

## APPENDIX 2

### Summary of Quarter 4 End of Year 2015/6 Overview and Scrutiny performance discussions

#### 1. Framework

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

Health and Adult Social Care O&S	21 June
Regeneration, Culture and Environment O&S	16 June

The Children and Young People O&S meeting is taking place on 02.08.2016. The summary of performance matters discussed at this meeting will follow.

#### 2. O&S Performance Discussions

- 2.1 This report provides a summary of the discussions held at the Health & Adult Social Care and the Regeneration, Culture & Environment Committees regarding Quarter 4 EOY 2015/16 performance against Council Plan indicators.

- 2.2 The indicators discussed are listed at point 4.

#### 2.3 Regeneration, Community and Environment O&S Committee

##### Discussion:

The Committee received a report summarising performance in Quarter 4 against the two priorities:

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

The Committee discussed the following:

- **Codes DA6 and DA7 – Number of high risk clients referred to IDVA for support and percentage of high risk clients where risk is reduced as a result of IDVA intervention**

In recognition that football tournaments can result in increases in incidents of domestic violence, a Member sought clarification as to whether the Council was using social media feeds to highlight these issues.

The Director of Regeneration, Culture, Environment and Transformation agreed to take this up with Communications.

- **Rochester Riverside**

A Member referred to the provision of the new Rochester Railway Station and expressed concern on behalf of traders that they considered that their businesses had been affected during the transition of the former Corporation Car Park to the new Station Car Park and he asked what lessons had been learnt.

A Member also commented on the good design of the new Station Car Park in that it was not intrusive from Corporation Street.

Another Member expressed concern as to the location of the existing pedestrian crossing and stated that since the opening of the new Rochester Railway Station, the pedestrian crossing required relocation. He also asked whether bus companies had approached the Council about the limited access for buses at the Railway Station.

The Director of Regeneration, Culture, Environment and Transformation responded by confirming that the new Station Car Park had provided 321 extra car parking spaces in Rochester and whilst there were always lessons which could be learnt, he reassured the Member concerned that the Council had worked with Traders and put in place measures to support them during the transition period.

He also advised that the whilst the possible relocation of the pedestrian crossing could be investigated, these works would involve a significant cost.

He confirmed that no approaches had been made to the Council by local bus companies concerning access to the Station by buses.

- **Condition of the roads in Medway**

A Member congratulated Officers on the good condition of Medway's roads in comparison with other areas.

- **Twydall Community Hub/Possible hub in Luton and Wayfield Ward**

A Member referred to the Twydall Community Hub and stated that she was pleased that this was moving forward and was due to open in July. She stated that she was pleased that the footfall had not diminished at the temporary library.

A Member referred to the Post Office in Luton and Wayfield Ward and asked whether this would be expanded to other hubs.

The Director of Regeneration, Culture, Environment and Transformation advised that officers were seeking to progress the Community Hub model across a number of sites, offering a wide range of services.

- **Awards and Achievements**

A Member congratulated the Council in being rated one of the top 100 employers in the Stonewall workplace equality index.

- **Flytipping**

A Member sought clarification as to whether the statistics reported related to the volume of flytipping or the number of reports of flytipping. It was confirmed that the statistics reported related to the number of reported incidents not the volume of flytipping. The Director of Regeneration, Culture, Environment and Transformation reminded the Committee that there was an outstanding item on the Committee's work programme for a report on flytipping to examine whether there was a link with the implementation of a charge for the collection of bulky waste.

Noting that the level of flytipping had decreased in 2015/16, a Member asked for information to be supplied on a Ward by Ward basis, indentifying where flytipping takes place as she considered this could be used by Councillors to educate and inform local residents.

In response, the Performance Manager advised that officers had mapped data on flytipping and some of the flytipping was due to dumped construction materials as opposed to white goods. A large proportion of flytipped materials were left within countryside areas. However, she agreed to provide information on a Ward by Ward basis to all Members of the Council via a briefing note.

