

APPENDIX 2

Summary of Quarter 3 2015/6 Overview and Scrutiny performance discussions

1. Framework

- 1.1 Quarter 3 performance was discussed at the following Overview and Scrutiny (O&S) meetings;

Children and Young People O&S	03 March
Health and Adult Social Care O&S	17 March
Regeneration, Community and Culture O&S	29 March

2. O&S Performance Discussions

- 2.1 This report provides a summary of the discussions held at each O&S Committee regarding Quarter 3 2015/16 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:

The Interim Assistant Director, Children's Social Care introduced the report which provided the Committee with a summary of performance for Quarter 3 on areas that fall within the remit of this Committee. She highlighted areas where performance was good and areas requiring improvement.

Members then raised a number of questions and points, which included: -

- **Numbers of social care staff in substantive posts** – in response to a request for this figure, officers confirmed it was approximately 30 posts (including management positions)
- **Corporate Parenting Board** – in response to a question about future dates, officers undertook to inform Members of the CPB of forthcoming dates at the earliest opportunity.

Decision:

The Committee noted the report.

2.4 Regeneration, Community and Culture O&S Committee

Discussion:

The Performance and Intelligence Manager introduced this report which summarised performance in Quarter 3 2015/16 against the two priorities relevant to the Committee which were:

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

Members asked questions and made comments as follows:

Automatic Number Plate Recognition camera on the A2 London Road corridor

In response to a question about whether this camera had been fixed, officers confirmed that this camera was not working at present. The Council had sent requests for it to be fixed to the police, who controlled the camera.

Rochester Christmas Market

A Member referred to the traffic problems that had been experienced when the market had been held. The Director replied that high numbers of people had attended and some respondents to the satisfaction survey had referred to issues around crowding and traffic management. He added that whilst lessons were always learned after all festivals, in many ways the Christmas Market was a victim of its own success and traffic problems would be an ongoing issue if it continued to attract such large numbers of visitors.

Review of On Street Parking

In response to a query about what Member involvement there would be in this review, officers replied that Ward Councillors and residents would be consulted in order to understand what communities wanted so that the outcomes of the review improved the quality of people's lives. Formal consultation would then follow when draft traffic regulation orders etc. were drawn up.

Strood Town Centre Key Project

A Member asked for more detail about the three options that had been put forward for consideration. Officers replied that this was a significant project and consultants had produced outline plans which the Council had asked them to revisit with a view to focusing more on traffic issues. Once the plans had been further developed, the options would be shared with Ward Councillors and could also be reported to the Committee if Members wished.

Satisfaction with Road Maintenance

A Member queried the appropriateness of the 50% target for this measure and wondered why user satisfaction rates were not higher given the evidence reported to

the Committee about improvements in road conditions. Officers responded by pointing out that the Medway road network was relatively small and many road users would be using other networks on a particular journey and this could mean they were judging the network in Medway based on their experiences elsewhere. Confusion between the Council and utility companies was also a factor as many people would attribute fault to the Council as a result of work on the highways by utilities. Nevertheless, the Council was not complacent about this issue and was trying to understand more about why satisfaction rates were at the level they were, including discussions about the survey results with user groups, residents and professional drivers. In response, a Member commented that whilst it was often clear that the network in Medway was in a better condition than neighbouring areas, the Council should accept that negative perceptions about the road network could well be valid and many people's journeys would only be on the Medway network.

Target NI 154 – Net Additional Homes Provided

A Member expressed disappointment, particularly given the need to build more homes as evidenced from the report from the Housing Task Group, that this target was being reduced from 1,000 a year to 600 on the basis that the revised target was achievable. He suggested that Cabinet should reconsider this target as the answer was not to lower the target but to recognise there was a problem and consider how best to increase the number of homes provided. The Director replied that this was a one year target and had been put forward as it was more realistic and also reflected that success was outside the control of the Council. Members supported the request that Cabinet be asked to reconsider the target.

Clean for the Queen Campaign

A Member asked if the clean up events which were part of this campaign had been evaluated and whether similar events were likely to be rolled out in the near future given the positive impacts on communities. The Committee were advised that the Council already operated a programme of community clear ups in any event during the year. The Council would not operate on private land but would help volunteers in terms of the disposal of rubbish collected. The Council was willing to consider helping with any particular site that a Member had in mind for a clean up.

