention, so the team have piloted a new programme called Change4Life club. This programme was launched in 2013 and was targeted to the



Code	Short Name	Success Is

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend








Note
families of children who have the highest BMI readings during the National Child Measurement process. Families are offered access to one of the Public health teams specialist advisors, some new resources and other forms of support, however the programme is less intensive than the ten week MEND programme. 13 families have so far engaged and completed the 12 week programme, as they have found this option more appealing than the more formal groups. The programme is showing positive outcomes with families and children losing weight and improving their lifestyle, so is likely to become a part of our menu of support options for families, during 2014. This is in addition to the insight gathering task that is well underway where we hope to gather the views of children, parents and referrers as to the barriers for accessing services, and asking them what support they want from us.

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


Code	Short Name	Success Is
NI 195a	Improved street and environmental cleanliness: Litter	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
96.37	97.00	97.33	97.67	97.00	97.25	96.00		




Note
11-Apr-2014 At the end of 13/14 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 above target. Year end performance 13/14 is an improvement on Year End 12/13 (96.37%). The contract monitoring team carry out regular street cleansing inspections across Medway to ensure the contractor is meeting their contractual obligations.

Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Trend
NI 195c	Improved street and environmental cleanliness: Graffiti		100.00	100.00	100.00	100.00	100.00	100.00	98.00			11-Apr-2014 Graffiti is removed by our in house team who carry out regular inspections across Medway in order to remove graffiti proactively. At Year End 13/14 100% of all locations inspected were free from graffiti. This level of performance has been consistent throughout the past two years.
SF15	Percentage of people who feel Medway is safe											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.
W8	Satisfaction with street cleaning		72.50	74.00	72.00	75.00	69.00	72.50	75.00			06-May-2014 Although Q4 satisfaction is lower, the annual performance remains at 72.5%.

3.2 We will support victims of domestic abuse








Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Trend
ASC09	Percentage of adult safeguarding referrals where domestic abuse is a factor	N/A		16.7%	14.6%	11.6%	20.6%	15.7%	N/A		N/A	02-May-2014 In Q4, in 13 out of 63 referrals (20.6%) domestic abuse was a factor. This is a higher percentage than in previous quarters with the year end outturn at 15.7%. In nine cases the primary allegation was physical abuse, financial abuse accounted for three cases and psychological abuse in


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
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	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
	46.5%	49.6%	52.3%	57.3%	52.1%	N/A		N/A
	65	64	71	95	295	N/A		N/A
		88.7%	40.0%	60.4%	67.8%	N/A		N/A

Note
<p>one case. The alleged perpetrator in all but four cases was the victim's partner. Six of the cases are being case managed by the Mental Health Social Work Team; one by the Physical Disability, one by the Learning Disability and five by Older Persons Care Management teams. The referrals were evenly spread across police, mental health staff, family members, social or health care staff. Three of the alleged victims were male.</p>
<p>15-May-2014 No performance target is applicable to this indicator.</p>
<p>15-May-2014 There have been 295 cases referred by Medway MARAC (Multi-agency Risk Assessment Conference) for IDVA (Independent Domestic Violence Advocacy) support in 13/14. This represents 86% of all MARAC cases (342). The figure is not 100% because, where appropriate to do so, the referral agency into MARAC will continue to work as lead agency. This first year of operation is a baseline year, and it is too early to judge success. However the service is meeting or exceeding the majority of CAADA (Co-ordinated Action Against Domestic Abuse) national benchmarks.</p>
<p>16-May-2014 Against all risks the reduction figure as a result of IDVA intervention is at 99%. For combined significant and moderate risk the annual reported figure is 68% compared to 77% for the rest of Kent. Medway cases comprise 23% of all KDAC clients.</p>