- **Rochester and Strood Riverside**

A Member sought clarification as to the timescale for the regeneration works at Rochester and Strood Riverside.

The Director of Regeneration, Culture, Environment and Transformation confirmed that work would begin on the Rochester Riverside site in the next year and the regeneration scheme would be delivered in 10 – 12 years' time.

Strood Riverside was a key strategic site and officers would be seeking external funding for flood defence works at the Civic Centre site as part of a Local Growth Fund bid.

- **Integrated transport – Review of controlled parking zones**

A Member requested that information be supplied on the proposed review of controlled parking zones, what changes are proposed and how Members can get involved.

## **Decision:**

The Committee agreed:

- a) that the end of year Quarter 4 2015/16 performance against the Key Measures of Success used to monitor progress against the Council Plan 2015/16 be noted;
- b) it be noted that the Director of Regeneration, Culture, Environment and Transformation will discuss with Communications the promotion of the issue of domestic violence incidents during football tournaments via social media.
- c) a briefing note be circulated to all Members of the Council on the following issues:
  - Flytipping on a Ward by Ward basis
  - Information on the Review of Controlled Parking Zones across Medway and how Members can get involved.

## **2.4 Health and Adult Social Care O&S Committee**

### **Discussion:**

The Deputy Director introduced this report which summarised the performance of the Council's Key Measures of Success for Q4 2015/16 as set out in the Council Plan 2015/16.

**Target PH11 (Number of users of opiates that left drug treatment successfully)** – in response to a request for clarification of the commentary in relation to this target, the Interim Director of Public Health advised that the target measured success in terms of clients who had come off drugs and stayed off them for a period of time and were no longer a user of the service. He advised that performance was now on target. It was agreed that briefing note be sent to Members on this target.

**Target ASC19 (Percentage of clients accessing services through a direct payment)** – in response to a request for more information about the success of this target, the Deputy Director advised that there was a dedicated team in place to promote direct payments as well as promotional campaigns. Direct payments were seen as a more flexible way of meeting needs. The Council recognised that this was not for everyone but a growing number of clients were opting for direct payments. Performance had not been as good as other councils but it was pleasing to see that take up was now increasing.

**Target AS13 3 (Permanent admissions to residential and nursing care homes per 100,000 population)** – the Deputy Director clarified, in response to a question, that the figure of 3 admissions referred to related to a quarter.

**Decision:**

The Committee:

- a) noted the Q4 2015/16 performance against the Key Measures of Success used to monitor progress against the Council Plan 2015/16, and:
- b) asked for a briefing note on Target PH11 (Number of users of opiates that left drug treatment successfully)











**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**

Please see page overleaf.





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


Code	Short Name	Success Is	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
ASC07ii	Delayed transfers of care from hospital which are attributable to adult social care		4.3	4.7	8.5	8.2	8.1	8.1	8.5			12-May-2016 Numbers delayed have stabilised and current focus is on developing a whole-system monitoring approach and changes to simplify the discharge process.
ASC13	ASCOF 2A(1) Permanent admissions to residential and nursing care homes, per 100,000 population – 18-64		23.61	5.3	5.3	7.1	1.8	19.5	14			26-Apr-2016 This figure is an estimate based on admissions recorded by 18 April 2016. Data is for just 3 admissions. A diagnostic review is being undertaken and this should positively impact results next year.
ASC14	ASCOF 2A(2) Permanent admissions to residential and nursing care homes, per 100,000 population – 65+		741.94	157.8	184.12	148.3	109.98	600.02	576			26-Apr-2016 This is based on the 45 admissions recorded to 18 April. Work on the hospital discharge pathways and work following the ASC diagnostic review should positively impact results next year.
ASCOF 2Bii	The percentage of older people offered reablement services on discharge from hospital		NA	Not measured for Quarters				NA	3.3%	NA	NA	This is an annual measure and data is not yet available.

