

APPENDIX 2

Summary of Quarter 3 2017/18 Overview and Scrutiny performance discussions

1. Framework

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

Children and Young People O&S	8 March
Health and Adult Social Care O&S	15 March
Regeneration, Culture and Environment O&S	28 March

2. O&S Performance Discussions

- 2.1 This report provides a summary of the discussions held at the Children and Young People, Health & Adult Social Care and Regeneration, Culture and Environment Overview and Scrutiny Committees regarding Quarter 3 2017/18 performance against Council Plan key measures of success.

- 2.2 The measures discussed are listed at point 4.

2.3 Children and Young People O&S Committee

Discussion:

The Committee received a report which summarised the performance against the delivery of the two priorities within the remit of the Committee set out in the Council Plan 2017/2018 for the third quarter of the year.

The report, and accompanying Appendix 1 to the report, provided details of performance against these priorities using 17 measures of success. However, this report only included information on 16 measures as data for 1 measure was not expected until after the report was published. The Director of Children and Adults Services outlined key performance indicators which were an ongoing priority for the Directorate, these included:

- Reducing the number of those not in education, employment and training (NEET) and in 'not known' destinations aged 16-19 years;
- Reducing the length of time taken between a child entering care and moving in with an adoptive family; and
- Recruitment and retention of social workers.

In relation to the recruitment and retention of social workers, the Committee was advised that a new package to incentivise applications was in place and had received interest from practice managers and some social workers. It

was anticipated that approval of a dedicated microsite and the package of improved training and facilities to enable more agile and mobile working would encourage additional applications.

Members raised a number of points and questions including:

- **Progress 8** – A Member commented that there was a discrepancy between the reported benchmarking of Progress 8 against national performance within the Council Plan Performance Monitoring Report and item 6 (Attendance of the Portfolio Holder for Educational Attainment and Improvement). Members were advised that this discrepancy owed to a time delay between compiling the reports.
- **Obesity** – A Member expressed disappointment that the performance indicator for obesity was significantly below target. The Director of Children and Adults Services undertook to liaise with the Director of Public Health to provide the Committee with additional commentary on this measure.
- **Adoption** – A Member expressed that caution should be exercised when meeting the adoption targets to ensure no failures occur.

Decision:

The Committee noted the quarter 3 2017/2018 performance against the measures of success used to monitor progress against the Council priorities.

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

Discussion:

Significantly improved performance in relation to Delayed Transfers of Care (DEToC) was highlighted. The number attributable to Adult Social Care had fallen significantly with performance having been maintained during the challenging winter. In relation to the performance indicator for the “Proportion of adults in contact with secondary mental health services in settled accommodation”, performance was below target but remained in line with the national average. The most recent figure available since publication of the report showed that performance had improved from 60% to 65%.

A Committee Member was concerned that performance was below target for the above indicator as this covered a very vulnerable group of people. She noted that being in settled accommodation would better enable recovery and asked the extent to which the Kent and Medway NHS and Social Care Partnership Trust (KMPT) was assisting with the achievement of the target. The Member also requested that the Committee be provided with an update on the development and implementation of the Three Conversations model.

The Assistant Director of Adult Social Care agreed that vulnerable people with mental health challenges being in settled accommodation was important. Medway's target was higher than the national average to reflect this importance. Work was being undertaken with KMPT and further information could be provided on this once the work had progressed further.

The Three Conversations Model was not a simple and straightforward change. It required significant cultural change within the workforce in terms of the way that Adult Social Care worked with clients and with partners, including the community and voluntary sector. Some work to embed the approach had been undertaken as part of the restructure of Adult Social Care but more work was required to embed the principles within the service. There was a need to work on how to embed Three Conversations principles within long term services and to consider how people could be supported to remain independent and live in their own homes for as long as possible. Support for people after discharge from hospital to recover well at home and sustain independence in their own homes was also important.

Decision:

The Committee:

- i) Considered the Quarter 3 2017/18 performance against the measures of success used to monitor progress against the Council's priorities.
- ii) Requested that an update on the Three Conversations Model be provided to the June 2018 meeting of the Committee.

2.5 **Regeneration, Culture and Environment O&S Committee**

Discussion:

The Committee received a report setting out performance in Quarter 3 for 2017/18 for the key measures of success and projects relevant to this Committee.

The following was discussed:

- **NI 154 Net additional homes provided** - A Member sought information on the number of affordable homes delivered in the past year. The Head of Performance and Intelligence advised that this data would be included within the report to the Business Support Overview and Scrutiny Committee. However, she undertook to obtain this information and respond to the Member direct.
- **NI 167A Wainscott Bypass (part A289)** – A Member referred to performance indicator NI167A and expressed concern about the delays experienced by motorists leaving Medway City Estate during peak hours of 4.30pm – 6pm. He felt that the data, as presented, did not accurately reflect motorists experiences.

- **NI 167 – Average journey time along 5 routes across Medway** – A Member thanked officers for the additional information supplied on the breakdown of the 5 routes and, referring to comments made under NI 167A above, expressed the importance of taking into account motorists experiences and how this matched the data collected. This would assist the Council to ensure that the data collected was appropriate and sufficient.

He referred in particular to the Wainscott Bypass and, the exit route from the Medway City Estate and expressed concern that the traffic lights at Medway Tunnel had not been operational for a while. This had resulted in an increase in journey times for this route. In addition, the parking of HGVs in St Anthony's Way was increasing the difficulties experienced by motorists.

He also expressed concern as to traffic congestion around Medway Hospital and, the effect that this had on ambulances getting to the Hospital, particularly when roadworks were taking place.

In response, the Head of Performance and Intelligence advised that officers were only able to report upon the measures approved within the Council Plan signed off for 2017/18. She explained that the overall measure related to the average journey time across all 5 routes and that the 5 routes had been selected based on bids for funds.