Decision:

The Committee agreed to:

- a) note the Q3 2015/16 performance against the Key Measures of Success used to monitor progress against the Council Plan 2015/16
- b) forward the comments outlined above on the Council Plan to the Business Support Overview and Scrutiny Committee
- c) recommend to Cabinet that, particularly in the light of the conclusions from the Housing Task Group about the need for more homes to be built, it reconsiders Target NI 154 (Net Additional Homes Provided) for 2017/18.

2.5 Health and Adult Social Care O&S Committee

Discussion:

The Chairman informed the Committee that there were only six of the key performance indicators which remained under the new Council Plan.

Decision:

The Committee noted the report.

4. Tables

Please see page overleaf.

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

Code	Short Name	Success Is	2013/14	2014/15	Q2 2015/16	Q3 2015/16			Q3 2015/16	2015/16	Note	
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend		Target
CSC0001	The percentage of Child Protection Plans ending in the period that lasted two or more years		NA	5.2%	3.1%	4.3%	5.0%				5.0%	08-Jan-2016 Performance remains strong, forecast for year is to meet target.
CSC0003	The percentage of care Leavers who are in suitable accommodation on their 19th, 20th and 21st birthday		NA	NA	77.0%	83.0%	78.0%				78.0%	19-Jan-2016 A 'Multi-agency Task & Finish group is now looking at LAC/Care Leavers in Prison, who make up a significant proportion of this cohort of care leavers.
A1	The average number of days between a child entering care and moving in with adoptive family		723	711	694	702	628				628	19-Jan-2016 Improving the timeliness and quality of Permanence Planning remains one of the key priorities in Children's Social Care with recent work to improve these timescales.
CA10	The rate of re-referrals to children's social care within 12 months of a previous referral		22.48%	21.12%	16.08%	17.7%	23%				23%	08-Jan-2016 Performance is comfortably within the band of acceptable practice.
N14	The percentage of Child and Family Assessments completed within 45 days		68.8%	76.8%	73.2%	85.9%	80.0%				70.0%	19-Jan-2016 Performance is above target.
N15	The percentage of children whose Initial Child Protection Conference was held within 15 days		58.2%	59.8%	94.0%	88.7%	72.0%				60.0%	08-Jan-2016 Improvements in timeliness continue.
N23	The percentage of children social care substantive posts not filled by permanent social workers		30%	32.53%	39.62%	40.54%	27%				25%	19-Jan-2016 Work to improve Recruitment & Retention of Social Workers continues at pace including; - Ambitious and far reaching recruitment campaign from January which links to the launch of the new CSC microsite - Continuous exit interview process to target people on the verge or persuadable not to go





1.2 We will champion strong leadership and high standards in schools










Code	Short Name	Success Is	2013/14	2014/15	Q2 2015/16	Q3 2015/16			Q3 2015/16	2015/16	Note	
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend		Target
SE KS4a	The percentage of children achieving five or more A*-C grades at GCSE or equivalent including English and Maths		60.9%	58.8%	Not measured for Quarters	57.2% P (2015/16)				61.8%	19-Jan-2016 11-Jan-2016 The data remains provisional. There is just one LA secondary school and 16 academies. Medway results are above national state funded schools (56.1% 5 A* -C including English and maths).	
NI 101	The percentage of looked after children who achieve five A*-C GCSEs including English and maths		14.3%	.0%	Not measured for Quarters	Not measured for Quarters			Not measured for Quarters	25.0%	11-Jan-2016 This is an annual measure and will be reported at year end	
DMTEYR5	The percentage of children achieving a good level of development at the early years foundation stage		57.0%	64.4%	Not measured for Quarters	70.7% (2015/16)				64.0%	20-Jan-2016 This indicator is measured in June of each year, performance for June 2015 was 70.7%, which is above last years figure of 64.4%	
CA13	The percentage of children permanently excluded from school		0.15%	0.23%	0.07%	0.09%	0.06%				0.06%	08-Jan-2016 At the end of Q3 some of the permanent exclusions that have been issued in schools are due to there being more than one pupil involved in the incident hence a higher number. The Local Authority has set up the School Support Group for schools to refer cases where pupils behaviours are a concern – schools have commented that they find this group an extremely valuable support mechanism.
EDU3(b)	The percentage of children who were persistently absent from school		NA	NA	NA	10.8%	NA	NA	NA	NA	08-Jan-2016 In Term 1 of the academic year 2015/16, 3,284 pupils (Year R-11) were absent for 7+ sessions (3.5 days). The figure has significantly increased due to the change in the threshold measure from 15% to 10%. The target will be set once national full year	