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

Code	Short Name	Success Is	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
ASC18	ASCOF 1C(1i) The percentage of clients accessing services through self directed support		NA	80.6%	88.8%	92.3%	90.6%	90.6%	81%		NA	01-Jun-2016 This is based on full data submitted for the statutory Short and Long Term (SALT) return.
ASC19	ASCOF 1C(2i) The percentage of clients accessing services through a direct payment		NA	24.7%	25.4%	26.9%	29.9%	29.9%	25%		NA	01-Jun-2016 This is based on full data submitted for the statutory Short and Long Term (SALT) return.
ASCOF 1B	The percentage of service users who report they have control over their daily life		NA	Not measured for Quarters				79%	76.7%		NA	12-Apr-2016 This figure is subject to validation, but reflects the 40% response rate.

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



Code	Short Name	Success Is	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
ASC02	ASCOF 3B Carer satisfaction with adult social care services		40.90	Not measured for Quarters				NA	NA	NA	NA	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.
ASC10	Carers receiving an assessment or review		30.9%	6.3%	14.4%	23.0%	31.7%	31.7%	30.0%			18-Apr-2016 Due to a focus on assessments by the Carers Team, it is expected to achieve target.





Code	Short Name	Success Is
ASC17	The proportion of carers who felt that they had been included or consulted in discussions about the person they care for	

2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend
72.9	Not measured for Quarters				NA	NA	NA	NA

Note
18-Apr-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 is planned with the Carer Partnership Board to improve carer engagement that will be reflected in the survey undertaken in the autumn of 2016.

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






Code	Short Name	Success Is
ASC SVA 01	Number of SVA concerns/alerts	
ASC04	ASCOF 4B The proportion of people who use services who say that those services have made them feel safe and secure	


2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend
244	193	185	261	326	965	NA		
84.17	Not measured for Quarters				81.00	65.00		



Note
12-Apr-2016 Safeguarding alerts continue to increase as a reflection of considerable improvements in reporting and recording processes.
12-Apr-2016 This figure is subject to validation, but reflects the 40% response rate.



2.5 We will promote & encourage healthy lifestyles for adults







Code	Short Name	Success Is	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
PH10	Percentage of people completing an adult weight management service who have reduced their cardiovascular risk		76.4%	76.8%	76.7%	78.7%	77.7%	100.3%	70.0%			06-Apr-2016 445 of the 573 adults completing the exercise referral or tipping the balance weight management programme, achieved a significant reduction in their cardiovascular risk. This could include positive changes to their weight status, body shape, physical activity level, blood pressure or blood cholesterol.
PH13	Rate per 100,000 of self-reported 4 week smoking quitters aged 16 or over		665	143	300	452	NA	NA	588	 Q3	NA	05-Apr-2016 Q4 data not yet available. Between Q1 and Q3, 980 per 100,000 setting a quit date and 452 per 100,000 population successfully quit, higher than the mid-year target of 303 per 100,000. The end of year target is 588 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), reduced national advertising and access to illicit tobacco. The service is now able to provide behavioural support to those that are using E-cigs and regulation for these products is currently underway. Success rates remain stable at around 45% 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.

Code	Short Name	Success Is
PH9	Number of cardiovascular health checks completed	



2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend
7,583	1,399	3,176	4,311	5,456	5,456	6,500		

Note
<p>05-Apr-2016 In the previous two years, health checks have been delivered by both general practices and a third party outreach provider but this contract was not renewed for the 2015/16 financial year. The 6,500 total was set as an ambitious stretch target before the post became vacant for the first six months of the year.</p> <p>The post has now been filled and in quarter 4 the post holder worked closely with GP practices to encourage uptake of health checks in Medway. This year saw an increase in the number of checks completed by practices compared to 2014/15 when they completed 4,684 checks.</p> <p>A detailed feedback report has been circulated to each practice to encourage better performance and this will continue at regular intervals throughout the year.</p>




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



Code	Short Name	Success Is	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
HP25	% of Street Lamps that are working		99.60%	99.57%	99.63%	99.63%	99.50%	99.50%	99.00%			14-Apr-2016 Performance has been above target for all quarters in 2015/16. All lights in Medway are proactively checked during the night for faults every two weeks in the winter and every three weeks in the summer. Through contract monitoring and scheduled maintenance arrangements any changes in levels of performance can be quickly identified and addressed.
NI 195a NEW	Improved street and environmental cleanliness: Litter		97.42%	96.67%	97.00%	96.67%	97.33%	96.92%	96.00%			14-Apr-2016 The contract monitoring team carry out regular street cleansing inspections across Medway to ensure the contractor is meeting their contractual obligations. During Q4, 97% of locations were at a grade B (predominantly free of litter and refuse except for some small items). All quarters for 15/16 have performed above the target of 96%.





