

CHILDREN AND ADULTS OVERVIEW AND SCRUTINY COMMITTEE

27 MAY 2010

END OF YEAR PERFORMANCE REPORT 2009/2010

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Summary

This report presents Council performance for the year 2009/2010. In particular it includes performance against indicators and actions agreed in the Council Plan 2009-2012.

1. Budget and Policy Framework

1.1 This document reports year end performance against the Council Plan 2009-2012, which is a key part of the budget and policy framework.

2. Background

2.1 In February 2009 council agreed the Council Plan 2009-2012, setting out the key outcomes and actions to be achieved in the medium term, together with the key indicators and associated targets which will be used to measure achievement. This report allows members to review progress in achieving the outcomes agreed in the plan during the year. It demonstrates performance against objectives and provides analysis where performance does not meet the standard required, as well as demonstrating the positive difference made in specific areas. By reviewing and analysing performance in this way they council is able to be clear about key challenges and the activities required to deliver improved performance for our residents.

3 Advice and analysis

3.1 Appendix 1 includes relevant performance for the year against the priority "Children and Young people having the best start in life", but also includes relevant sections from other priorities where they affect outcomes for children.

3.2 Appendix 2 sets out the performance achieved against individual detailed actions and performance indicators relating to those priorities. The areas identified as needing improvement through the comprehensive area assessment are included, as they form an integral part of the council plan.

- 3.3 It should be noted that at this point in the year the social care performance indicators are not yet finalised. Final verification of all the figures will be available in June. Against the 'children and young people having the best start in life' priority, we have rated our achievement of planned actions and outcomes this quarter as 'green'. Performance on 42 key performance indicator measures of success can be reported at the year end – 19 (45%) have achieved or performed above target (rated green), 5 (12%) are below the annual target but within acceptable variance limits (rated amber), and 18 (43%) have performed below the target and are rated red.
- 3.4 In 2008/09 Medway Council was judged as performing well in its first ever Comprehensive Area Assessment. The assessment of performance management noted the improvements including and the introduction of a more outcome focused council plan and the introduction of a performance management system to deliver more effective reporting. However, it is also noted that these improvements are not yet totally embedded across the authority. This year the focus has been on providing performance information to managers and members in a way that supports the improving performance management culture. The introduction of Covalent to support the quarterly reporting has been instrumental in moving this work forward.
- 3.5 There is still more to do however, the focus is now on streamlining systems and ensuring managers are confident in using these systems to both monitor and more importantly, performance manage their work. Progress in this area means that the council is better placed at service and corporate levels to have clarity about trends, outcomes achieved, challenges and risks to achieving outcomes and, ultimately, the difference being made. This also assists with maintaining the focus on priorities and targeting resources to those areas that have been identified as being most important for Medway. Reviewing performance in this way also makes it possible to identify areas where effective partnership working might improve success. The Council Plan 2010/13 is again outcome focused and work continues to ensure that the measures of success we use capture the difference we make and are appropriate, relevant and proportionate to our priorities. Changes to the range measures of success we use will be reported to members throughout next year as our analysis becomes more sophisticated.
- 3.6 For year-end the reporting tables include national comparative information, where it is available, to assess performance against other unitary authorities. For some services it is more appropriate and relevant to make comparisons with other family groups of authorities to ensure we do not become complacent, where this is the case is reflected in the text.

4 Risk Management

- 4.1 The purpose of this performance report is to enable members to manage the key risks identified to the council delivering the priorities set out in the council plan. This provides the opportunity to review any remedial action required to ensure effective performance is delivered during 2010/11.

5 Financial and legal implications

- 5.1 The report and its attached appendices summarises performance for the year ending 31 March 2010. As such there are no financial or legal implications to report.

6 Recommendations

- 6.1 Members consider performance for 2009/10 reviewing outcomes achieved against priorities.

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Background papers

Council Plan 2009-2012
Annual Report 2008/9

Priority 3: Children and young people having the best start in life

What we aim to do:

We want children and young people in Medway who are:

- safe and cared for,
- succeed in learning and
- thrive.

This will be championed by a confident and competent workforce and we will have arrangements in place to ensure:

- effective safeguarding
- integrated services and support
- timely and targeted interventions

How well are we doing?