Code	Short Name	Success Is	2013/14	2014/15	Q2 2015/16	Q3 2015/16			Q3 2015/16	2015/16	Note	
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend		Target
SE KS2	The percentage of children who achieved level 4 or above in Reading, Writing and Mathematics at KS2		70.6%	75.0%	Not measured for Quarters	73.0% (2015/16)				76.0%	data is available for benchmarking. This is expected to be released in March 2016. 11-Jan-2016 On 10 December the performance data for KS2 was validated. This shows that the gap between Medway and the national average has widened and is now 7%. 7 schools are below floor threshold. SCIT is offering a "Securing Outcomes" programme for 2016 to both LA maintained and academy schools as well as bespoke consultancy and advice to improve pupil outcomes.	
SE2 OEPr	The percentage of primary sector schools in Medway judged to be good or better		NA	NA	66.7%	71.0%	63.0%				63.0%	19-Jan-2016 49 out of 69 schools are good or outstanding. All schools that have been inspected are counted in the denominator. Converter academies retain their pre conversion grade, sponsor led academies are not included in the denominator until they are reinspected. This is in line with the national Ofsted methodology.

1.3 We will promote and encourage healthy lifestyles for CYP

Code	Short Name	Success Is	2013/14	2014/15	Q2 2015/16	Q3 2015/16			Q3 2015/16	2015/16	Note	
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend		Target
NI 117	The percentage of 16-18 year olds who are not in education, employment or training (NEET)		6.41%	7.31%	6.79%	7.42%	6.00%				6.00%	08-Jan-2016 At the end of Q3, the percentage of young people aged 16-18 who were NEET was 7.42%. This measure is above the target of 6.00%. Whilst this represents an improvement against the Q1 result current performance is still behind the

Code	Short Name	Success Is
CSC0002	The percentage of care Leavers in employment, education or training on their 19th, 20th and 21st birthday	
EY1b	The total number of attendances at Children's Centres by children aged under 5 years	
PH14	Excess weight in 4-5 year olds	
PH8	Percentage of children and young people achieving a lifestyle improvement as a result of completing a young people weight management service	

2013/14	2014/15	Q2 2015/16	Q3 2015/16				Q3 2015/16	2015/16
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
NA	NA	40.4%	43.0%	45.0%				45.0%
277,857	288,752	132,762	203,761	200,000				280,000
21.9	21.6	Not measured for Quarters	Not measured for Quarters					NA
NA	63.2%	87.4%	88.7%	50.0%				50.0%

Note
2014/15 performance.
08-Jan-2016 Multi agency Task & Finish group is now looking at LAC/Care Leavers in Prison, who make up a significant proportion of this cohort of care leavers. Actions include; - Review of the post 18 group for key issues: ASD/ADHD/drugs etc. - Review what work the YOS undertook with the group and to see if other intervention may have been more effective . - Protocol/Policy to be written including: developing a sentencing plan early, links to other partners such as Open Road and Princes Trust; support for young people when they leave prison e.g. family support and housing. - To discuss with HR/corporate services whether young people leaving custody can be made a priority for Apprenticeships within Council contracts.
19-Jan-2016 The number of attendances is now stable following a 4 year period of rapid growth.
29-Jan-2016 This indicator is based on the government's proposed public health premium. Payments will be based on changes between the years 13/14 and 14/15. The scheme is regarded as a pilot and may not continue. Data for 2015/16 will be published in December this year.
06-Jan-2016 Of the 97 young people completing MEND, FitFix or Change4Life club, 86 achieved a significant improvement in lifestyle behaviour. This includes a reduction in sedentary time, body weight, waist circumference, increase weekly activity

Code	Short Name	Success Is

2013/14	2014/15	Q2 2015/16	Q3 2015/16				Q3 2015/16	2015/16
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target






Note
levels, 5 a day or fitness level. At the start of the year, the definition of lifestyle improvement was refreshed, to reflect the additional data that is collected to evidence an improvement, hence the jump in performance level. Using the older definition, performance (69.9%) was still up above the set target.