3.3 We will increase recycling and reduce waste to landfill sites


Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Trend
NI 192	Percentage of household waste sent for reuse, recycling and composting		40.61%	42.39%	40.69%	39.87%			42.00%	N/A	N/A	06-May-2014 Data is estimated until Waste Data Flow publishes final figures in Nov 14. Q3 was previously estimated based on 2 months data and was previously reported as 44.27%. All 3 months data has been received for Q3 and is now reported as 39.87%. Quarter 4 information will be received from DEFRA at the end of June 2014. On the 28th of October the DCLG weekly services for recycling, organics and residual waste started there has been a clear rise in the amount of recycling and organic waste collected at kerbside and a decrease in residual waste collected at kerbside post DCLG roll out. This has given us an overall increase of 2.59% kerbside recycling rate for the year.
W6	Satisfaction with refuse collection		93.50	94.00	93.00	93.00	94.00	93.50	91.00			06-May-2014 Satisfaction levels have remained consistently high and above target throughout 13/14. This reflects the popularity of our reliable and simple weekly collection service. At 93.5% Year end performance is three percentile points above target and is static against 12/13 results.
W7	Satisfaction with recycling facilities		86.00	88.00	84.00	89.00	88.00	87.25	85.00			06-May-2014 Satisfaction with the recycling service remains consistently high and 13/14 the Year End performance of 87.25% is an improvement on 12/13. Work continues via education, promotion and contract monitoring to ensure these standards are maintained. In 13/14 improvements to the service were made by increasing collection frequencies from fortnightly to weekly, this was in response to requests from residents and consultations commissioned by the Waste Team. In Q4 the Waste Team delivered a borough - wide communications and information campaign to support the



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

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
79.25%	81%	82%	79%	79%	80.25%	82%		

Note
implementation of weekly collections.
06-May-2014 Although below target 2013/14 Year end performance of 80.25 is 1% higher than the previous year. Waste Services continues to work closely with our contractor, FCC Environment, to ensure facilities are clean, tidy and recycling facilities are continually improved. This is reflected in the increasing recycling rate at the sites - all three sites are now recycling over 60%. Separately - commissioned biannual customer satisfaction tested 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.

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

Code	Short Name	Success Is
GH4	Citizen participation hours - Greenspaces	


2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
13190	5074	5018	3577	4055	17724	12000		


Note
25-Apr-2014 Q4 Figures are preliminary as there is still some outstanding group data (correct at 9 April).
Performance has met Council Plan target (12,000 hours) with a total of 17,724. This growth reflects continuing work by the Greenspace Partnership Officer and the Greenspace Development Team to engage with local community groups to support site management with groups planning community events, undertaking practical task days and supporting funding applications.

Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Trend
GH6	Satisfaction with parks and open spaces		87.75	81.00	84.00	83.00	84.00	83.00	85.00			06-May-2014 Whilst below target (by 1% point), satisfaction score is reflective of the ongoing high standards of grounds maintenance in the final quarter. In addition the ongoing delivery of the Greenspace Development Programme through targeted investment is incrementally improving visitor perceptions around quality and range of provision. Performance is up by 1% point from Quarter 3 and 2% point compared to Quarter 4 2012-13.
GH7	Satisfaction with play areas		86.75	84.00	86.00	81.00	86.00	84.25	85.00			06-May-2014 Tracker result is 5% point increase on Quarter 3 and 1% point increase compared to Quarter 4 of 2012-13. Feedback better reflects ongoing investment in play provision by the Service.
GH8	Number of green flags		5	N/A	5	5	5	5	5			09-Apr-2014 All 5 sites entered secured Green Flag for 2013-14: Broomhill, The Vines, Hillyfields, Riverside Country Park, Capstone Farm Country Park 7 sites entered for the award in January 2014. The 5 which secured the award in 2013 together with Great Lines Heritage Park and Gillingham Park. All sites required a Site Management Plan (5 Year) to be submitted as part of the application process