Outlined below is performance against the 4 outcomes set out in the council plan under the 'children and young people having the best start in life' priority. We have rated our achievement of planned actions and outcomes this quarter as 'green'. Performance on 42 key performance indicator measures of success can be reported at the year end – 19 (45%) have achieved or performed above target (rated green), 5 (12%) are below the annual target but within acceptable variance limits (rated amber), and 18 (43%) have performed below the target and are rated red.

Outcome: Children and young people are safe & cared for

Children's care services in Medway, as in other areas of the country, have faced a challenging year as the number of referrals made to them has continued to rise following Baby Peter's death in Haringey and the Laming report on the state of child protection services in England, published in early 2009. Over the year referrals were up by 13%, there was an increase of 30% in the number of vulnerable children becoming subject to child protection plans, with the result that the total number subject to plans had increased by the end of the year by 39% to 238 children. The number of looked after children totalled 350 by the end of the year, an increase of 13%. The caseload increase does not yet appear to be abating, either locally or nationally, as March saw the highest number of monthly referrals ever experienced in Medway, generally referrals are increasing in volume and complexity.

The council's approach this year has had two strands:

1. to ensure children's safety is not compromised by the increases in caseloads we have reconfigured existing resources and devoted extra resources to the children's services who support the most vulnerable children in greatest need:
 - An extra £700,000 was invested in three senior social workers and 10 family support workers as well as 3 additional administrative support to minimise social workers' time spent on administration. This has given additional capacity but we are still experiencing challenges in recruiting permanent social work staff. We are using interim support which is not desirable in anything other than the short term. More recruitment is currently taking place.

- Based on a locality assessment of levels of need across Medway, we realigned the boundaries of the integrated area teams to ensure need and caseload was supported by appropriate staff resources.

2. With partners in the Children's Trust, we are developing a preventative strategy which will be agreed next financial year aiming to work with children and families to prevent their needs escalating to a higher level.

We assess our own effectiveness in safeguarding children through regular quality assurance, case file audits and supervision. We also look at the timeliness of key processes which we follow to assess the risk to children and respond to their needs. We are currently developing mechanisms for gathering feedback from children and young people, carers and professionals on their satisfaction with and views on the effectiveness of our safeguarding activity.

The council will take whatever action is required to ensure children's safety. We had agreed an Local Area Assessment target aiming to make children subject to a child protection for a second time in no more than 14% of cases. This year 45 of the 260 children who became subject to a plan had had one to protect them previously – 18%. This is higher than the 10.5% for 2008/9 but all cases have been analysed and we believe decision making to remove the initial plan and subsequently start another was the safest course of action for the children concerned.

Stability of placements for our looked after children is an important factor contributing to longer term positive outcomes. Stability remains very good with 80% of looked after children in the same placement for more than 2 years. Another key outcomes for children leaving care is their ability to continue into employment, education or training. 17 children out of 34 of the appropriate age group are currently in employment, education or training – this equates to 50%. Placing young people has been made more difficult by the recession, but the council is encouraging looked after young people into its own apprenticeship scheme, is increasing the number of care leavers with personal advisers, and developing a pre-apprenticeship course to help young people get prepared for work.

Over the year there has been a 24.4% increase in the number of initial assessments completed compared to 2008/09 and a 7.8% increase in the number of core assessments. Overall performance on timeliness of key processes has been affected by this increased workload. We have not met our targets on 4 out of 6 timeliness indicators (see appendix). The focus on initial assessments is very important because it identifies whether a child is at risk and what level of further assessment is needed. Timeliness of initial assessments has improved to 78% from 73% at the end of 2008/9. Although the focus should remain on initial assessment, the council remains equally concerned about the timeliness of core assessments. These should help to determine whether children need high level support. The percentage completed within the target 35 days reached a low of just over 55.5% in October. While the additional investment in staffing and reconfiguration of team boundaries has helped to drive improvement, with year end performance at 70%, we are performing below the target we had set ourselves. The current climate of increased referrals continues to impact significantly on our ability to meet timescales. The result of this is that sustaining improvement is challenging and performance in the last two months of the year has dipped. We will continue to monitor our performance closely in the coming months and anticipate that this, coupled with the nationally extended timescales for completing initial assessments, will help to improve core assessments completed to time. To give capacity to improve timeliness of other key

processes, at budget setting for 2010/11 a further £96k was allocated for a childcare lawyer and to increase capacity to chair reviews for looked after children and child protection conferences which will help to increase timeliness in those areas.

