

## APPENDIX 2

### Summary of Quarter 4 2014/15 Overview and Scrutiny performance discussions

#### 1. Framework

- 1.1 Quarter 4 performance was discussed at the following Overview and Scrutiny (O&S) meetings;

Children and Young People O&S	21 July
Health and Adult Social Care O&S	11 August
Regeneration, Community and Culture O&S	06 August

#### 2. O&S Performance Discussions

- 2.1 This report provides a summary of the discussions held at each O&S Committee regarding Quarter 4 2014/15 performance against Council Plan indicators.

- 2.2 The indicators discussed are listed at point 4.

#### 2.3 Children and Young People O&S Committee

##### Discussion:

Members received an update on the performance summary for Quarter 4 Year End 2014/15 against the Council priority, "children and young people have the best start in life in Medway".

Members acknowledged that they had discussed a larger number of the underperforming indicators previously in the meeting. Officers were congratulated for the second phase of Medway Action for Families programme and welcomed a further update when appropriate. The Director of Children and Adult Services suggested this could be presented to the next meeting of the Committee, in September.

##### Decision:

The Committee noted the report.

## 2.4 Regeneration, Community and Culture O&S Committee

### Discussion:

The Performance and Intelligence Manager outlined the performance summary for Quarter 4 year end 2014/15 against the Council priorities for the Committee:

- Safe, clean and green Medway
- Everyone benefitting from the area's regeneration

The Committee noted the following:

- **Street Scene Enforcement Team** – A Member highlighted the valuable work undertaken by the Street Scene Enforcement Team, especially when gathering evidence to proceed with prosecution.

## 2.5 Health and Adult Social Care O&S Committee

### Discussion:

The comment was made that there seemed to be deterioration in performance according to the report. A question was asked as to whether there was something impacting on the current performance. Concern was expressed at the carer satisfaction rates, which appeared to have gone down, particularly in the light of the new Intermediate Care and Reablement Strategy.

The Director of Children and Adults Services explained that this year the metrics in the adult social care framework had changed nationally, and changes with the introduction of the Care Act had meant that there are now a different set of measures. This will be reflected on the first quarter monitoring. The Director accepted that more would need to be done to work with carers and it was right to consider the impact of the Intermediate Care and Reablement Strategy on performance and the metrics in the Better Care Fund.

### Decision:

The Committee noted the report.










## 3. Items referred to Business Support O&S





- 3.1 No items were referred to Business Support O&S by the chairs of the other O&S Committees.









## **4. Tables**

4.1 Please see page overleaf.

## 1.1 Working with partners to ensure the most vulnerable CYP are safe

Code	Short Name	Success Is	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15				Note
			Value	Value	Value	Value	Value	Value	Target	Status	Long Trend	
PAF-CF/C21 NI 64	Child Protection Plans lasting 2 years or more		8.7%	5.2%	10.8%	1.7%	4.1%	5.2%	5.0%			06-May-2015 <i>Data is provisional until statutory returns are finalised in early summer.</i> This figure is based on Child Protection plans that ended in the period and is prone to significant volatility due to small numbers. However, overall performance has improved since Q2 with a more rigorous reviewing process at key stages meaning the year end figure is only marginally above the target.
NI 147	Care leavers in suitable accommodation		91.8%	78.6%	66.7%	90.9%	80.0%	78.7%	90.0%			29-Apr-2015 <i>Data is provisional until statutory returns are finalised in early summer.</i> Of the 10 care leavers monitored for Q4, 9 were assessed by the service as being in suitable accommodation. We have new initiatives to target young people who are NEET during 15/16 and are working closely with Job Centre Plus, Medway Youth Trust, Medway HR and others to support young people make positive lifestyle choices. We will be working with Commissioning to secure better quality accommodation offering a range of support during 2015.
A1	Average time between a child entering care and moving in with adoptive family		723	749	742	742	714	714	480			06-May-2015 <i>Data is provisional until statutory returns are finalised in early summer.</i> There has been overall improvement during the year with the time taken falling to 714 days from 748. We continue to successfully match and place children with their previous carers. We will continue to monitor and review performance against this challenging indicator. With renewed oversight of our court work and permanence panel oversight we expect to see more proceedings completed within 26 weeks in 2015/16 leading to sustained improvements.