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	Q4 2013/14	2013/14			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Trend
PH4	% of drug and alcohol misusers successfully complete treatment			22.2%	21.3%	19.5%	N/A	21.0%	N/A			16-Apr-2014 The most recent data are for Q3. Until recently data was received on the number of successful completions as a



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

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
	5	60	44	116	225	100		N/A




Note
<p>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 Q3 performance due to time lag in obtaining data.</p> <p>09-Apr-2014 Those trained include: family workers from children services, occupational therapists, care managers and members of the youth services team. A focused one-day training event for Health Visitors and community nurses took place in March with 75 in attendance. An influx in booking has been seen with the successful use of IShare.</p>







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)	



2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
2.59	2.18	2.34	2.86	2.82	2.55	4.00		



Note
<p>25-Apr-2014 The yearly outturn of 2.55 minutes per mile is slightly lower than the 2011-12, figure of 2.59 minutes. Showing lower congestion and improved overall journey times.</p>

Code	Short Name	Success Is
BV223 NI 168	Principal roads where maintenance should be considered	
BV224a NI 169	Non-principal classified roads where maintenance should be considered	
HP26	Satisfaction with road maintenance	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
5.0%	Not measured for Quarters				4.0%	6.0%		
12.00%	Not measured for Quarters				10.00%	13.00%		
47.00	38.00	50.00	38.00	38.00	41.00	50.00		











Note
<p>24-Apr-2014 Additional funding provided by Medway Council and the Department of Transport for the improvement of roads has contributed to the improved figures recorded.</p> <p>The actual value measured against the revised target of 6% has improved this year, however variances in the total surveyed lane lengths and survey techniques may have produced a slight distortion of the final values and may reflect on future targeting, however the downward trend is an improvement over last year.</p> <p>Increased use of the JCAM software to assist the Engineers in planning the maintenance schedules has enabled them to make informed decisions in the targeting of large sections of the road network for maximum impact, this has also contributed to the improved values achieved this year.</p>
<p>24-Apr-2014 Additional funding provided by Medway Council and the Department of Transport for the improvement of roads has contributed to the improved figures recorded.</p> <p>Increased use of the JCAM software to assist the Engineers in planning the maintenance schedules has enabled them to make informed decisions in the targeting of large sections of the road network for maximum impact, this has also contributed to the improved values achieved this year.</p>
<p>06-May-2014 Further analysis has been carried out which suggests that the management of works on the highway is a contributory factor to the low results achieved. Arrangements to the liaison process both within the council and with</p>



Code	Short Name	Success Is
HP27	Satisfaction with pavement maintenance	
IT10	Satisfaction with the bus station	





2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
68.00	69.00	72.00	70.00	71.00	70.50	65.00		
73%	N/A	N/A	N/A	N/A	N/A	75%	N/A	N/A

Note
utility companies have been put into place to improve their operations. In addition the Council has provided increased funds for 14/15.
12-May-2014 Satisfaction with Pavement maintenance has increased from 68% in 12/13 to 70.5% in 13/14. Pavement satisfaction has remained above target throughout 13/14. Recent data sourced through public workshops suggest that satisfaction may be influenced by utility activity.
09-Jan-2014 A bus station survey was completed in March 2013 where customer satisfaction was reported to be 73%, from the feedback obtained officers have completed improvements to the bus station including instillation of extra seating, bike racks and improvements to the totum screens. In light of the current moratorium and officers continuing with the current improvement plan for the bus station a bus station survey will not be completed for 13/14 (March 14). However performance of Medway public transport has been obtained from the results of the National Highways and Transport Survey July 2013 which reports, that compared to 2012 figures, there has been an improvement in satisfaction across all categories for local bus services. Categories include provision of public transport information, reliability of public transport displays, raised kerbs at bus stops, local bus service overall etc