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









Code	Short Name	Success Is
ASC07ii	Delayed transfers of care from hospital which are attributable to adult social care	
ASC13	ASCOF 2A(1) Permanent admissions to residential and nursing care homes,	


2013/14	2014/15	Q2 2015/16	Q3 2015/16				Q3 2015/16	2015/16
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
1.3	4.3	8.5	8.4	8.5				8.5
11.3	23.61	4.7	1.2	3.5				14

Note
15-Jan-2016 8.4 reflects October and November data only; NHS England will publish December data in mid-February, when this result can be updated. Provisional data based on information from Medway Foundation Trust projects an overall increase to around 8.9, which would be above target
The Emergency Care Intervention Programme is working with Medway Foundation Trust to develop improvements in the care pathway. Although few delays relate to adult social care, they can be delayed for a considerable period of time. In addition, there are increased numbers of Medway residents who are patients in other NHS facilities such as Kent and Medway Partnership Trust and Medway Community Health that are experiencing delays that can last for a considerable time.
08-Jan-2016 Care home admissions are still high. In the first nine months of the year so far there have been 19 admissions of

Code	Short Name	Success Is	2013/14	2014/15	Q2 2015/16	Q3 2015/16			Q3 2015/16	2015/16	Note	
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend		Target
	per 100,000 population – 18-64										younger adults, with an expectation that the two recorded in Q3 will increase as services are recorded retrospectively - this has happened in both of the previous quarters. Monitoring of all new care home services at a team level has been established to help improve performance.	
ASC14	ASCOF 2A(2) Permanent admissions to residential and nursing care homes, per 100,000 population – 65+		NA	741.94	184.12	114.8	144				576	08-Jan-2016 Care home admissions are still high. In the first nine months of the year so far there have been 193 admissions of older adults, with an expectation that the 48 recorded in Q3 will increase as services are recorded retrospectively - this has happened in both of the previous quarters. Monitoring of all new care home services at a team level has been established to help improve performance.
ASCOF 2Bii	The percentage of older people offered reablement services on discharge from hospital		NA	NA	Not measured for Quarters	Not measured for Quarters			Not measured for Quarters	3.3%	This is an annual measure and will be reported at year end	

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




Code	Short Name	Success Is	2013/14	2014/15	Q2 2015/16	Q3 2015/16			Q3 2015/16	2015/16	Note	
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend		Target
ASC18	ASCOF 1C(1i) The percentage of clients accessing services through self directed support		NA	NA	88.8%	92.3%	81%				81%	07-Jan-2016 Performance continues to improve as more clients receive their long term services in the form of a personal budget, including direct payments.
ASC19	ASCOF 1C(2i) The percentage of clients accessing services through a direct payment		NA	NA	25.4%	26.9%	25%				25%	07-Jan-2016 Overall levels of personalisation continue to improve as a proportion of the reducing numbers of residents receiving long term services due to the prioritisation of direct payments and use of reablement and




Code	Short Name	Success Is
ASCOF 1B	The percentage of service users who report they have control over their daily life	

2013/14	2014/15	Q2 2015/16	Q3 2015/16				Q3 2015/16	2015/16
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
NA	NA	Not measured for Quarters	Not measured for Quarters				Not measured for Quarters	76.7%

Note
ongoing low level support such as technology enabled care services and equipment.
This is an annually reported figure. Provisional results are expected to be available towards year end

2.3 We will support carers in the valuable work they do




Code	Short Name	Success Is
ASC02	ASCOF 3B Carer satisfaction with adult social care services	
ASC10	Carers receiving an assessment or review	
ASC17	The proportion of carers who felt that they had been included or consulted in discussions about the person they care for	