Code	Short Name	Success Is
CA10	Rates of re-referrals within 12 months of a previous referral	
N14	(N14) Timeliness of assessments	
N15	(N15) Timeliness of Initial Child Protection Conference	
N23	(N23) Vacancy rate of social workers	

2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend
22.48%	21.18%	21.64%	22.37%	19.51%	21.12%	26%		
68.8%	64.8%	68.2%	88.2%	92.0%	76.8%	80.0%		
58.2%	58.5%	46.4%	60.1%	78.0%	59.8%	72.0%		
30%	33.6%	32.77%	32.95%	30.81%	32.53%	15%		


Note
<p>29-Apr-2015 <i>Data is provisional until statutory returns are finalised in early summer.</i></p> <p>The rate of re-referrals has remained fairly consistent over the period. Weekly review meetings are used to consider data and to drill down on case examples to consider appropriate decision making and quality of previous assessments and planning. A process for increased management oversight on contacts where there have been previous child protection plans has also been introduced.</p>
<p>29-Apr-2015 <i>Data is provisional until statutory returns are finalised in early summer.</i></p> <p>There has been a continued improvement in the timeliness of completion of assessments since October 2014 resulting in end of year performance being 77%. Performance for March 2015 was 93.2%. There is a drive now to reduce the timescales for assessments and the focus is now on 30 days.</p>
<p>29-Apr-2015 <i>Data is provisional until statutory returns are finalised in early summer.</i></p> <p>Following a lean process review and guidance and expectations sent out to staff, overall performance has improved quarter on quarter. A slight dip in performance in March 2015, has led to reminders being sent to all staff and continued improvement over the next quarter is expected.</p>
<p>29-Apr-2015 This refers to the percentage of substantive posts not filled by permanent social workers. The recruitment remains a key area of focus. For the year ending</p>



Code	Short Name	Success Is

2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend





Note
2014/15 Medway has appointed 40 new recruits (13 newly qualified, 23 social workers and 4 managers). We are continuing to reduce our reliance on agency social workers through a number of successful initiatives. Following The Return to social work course, 6 qualified social workers have been appointed to start during May/June. Our overseas recruitment campaigns resulted in a further 6 appointments, starting August. Interviews for our next cohort of Newly Qualified Social Workers are taking place with 10 offers of appointment made to date, to start during September. We are continuing our drive to transfer temporary staff to permanent appointments. Medway will also be the event sponsor at Community Care Live 2015 with emphasis on appointing experienced Social Workers and managers.









1.2 We will champion strong leadership and 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 (All Schools)	



2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend
60.9%	Not measured for Quarters				58.8%	63.0%		




Note
15-Apr-2015 For the academic year 2013-14, 58.8% of children at key stage 4 achieved five or more A* to C grades including English and Maths at GCSE or equivalent. This is 2 percentage points higher than the average for state funded schools in England, 56.8%. Due to national changes in the way this measure is calculated, caution must be taken when comparing against previous years.

Code	Short Name	Success Is
NI 101	Looked after children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and mathematics)	
NI 105	The Special Educational Needs (SEN)/non-SEN gap – achieving 5 A*- C GCSE inc. English and Maths	
DMTEYR6	% achievement gap at Early Years Foundation Stage Profile between the lowest attaining 20% of children and the mean	
CA13	Permanent exclusion rates - % of children excluded from school	

2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend
14.3%	Not measured for Quarters				.0%	17.0%		
46.8%	Not measured for Quarters				44.3%	43.0%		
33.7%					33.1%	33.0%		
0.15%	0.02%	0.01%	0.04%	0.02%	0.09%	0.01%		