In addition to our monitoring we also had an unannounced inspection by Ofsted of the council's contact, referral and assessment arrangements in the last quarter of the year. It reported in February 2010. This type of inspection identifies areas of strength, areas for development, and, where there are weaknesses – areas for priority action. Three areas of strength were identified – importantly, the management response to (previous) inspection and audit resulting in significant improvements, good staff commitment and morale, and professional support and supervision for staff.

There were areas for development which included the timeliness of core assessments, recording children's views expressed in reviews, ensuring services meet cultural, religious and ethnic needs and staff shortages and the use of temporary staff, although the inspectors noted that the council had taken steps to address this. There were no areas for priority action. Improvement plans on the areas identified have already been put in place.

The council is a key member of the Medway Safeguarding Children Board. Under guidance of the new independent chair (the second independent chair), in the latter part of 2009/10 the Board has developed a new set of strategic aims for 2010/13:

- to ensure the effectiveness of the work of local partners to safeguard and promote the welfare of children
- to ensure the co-ordination of local work to safeguard and promote the welfare of children
- to promote continuous learning and development of staff working to safeguard children
- to promote the well-being of vulnerable groups of children.

The Board received feedback from Ofsted in January 2010 on its first serious case review which was completed in July 09. The review was judged to be 'good'. A multi agency improvement plan has been put in place to ensure lessons are learnt. These include ensuring all professionals working with adults also take account of needs and potential risks to children.

Providing good quality residential care for children and young people is important in enhancing their life chances. During the last year two inspections have taken place. In June 2009, Old Vicarage received an Ofsted inspection and was rated "Good". A follow-up inspection in October 2009 occurred whilst the residents and staff were relocated to temporary accommodation whilst building work was being undertaken. Despite the relocation, the team maintained their grades on all inspected criteria. All recommendations from the inspections have been actioned. The young people and staff are now back in their newly refurbished and extended home.

Aut Even Community and Respite Centre was inspected in April 2009 and achieved an overall "Satisfactory" rating. A key issue preventing a "Good" grading was that at the time there was no unit manager in post. A new unit manager came into post in January 2010 and all recommendations from the inspection have now been actioned.

Outcome: Children and young people succeed in learning

We measure success on this outcome through children's attainment results and standards in schools. Attainment results in 2009 were mixed. The improvement trend in GCSE and foundation stage was sustained, and these results compare favourably with national results, but key stage 2 results were very disappointing. As a result we have reviewed how we prioritise the level of support and challenge offered to schools by our School Improvement partners and the wider team making sure the support given is tailored to need. The type of support offered include: 1-2-1 tuition funding; the improving schools programme; generic personal development packages; specialist consultancy for particular groups of learners; and induction training for newly qualified teachers, head teachers and deputy head teachers. A rigorous target setting process has taken place starting from individual pupils and aggregating up to school and the local authority.

More generally, the council has put in place a range of strategies to improve primary school performance. In order to reduce the number of transitions children make between schools, which can impact on their achievement levels, the council has been consulting on closure and amalgamation of some infant and primary schools. Consultations on closures are now complete, and Cabinet decided two closures, although one of these has been referred to the adjudicator. The statutory notice periods have ended for all 7 amalgamation proposals. No objections have been raised for four of these, but the remaining three have been referred to the adjudicator.

The council has introduced a number of programmes to raise the quality of teaching and learning in primary schools, and more support is being given to improve the standards of teacher assessment. It has refocused its school improvement and advisory service to give greatest support and challenge to schools judged to be at greatest risk. Recent Ofsted monitoring visits have rated council support in raising achievement as effective. We also commissioned a review of improvement services by the National Strategies team. This took place in March 2010 and will report shortly. It identified as strengths the council's commitment to raising standards for children and schools, but said that building on our changes to date and in a tighter financial climate we need to focus even more on sustainable improvements including enhanced risk management of schools' performance and tighter performance management of the school improvement partners to ensure their effectiveness.

Key stage 2 tests are taken in May, with provisional results known later in the year. External monitoring shows that there has been an improvement in the quality of teaching and learning in our most challenging schools.