2013/14	2014/15	Q2 2015/16	Q3 2015/16				Q3 2015/16	2015/16
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
46.70	40.90	Not measured for Quarters	Not measured for Quarters				Not measured for Quarters	NA
26.5%	30.9%	14.4%	23.0%	22.5%				30.0%
NA	72.9	Not measured for Quarters	Not measured for Quarters				Not measured for Quarters	NA





Note
08-Jan-2016 Carer Satisfaction is measured through the Carer Survey, which is undertaken every two years. No survey is due to take place in 2015/16, but co-production work planned with the Carer Partnership Board to explore ways of evaluating Carer satisfaction through qualitative analysis techniques.
08-Jan-2016 816 carer assessments have been completed so far this year, nearly 91 per month on average. This represents a significant improvement in care management work in the last three months. It is planned to undertake co-production work with the Carer Partnership Board to develop improved Carer services that can be offered following an assessment.
08-Jan-2016 Carer consultation and engagement is measured through the Carer Survey, which is undertaken every two years. No survey is due to take place in 2015/16, but co-production work planned with the Carer Partnership Board should



Code	Short Name	Success Is	2013/14	2014/15	Q2 2015/16	Q3 2015/16			Q3 2015/16	2015/16	Note
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	
											improve carer engagement, and will be reflected in the survey undertaken in 2016/17.







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

Code	Short Name	Success Is	2013/14	2014/15	Q2 2015/16	Q3 2015/16			Q3 2015/16	2015/16	Note	
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend		Target
ASC SVA 01	Number of SVA concerns/alerts		NA	244	378	639	NA		NA	NA	NA	08-Jan-2016 Safeguarding alerts have increased by 30% since Quarter 2 from 185 to 261 per quarter. This is an average of 71 per month. This reflects improved reporting and recording; only 169 alerts (now known as concerns) went on to become an enquiry. No target has been set in this benchmarking year.
ASC04	ASCOF 4B The proportion of people who use services who say that those services have made them feel safe and secure		86.95	84.17	Not measured for Quarters	Not measured for Quarters			Not measured for Quarters	65.00	21-Jul-2015 This is an annually reported figure. Provisional results are expected to be available towards year end.	

2.5 We will promote & encourage healthy lifestyles for adults









Code	Short Name	Success Is	2013/14	2014/15	Q2 2015/16	Q3 2015/16			Q3 2015/16	2015/16	Note	
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend		Target
PH10	Percentage of people completing an adult weight management service who have reduced their cardiovascular risk		NA	76.4%	76.7%	78.7%	70.0%				70.0%	06-Jan-2016 Of the 605 completing exercise referral and Tipping the Balance, 476 reduced their cardiovascular risk at the end of the intervention. This includes achieving a significant weight loss, waist circumference

Code	Short Name	Success Is
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	2014/15	Q2 2015/16	Q3 2015/16				Q3 2015/16	2015/16
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
868	665	281	281 Q2	165 Q2				588
NA	7,583	3,176	4,311	4,875				6,500

Note
reduction, increase in physical activity level, reduction in blood pressure or reduced blood cholesterol.
<p>06-Jan-2016 Q3 data not yet available. During Q1 and Q2 281 per 100,000 population quit, higher than the mid-year target of 165 per 100,000. Medway has seen a decline in the numbers setting a quit date and successful quitters, as has England. However, Medway has consistently achieved rates higher than the England average. Declining quit attempts may be due to factors such as the increased numbers of people using electronic cigarettes (E-cigs), lack of national advertising and access to illicit tobacco. The service is now able to provide behavioural support to those that are using E-cigs. Success rates remain stable at around 47% of those who set a quit date successfully quitting in Medway. The Stop Smoking Team has launched a High Street shop to raise awareness and to provide services in a town centre location.</p>
06-Jan-2016 The health check programme is behind target at the end of quarter 3, due to a post that was vacant for the first half of the year. The post has now been filled and in quarter 4 the post holder will be working closely with GP practices to increase uptake of health checks in Medway. A detailed feedback report has been circulated to each practice to encourage better performance and this will continue at regular intervals throughout the year.