Note								
<p>Medway's performance for 2014/15 compares favourably against the following:</p> <table> <tr> <td>Medway</td> <td>58.8%</td> </tr> <tr> <td>Kent</td> <td>58%</td> </tr> <tr> <td>England [state funded sector]</td> <td>56.8%</td> </tr> <tr> <td>England [all]</td> <td>53.4%</td> </tr> </table> <p>[source: Statistical first release 02/2015 ]</p>	Medway	58.8%	Kent	58%	England [state funded sector]	56.8%	England [all]	53.4%
Medway	58.8%							
Kent	58%							
England [state funded sector]	56.8%							
England [all]	53.4%							
<p>15-Apr-2015 For the academic year 2013-14 0% of looked after children achieved five A* to C grades at key stage 4. The cohort of children is small and this measure is prone to fluctuation. Due to national changes in the way this measure is calculated, caution must be taken when comparing against previous years.</p>								
<p>15-Apr-2015 For the academic year 2013-14, the gap between the attainment of those with special educational needs and those without was 44.3 percentage points, missing the target of 43.0 percentage points but consistent with the national average.</p>								
<p>15-Apr-2015 The gap between the lowest attaining 20% and the mean is 33.1%. This compares favourably with the national average of 37%.</p>								
<p>16-Apr-2015 There were 8 upheld permanent exclusions in Q4. In total there were 38 upheld permanent exclusions this year. This equates to 0.09% of the school roll. This is 26 fewer than the previous year but higher than the latest available national data, 0.06% for the academic year 2012-13.</p>								









Code	Short Name	Success Is
EDU3	% of young people who are absent from school for 15% or more days in the school year.	
EY2	Number of children attending a funded early education place, as a proportion of the total number (popn) entitled to a place	

2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend
4.63%	3.4%	5.6%	6.2%	4.4%	4.9%	3%		
	76.6%	76.6%	65.3%	73.6%	72.3%	70.0%		N/A

Note
<p>Of the 38 permanent exclusions, 10.5% (4) were in primary schools and 89.5% (34) were in secondary schools. This figure should be regarded as provisional as it is possible that the number upheld may increase due to appeals pending. Schools continue to be advised and challenged on the appropriateness of permanent exclusions.</p>
<p>15-Apr-2015 Data for Q4 is not yet available and the YTD figure will be calculated in May. These figures are calculated from locally collected persistent absence returns and so should be treated as provisional until national data is published. In Terms 1-3 of the academic year 2014/15, 1,521 pupils (years R-11) were absent for 30 or more sessions (15 days).  - Primary schools: 3.4%  - Secondary schools: 5.4%  - Special schools: 11.1%  The National figure for pupils with an absence rate of 15% or more in the academic year 2012/13 was 4.6%.</p>
<p>15-Apr-2015 In September 2014 the number of two year-olds eligible to receive a funded early education place was expanded to include working families on a low income - estimated in Medway to be 1,490 children. In the period since September 2014 to March 2015, the proportion of eligible children taking up a place rose from 65% to 74%, with more than 1,000 families in Medway now benefiting from a free place for their child.</p>












Code	Short Name	Success Is
SE KS2	Achievement at level 4 or above in Reading, Writing and Mathematics at Key Stage 2 (Threshold)	
SE1a	Difference made to schools by Local Authority support - Schools in Special Measures (formerly SIS2a (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	






2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend
70.6%	Not measured for Quarters				75.0%	75.0%		
5	5	3	3	3	3	3		
6	6	5	5	5	5	3		
72.4%	72.4%	71.0%	72.0%	78.0%	78.0%	78.0%		