It was confirmed that funding was available from the Local Enterprise Partnership and the Local Growth Fund for works to be undertaken at the Four Elms Hill Roundabout and Medway City Estate and this was currently the subject of consultation with businesses located on the Estate with a closing date of 10 April 2018.

- **Green Flag Parks** – A Member referred to the achievement of Green Flag status for seven parks and open spaces and in particular the award for Gillingham Park, a significant Edwardian Park.
- **Jackson's Recreation Ground** – A Member asked for information on the landscape masterplan for Jackson's Recreation Ground. It was agreed that this would be supplied direct to the Member concerned.
- **Funding opportunities to develop innovative public service solutions** - A Member thanked officers for the work undertaken in securing £150,000 from One Public Estate to fund feasibility works at a number of sites in Medway.

Decision:

The Committee:

- a) noted the report and key measures of success used to monitor progress against the Council Plan 2017/18.

- b) noted that the Head of Performance and Intelligence will report direct to the Member concerned on the level of affordable housing delivered in the past year.
- c) noted that officers would supply information on the landscape masterplan for Jackson's Recreation Ground to the Member direct.





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.

Children and Young People Overview & Scrutiny

Title												
2 Priority. Maximising regeneration and economic growth												
Title												
2.2 Outcome. Residents with jobs and skills												
Title												
2.2.1 Programme. Jobs, skills and employability												
Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
NI 117(16-17)	The percentage of 16-17 year olds who are not in education, employment or training (NEET)		N/A	3.8%	5.4%	6%				6%	11-Jan-2018	<p>At the end of Q3 there were 382 16 and 17 year olds who are NEET. This is 5.4% of the total age group. This is higher than the rate at the end of Q3 2016, when the rate was 4.8%, which represented 337 young people. There are 5 young people who are Looked After Children (LAC) that are NEET. 12 of the 382 NEETS have Education, Health and Care Plans (EHC) and 7 of the 382 16 and 17 year olds are known to the Youth Offending Team (YOT).</p> <p>The rate of young people for whom their activity is not known was 3.7% in 2017, this represents 261 young people. In December 2016 it was 6.1%, representing 429 young people.</p>

Title												
3 Priority. Supporting Medway's people to realise their potential												
Title												
3.1 Outcome. Healthy and active communities												
Title												
3.1.1 Programme. Improving everyone's health and reducing inequalities												
Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
PH14	Excess weight in 4-5 year olds		21.9% 15/16 annual	N/A	22.6% 16/17 annual	21.5%	 16/17 annual	 16/17 annual	 16/17 annual	21.5%	17-Jan-2018	<p>The data for 2017/18 will be published towards the end of 2018.</p> <p>Childhood overweight and obesity data is collated through the National Child Measurement Programme, with the annual data release expected in December 2018. 2016/17 figures for Year R show Medway is closely mirroring the plateau of national obesity figures for 4-5 year olds.</p> <p>Medway provide a wide range of family and childhood weight management services including the recently launched Tri For You programme. This support package includes a choice of 12 week support for the whole family, cookery skills, activity opportunities and home pack/self support for families to choose from. In addition the council offers a wide range of indoor and outdoor leisure and green space opportunities, and work between Public Health, planning and other RCET services is underway to create a healthier environment, that allows children to be more active and eat healthier food. Cllr Brake chairs the Supporting Health Weight network, which is a collection of 28 partner organisations from the public, private, voluntary and academic sector partners, that are working together to take a multi-agency approach to reducing obesity level across the population.</p>
PH15	Excess weight in 10-11 year olds		33.5% 15/16 annual	N/A	35.5% 16/17 annual	34%	 16/17 annual	 16/17 annual	 16/17 annual	34%	17-Jan-2018	Data to be published by the Health & Social Care Information Centre in December 2018, for 2017/18 school year prevalence. In addition to PH 14 commentary, the Supporting










Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
												Healthy Weight Network has formed a smaller more strategic group to create some priority actions for the network to progress. These will be championed through the Health and Wellbeing Board and Joint Health and Wellbeing Strategy refresh.









Title









3.2 Outcome. Resilient families




Title









3.2.1 Programme. Together We Can - Children's Services








Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
NI 101 (E&M)	The percentage of looked after children who achieve the required standard in GCSE English and maths		N/A	Not measured for Quarters	Not measured for Quarters					20%	10-Oct-2017	This information is expected to be published in March 2018. The "5 A*-C including English and maths" data is no longer published. It has been superseded by "Achieving A*-C in English and Maths. For 2016 this was redacted due to the small cohort size. The National result was 17.5% and the South East 16.4% It is estimated that attainment in Medway was around half the national result.
A1	The average number of days (over the last 36 months) between a child entering care and moving in with adoptive family		564	503	501	605				605	12-Jan-2018	This measure, which is a 3 year average, continues to make positive progress and is now comfortably below target. The most recent national data shows that country wide the average time taken for a child to be adopted is 558 days.
CSC 0004	Number of Looked After Children (LAC) per 10,000 children		61.5	62.2	64.8	67.0				67.0	12-Jan-2018	Despite a small rise from Q2, the proportion of LAC per 10,000 population is below the target of 67. There has been a net increase of 6 children looked after between June and September. Medway remains below the most recent published national figure of 68 but above the latest average









Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
												rate of 51.7 in the South East.
CSC 0006	Number of Child Protection (CP) per 10,000 children		49.3	53.4	54.2	65.3				65.3	12-Jan-2018	<p>The rate of Child Protection per 10,000 population is comfortably below target despite a small rise from Q2. 54.2 per 10,000 population equates to 345 children, which is 5 more than the September total.</p> <p>The rate in Medway is between the average rate of 41.8 in the South East of England and the average rate of 56 when the level of deprivation in Medway (IDACI index) is factored in</p>
N23	The percentage of children social care substantive posts not filled by permanent social workers		42.87%	39%	36%	30%				28%	18-Jan-2018	<p>The vacancy rate in Medway remains significantly above the most recent national data (published Feb 2017) which showed a National vacancy rate of 17% and 16.8% in the south East.</p> <p>Approval has been received to proceed to the implementation of the new recruitment and retention strategy, which will make Medway more able to compete in a very difficult market.</p>