### 3.2 We will support victims of domestic abuse

Code	Short Name	Success Is	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
DA6	Number of high risk clients referred for IDVA support	NA	496	129	144	151	NA	NA	NA		NA	06-Apr-2016 Q4 data not yet available. Q3 saw 151 MARAC referrals to IDVA. Over 87% of Marac cases have the offer of and engaged in the IDVA service – this exceeds the Safer Lives benchmark of 80%.
DA7	Percentage of high risk clients where risk is reduced as a result of IDVA intervention	NA	91.4%	84.2%	90.9%	94.7%	NA	NA	NA		NA	06-Apr-2016 Q4 data not yet available. 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	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
NI 192	Percentage of household waste sent for reuse, recycling and composting		46.10%	48.40%	43.60%	37.70%	37.70%	42.00%	44.00%			14-Apr-2016 Q4 data is estimated (37.70%). Actual data will be available by the end of April. Compared to 14/15, organic waste has significantly decreased over the year. This is due to the link between garden waste and weather – plants and grass grow more rapidly when it is sunny but wet. There has been a 40% drop in rainfall over the South East during 2015 when compared to 2014, which has lead to an estimated drop of 268

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





2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend
96.00%	NA	NA	NA	NA	96.00%	91.00%		
85.00%	NA	NA	NA	NA	89.00%	85.00%		

Note
<p>tonnes during Q4. Hard plastics and mattresses deposited at the Household Waste and Recycling Centres (HWRCs) are no longer being recycled, which has also impacted upon the recycling rate. The market for recycled hard plastics collapsed with the fall in the oil price and the cost of recycling mattresses, originally funded via an EU grant, is no longer economically viable. This has led to an estimated drop of 66 tonnes in recycling and an estimated increase of 400 tonnes during quarter 4.</p> <p>The Council are estimating a rise in kerbside black sack waste of 128 tonnes. The same trends are being seen in kerbside where it is estimated that there will be a 66 tonne rise in recycling; indicating a waste growth rather than a drop in recycling participation.</p>
<p>19-Apr-2016 Satisfaction levels have remained consistently high and above target comparing 14/15 performance with 15/16. This reflects the popularity of our reliable and simple weekly collection service.</p>
<p>19-Apr-2016 Satisfaction with the recycling service remains consistently high showing an increase of 4% points when comparing 2014/15 with 2015/16. This demonstrates the popularity of our increased collection frequencies from fortnightly to weekly for recycling, food and garden waste. The improvements continue to be supported by a communications and information campaigns.</p>










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

Code	Short Name	Success Is	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
GH4	Citizen participation hours - Greenspaces		14080	4810	4088	4857	4355	18110	12000			<p>14-Apr-2016 The year-end performance represents a significant improvement when compared to 2014-15 with an overall increase of 3,715 volunteer hours. Increased performance is the result of new Group Activity and one-off targeted events that have included in:</p> <p><u>1) Quarter 3</u> an additional 1,000 hours were secured from volunteers working at Fort Amherst as part HLF Command of the Heights Project and</p> <p><u>2) Quarter 4</u> as part of the "Clean for the Queen Event" a total of 19 spring litter cleaning events were run in partnership with Safer Communities.</p> <p>Important to note that this performance will not be sustained in 2016-17 as the volunteer hours secured in Quarter 3 at Fort Amherst through the HLF Command of the Heights Award was a time limited engagement programme.</p>
GH6	Satisfaction with parks and open spaces (tracker)		84.00%	NA	NA	NA	NA	80.00%	85.00%			<p>19-Apr-2016 Whilst this is below target it still represents a strong satisfaction score reflecting the ongoing targeted investment into the Greenspaces Estate and external accreditation secured via Green Flag. The Council achieved seven green flags following judging in July 2015 at Great Lines Heritage Park and Gillingham Park for the first time. Broomhill Park, Hillyfields, The Vines, Capstone Farm Country Park and Riverside Country Park all retained.</p>