Note
30-Apr-2015 Medway's performance for academic year 2013-2014 is 75%, which is an increase on the previous year's performance of 71%. The national figure for state funded schools this year is 79% and last year was 76%, so whilst we are still below national, we are closing the gap. Figures were taken from the published figures in the Statistical First Release SFR50/2014.
15-Apr-2015 At the end of Q4, three maintained schools were in special measures, in line with the target. The highest level of challenge and support is provided to schools in Special Measures.
15-Apr-2015 At the end of Q4, there were five primary schools below floor threshold (below 65% L4+ in reading, writing and maths combined and below median progress in one or more subjects). The number of below floor primary schools has reduced this year but is above the challenging target that was set. Support is in place for these schools.
15-Apr-2015 At the end of Q4, 78% of schools were judged to be good or better for Leadership and Management, on target. Leadership programmes continue to be offered by the local authority and Teaching Schools together with bespoke consultancy in schools. Visits to good and outstanding schools and internships are undertaken to share good practice.

### 1.3 We will promote and encourage healthy lifestyles for CYP











Code	Short Name	Success Is	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
NI 117	16 to 18 year olds who are not in education, employment or training (NEET)		6.41%	6.77%	5.60%	7.32%	7.31%	7.31%	6.00%			<p>06-May-2015 At the end of Q4, the percentage of young people aged 16-18 who were NEET was 7.31%. This measure is below the target of 6.00%.</p> <p>For those aged 16, the NEET level - 4.22%</p> <p>For those aged 17, the NEET level - 6.32%</p> <p>For those aged 18, the NEET level - 11.76%</p> <p>The percentage of young people whose activity is not known was: 7.95%</p> <p>Work continues to develop a Council wide strategy to deliver reduced Medway NEET levels and to deliver against our duties in raising the participation age (RPA).</p>
NI 148	Care leavers in education, employment or training		57.5%	64.3%	41.7%	72.7%	10.0%	48.9%	60.0%			<p>06-May-2015 <i>Data is provisional until statutory returns are finalised in early summer.</i></p> <p>In Q4 there were a number of young people where despite considerable effort to secure suitable opportunities, failed to engage. A small number of young people were on Employment Support Allowance and we are working with them to secure positive opportunities to access education, employment or training. All young people not in education employment or training have been referred to Talent Match and are actively supported by the team and a number of other agencies. We are arranging events during 2015 with Job Centre Plus to support CV writing, interview skills etc. and non attendance will be supported by the Job Centre Plus with a benefit sanction. We have also developed a guide for young people (with their input) about how to find suitable EET options and making positive choices.</p>

Code	Short Name	Success Is
CA17	% of children in need aged 0-4 attending local Sure Start Children's Centre	
EY1b	Total number of attendances at Sure Start Children's Centres by families with children 0-4 years	
PH8	Percentage of children and young people achieving a lifestyle improvement as a result of completing a young people weight management service	









2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend
17.0%	15.5%	22.8%	20.9%	23.0%	23.0%	30.0%		
277,857	67,400	135,760	201,889	288,752	288,752	245,000		
	63.6%	60.4%	62.9%	67.1%	63.2%	50.0%		N/A

Note
06-May-2015 The figure includes all Children in need (CIN) aged 0 - 4 who attended a children's centre in the period April 2014 - March 2015, as a percentage of all CIN of that age, excluding Unborn CIN. At the end of Q4 there were 557 CIN aged 0-4 of whom 128 (or 23.0%) have attended a Medway children's centre.
07-May-2015 The total number of attendances by children and families at Medway's 19 Sure Start Children's Centres in the final quarter of 2014-15 was 86,863, making a total of 288,752 across the year as a whole - an increase of 11,000 attendances (or 4%) as compared to 2013-14, and 49% higher than the 2011-12 number, with the same total budget. This marked increase across each of the past three years 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.
15-Apr-2015 Of the 79 young people completing either MEND, Fit Fix or Change 4Life club programme, 53 young people achieved a significant lifestyle improvement. This includes reducing weight, body shape, mental wellbeing, increasing physical activity levels or diet over the course of the programme