Title												
3.2.2 Programme. The best start in life												
Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
CASE IEYFS Gap	Percentage achievement gap at Early Years Foundation Stage Profile between the lowest attaining 20% of children and the mean		29.7% 15/16 academic year	N/A	28.2% 16/17 academic year	29.5%	 16/17 academic year	 16/17 academic year	 16/17 academic year	29.5%	09-Jan-2018	<p>This result is for the 2016-17 academic year. Medway has continued to make good progress in this measure and has surpassed the target.</p> <p>Nationally the gap is 31.7% having risen from 31.4% in 2016, this is a 1% increase. Medway has reduced the attainment gap between the lowest 20% and the mean by 5% on 2016. This means that, as the attainment of the Early Years Foundation Stage (EYFS) cohort is improving, we can say that the gap is narrowing due to an improvement in the attainment of the lower 20% rather than a drop in the mean score.</p>
PH16	Smoking at time of delivery		17.08	18.99% Q1 2017/18	18.12% Q2 2017/18	17.5% Q2 2017/18	 Q2 2017/18	 Q2 2017/18	 Q2 2017/18	17.5	10-Jan-2018	<p>Smoking At Time Of Delivery has reduced from almost 19% in Q1 to 18.1% in Q2. The acute trust have recently updated their maternity services database to include a new field to capture additional data to evidence smoking status at time of delivery. This is intended to ensure more robust data reporting.</p> <p>Community midwives continue to refer pregnant smokers to the Stop Smoking Service. However, the volume has reduced when compared to the same period last year. 357 women have been referred for the period 01.04.17 - 30.11.17 (compared to 545 referrals in 2016/17).</p> <p>The acute trust should ideally refer 60% of pregnant smokers for a Risk Perception intervention when these women attend for a scan. Q2 to date (Oct & Nov) has seen 124 women referred from a potential of 557 pregnant smokers. This represents a referral rate of 22%.</p> <p>We are continuing to work collaboratively with Medway Foundation Trust (MFT) to increase the volume of referrals.</p>

Title												
3.4 Outcome. All children achieving their potential in schools												
Title												
3.4.1 Programme. Raising aspiration and ambition												
Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
SE KS4 (E&M)	The percentage of children reaching the expected standard in English and Maths.		57.8% 2015/16 annual academi c year	N/A	59.4% 2016/17 annual academi c year	6% 2016/1 7 annual acade mic year		N/A	 2016/17 annual academ ic year	65%	10-Jan-2018	<p>Finalised KS4 results for the 2016-17 academic year have now been published.</p> <p>It is important to note that the marking scheme for English and maths GCSE changed in 2016-17. This makes comparisons with previous years indicative only. Medway has missed it's target for this measure (standard pass, grade 9-4) and has also fallen behind the national level, which was 64.2% and the south East result which is 66.5%.</p> <p>This means that Medway is 6.5% behind national attainment and 9.8% behind the South East. Last year, in an indicative comparison with the numbers passing Maths and English at GCSE (under a different marking scheme) Medway was 2% above national. 41.1% of Medway pupils achieved the Grade 9-5 (strong pass) in 2017.</p> <p>This is 4.2% behind national (42.9%) and 10% behind the south east (45.8%). Although Medway has only 1 secondary school under LA control it maintains a role in scrutinising and holding all providers to account vis he Regional Schools Commissioner.</p> <p>In the headline Progress 8 measure Medway achieved a score of +0.03, this is 0.02 points down on last year but still 0.06 points above the provisional national result of -0.03.</p> <p>Medway pupils archived an average Attainment 8 score of 45.7 This is down 3.7 points or 7.5% on last year. Medway is behind the provisional national result by 0.7 points or 1.5%</p>

Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
												Where as in 2015-16 Medway was 1 point or 2% behind national. This shows that although Attainment 8 scores have dropped Medway has reduced its gap with national attainment.
CA13	The percentage of children permanently excluded from school (upheld only)		0.15%	0.01%	0.02%	0.02%				0.06%	18-Jan-2018	<p>In Q3 11 permanent exclusions have been upheld, bringing the total for the academic year to 15. There are a further 5 exclusions where the outcome has not yet been decided. At this point last year there had been 22 permanent exclusions upheld. As such indicative data, which is subject to change, suggests we are potentially in a better position than last year. In the financial year 2016-17, at the end of Q3 there had been 45 permanent exclusions.</p> <p>This financial year there have been 35. Again this indicative data, which is subject to change, suggests that there is an improvement in this difficult area.</p> <p>No Children with Education, Health, Care Plans (EHC)P or statements have been excluded in the current academic year, however there have been (between 1 and 5) children who receive SEN Support have been excluded.</p> <p>So far this academic year there have been 17 exclusions which have been retracted, so did not result in a pupil being expelled. 12 of these were resolved with a managed transfer.</p>
CASE IKS4 Ofsted	The percentage of secondary sector schools in Medway judged to be good or better		80%	82.4%	82.4%	88.2%				88.2%	10-Jan-2018	<p>There have been no new inspections published for Secondary schools this quarter.</p> <p>This target is currently being missed. 4 of 17 schools inspected are outstanding, 10 are good and 3 require improvement. In the same Quarter last year 11 schools were good and 4 outstanding. Significant work is being done with the single maintained school that is below the standard expected. This includes focus on: Senior leadership capacity, middle leaders – subject by subject, better all round standards</p>

Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
												of teaching and method and support for inclusion. Where schools are academies Medway has an obligation to scrutinise and hold providers accountable. We are submitting applications for funding from the Sub-Regional School Improvement Fund to support work with secondary schools at Key Stage 4 with respect to disadvantaged groups (a regional priority).
CASE ISPEC Ofsted	The percentage of special schools in Medway judged to be good or better		80%	80%	80%	80%				80%	10-Jan-2018	There have been no new inspections of Special schools this quarter. 3 Schools remain Outstanding, 1 is good and 1 is inadequate.
EDU3(b)	The percentage of children who were persistently absent (PA)from school		N/A	N/A	6%	5.5%			N/A	5.5%	10-Jan-2018	This data refers to term 1 of the 2017-18 academic year. it is calculated from a voluntary collection, which 78% of schools responded. In Q3 2017 the PA result was also 6%, but from a smaller sample of schools. This means that the 2018 result is more accurate. PA rates in returning primary schools were 5.9% and 5.5% in participating secondary schools. This is a decrease from the same time last year in primary, of 0.5pp (8%) and and increase in secondary PA against the same point last year of 0.7pp (14.5%) Special schools reported PA of 18%, up 6.5pp (56%) on the same point last year and PRUs reported PA of 26.9% against 40.8% last year, a 14pp, (34%) drop. Absence rates are also possibly adversely affected by a rise in fixed term exclusions. There has been a 64% rise in the number of days excluded (Q3 2017-18 vs Q3 2016-17), AASSA work closely with School, targeting children likely to hit the PA indicators as well as coordinating with the inclusions team to ensure a joined up approach to maximising pupil attendance.





Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
SE KS2	The percentage of children who the required standard or above in Reading, Writing and Mathematics at KS2		49%	Not measured for Quarters	58% 17/18 annual	53%	 17/18 annual	 17/18 annual	 17/18 annual	53%	10-Jan-2018	<p>Finalised results have now been published. 58% of Medway Children achieved the required standard or above in the aggregated Reading, Writing and maths measure (RWM). This was 4 percentage points (7%) behind the national result of 62% Last year the gap between national attainment and Medway was 6pp (11%).</p> <p>As such, Medway has closed the gap to national by about a third. Medway has climbed 8 places in the LA rankings compared to 2016 and is now ranked 115th.</p>
SE2 OEPr	The percentage of primary sector schools in Medway judged to be good or better		82.9%	85%	83.6%	85%				85%	10-Jan-2018	<p>The number and percentage of primary schools graded good or better has dropped compared to Q2. In Q2 there were 7 Outstanding and 55 Good schools. At the end of Q3 there were 8 Outstanding and 53 Good schools. This means the 85% target is being missed by 1.4 percentage points.</p> <p>There are now 12 schools graded below good, compared to 11 at the end of Q2. 90.6% of LA maintained schools with are good or better, with 4 Outstanding and 25 Good. This compares to 78% of academies that are Good or better (4 Outstanding and 28 Good). Nationally 90.4% of Primary schools are rated Good or Better.</p>

Health and Adult Social Care Overview and Scrutiny

Title
3 Priority. Supporting Medway's people to realise their potential





Title
3.1 Outcome. Healthy and active communities









Title
3.1.1 Programme. Improving everyone's health and reducing inequalities









Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
PH10	Percentage of people completing an adult weight management service who have reduced their cardiovascular risk		77.2%	79.1%	77.3%	75.0%				75.0%	10-Jan-2018	Data shows that out of 569 who completed within the Weight Management service or the Exercise referral programme, 440 improved their Cardiovascular risk by reducing their cholesterol levels, blood pressure or weight whilst making improvements in their activity levels.










Title
3.3 Outcome. Older and disabled people living independently in their homes

Title
3.3.1 Programme. Improve support for vulnerable adults by working with partners and communities





Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
ASCGBT 001	% of Long term packages that are placements		N/A	31.6%	31.3%	28%				28%	15-Jan-2018	The proportion of open packages that are placements continues to fall and is now at 31.3% Over the quarter the percentage peaked at 32.2% but fell in December as the





Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
												<p>number of residents in care homes fell and the number of adults dropped.</p> <p>Currently there are 837 adults in care homes and 2672 adults using long term services. The service is working to reduce both the numbers of clients in care settings and the number receiving long term support.</p> <p>Home first and 3 conversations seek to limit the use of long term packages, whilst rigorous scrutiny of the use of residential and nursing placements ensures that residents remain independent in their own homes for as long as possible.</p>
ASCOF 1C(2i)	Percentage of clients receiving a direct payment for their social care service		27.6%	27.6%	28.1%	30%				30%	15-Jan-2018	<p>There are about 515 clients with ongoing long term services receiving an ongoing direct payment. The phased target for Q3 is 30% and Medway is now behind this, at 28.1% Work is being undertaken to reconcile the records on Framework i and Integra to align both systems.</p> <p>Nationally (2016-17) 28.3% of ASC clients received a direct payment, which shows Medway is largely inline. However we are behind the South East average of 30.5% The promotion of Direct Payments as the preferred method of delivery remains a key focus for all ASC teams and the speed of the financial assessment process is under ongoing review.</p> <p>Other actions includes, Employer support training to boost confidence and awareness, Market Stimulation and ongoing work with MCG/Ocelot to increase the numbers of personal assistants, The introduction of pre paid cards, partnership work with Community Interest Concerns (WALT and wHoo Cares) as well as the introduction of a DP model for short breaks.</p>
ASCOF 1G (n)	% of adults with learning difficulties in settled		N/A	50%	54.9%	75%					15-Jan-2018	Progress continues to be made in this measure however it remains below target. although the trend is upward the rate of





Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
	accommodation											<p>improvement is not fast enough.</p> <p>This measure was the subject of a focused discussion in the ASC performance forum on the 25/1/18. The 2016-17 National outturn was 76.4%, which is considerably higher than Medway. The trend in Medway, over the last 3 years is downward, which is the opposite of the national direction of travel.</p> <p>Performance of this measure was discussed at the monthly performance meeting on the 25-1-18. It was agreed that the service would initially undertake work to prioritise data quality and clients in need of a service review (clients with a review over 12 months old are not counted in the nominator), along side work continuing to support clients in finding suitable settled accommodation.</p>
ASCOF 1H	Proportion of adults in contact with secondary mental health services in settled accommodation		N/A	61% Q1 2017/18	60% Q2 2017/18	70%				70%	15-Jan-2018	<p>Data is produced by the DoH in arrears. The most recent data relates to September 2017. There has been a small decline in the proportion of MH clients in settled accommodation and we remain below the 70% target, at 60%</p> <p>This is in-line with national performance. B&I will be supporting the new Assistant director in reconciling this external data with internal records and planning remedial action.</p>
ASCOF 2A(1)	Permanent admissions to care homes per 100,000 pop – 18-64		9.3	2.9	0.6	2.75				11	15-Jan-2018	<p>In Q3 there have been 2 admissions from this age group, so far. Retrospective authorisation has increased the Q1 total to 8 and the Q2 total to 5. As such there has been 14 admissions so far this year. It is likely that backdated inputting will cause the Q3 figure to rise. The rate per 100k population for Q3 is, currently 0.6. For the year the cumulative total is 8.1.</p> <p>This is higher than the 6.9 per 100k (which equated to 12 admissions) at the same point last year. Our target per 100k rate is 11. This equates to 19 admissions. As such a further 6</p>

Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
												admissions from the 18-64 age group will mean this target is missed.
ASCOF 2A(2)	Permanent admissions to care homes, per 100,000 pop – 65+		525.7	142.3	98.7	150				600	15-Jan-2018	<p>In Q3 there have been 43 admissions to residential and nursing care. This is a per 100k rate of 98.7. So far, for the year there have been 173 admissions, which equates to 397.1 per 100k population. Our target is 600 admissions per 100k, which relates to 261 admissions.</p> <p>This means that a further 89 admissions will mean the target is missed. The Q1 total has, after retrospective updating and authorisations risen to 68 admissions, 156.1 per 100k population and the Q2 out turn has risen to 62 admissions, 142.3 per 100k population.</p> <p>At the end of Q3 2016-17 there had been 163 admissions, as such we have already admitted more 65+ clients than last year, with the expectation that this will rise.</p>
ASCOF 2Cii	Delayed transfers of care from hospital which are attributable to adult social care (ASC) per 100,000 population		1.1	1.8	1.7	4 per 100,000 pop				4 per 100,000 pop	15-Jan-2018	<p>The most recent published data is for November. December's data will be published in February. At the end of November 1.7 delayed transfers per 100k population was attributable to Medway ASC, compared to 7.2 per 100k for all delayed transfers.</p> <p>As such the proportion of delays attributable to ASC as a percentage of all delays is falling. It is currently 23%, down from 24% in Q2 and 26% in Q1.</p>
ASCOF 3B	ASCOF 3B Overall satisfaction of carers with social services		34.7%	Not measured for Quarters	Not measured for Quarters					44%	15-Jan-2018	The carers survey is a biannual collection and there is no survey this year. The last survey (2016/17) showed 34.7% of carers were satisfied.

Regeneration, Culture and Environment Overview and Scrutiny

Title												
1 Priority. Medway: A place to be proud of												
Title												
1.1 Outcome. A clean and green environment												
Title												
1.1.1 Programme. Public Realm & Street Scene												
Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
GH6 CP	Satisfaction with parks and open spaces - Citizens Panel result		68.5%	64.8%	66.2%	70%				70%	12-Jan-2018	<p>Satisfaction has increased to 66.2% in Q3, up from 64.8% in Q2. For respondents who said they had been to a park or open spaces satisfaction remained higher at 84.7% (out of 275 users).</p> <p>There were 433 responses to the August 2017 Citizens' Panel giving an overall margin of error of +/-4.7%, the increase in satisfaction between Q2 and Q3 is therefore not statistically significant.</p> <p>Further questions were asked about parks and open spaces in Medway during the Q2 panel survey. All respondents were asked what three things from a predetermined list could help to improve parks and open spaces in Medway. The most frequently cited issues were: improved maintenance/cleanliness (38%); improved play areas (children's or teenagers) (33%) and improved picnic/seating facilities (31%). These factors are likely to drive dissatisfaction in parks and open spaces.</p> <p>The Council are seeking to expand the number of sites awarded Green Flag over the next three years by a further three (totalling 10). The Team is working with Medway Norse to further improve their maintenance of the existing green flag sites. The continued success in securing s106 contributions</p>

Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
												will see future investment in parks and play at key destinations.
NI 195a NEW	Improved street and environmental cleanliness: Litter		97.25%	97%	96.33%	96%				96%	12-Jan-2018	<p>Inspections are within the target set and additional monitoring by waste services officers outside of these inspections provide a robust contract monitoring programme. Waste Services officers working in partnership with Veolia promptly deal with any poor standards being achieved. Officers carry out joint site visits with supervisors to rectify any issues and contract meetings provide for resolution to larger issues.</p> <p>Medway is split into 22 wards which are inspected yearly with a total of 1,200 sites being inspected. (100 sites per month = 1,200 sites per year) Sites are different land classes: main retail and commercial, local shopping areas, residential streets, car parks, main roads, waste bins (litter, canine and combined) rural roads, alleyways, garage areas, bring sites, footbridge and subways. For Q3 300 sites were inspected and 289 were an acceptable standard.</p> <p>An area of 50 meters is visually inspected for the amount of litter present and graded: A – B (acceptable for litter, C – D (unacceptable). The sites that are at an acceptable standard are then reported as an overall % of good standard sites.</p> <p>In addition to the NI195 inspections, contract monitoring officers carry out proactive street cleansing inspections to ensure that the street cleansing contract is performing to an acceptable standard. 3 officers carry out in the region of 10 – 15 inspections per week.</p> <p>In quarters 1 - 3, 2,065 acceptable standard street inspections took place.</p>

Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
W6 CP	Satisfaction with refuse collection - Citizens Panel result		N/A	89.9%	90.5%	85%				85%	12-Jan-2018	<p>Satisfaction has increased to 90.5% in Q3, up from 89.9% in Q2.</p> <p>There were 433 responses to the August 2017 Citizens' Panel giving an overall margin of error of +/-4.7%, the increase in satisfaction between Q2 and Q3 is therefore not statistically significant.</p> <p>Satisfaction with the refuse collection service is increasing, Refuse is collected weekly along with recycling and organic waste. Veolia carry out in excess of 5 million refuse collections per year and operate a quick response to any missed collections reported within the agreed 24 hours period.</p> <p>Waste Services Officers carry out regular inspections of the refuse collection service to ensure that service delivery remains high with a low number of missed collections being reported. Contract Monitoring officers and Veolia supervisors continue to work in partnership carrying out joint site visits to resolve any problems.</p>

Title





2 Priority. Maximising regeneration and economic growth





Title









2.1 Outcome. A strong diversified economy









Title

2.1.1 Programme. Business Investment

Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
ECD1	% of units let in Council owned business units		N/A	88%	90%	90%				90%	09-Jan-2018	Council owned business units included in this measure are Hopewell Drive, Pier Road, Innovation Studios Strood and Innovation Centre Medway (ICM). These total 128 units for

Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
												<p>Q3 (43,160.74 sqft). Units across the sites vary in size from approx. 120 sqft to 1,500 sqft.</p> <p>At the end of Q3, there were 13 vacant units amounting to 1,882.79 sqft (174.92 sqm). To put this in context, a double garage is approximately 300 sqft.</p> <p>**To improve on this performance, we work in partnership with Locate in Kent to promote available office space. The promotion of units is also part of the job role of the Innovation Centre and Innovation Studios Manager.</p> <p>Waiting lists are maintained where demand for particular unit sizes exceeds supply, and reconfigurations of office space is considered when it is felt this could better unite supply and demand (e.g. the third floor of the Innovation Centre was subdivided in 2017 to respond to market interest)</p> <p>In addition, and since churn is an expected – and indeed desirable – feature of start-up business accommodation, officers work hard to reduce the downtime between tenancies, by for example, promptly redecorating vacant units, and issuing new licences as rapidly as possible.</p>
ECD13	% of square footage let at Innovation Centre Medway (ICM)		95%	96%	95%	90%				90%	11-Jan-2018	<p>The ICM has a total space to let of 17,859.34 sq ft. The empty units vary as the sites are incubators. There is always a “churn” of tenants coming and going and moving location within the building.</p> <p>The vacant square footage at the end of Q3 was 889.79 sq ft (82.6 sqm) or 10 units with nine applications pending.</p> <p>There are no specific trends in the nature of the vacant units at the ICM, and the Council has historically been able to adapt to need e.g. the recent conversion of one large unit to three small ones, allowed us to respond to business demand, and minimise periods between rentals.</p> <p>During Q3, three tenants have migrated and two start ups</p>

Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
												<p>have moved in. One of which is an inward investment from outside Medway. One existing tenant is about to expand into a second unit.</p> <p>See notes in the section above ** (ECD1) on how we improve performance</p>
Title												
2.2 Outcome. Residents with jobs and skills												
Title												
2.2.1 Programme. Jobs, skills and employability												
Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
NI 117(16-17)	The percentage of 16-17 year olds who are not in education, employment or training (NEET)		N/A	3.8%	5.4%	6%				6%	11-Jan-2018	<p>At the end of Q3 there were 382 16 and 17 year olds who are NEET. This is 5.4% of the total age group. This is higher than the rate at the end of Q3 2016, when the rate was 4.8%, which represented 337 young people. There are 5 young people who are Looked After Children (LAC) that are NEET. 12 of the 382 NEETS have Education, Health and Care Plans (EHC) and 7 of the 382 16 and 17 year olds are known to the Youth Offending Team (YOT).</p> <p>The rate of young people for whom their activity is not known was 3.7% in 2017, this represents 261 young people. In December 2016 it was 6.1%, representing 429 young people.</p>
LRCC4a	Number of jobs created and safeguarded (cumulative)		391	215	276	225				300	22-Dec-2017	<p>Q3 includes 40 full time equivalent jobs at new Aldi store at Gillingham Business Park.</p> <p>Pacadar, a Spanish company located at Thamesport to produce tunnel segments for Thames Tideway Tunnel created 20 jobs this quarter with a further 80 to be recruited over next 12 months. The total number of jobs to the end of Q3 is 355; against Q3 cumulative target of 225.</p>

Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
												To improve on this performance we hold monthly monitoring meetings with Locate in Kent where performance is analysed, and avenues for additional successes explored.
MAE 2	% Retention rate Medway Adult Education (MAE)		94.38% 2015/16	94% Q4 of academi c year 2016/17	97.62% Q1 of academi c year 2017/18	94%	 Q1 of academi c year 2017/18	 Q1 of academi c year 2017/18	 Q1 of academi c year 2017/18	94%	01-Nov-2017	<p>This indicator is based on the academic year rather than financial year. Data as at 2 November 2017 for Q1 of Academic year (August - October 2017).</p> <p>Retention measures the number of learners who start a course with MAE and, at the end of the course/academic year, have completed their learning. Retention continues to meet the challenging target of 94% and this demonstrates that MAE's courses meet the aspirational, social and well-being needs of our learners.</p> <p>The overall retention rate also reflects the rigorous monitoring of attendance by tutors and curriculum staff, and improved rigour in the initial assessment process (ensuring learners are placed on correct course for them).</p> <p>Medway Adult Education's approach to improving performance is one of continuous improvement through a range of quality measures including monthly quality review meetings scrutinising key performance indicators KPIs, observations of teaching and learning, performance and development reviews, learner and partner evaluations, self-assessment reviews and quality improvement plans at Service and Programme level.</p> <p>This ensures the service's overall good KPI rates are maintained or exceeded as evidenced by high retention and learner satisfaction rates.</p>
MAE 3	Achievement rate (pass rate) Medway Adult Education (MAE)		96.49% 2015/16	97.36% Q4 of academi c year 2016/17	100% Q1 of academi c year 2017/18	96%	 Q1 of academi c year 2017/18	 Q1 of academi c year 2017/18	 Q1 of academi c year 2017/18	96%	01-Nov-2017	<p>This measure is based on academic year (as above)</p> <p>The pass rate measures how many of the learners, who complete their course, achieve a qualification or their learning aim. It shows that MAE learners continue to achieve very high</p>





Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
												<p>pass rates and demonstrates the excellent processes in place to support learners achieve their qualifications, or to achieve their learning outcomes in non accredited provision – Recognising and Recording Progress and Achievement (RARPA).</p> <p>Medway Adult Education’s approach to improving performance is one of continuous improvement through a range of quality measures including monthly quality review meetings scrutinising KPIs, observations of teaching and learning, learner and partner evaluations, performance and development reviews, self-assessment reviews and quality improvement plans at Service and Programme level ensuring the Service’s overall good KPI rates are maintained.</p> <p>MAE has maintained its Information Advice & Guidance Matrix kite mark and monitors the effectiveness of assessment processes ensuring learners needs are met through differentiation and additional learning support if required enabling learners to reach their goals and is evidenced in MAE’s good pass and achievement rates and high learner satisfaction.</p>





Title





2.3 Outcome. Preventing homelessness

Title

2.3.1 Programme. Preventing homelessness

Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
NI 156	Number of households living in temporary accommodation		351	354	377	350				350	10-Jan-2018	At the end of Q3 there were 377 applicants residing in temporary accommodation provided by the Council in line with its statutory responsibilities. This is an increase from the 354 households that were accommodated at the end of Q2

Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
												<p>2017/18.</p> <p>Latest available benchmarking figures from September 2017 identify that the rate of households in temporary accommodation is currently 3.05 per 1,000 households; this is slightly lower than the national rate of 3.37 and significantly lower than the rate seen in London of 14.97.</p> <p>Further benchmarking has been undertaken this quarter to identify how Medway compares with other similar sized unitary authorities. In September the numbers in temporary accommodation in Brighton was at a rate of 13.11 households per 1,000 and Milton Keynes had a rate of 5.65 households per 1,000.</p> <p>The service maintains robust legal thresholds to keep the number of households that need assistance to a minimum. The service is now operating a placement review panel that scrutinises all placements in to temporary accommodation as well as disseminating learning points and counteractive instruction to operational staff.</p> <p>There has also been a review of the visiting programme for temporary accommodation to ensure that high risk clients are visited within a week of placement to ensure accommodation is used appropriately.</p>
HC3	No. of households with dependent children in B&B who have resided there for 6+ weeks at the end of the quarter		0	0	0	0				0	10-Jan-2018	<p>A snapshot at the end of Q3 identified that no families were in bed and breakfast accommodation. Additionally, throughout Q3 no families were placed into bed and breakfast for more than 6 weeks.</p> <p>Work is continuously underway to ensure that the use of bed and breakfast is kept to a minimum. This has been done by seeking more suitable temporary accommodation for households and using HRA properties as temporary accommodation.</p> <p>The Service has also reviewed its procedures to ensure that all cases with children or a pregnant woman are moved on</p>





Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
												from bed and breakfast within appropriate timescales.
HC4	Number of private sector properties improved as a result of the Council's intervention		571	312	281	175				600	09-Jan-2018	<p>In Q3 2017/18, 281 private sector households were assisted in having their properties improved via Council intervention. Performance has reduced slightly from Q2 (312) however, complaints during the warmer months of the year are typically lower as most relate to heating, hot water and dampness.</p> <p>Therefore we expect number of intervention to rise further over future recording periods. Performance remains on track to exceed this year's target of 600.</p> <p>In order to continue to meet target in Q4, the Council's Private Sector Team will continue to handle and resolve complaints from tenants and landlords, inspect and licence Houses in multiple occupation (HMOs) and carry out other property inspections.</p>

Title

2.4 Outcome. Delivering new homes to meet the needs of Medway's residents

Title

2.4.1 Programme. Delivering new homes to meet the needs of Medway's residents

Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
NI 154	Net additional homes provided		553 15/16 annual	N/A	642 16/17 annual	1,000 16/17 annual				N/A	12-Jan-2018	This data has been published in the Council's Authority Monitoring Report and is available on the website.

Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
												<p>The main findings from the Monitoring Report include the completion of 642 dwellings in 2016/17- a 16% increase from the previous year.</p> <p>Housebuilding rates are still recovering from difficult market conditions in recent years. There are signs of growing confidence in development in Medway, such as progress seen in large regeneration schemes eg: Rochester Riverside and Kitchener Barracks.</p> <p>There are also over 800 homes known to be under construction. However, rates of development are below the council's adopted housing target of 1,000 homes a year. The development industry is also delivering significantly fewer new homes than the 1,281 dwellings per annum identified in the Strategic Housing Market Assessment as Medway's objectively assessed need for housing.</p> <p>The introduction of the proposed Department for Communities and Local Government (DCLG) standard method for calculating housing need would lift the annual figure to 1,665 homes. It is questionable if this scale of housing could be delivered by the development industry.</p> <p>The Council is working with developers to grant permissions on a number of large scale sustainable sites which will deliver a significant number of properties. This includes Otterham Quay Lane (300) Mierscourt Road (127), Bakers Field (90), Darland Farm (46), BAE at Hoo (232), Stoke Road, Hoo (131), Peninsula Way (130), Chatham Docks (199), Kitchener Barracks (302), Southern Water site (110). All of these are on non-allocated sites.</p> <p>The Council are the lead on the production of the Planning Protocol which is a partnership document with the development industry and is about delivering growth on Kent and Medway. This includes commitments to help deliver permissions and includes early planning presentations to</p>

Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
												<p>members and use of planning performance agreements to pay for additional staff resources to deliver prompt planning permissions.</p> <p>The Council have regular meetings with major developers and agents to try to assist in removing obstacles to growth on appropriate sites; and is setting up its own development company.</p> <p>The Council is moving forward with its regeneration plans which has included working with HCA/Homes England and Countryside to deliver the planning permission for 1,400 homes at Rochester Riverside, a planning permission for flood protection works at Strood Riverside to unlock the development potential for that site, and granting outline planning for 115 dwellings at Chatham Waterfront.</p> <p>The Head of Planning is arranging breakfast meetings with small and medium size enterprises (SME's) to encourage their further development in Medway.</p> <p>Up until now, Medway has not built houses and the market is largely controlled nationally with 10 housebuilders building 60% of homes in the country. They control rates of build and therefore the market. Medway has 7,500 dwellings with unimplemented permissions. To try to address this, Medway is setting up its own development company to take forward development on its land on appropriate sites.</p> <p>Authority has been granted to recruit an Implementation Officer to try and unlock the unimplemented permissions. Medway is encouraging the development of modular house building (3 sites – Peacock Rise, Southern Water and Kitchener barracks), which will speed up housing delivery. In addition, Medway is working with providers to set up a modular house building factory in Medway.</p>





Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		

Title









2.5 Outcome. Getting around Medway













Title

2.5.1 Programme. Tackle congestion hotspots by transport and public realm improvements

Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
NI 167 New	Average journey time along 5 routes across Medway		3.45 15/16 annual	3.87 Q2 16/17	4.09 Q3 16/17	4 mins per mile				4 mins per mile	18-Jan-2018	<p>Data shown is for 2016/17 to Q3 (Oct16-Dec16)</p> <p>In 2016/17, technical issues continued with the collection of journey time data. To address this the Council explored alternative options for obtaining this information. The Council commission Basemap to monitor journey times in Medway based on Trafficmaster data released from the Department for Transport.</p> <p>Data is tied to the frequency that Department for Transport (DfT) publishes Trafficmaster data, currently twice year depending on the collation process. At present Basemap has data up to December 2016.</p> <p>At RCE O&S Pre agenda on 4 January 2018, Members requested a full breakdown of the NI167 i.e. to view all routes that calculate the overall measure (see below) and for officers to consider additional information that is available.</p>

Code	Short Name	Success is	2016/17	Q2 2017/18	Q3 2017/18					2017/18	Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Target		
												<p>The Basemap System has the ability to provide data on a range of journey time measures, including full/total journey times from point to point, average speed, maximum and minimum speeds, congestion “hot spots” etc.</p> <p>The biggest impact on journey times is roadworks and streetworks undertaken by utility companies and highway works companies. Officers anticipate that the Permit Scheme for streetworks will continue to have a positive impact on journey times by reducing the amount of unnecessary works on the highway, and by imposing stricter conditions on how these works are carried out.</p> <p>The biggest highway works company in Medway are Volker Highways. To help improve journey times, officers added to the new Highways Infrastructure Contract new conditions whereby Volker can be charged for overrunning streetworks. This fine/notice system will ensure that works on the highway do not encroach on the morning or evening commute when traffic in Medway is at its highest.</p>

Code	Short Name	Success is	2014/15	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17					Latest Note
			Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	
NI 167a	Wainscott bypass (part A289)		2.36	2.37	3.4	3.33	3.43	4 mins per mile				The journey time for NI-167a remains below the 4 mins-per-mile 8am to 9am morning peak target.
NI 167b	Main Road Hoo to Medway Tunnel		1.58	1.50	3.15	3.15	3.20	4 mins per mile				<p>The journey time for NI-167b remains below the 4 mins-per-mile 8am to 9am morning peak target. There is an increase in time comparing 2015/16 to 2016/17.</p> <p>This could be attributed to an error in the previous data compiled by the ANPR cameras (maintained by Kent Police) or it could be an increase in traffic in this particular route.</p>

Code	Short Name	Success is	2014/15	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17					Latest Note
			Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	
NI 167c	Medway Tunnel through to Will Adams Way roundabout		2.01	1.82	3.15	3.15	3.20	4 mins per mile				The journey time for NI-167c remains below the 4 mins-per-mile 8am to 9am morning peak target. There is an increase in time comparing 2015/16 to 2016/17. This could be attributed to an error in the previous data compiled by the ANPR cameras (maintained by Kent Police) or it could be an increase in traffic in this particular route.
NI 167d	A2 corridor from Rainham to New Road near Star Hill		5.24	6.81	5.21	4.15	5.58	4 mins per mile				Of the five corridors measured, this route from Central Rainham to Central Rochester encounters a much higher number of traffic signals, as such, journey times can be significantly impacted.
NI 167e	A2 corridor from Strood to New Road near Star Hill		3.56	4.72	4.93	4.87	5.23	4 mins per mile				As with NI-167d, this route into Central Rochester also includes a number of traffic signals, which can negatively impact on journey times.