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

Code	Short Name	Success Is	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
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		6.1%	5.9%	5.1%	4.4%	NA	NA	8.2%	 Q3	NA	06-Apr-2016 Q4 data is not yet available. The PHOF indicator is a difficult measure as it only reflects the proportion of clients who successfully complete and do not re-present, it does not reflect the proportion of successful completions, or the proportion that are retained in effective treatment. A performance improvement plan is in place with Turning Point to increase the number of clients who successfully complete – the data for this is beginning to show an improvement (against a national declining picture). Due to the time delay in the PHOF indicator it will take a while for this improvement to reflect in these figures.
PH12	The percentage of alcohol users that were in treatment in the last 12 months who successfully complete treatment.		45.1%	32.6%	39.2%	38.9%	NA	NA	35.0%	 Q3	NA	06-Apr-2016 Q4 data not yet available. The service has achieved significant improvement over the last quarter from the significant dip seen at the beginning of 2015. There has been a performance improvement plan in place to not only improve the outcomes for alcohol clients but also to increase the number of alcohol clients accessing treatment. The service is now achieving outcomes in line with the national average and the focus now will be on sustaining improvements.

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

Code	Short Name	Success Is	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
HP26 NEW	Satisfaction with road maintenance		52.60%	Not measured for Quarters				55.90%	50.00%			14-April-2016 The trend on highways maintenance continues to rise in line with investment and technical condition surveys 3.3 percentage points from 2014/15 and remains above the Unitary average by 5.5 percentage points. With continued investment, satisfaction should steadily increase.
HP27 NEW	Satisfaction with pavement maintenance		52.73%	Not measured for Quarters				59.60%	51.00%			14-April-2016 Public satisfaction continues to rise in line with investment and actual technical condition data. Satisfaction has risen 11 percentage points from 2012/13 (48.52%). This trend should continue through supportive investment in highway maintenance.
NI 167 New	Average journey time along 5 routes across Medway		2.95	2.67	2.78	3.55	3.75	3.45	4.00			19-Apr-2016 Officers in the Traffic Management Team have successfully undertaken management of the Medway network during 2015/16, implementing a number of schemes to improve traffic flow (a number of junction improvement schemes, highway widening, traffic signal improvements) and management strategy (improvements to the Traffic Operations Room). Officers also responded well to a range of incidents on the network, utilising the tools available in the TOR to help improve traffic flow during these incidents. This included utilising the Variable Message Signs to redirect traffic following road traffic accidents in the Medway Tunnel and on the Cuxton Road, and to alert the public to upcoming events which impacted on traffic flow, such as the movement of abnormal loads on the highway, and the undertaken of essential street works on key parts of the









Code	Short Name	Success Is

2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend

Note
<p>network.</p> <p>The average minutes per mile in the morning peak (8am to 9am) showed a decline in performance from 14/15 to 15/16. This figure was affected by 3 road traffic accidents in the Medway Tunnel during March 2016 and on the A289 during the month of March, the more significant impact for the year is believed to be from underperforming automatic number plate recognition (ANPR) cameras on the network. Three out of the five routes reported are affected these are the Wainscott Bypass, A2 Corridor from Rainham to New Road Star Hill and A2 Corridor from Strood to Star Hill. These cameras collate the data upon which the journey time is calculated. Unfortunately, the cameras are maintained by Kent Police, not the Council. A detailed examination of the ANPR data shows a large drop in the number of number plates identified by the cameras. Officers will attempt to investigate this with the Police, but if this is unsuccessful an alternative method for collating journey time data may have to be considered.</p>