## 2.1 We will work closely with our NHS and voluntary sector partners

Code	Short Name	Success Is	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
ASC07	Number of acute delayed transfers of care (local monitoring)		681	194	158	168	208	728	745			30-Apr-2015 The number of acute delayed transfers in Q4 was 208 - this is the highest number in the past four years. This represents an increase of 10% on the same period in 2013-14. The total for 14-15 was 728 - this is an increase of 7% on the previous year.
ASC07ii	Number of acute delayed transfers of care attributable to Adult Social Care		1	0	0	0	0	0	10			13-Apr-2015 No delayed transfers were attributable to social care in Q4, or for the year 2014-15.
ASC13	Permanent admissions to residential and nursing care homes, per 100,000 population - 18-64			7.71	7.11	2.96	1.77	19.55	16		N/A	30-Apr-2015 <i>Data is provisional until statutory returns are finalised in early summer.</i> In Q4, there were three permanent admissions of clients (where the Council contributes to the cost of care) aged 18-64. In total there have been 33 admissions in 2014-15 which equates to a per 100,000 rate of 19.5. This is an increase of 14 admissions on 2013-14 but is consistent with previous years.
ASC14	Permanent admissions to residential and nursing care homes, per 100,000 population - 65+			197.19	177.48	211.98	155.29	741.94	716		N/A	06-May-2015 <i>Data is provisional until statutory returns are finalised in early summer.</i> In Q4, there were 63 permanent admissions of clients (where the Council contributes to the cost of care) aged 65+. In total there have been 301 admissions in 2014-15 which equates to a per 100,000 rate of 742. This is an increase of 56 admissions on 2013-14 but is consistent with previous years.

## 2.2 We will ensure that people have choice & control in support



Code	Short Name	Success Is	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
ASC06	Adult Social Care clients receiving Self Directed Support		58.2%	42.5%	48.1%	52.8%	57.6%	57.6%	65.0%			<p>30-Apr-2015 <i>Data is provisional until statutory returns are finalised in early summer.</i></p> <p>The proportion of Adult Social Care clients receiving Self Directed Support has remained largely unchanged in 2014-15 with a 0.6 percentage point decrease.</p> <p>This is the last time this indicator will be measured in the current way. From 2015/16 this has been replaced with a new measure which includes only those people accessing long term services and takes a rolling snapshot rather than a cumulative measure</p>
ASC01	Client satisfaction with adult social care services		63.8	Not measured for Quarters			62.0	64.0			<p>30-Apr-2015 <i>Data is provisional until statutory returns are finalised in early summer.</i></p> <p>This indicator comes from the Adult Social Care survey - calculated from the responses to the question, 'Overall, how satisfied are you with the care and support'. The result from the ASC Survey is 62.0 (weighted percentage). This is a decrease of 1.8 percentage points on the previous year and 2.6 percentage points behind the latest available national average (64.6). The response rate is confirmed as statistically significant</p>	
ASC17	The proportion of carers who felt that they had been included or consulted in discussions about the person they care for		Not measured for Quarters			72.9	73		N/A	<p>13-May-2015 <i>Data is provisional until statutory returns are finalised in early summer.</i></p> <p>In 2014-15, 73.2% (294/402) carers reported that they felt included and consulted in decisions about the person they care for. This marks a 1.9 percentage point drop from the results in 2012-13 at 75%</p>		





Code	Short Name	Success Is

2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend

Note
(126/168) but is consistent with the latest available national average of 72.9%.

### 2.3 We will support carers in the valuable work they do


Code	Short Name	Success Is
ASC10	Carers receiving an assessment or review	
ASC02	Carer satisfaction with adult social care services	

2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend
26.5%	5.2%	13.4%	19.9%	30.9%	30.9%	20.0%		
46.70	Not measured for Quarters				40.90	46.00		


Note
30-Apr-2015 <i>Data is provisional until statutory returns are finalised in early summer.</i> The provisional outturn is 30.9% which is 10 percentage points above target and 4.4 percentage points higher than the previous year.
30-Apr-2015 <i>Data is provisional until statutory returns are finalised in early summer.</i> In 2014-15, 40.9% (117/403) carers reported that were extremely satisfied or very satisfied with social care services. This marks a 5.8 percentage point drop from the results in 2013-14 and is behind the latest national average of 42.7%



### 2.4 We will ensure that disabled adults and older people are safe

Code	Short Name	Success Is
ASC SVA 01	Number of SVA alerts	N/A

2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend
	72	143	174		174			N/A




Note
30-Apr-2015 Data pending work on annual return. This will be available in June.