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

Code	Short Name	Success Is	2013/14	2014/15	Q2 2015/16	Q3 2015/16			Q3 2015/16	2015/16	Note	
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend		Target
HP25	% of Street Lamps that are working		99.40%	99.60%	99.63%	99.63%	99.00%				99.00%	<p>20-Jan-2016 The target range for street lamps in illumination is 99 to 99.5%. For 2015 the minimum achievement was 99.5% for 2 months and the remaining 10 months exceeded this range. This is due to a proactive approach by the contractor and Medway staff in identifying faults and repairing them. This includes:- All highway lights in Medway being proactively checked during the night for faults every two weeks in the winter and every three weeks in the summer.</p> <p>Medway staff monitor the "lights on" performance of the contractor, at night, in random areas every month and this is referenced against the target level of 99% to 99.5%. Any changes in level of performance can be quickly identified and addressed.</p> <p>Faults are attended within five days and the majority of the faults can be repaired on the first visit. The repair performance is monitored through regular meetings with the contractor.</p> <p>Furthermore, planned replacement of lamps before the end of their design life, reduces the number of lamps that fail. This work is monitored through regular meetings with the contractor to ensure compliance with the programme.</p>
NI 195a NEW	Improved street and environmental cleanliness: Litter		97.25%	97.42%	97.00%	97.00%	96.00%				96.00%	<p>21-Dec-2015 The contract monitoring team carry out regular street cleansing inspections across Medway to ensure the contractor is meeting their contractual obligations.</p> <p>During Q3, 97% of locations were at a grade</p>



Code	Short Name	Success Is

2013/14	2014/15	Q2 2015/16	Q3 2015/16				Q3 2015/16	2015/16
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target

Note
B (predominantly free of litter and refuse except for some small items) or above, providing a positive result that is within target


3.2 We will support victims of domestic abuse




Code	Short Name	Success Is
DA6	Number of high risk clients referred for IDVA support	N/A
DA7	Percentage of high risk clients where risk is reduced as a result of IDVA intervention	N/A

2013/14	2014/15	Q2 2015/16	Q3 2015/16				Q3 2015/16	2015/16
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
295	496	144	NA	NA		NA	NA	NA
67.8%	91.4%	90.9%	NA	NA		NA	NA	NA



Note
14-Jan-2016 Q3 data not yet available. Q2 saw 144 MARAC (plus 9 non-MARAC) referrals to IDVA. 87% of all MARAC cases have had an offer of support and engaged in the service. This is lower than Q1 but still exceeds the SafeLives benchmark of 80%.
14-Jan-2016 Q3 data not yet available - reduction of risk in Q2 was 91%. The SaferLives benchmark, for significant and moderate reduction in risk is 74% and performance has exceeded this. What is more 94% of clients felt that the service has had a very positive or positive impact on their children's wellbeing and 100% reported an improved relationship with children.

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	

2013/14	2014/15	Q2 2015/16	Q3 2015/16				Q3 2015/16	2015/16
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
41.20%	46.10%	44.55%	42.10%	45.00%				44.00%


Note
21-Jan-2016 Quarter 3 data is estimated based on one complete month (October) and two estimated months (November & December)




Code	Short Name	Success Is
W6	Satisfaction with refuse collection (tracker)	
W7	Satisfaction with recycling facilities (tracker)	

2013/14	2014/15	Q2 2015/16	Q3 2015/16				Q3 2015/16	2015/16
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
93.50%	96.00%	96.00%	NA	91.00%	NA	NA	NA	91.00%
87.25%	85.00%	89.00%	NA	85.00%	NA	NA	NA	85.00%

Note
December). We are estimating a drop in the amount of recycling, reuse and composting this quarter, however, we remain on course to achieve the annual target of 44%. Recycling rates have fallen slightly when compared to last year. The main reason for this is the drop in the amount of organic waste collected. This year there was a hotter dryer growing season resulting in a drop of 719 tonnes in organic waste collect between April and December. We have also seen decreases in recycling tonnages at the HWRC's due to the loss of the mattress recycling service and plastics markets. Full data will be available by the middle of January.
11-Jan-2016 This indicator is measured bi annually through the tracker survey. Data will be available in Q4 2015/16
11-Jan-2016 This indicator is measured bi annually through the tracker survey. Data will be available in Q4 2015/16