4.2 Support the provision of new homes and improve existing housing


Code	Short Name	Success Is	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Trend
NI 154	Net additional homes provided		565	Not measured for Quarters				N/A	815	N/A	N/A	08-May-2014 The net additional homes provided for 2012/13 was 565. This is a reduction from the previous year and compares with the target of 815 but still represents good performance given economic conditions at the time. The 2013/14 data will be published August 2014.
NI 155	Number of affordable homes delivered		229	5	0	85	76	166	204			07-May-2014 In common with the national and regional trend the level of completions for the year are lower than in previous years. This is largely due to the ending of the previous National Affordable Housing Programme and the delayed introduction of the new national programme. Also a number of schemes originally planned for completion in the last year were either completed early and fell into the counting period for the 4th quarter 12/13 or have slipped into next year. Target is expected to be exceeded in 2014/15
NI 156	Number of households living in temporary accommodation		120	128	169	144	148	148	135			07-May-2014 Despite the ongoing increase in homelessness the number of households provided with TA has in general remained static. This accommodation is required where the Council is unable to locate suitable permanent accommodation for households or whilst investigations are undertaken. Whilst the overall number of households placed has increased the length of stay has reduced and so the total households in TA at any time has generally been static.
H14	Average length of stay in B&B accommodation of households with dependent children or pregnant woman (weeks)		2.32	2.53	2.60	2.80	2.95	2.73	2.00			11-Apr-2014 The average length of stay in bed and breakfast (B&B) for households with dependants remained fairly static throughout the year but has increased slightly from 2.3 weeks for 2012/13 to 2.7 weeks for 13/14.



Code	Short Name	Success Is
HC1	Homelessness decision cases decided within 33 working days (specialist service)	
HOU_HRA 20	% of customer satisfaction with overall repairs service	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
91.1%	86.3%	61.9%	74.7%	82.2%	75.7%	90%		
97.96%	98.42%	99.26%	98.91%	98.49%	98.79%	97%		





Note
However this is below the government recommended target time of 6 weeks for households with dependants staying in B&B. A snapshot at the end of Q4 showed that Medway had one household with dependants staying in B&B over 6 weeks. This equates to 0.01% of households per 1000 of the population. This is on par with all Unitary Authorities with a household size +/- 20,000 of Medway and lower than South East Unitary Authority average of 0.03%.
19-May-2014 The number of homeless applications made in April 2014 has increased by 72% since April 13 (65 cases). The increase in applications has placed an increasing demand on service and the time taken to make homeless decisions.
16-Apr-2014 As the Service initiates the new repairs contract in 14/15 customer satisfaction continues to be a key indicator of the success of the service. Performance has been consistently above target throughout 13/14 and year end performance is an improvement on year end 12/13. Through joint working with the contractor the Service aims to maintain the high level of customer satisfaction with the service.









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)	


2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
6.60%	6.02%	5.87%	6.40%	6.41%	6.41%	6.00%		


Note
15-May-2014 The final year end outturn is 6.41%. This is slightly above the target of 6%. There are significant differences between age groups. For those aged 16

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	
ECD48c	Employment that has lasted 26 weeks	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
51.3%	50.0%	57.1%	70.6%	52.6%	57.5%	60.0%		
275	389	73	61	77	600	400		
1,211	256	154	90	102	602	400		
233	61	83	81	68	293	216		

Note
there was an outturn of 5.10% , for those aged 17 - an outturn of 6.50%, and for those aged 18 - an outturn of 7.37%. At end March 2014 only one ward, Luton and Wayfield, had a NEET level above the ward target of 10%.
02-May-2014 <i>Draft pending final validation of statutory return.</i> Improvement has come about through co-ordination of activity with leaving care team, HR and partner agencies and targeted tracking of young people in the cohort.
14-Apr-2014 Q3 & Q4 figures do not include 2nd half report from Locate in Kent but to date for the year the total is 600 jobs - 432 created and 168 protected. Notable successes include Rail Simulator (Dovetail Games) who have expanded into The Observatory, Chatham Maritime creating 111 new jobs. Also 50 jobs created/protected through New Deal for Innovation project Innovation Vouchers which are delivered in partnership with Uni of Greenwich and provide high level research into new products, processes & markets.. This is significant as last years total was 360 and may indicate increased business confidence in the economy.
21-May-2014 Employ Medway exceeded its annual target by Q3, with a similar profile achieved in Q4. This has lead to a yearly total of 602 persons that are unemployed and registering for our welfare to work services supported. This is a 50% over achievement against target (400).
28-Apr-2014 Q4 saw 68 long term unemployed customers sustain employment beyond 6 months through the aid of Employ Medway, a total to date of 685 since Q1 in