In September 2009 a new Ofsted framework, which sets higher criteria to achieve satisfactory or better judgements was introduced. The introduction of this framework has led to a national increase in the proportion of schools in Ofsted categories. There were 5 primary phase schools in Ofsted categories at the end of 2009/10. This is too high, results from the most recent monitoring visits show a mixed picture for progress since inspection, with two out of four schools monitored achieving at least satisfactory progress and two inadequate progress at the first visit since inspection. Commentary on local authority support shows it to be well planned and is supporting schools to have an impact on their key issues. There were 2 secondary phase schools in Ofsted categories during 2009/10 however, by year end, one school was removed from special measure. Results from monitoring visits to the other school show progress to be good since the last visit.

Looking at achievement across all stages, we continue to develop children's centres which have contributed to raising foundation stage results, and particularly to closing the gap between the lowest performing children and Medway averages. At the end of the year, Medway had 19 Surestart children's centres. These provide full coverage for all of Medway. Unlike many other areas nationally this programme has been delivered to the planned timescale and significantly within budget.

To support standards at secondary levels this year has seen the council consult on an ambitious programme of work, one of the biggest in the country. By September 2010 five secondary schools will have closed and been replaced by three new academy schools. In order to sustain these schools and continue to raise standards the three schools are co-sponsored by the council and partners including Canterbury Christ Church University, University of the Creative Arts, University of Kent and the Church of England. Strood Academy opened in September 2009, and both Bishop of Rochester and Gillingham academies remain will to open in September 2010. Funding agreements are in place for the Brompton and Bishop of Rochester Academies.

Judgements on behaviour in schools to encourage and enable learning are moving in a positive direction, with a high proportion of schools rated good or better. At the start of the new academic year there was a 4-point increase in percentage of students remaining in full time education beyond the age of 16. To support this the diploma programme, aimed at giving young people alternatives to academic study, continues to expand with 13 available from September 2010 and a further two from September 2011. The proportion of young people achieving a level 3 qualification by age 19 has shown a steady increase to 43.7% from 41.2% two years ago, but short of the 48% target. Data suggests that children currently studying are already showing a strong improvement and will therefore show an increase towards the target when they filter into next year's results.

The council gives extra support to the most vulnerable children to help them achieve. However, the proportion of looked after children reaching level 4 at Key Stage 2 Maths has dropped from 37.5% to 25%, but with just 8 looked after children taking the tests this year, the difference represents one child, nevertheless the achievement of children in our care at each stage remains a priority. More positively 88% of looked after children made at least 2 levels of progress between Key Stages 1 and 2. In addition, the proportion of looked after children achieving 5 A*-C grades at GCSE including English and Maths has also fallen from 18.8% to 12.9%, behind the target of 25.9%. This is being tackled by increasing the number of children with quality Personal Educational Plans, as well as increasing take up of Personal Educational Allowances, which allow looked after children to access additional educational support.

We have developed the Special Educational Needs Strategy during 2009/10 to improve local provision for children with additional needs as well as encouraging children to continue in mainstream education where this is appropriate. As local provision is developed fewer children will be placed in expensive, independent out of authority provision, meaning children can continue their education in the area where they have good, established, support networks.

Outcome: Children and young people thrive

The council's focus for this outcome over the past year has been on reducing risk factors that can prevent young people from thriving. These include reducing teen conceptions, reducing youth unemployment, ensuring young people with mental health problems have quick and easy access to services to meet their needs and providing young people with things to do – to keep them healthy and keep them out of trouble.

Reducing the level of teen conception remains one of the biggest challenges facing the council and its health partners. We have seen an improvement in the last year. Figures released by the Office of National Statistics in February 2010 show the teenage pregnancy rate in Medway fell by 8.7 per cent between 2007 and 2008. However, this remains 4.4% above the 1998 figure, which is the baseline figure the indicator is measured against. The data shows there were 238 conceptions (44.2 conceptions per 1000 girls aged 15-17 in Medway) in 2008 compared to 258 (or 48.4 per 1000 in the previous year). Our focus continues to be on information and advice to young people at greatest risk, including swift and easy access to contraceptive and sexual health services and improved relationship and sex education for young people.