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

Code	Short Name	Success Is
GH4	Citizen participation hours - Greenspaces	

2013/14	2014/15	Q2 2015/16	Q3 2015/16				Q3 2015/16	2015/16
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
17724	14080	4088	4857	3000				12000

Note
08-Jan-2016 Ongoing focus around supporting and developing Greenspaces Friends Groups working across Medway undertaking a range of activities from volunteer task days , supporting the Council on delivering site improvements to securing external awards (Green Flag). Volunteer

Code	Short Name	Success Is	2013/14	2014/15	Q2 2015/16	Q3 2015/16			Q3 2015/16	2015/16	Note	
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend		Target
											Hours for Quarter 3 are 4,857 an improvement of 1,893 from the same quarter in 2014-15. The significant increase in quarter 3 is in part due to 1,000 extra hours from Volunteers working at Great Lines Heritage Park as a consequence of the Heritage Lottery Funded Project.	
GH6	Satisfaction with parks and open spaces (tracker)		83.00%	84.00%	80.00%	NA	85.00%	NA	NA	NA	85.00%	20-Jan-2016 This indicator is measured bi annually through the tracker survey. Data will be available in Q4 2015/16.

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

Code	Short Name	Success Is	2013/14	2014/15	Q2 2015/16	Q3 2015/16			Q3 2015/16	2015/16	Note	
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend		Target
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		NA	6.1%	5.1%	5.1% Q2	6.0% Q2				8.2%	18-Jan-2016 Q3 data not yet available - Performance in Q2 is 5.1%. The commissioning manager is now meeting weekly with the provider to drive improvement, and monitor delivery of the revised improvement action plan. The service has recruited a new clinical lead which will have a significant impact on service delivery and a new structured intervention is being offered to clients on a low titration of methadone to support them to become drug free
PH12	The percentage of alcohol users that were in treatment in the last 12 months who successfully complete treatment.		NA	45.1%	39.2%	39.2% Q2	39.0% Q2				35.0%	11-Jan-2016 Q3 data not yet available - Performance in Q2 is 39.2%. This is a significant improvement for Turning Point (the provider) from Q1 of 32.6% and in line with than national average of 39.12%. Turning Point were set a target of increasing outcomes for alcohol clients and have

Code	Short Name	Success Is

2013/14	2014/15	Q2 2015/16	Q3 2015/16				Q3 2015/16	2015/16
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target

Note
opened alcohol specific clinics in the evenings to offer an alternative to clients having to attend along side opiate service users. We will work with the service to ensure these levels are maintained.

4.1 We will secure a reliable and efficient local transport network

Code	Short Name	Success Is
HP26 New	Satisfaction with road maintenance (Annual NHT Survey)	
HP27 New	Satisfaction with Pavement maintenance (Annual NHT Survey)	
NI 167 New	Average journey time along 5 routes across Medway	

2013/14	2014/15	Q2 2015/16	Q3 2015/16				Q3 2015/16	2015/16
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
51.20%	52.60%	Not measured for Quarters	55.90% (2015/16)					50.00%
50.10%	52.73%	Not measured for Quarters	59.60% (2015/16)					51.00%
NA	2.95	2.78	3.55	4.00				4.00

Note
14-Jan-2016 The trend on highways maintenance continues to rise in line with investment and technical condition surveys. With continued investment, satisfaction should steadily increase.
14-Jan-2016 Public satisfaction continues to rise in line with investment and actual technical condition data. This trend should continue through supportive investment in highway maintenance.
07-Jan-2016 The 8.00am to 8.50am journey time, recorded here in minutes per mile, showed a slight increase in Qtr.3 though still below the set target of 4mins per mile. Analysis of the data obtained shows a fault with the Automatic Number Plate Recognition (ANPR) camera on the A2 London Road corridor, where the number of plates recognised dropped from 3,399 in September 2015 to just 37 in December 2015. This drop in ANPR has had a negative impact and has 'skewed' the figures to show a slight increase, where in reality this may not have been the case. Officers will investigate this fault on the camera in Qtr.4

Code	Short Name	Success Is

2013/14	2014/15	Q2 2015/16	Q3 2015/16				Q3 2015/16	2015/16
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target

Note
with Kent Police who maintain the cameras.

