




















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	

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	Q4 2013/14	2013/14			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Trend
NI 195a	Improved street and environmental cleanliness: Litter		96.37	97.00	97.33	97.67	97.00	97.25	96.00			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.
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	<p>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%.</p> <p>In nine cases the primary allegation was physical abuse, financial abuse accounted for three cases and psychological abuse in one case.</p> <p>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>
CA18	Percentage of children with child protection plans where domestic abuse is a factor	N/A		46.5%	49.6%	52.3%	57.3%	52.1%	N/A		N/A	<p>15-May-2014 No performance target is applicable to this indicator.</p>
DA6	Number of high risk clients referred for IDVA support	N/A		65	64	71	95	295	N/A		N/A	<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>
DA7	Percentage of clients where	N/A			88.7%	40.0%	60.4%	67.8%	N/A		N/A	<p>16-May-2014 Against all risks the reduction</p>



Code	Short Name	Success Is
	risk is reduced as a result of IDVA intervention	

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
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.





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	
W6	Satisfaction with refuse collection	

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
40.61%	42.39%	40.69%	39.87%			42.00%	N/A	N/A
93.50	94.00	93.00	93.00	94.00	93.50	91.00		













Note
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.
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.

Code	Short Name	Success Is
W7	Satisfaction with recycling facilities	
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
86.00	88.00	84.00	89.00	88.00	87.25	85.00		
79.25%	81%	82%	79%	79%	80.25%	82%		

Note
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 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	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
GH4	Citizen participation hours - Greenspaces		13190	5074	5018	3577	4055	17724	12000			<p>25-Apr-2014 Q4 Figures are preliminary as there is still some outstanding group data (correct at 9 April).</p> <p>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.</p>
GH6	Satisfaction with parks and open spaces		87.75	81.00	84.00	83.00	84.00	83.00	85.00			<p>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.</p>
GH7	Satisfaction with play areas		86.75	84.00	86.00	81.00	86.00	84.25	85.00			<p>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.</p>
GH8	Number of green flags		5	N/A	5	5	5	5	5			<p>09-Apr-2014 All 5 sites entered secured Green Flag for 2013-14: Broomhill, The Vines, Hillyfields, Riverside Country Park, Capstone Farm Country Park</p> <p>7 sites entered for the award in January 2014. The 5 which secured the award in</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
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
PH4	% of drug and alcohol misusers successfully complete treatment	
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
	22.2%	21.3%	19.5%	N/A	21.0%	N/A		
	5	60	44	116	225	100		N/A

Note
16-Apr-2014 The most recent data are for Q3. 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 Please note trend is against Q3 performance due to time lag in obtaining data.
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.

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	Q4 2013/14	2013/14			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Trend
NI 167	Average journey time along 6 primary transport corridors into Chatham (mins per mile)		2.59	2.18	2.34	2.86	2.82	2.55	4.00			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.
BV223 NI 168	Principal roads where maintenance should be considered		5.0%	Not measured for Quarters				4.0%	6.0%			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. 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. 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.

Code	Short Name	Success Is
BV224a NI 169	Non-principal classified roads where maintenance should be considered	
HP26	Satisfaction with road maintenance	
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
12.00%	Not measured for Quarters				10.00%	13.00%		
47.00	38.00	50.00	38.00	38.00	41.00	50.00		
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
<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 utility companies have been put into place to improve their operations. In addition the Council has provided increased funds for 14/15.</p>
<p>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.</p>
<p>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</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
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
NI 154	Net additional homes provided	
NI 155	Number of affordable homes delivered	

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
565	Not measured for Quarters				N/A	815	N/A	N/A
229	5	0	85	76	166	204		

Note
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.
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




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 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. 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%.
HC1	Homelessness decision cases decided within 33 working days (specialist service)		91.1%	86.3%	61.9%	74.7%	82.2%	75.7%	90%			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.
HOU_HRA 20	% of customer satisfaction with overall repairs service		97.96%	98.42%	99.26%	98.91%	98.49%	98.79%	97%			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







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
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)	
NI 148	Care leavers in education, employment or training	
LRCC4	Number of jobs created and safeguarded through intensive assists	

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%		
51.3%	50.0%	57.1%	70.6%	52.6%	57.5%	60.0%		
275	389	73	61	77	600	400		

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 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

Code	Short Name	Success Is
ECD7b	New registrations by local people accessing employment support services	
ECD48c	Employment that has lasted 26 weeks	
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
1,211	256	154	90	102	602	400		
233	61	83	81	68	293	216		
	9	11	35	0	55	50		N/A


Note
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 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).
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. 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. 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.



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
<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 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.</p>











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

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


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		



Note
<p>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</p>

Code	Short Name	Success Is
LRCC1	Number of visitors to tourist attractions in Medway	
F3	User satisfaction with theatres	
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
740956	205775	447203	589512	697472	697472	700000		
93.45	86.00	86.00	83.00		85.00	85.00		
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
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 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.
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).
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).
28-Apr-2014 The figure previously reported for Q3 was based on Oct and Nov survey information only. Q3 figure was previously



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
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.
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

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>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.</p> <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	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
LX5	Working days lost due to sickness absence		7.44	1.83	3.27	4.94	6.55	6.55	8.00			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.