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

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
	9	11	35	0	55	50		N/A




Note
<p>2011/12. In 13/14 we exceeded our target of 216 by achieving 293 sustained job outcomes of 6 months in employment. This is a 26% increase on 12/13 (233).</p> <p>10-Apr-2014 The GAPS project in 2013-14 has over achieved by 10% its target and in Qtr 4 as agreed with management has been preparing for the new programme and producing and now finalising the GAPS apprenticeship video and organising a series of promotional roadshow events for 14/15.</p> <p>Since GAPS apprenticeship programme started in Sept 2011, Medway Council has directly created with local businesses and providers 200 apprenticeships in just over two years approximately two apprenticeship jobs every week.</p> <p>In Medway the growth of apprenticeships continues with 2,870 (12/13 last reporting period) from 2,700 two years ago, which is nearly 2 and a 1/3 times more than 2008/09 figures - a truly staggering rise.</p> <p>And most noticeably from our Medway Council run GAPS intervention we have focussed support towards those 18 yrs+ apprenticeships, which are harder to place due to higher costs on training. We have seen a significant rise since the previous year of 200 (from 820 to 1,200) - this is also the area we have been focussing our attention on with 100 apprentices over the last year in this category alone.</p> <p>This compares favourably against Kent whose proportion of 19-24 year old in apprenticeships in 2012/13 was 33.1% and Medway's is now 36.2% - so Medway is over 3% higher against Kent, even the year</p>







Code	Short Name	Success Is

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend




Note
before the & was as follows in Kent 31.2% and in Medway 30.3% - demonstrating a rise in this age group in just one year of nearly 6% = This is exactly where GAPS has been showing to make this major difference to life chances of this age group.







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

Code	Short Name	Success Is
L7	Leisure - Level of user satisfaction (% satisfied)	
LRCC1	Number of visitors to tourist attractions in Medway	
F3	User satisfaction with theatres	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
87	92	85	88	89	88	85		
740956	205775	447203	589512	697472	697472	700000		
93.45	86.00	86.00	83.00		85.00	85.00		



Note
28-Apr-2014 The local customer satisfaction surveys have met or exceeded the target for every quarter this year. This has been especially pleasing as the target had been increased from 80% to 85% for 13/14. The detailed scores have highlighted areas for improvement around the "quality of facilities" at Strood Sports Centre, which will be addressed during the planned refurbishment. The scores for "Customer Service" continue to be very high across all facilities.
23-Apr-2014 2013/14 has been a slightly weaker year in comparison with 2012/13, our strongest year on record. This is due to the reduced opening of some attractions and the loss of the Kingswear castle. Figures for the LV21 lightship have not yet been received so these will be added in the next few weeks and will increase the final figure. The fourth quarter Jan- March 2014 is considerably up on previous fourth quarters and bodes well for the 2014 season.
12-May-2014 Performance for 13/14 is taken from the Tracker Survey. Year end performance is on target at 85.75%, whilst

Code	Short Name	Success Is
F4	User satisfaction with events	
GH10	Satisfaction with Medway Council's heritage offer	
GH9	User satisfaction with museums and galleries	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
92.06	97.00	96.00	90.00	N/A	95.00	85.00		
87%	87%	90%	85%	91%	91%	80%		
91.25	89.00	94.31	95.00	96.70	93.75	70.00		