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

Code	Short Name	Success Is
LRCC4a	Number of jobs created and safeguarded (cumulative)	
ECD48c NEW	Number of customers achieving employment that has lasted 13 weeks or more	

2013/14	2014/15	Q2 2015/16	Q3 2015/16				Q3 2015/16	2015/16
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
665	476	390	423	300				400
294	222	47	41	40				NA

Note
14-Jan-2016 Final Q3 figures are awaited from Locate in Kent as they report twice yearly and will report Q3 & Q4 after 31st March 2016. Cumulative total for the year without Locate in Kent figures comprises of 353 jobs created and 70 protected.
11-Jan-2016 This is a great achievement as referral numbers are at there lowest since the Work Programme began. With less new customers on programme, additional work to move those furthest from the labour market into work was necessary and proved successful and additional in work support this quarter included liaison with other departments within Medway Council i.e. housing to ensure customers transition into work and first few months was sustainable. Employ Medway's sustainment in employment rate (those reaching 13 weeks or more) is the highest in Kent, Surrey and Sussex. Included in these outcomes are customers with disabilities and many who have been out of work for a period of years. Employ Medway has exceeded all targets for the quarter for customers in receipt of ESA (Employment Support Allowance).

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

Code	Short Name	Success Is	2013/14	2014/15	Q2 2015/16	Q3 2015/16			Q3 2015/16	2015/16	Note	
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend		Target
L7	Leisure - Level of user satisfaction (% satisfied)		88.05%	88.40%	93.33%	89.19%	85.00%				85.00%	14-Jan-2016 Results are taken from direct user surveys carried out at the following sports centres as part of our survey schedule: Medway Park and Strood Sports Centre. The overall rating is still above target at 89% (66/74). The Strood results reflect the new facilities and refurbishment following the recent £1.9m investment.
LRCC1	Number of visitors to tourist attractions in Medway (cumulative)		697472	748045	482509	639363	525000				700000	14-Jan-2016 Q3 of 2015/16 shows a 3% increase on Q3 of 2014/15. Rochester attractions have performed particularly well. The quarter 3 figures do include estimations for the Cathedral and Dockyard for Nov and Dec. Attractions for the calendar year Jan to Dec 2015 are 1% up on 2014 with the Rochester attractions seeing particular increases in visitor numbers. The Historic Dockyard has seen decreased visitors in 2015, but this is due to works relating to Command of the Oceans and was expected.
F4 (direct user)	User satisfaction with events		95.00%	97.36%	96.30%	92.00%	85.00%				85.00%	13-Jan-2016 During Q3 Dickensian Christmas took place on 5-6 December 2015 and the Christmas Market 28-29 November, 4-6 of December and 11-13 December 2015. 442 surveys were completed with 416 respondents answering the question on overall satisfaction of which 385 responded either rated the event as very or fairly satisfied. The slight drop in performance compared to previous events is attributed to respondents stating that the events were so busy there were issues around crowding and traffic management.
LIB4 New	Satisfaction with libraries (Govmetric Data)		84.46%		81.90%	93.02%	83.00%				83.00%	06-Jan-2016 At the end of Q2 the contract with Govmetric (a survey tool) ended. At the start of Q3 the service replaced Govmetric

Code	Short Name	Success Is

2013/14	2014/15	Q2 2015/16	Q3 2015/16				Q3 2015/16	2015/16
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target

Note
with a direct user satisfaction survey. Each quarter three libraries will be surveyed giving an overall satisfaction rating for all libraries by the end of the year. For Q3 Rainham, Lordswood and Gillingham libraries were surveyed. Caution should be taken when comparing Q2 to Q3 performance as the methodologies has changed. However, Q3 performance is encouraging at 10% above target.