We have achieved the PSA2 target for the proportion of 16-18 year olds not in education employment or training (NEETs) of 5.8% and the target for those young people for whom the destination is unknown of 6%. This is particularly encouraging given the recession and that just a year ago the figure for NEETs was 9.8%

Following the move to the single point of entry for children and adolescent mental health services (CAMHS) which has been piloted this year, clients are experiencing an improved initial response and all new cases are seen within 10 days. Referrals meeting Tier 2 criteria (targeted services for children who have moderate additional needs) have increased by 50% as a result of clients being referred to the most appropriate service to meet their needs. Those within Tier 2 thresholds are receiving an earlier service as a result, however there remain concerns regarding waiting times for specialist CAMHS services. CAMHS has significantly improved its score under the Vital signs indicator

During this year, Government Office for the South East have surveyed local authorities to identify the range of activities on offer in a particular week. In Medway this identified 220 youth groups offering 445 sessions and involving over 10,000 young people. Satisfaction with facilities for young people has seen a significant improvement from 35% to 52%, reflecting the work we have put into these areas.

Outcome: effective multi agency partnerships delivering improved outcomes for children

The Early Intervention Preventative Strategy for children's services continues to be developed and the specification has been agreed. A comprehensive needs assessment has been commissioned, in addition to a resource mapping exercise across the children's trust to map resources to priorities. The Trust is also piloting area based working in Luton and Wayfield, one of Medway's more deprived areas, to improve the quality and co-ordination of partnership working.

Work has continued throughout the year to implement the Common Assessment Framework, which ensures all vulnerable children are assessed in the same way and deciding how they should be met. This is aimed at better coordinating work between the different agencies that may be involved with a child's needs. This includes awareness and

training for practitioners, briefings for headteachers and community health workers. In particular community groups have also been targeted for information about the CAF to ensure minority groups are aware of the changes.

Summary

Highlights:

- Key Stage 4 performance continues to improve with 51.7% of students attaining 5A*-C including English and mathematics
- Teenage conception rates have reduced for the first time in 3 years – but we are not complacent and will continue to work to sustain this improvement

Areas requiring development / key risks

- The sustained increase in referrals to Children's Social Care continues to impact on performance. The safety of children is paramount for the council. We will continue to track the impact of the extra investment made to ensure necessary resources are focussed on this important priority.
- Performance at Key Stage 2 has dropped and is significantly below the England Average.
- Timely access to mental health services for young people with the highest level needs

Priority 1: A clean and green environment

What we aim to do:

Our commitment to the environment includes keeping the streets clean, recycling more rubbish and reducing carbon emissions. We will protect our existing green spaces in urban and rural areas, whilst continuing to invest to create parks that can be enjoyed by all. We want to create an environment where people have opportunities to take more exercise to improve their health and wellbeing. We seek to plan and deliver our services in a sustainable way to protect the environment for current and future generations.

How well are we doing?

Outcome: Manage, protect, conserve and invest in our open spaces to create parks that can be enjoyed by all

Satisfaction with play areas from the TellUs children's survey has improved by 10% to 50.8% this year, but is still behind the South East average of 56%. However, the Resident's Opinion Poll of people over the age of 16 shows that satisfaction with play areas has declined slightly since the last opinion poll in 2006, from 56% to 53%. To improve this, this year we planned to use Playbuilder and National Lottery funding to refurbish 11 play areas. Of these, 2 were completed by 31st March, the delay in finishing the work in the other areas was caused by ground conditions due to the difficult weather conditions. An extension was agreed by Play England and by early May a further 8 play areas were completed and opened and the final one will be completed by the beginning of June 2010. For 2010/11 we have allocated £66k to provide play equipment for disabled children, to be targeted on the basis of need in local areas.

Priority 2: Safer communities

We want people to be safe in Medway, and as important, to feel safe. Medway residents' perceptions of safety lag behind the actual levels of crime and disorder and we want to change that so people feel safe and confident. The council has an important contribution to make, working in partnership with the police, to reduce crime and the causes of crime, and increase confidence and pride in the area. We will continue to work in partnership with the police, focussing on tackling serious violence, reducing antisocial behaviour and reducing domestic violence. We want to build safe, strong and cohesive communities.

How well are we doing it?