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

Code	Short Name	Success Is	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
LRCC4a	Number of jobs created and safeguarded (cumulative)		476	82	390	746	759	759	400			19-Apr-2016 Previously we reported at Q3 a cumulative figure of 746. Final Q4 figures are now up to date and bring total cumulative total to 759 made up of 647 created and 112 protected. New investments into the area included Midland Steel locating at Thamesport with 50 jobs, Recapture Plastics at Kingsnorth 25 jobs, new Asda at Chatham waters 250 jobs and expansion of Vanquis Bank with an additional 250 jobs. The remainder were from supporting new and expanding businesses through Partners for Growth and businesses taking space in the 3 Council workspaces.
ECD48c NEW	Number of customers achieving employment that has lasted 13 weeks or more		222	47	47	41	30	174	166			25-Apr-2016 Overall for the year the numbers of referrals to the work programme have decreased in line with the drop in unemployment and the expected lower referral numbers in the latter part of the contract. G4S targets for each quarter for keeping those in work have decreased in line with these numbers. The Council exceeded the G4S yearly target (166). The year end figures includes nine complicated claims that were only finalised at the end of the year and were not included in the previous quarters. Performance with harder to reach customers with disabilities has been exceptional; for the year the G4S target was 11 and the Council achieved 127% (14). This has been a direct result of increased focus on these customers and partnership working with other council teams to address additional barriers they may have.

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

Code	Short Name	Success Is	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			Note	
			Value	Value	Value	Value	Value	Value	Target	Status		Long Trend
L7	Leisure - Level of user satisfaction (% satisfied)		88.40%	87.50%	93.33%	89.19%	85.92%	88.66%	85.00%			19-Apr-2016 Results are taken from direct user surveys. The overall rating is above target at 88.7% (391/441) and performance has exceeded target for every quarter this year and is on par with year end 2014/15. The scores for "Customer Service" continue to be very high across all facilities.
LRCC1	Number of visitors to tourist attractions in Medway (cumulative)		748045	222043	482509	639363	768161	768161	700000			19-Apr-2016 This annual figure of 768,161 visitors to Medway visitor attractions includes estimations for Q4 for some attractions as the figures have not been supplied in time. The years performance was helped by the 800th anniversary of the Siege of Rochester Castle and the touring Magna Carta exhibition.
F4 (direct user)	User satisfaction with events		97.36%	94.10%	96.30%	92.00%	NA	91.94%	85.00%			19-Apr-2016 The Council successfully completed its annual events schedule. Highlights in 15/16 included English Festival, Sweeps Festival, Dickens Festival, Armed Forces Day, River Festival, Will Adams Festival, Capstone Festival, Lazy Sunday Afternoon, Dickensian Christmas on 5-6 December 2015 and the Christmas Market 28-29 November, 4-6 of December and 11-13 December 2015. 1291 surveys were completed with 1187 respondents rating the events as very or fairly satisfied. The slight drop in performance compared to previous years is attributed to attendees at Dickensian Christmas and the Christmas Market weekend 4-6 December 2015 respondents stating that the events were so busy there were issues around crowding and traffic management.
LIB4 New	Satisfaction with libraries (Direct users)		NA	84.53%	81.90%	93.02%	94.21%	93.50%	83.00%		NA	20-Apr-2016 At the end of Q2 the contract with Govmetric (a survey tool) ended. At the start of Q3 the service replaced Govmetric with a direct user satisfaction survey. From

Code	Short Name	Success Is

2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2015/16			
Value	Value	Value	Value	Value	Value	Target	Status	Long Trend

Note
<p>then, 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. For Q4 Strood, Wigmore and Hoo libraries were surveyed. Caution should be taken when comparing historic data from and including Q1 14/15 to Q2 15/16 and the Q3 to Q4 15/16 as the methodologies has changed. For Q3 and Q4 493 respondents completed the direct user survey with 461 respondents rating the service as 'great'.</p>