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	

2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend
86.95	Not measured for Quarters				84.17	84.00		

Note
<p>30-Apr-2015 <i>Data is provisional until statutory returns are finalised in early summer.</i></p> <p>This indicator comes from the Adult Social Care (ASC) survey - The result from the ASC Survey is 84% (weighted percentage). This is a decrease of almost 3 percentage points on the previous year but remains above the latest available national average of 79%. The response rate is confirmed as statistically significant</p>

**2.5 We will promote & encourage healthy lifestyles for adults**

Code	Short Name	Success Is
PH10	Percentage of people completing an adult weight management service who have reduced their cardiovascular risk	
PH13	Rate per 100,000 of self-reported 4 week smoking quitters aged 16 or over	
PH9	Number of cardiovascular health checks completed	

2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend
	76.9%	76.8%	75.7%	76.4%	76.4%	70.0%		N/A
868	161	323	474			868	N/A	N/A
	1,927	4,116	5,925	7,583	7583	6,319		N/A


Note
<p>15-Apr-2015 407 of the 533 adults that completed exercise referral or tipping the balance, reduced their cardiovascular risk (significantly reduced BMI, blood pressure, waist circumference, improved physical activity or reduced cholesterol)</p>
<p>08-Apr-2015 There has been a fall nationally in the numbers of people quitting smoking via the stop smoking services due to factors such as the rising popularity of electronic cigarettes (E-cigs) and access to illicit tobacco. Despite this Medway compares well both regionally and nationally. Q4 data will be available on 16<sup>th</sup> June.</p>
<p>08-Apr-2015 Between April 2014 and March 2015, an estimated 7,583 people in Medway received an NHS Health Check. The majority of these (5,430) were performed in general practices with the remainder (2,153),</p>



Code	Short Name	Success Is

2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend

Note
performed by the Outreach provider Solutions for Health. The end of year target has been exceeded. March data from Solutions for Health was unavailable at the time of writing and has therefore been estimated based on planned trajectory.

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



Code	Short Name	Success Is
W8	Satisfaction with street cleaning (tracker)	

2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend
69.00		70.30		73.00	73.00	75.00		










Note
08-May-2015 Figures are based on a sample size of 401 Medway residents. Whilst the tracker results are slightly lower than target, satisfaction has improved on Q4 2013/14 (69%). The Council's contract monitoring team carry out regular street cleansing inspections across Medway to ensure the contractor is meeting their contractual obligations. Results from these inspections on public highways demonstrate consistently high standards have been achieved throughout 2014/15 with 97.42% of litter, 95.83% of detritus and 100% of graffiti inspections at grade B or above. To better understand the tracker survey results, Waste Services are working with the RCC P&I Hub to look at how street cleanliness is perceived. Work will continue throughout the next year to improve standards on public highways in areas perceived to be lacking, in addition to work with the Community Wardens to address areas of private land that are affecting the overall perception of cleanliness.