Note
<p>this is lower than 12/13 performance , Q4 13/14 achieved the highest satisfaction score of 13/14 at 88%. This is positive result going into the new financial year.</p>
<p>24-Apr-2014 During 2013/14 Medway successfully delivered a diverse range of free cultural and leisure events. Highlights of the year were Armed Forces Day and extremely successful Dickensian festivals. Overall satisfaction was 95% against a target of 85% (1217/1278).</p>
<p>06-May-2014 Tracker survey data shows a 6% point rise since Quarter 3 and 4% point rise compared to Quarter 4 2012-13. This counters previous seasonal decline in satisfaction. The service also completes a direct user survey to obtain more local satisfaction information. Jan and Feb data is currently available with satisfaction at 100% (47/47).</p>
<p>28-Apr-2014 The figure previously reported for Q3 was based on Oct and Nov survey information only. Q3 figure was previously reported as 94.5% (103/109) , final survey information for all Q3 months has been received and performance is 95% (132/139). Q4 data is currently for Jan and Feb 14 and is the result of direct user survey of local satisfaction by visitors to the Guildhall Museum. Satisfaction has risen to 96.70% (88/91) an increase of 1.7 percentage points over quarter 3. 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 Q4 will be updated once all surveys for March has been received.</p>



Code	Short Name	Success Is
LIB4	Satisfaction with libraries	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
91	88	92	81	81	86	80		


Note
12-May-2014 13/14 performance is 6% above the target of 80%. This illustrates the hard work and commitment to engaging with customers and the desire for continuous improvement that the service places as its top priority. Libraries and Archives regaining its Customer Service Excellence Award with an improved level of performance back this up.


4.5 We will encourage participation in active travel

Code	Short Name	Success Is
PH6	Number of walking hours attributable to the healthy walks programme	
PH7	Number of trained volunteer walk and cycle leaders	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
	4203	4049	4641	2917	15810	10000		N/A
	30	2	0	28	60	50		N/A


Note
09-Apr-2014 There is still some data to be submitted and inputted onto the database by the volunteer walk leaders, so this final quarter total is likely to be an underestimate of the quarter 4s activity.
09-Apr-2014 28 volunteers have been trained to deliver the Health walks and cycle groups programme this quarter. This was broken down as 22 walk leaders and 6 ride leaders. These volunteers play a crucial role in these programmes and to the community by offering their own spare time to lead groups of people on walks or rides around Medway urban and green spaces. People attend the groups for the social aspect and opportunity to take part in some informal exercise sessions to improve their health. 6 of the exiting ride leaders have also been trained to be National Cycle Leaders so they can teach adults more basic riding skills on a 1-1 basis. This training was invested in due to the demand from clients who wanted to attend, but had no cycling skills or confidence at all.



Code	Short Name	Success Is
TMRS8	To increase walking bus participants in partnership with KM Walk to school charity	

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
	707	734	1489	735	916	800		N/A

Note
<p>21-Mar-2014 Walking Bus participation levels for the end of March 2014 currently stand at 735 children across 47 routes in Medway.</p> <p>Therefore, over the course of 2013/14, participation levels on the Walking Bus were as follows:</p> <p>Q1: 707 Q2: 734 Q3: 1,489 Q4: 735</p> <p>Annual average = 916</p> <p>With the 'National Walk to School Week' campaign taking place in May, it is predicted that Walking Bus numbers will increase further in conjunction with the focus activities taking place in Medway in 2014.</p>

5.0 Giving Value for Money

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

2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	2013/14			
Value	Value	Value	Value	Value	Value	Target	Status	Trend
7.44	1.83	3.27	4.94	6.55	6.55	8.00		

Note
<p>09-Apr-2014 Whilst late returns mean that the final outturn is liable to increase, this measure has consistently been an improvement on 2012/13 performance and has met targets.</p>