### 3.2 We will support victims of domestic abuse


Code	Short Name	Success Is	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
DA6	Number of high risk clients referred for IDVA support	N/A	295	118	132	107		357			N/A	08-May-2015 Due to the timing of the data release for this indicator, figures will be published 1 qtr in arrears. Q3 performance has now been confirmed as 107. Q3 demonstrates a significant increase in cases being referred. At the end of Q3 2014/15 357 cases have been dealt with, compared to 200 at the same point of time in 2013/14. This is excellent news for high-risk victims, who are better placed to receive help and support. However as demand increases it puts pressure on the services resources.
DA7	Percentage of clients where risk is reduced as a result of IDVA intervention	N/A	67.8%	100.0%	97.1%	92.6%		95.7%			N/A	08-May-2015 Due to the timing of the data release for this indicator, figures will be published one qtr in arrears. Q3 performance has now been confirmed as 92.6% (50/54). In Q3, 50 out of 54 clients were assessed as having a significant or moderate reduction in risk after Independent Domestic Violence Advisers (IDVA) intervention. Three of the remaining clients were assessed as having a limited reduction in risk. Q3 figures exceeds the SaferLives benchmark, which is 74%. In addition in Q3, 69% (37/54) reported a complete cessation of abuse, which exceeds the Co-ordinated Action Against Domestic Abuse Cadda) benchmark of 63%.



### 3.3 We will increase recycling and reduce waste to landfill sites

Code	Short Name	Success Is	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
NI 192	Percentage of household waste sent for reuse, recycling and composting		41.20%	48.40%	49.00%	45.00%	41.00%	45.10%	43.00%			08-May-2015 Q3 data is estimated and final figures will be updated at the end of April 2015. Q4 data of 41% is estimated based on two completed month (January & February) and one estimated month (March). Final data will not be verified by Defra until Waste Data Flow publishes final figures in Nov 2015. However we are estimating a 45% recycling rate for the year, 2 percentage points over our target of 43%.
W6	Satisfaction with refuse collection (tracker)		93.50%		93.80%		96.00%	96.00%	91.00%			01-May-2015 Satisfaction has improved on Q4 2013/14 (94%), figures are based on a sample size of 401 Medway residents. Satisfaction levels have remained consistently high and above target throughout 2014/15. This reflects the popularity of our weekly collection service.
W7	Satisfaction with recycling facilities (tracker)		87.25%		87.80%		85.00%	85.00%	85.00%			01-May-2015 Figures are based on a sample size of 401 Medway residents. Satisfaction with the recycling service remains consistently high in 2014/15. Work continues via education, promotion and contract monitoring to ensure these standards are maintained.

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



Code	Short Name	Success Is	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
GH4	Citizen participation hours - Greenspaces		17724	3981	3349	2694	4056	14080	12000			08-May-2015 Performance has met Council Plan target (12,000 hours) with a total of 14,080 hours. Increased volunteer hours during Q4 have had a positive contribution


Code	Short Name	Success Is
GH6	Satisfaction with parks and open spaces (tracker)	

2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend
83.00%		85.30%		84.00%	84.00%	85.00%		

Note
towards exceeding the target. At the end of 2014/15 there are 27 Active Groups supporting a diverse range of activity from allotment management through to site tasks and supporting funding applications.
08-May-2015 Figures are based on a sample size of 401 Medway residents. Although figures are slightly below target by 1 percentage point, performance is on par with Q4 2013/14. This is positive as it shows that there was minimal disruption to public satisfaction during the transition to the new grounds maintenance contract (Medway NORSE) that occurred during the final period 2014/15.










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

Code	Short Name	Success Is
PH11	Number of users of opiates that left drug treatment successfully (free of drug dependence) who do not then represent to treatment again within 6 months as a percentage of the total number of opiate users in treatment	
PH12	The percentage of alcohol users that were in treatment in the last 12 months who successfully complete treatment.	










2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend
	5.6%	6.0%			5.8%			N/A
	53.8%	45.6%			49.4%	35.0%	N/A	N/A

Note
01-May-2015 This is Q3 data - Q4 not yet released.
01-May-2015 Only Q3 data available. Whilst the trend is a downward trend it must be noted that this is a newly commissioned service and some instability was anticipated. Our performance remains in the top quartile for comparator Local Authorities.













#### 4.1 We will secure a reliable and efficient local transport network

Code	Short Name	Success Is	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
NI 167	Average journey time along 6 primary transport corridors into Chatham (mins per mile)		2.55	2.53	2.58	3.17	2.92	2.80	4.00			20-Apr-2015 Monitoring of the six strategic corridor routes into the boundary of Chatham Town Centre over 2014/15 in the morning peak between 8am - 9am shows the measure of congestion is considerably below the 4-minute target. 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.
HP26	Satisfaction with road maintenance (tracker)		41.00		47.90		42.00	42.00	50.00			01-May-2015 Satisfaction from the Tracker survey has improved by 4 percentage points on Q4 2013/14 (38%), figures are based on a sample size of 401 Medway residents. In comparison, results from the 2014 National Highways and Transport (NHT) Survey (which had a response rate of 1,112 Medway residents) reported a 52.6% satisfaction rate with road maintenance. This was above the Unitary Authority average of 50.4%.
HP27	Satisfaction with pavement maintenance (tracker)		70.50		75.10		73.00	73.00	65.00			08-May-2015 Satisfaction with pavement maintenance has increased by 2 percentage points since Q4 2013/14 (71%). Pavement satisfaction has remained above target throughout 2014/15.

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

Code	Short Name	Success Is	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
LRCC4a	Number of jobs created and safeguarded (cumulative)		665	93	307	363	460	460	400			20-Apr-2015 Data now finalised for Q3 and actual cumulative figure at the end of Q3 was 363. Year end provisional figure of 460, as this number does not include the 6 month report from Locate in Kent. Final figures will be available during Q1 2015/16 and figures will be updated to reflect this. Although final figures are still to be received, provisional figures have exceeded the annual target of 400 and include 180 jobs created from TIGER funding.
ECD48c	Employment that has lasted 26 weeks		294	69	45	58	48	220	216			08-May-2015 Figures from Q1 have been amended from 66 to 69 and Q2 amended from 41 to 45 following the addition of 7 GAPS cases confirmed for the quarters. There is a time delay for this measure and final figures will be reported a quarter in arrears. Q3 figures have been finalised at 58. Q4 preliminary figure of 48, though this may increase as more cases are confirmed and figures will be updated to reflect this. Year end provisional figure of 220 and whilst final figures are still to be received provisional figures have exceeded the annual target of 204.
ECD50	Number of apprenticeships created through Employ Medway		55	21	15	8	10	54	50			14-Apr-2015 The GAPS project in 2014/15 has achieved its annual target of 50 apprenticeships, this is a positive outcome in helping young people in Medway into employment.

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

Code	Short Name	Success Is	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
L7	Leisure - Level of user satisfaction (% satisfied)		88.05%	85.87%	90.06%	87.10%	87.76%	88.40%	85.00%			08-May-2015 Results are taken from direct user surveys. The overall rating is above target at 88.4% (472/534) and performance has exceeded target for every quarter this year and is on par with year end 2013/14. The scores for "Customer Service" continue to be very high across all facilities.
LRCC1	Number of visitors to tourist attractions in Medway (cumulative)		697472	223295	481514	630398	748045	748045	700000			08-May-2015 The year 2014/15 shows an increase of 7% in visitor numbers on 2013/14 (697,472), although it needs to be noted that this does include several estimates of figures for March for several attractions as they have not been supplied yet. 2014/15 has been a particularly strong year for the Historic Dockyard Chatham, Rochester Castle and the Guildhall Museum during 2014/15.
F4 (direct user)	User satisfaction with events		95%	96.00%	96.80%	99.23%	N/A	97.36%	85.00%			13-Apr-2015 During 2014/15 Medway successfully delivered a diverse range of free cultural and leisure events. Overall satisfaction was 97.36% (1183/1215) against a target of 85%, this is an improvement on 2013/14 (95%).
LIB4	Satisfaction with libraries (tracker)		86		85		87	87	83			01-May-2015 Performance is above target and a 2 percentage point increase on Q2 2014/15 (85%). This figure illustrates the respect that the general public have for their local Library Service. This can also be evidenced by the feedback we obtain from our Customer Services Excellence award.