Outcome: reduce antisocial behaviour, criminal damage and youth crime

The perception of antisocial behaviour being a problem is 8% according to the Kent Crime and Victimization survey, down from 15% in September 2008, slightly higher than for Kent as a whole at 6%. Within this, 'teenagers hanging around' and 'rubbish and litter lying round' are the most common types of antisocial behaviour viewed as a problem. Five school attendance sweeps have been undertaken in partnership with the Kent Police, resulting 13 children being returned to school. Diversionary activities are key to reducing antisocial behaviour, and partnership work with the police as resulted in a ball park in Wayfield.

111 young people were involved in the youth justice system, bringing the 2009/10 year total to 428. Whilst these figures are still provisional, they are ahead of the target of 514 and the youth offending team is on target to achieve the reoffending target of less than 3.5%. Early intervention for young people at risk of criminal activity is an important element of prevention. This has been achieved through successful Intensive Supervision and Surveillance Programmes (ISSP) and also intensive work with, and support for, parents and families. There have been 12 referrals (high risk clients) for ISSP this Quarter, bringing the total to 29 for the year. The number of young people receiving custodial sentences is reducing and just four young people involved in the Youth Inclusion and Support Panel went on to receive final warnings or court appearances.

The developing work of the Medway Family Intervention Project (FIP) will start to reduce the impact of anti-social behaviour, with Luton & Wayfield, Gillingham North and Chatham Central being wards in which work will be targeted. The FIP is also placed under the management of the YOT. The participation of the YOT within the Medway Anti Social Behaviour Forum, has also lead to the promotion of Acceptable Behaviour Agreements as opposed to ASBO's and a targeting of resources on a minority of problematic young people and adults to reduce overall levels of anti social behaviour and crime.

Outcome: reduce substance misuse including alcohol

Overall for the year 17 test purchase operations involving 28 illegal sales were conducted these have been dealt with through the use of Fixed Penalty Notices and formal advise to licensed premises. Six Members of the Trading Standards Team are now trained and accredited to give penalty charge notices for underage sales of alcohol.

There are currently 82 young people in drug and alcohol treatment, 67 of which are under 18. There were 51 referrals into specialist treatment for young people's substance misuse.

Medway's most common referral route into treatment (49%) is from criminal justice services via the Youth Offending Team.

Outcome: reduce the fear of crime and improve public confidence

From the Kent Crime and Victimization survey, the proportion of people who feel safe in the daytime is 97%, and at night is 63% which compares with the Kent wide average of 98% and 67% respectively. However, results from the Tell Us survey of children and young people are lower at 77% feeling safe. This is an improvement from 68% last year, and a reduction in the gap with the national average from 7% to 3%, although the question was asked slightly differently last year.

Priority 5: People travelling easily and safely in Medway

What we aim to do:

We have a key role in supporting the development of a transport system that supports the planned physical and economic regeneration of Medway. Our focus is on tackling congestion, delivering improved public transport services, monitoring the condition of our roads, and encouraging alternatives to the car.

How well are we doing?

Outlined below is performance against the 2 outcomes set out in the council plan under the 'people travelling easily and safely' priority. We have rated our achievement of planned actions and outcomes this quarter as 'green' as progress has been made on key actions. Performance on 9 key performance indicator measures of success can be reported this quarter – 8 (89%) have achieved or performed above target (rated green) and 1 (11%) has performed below the target and is rated red.

Outcome: keep people safe on our roads and reduce the number killed and seriously injured in road crashes

Road Safety has been extended to the youngest children through the Clever Feet programme for infant school children, in the form of a learning pack and CD Rom for teachers. 40 walking bus routes are in place, up from 36 at the beginning of the year, involving over 740 children and 23 schools are signed up to the Green Footsteps initiatives.

The target for the number of killed and seriously injured on Medway roads was 77 for the year, and year end showed 73, and a reduction from 81 last year. Young people aged 17-24 remain over-represented in accident figures, and are a target group for road safety campaigns. The License to Kill theatre production aimed at getting 16-18 year olds to consider the impacts of dangerous driving has been delivered to over 2000 Medway pupils this year. Partnership with BAe systems has delivered road safety awareness education to 34 young employees. Other campaigns include our Christmas anti drink-drive campaign, and the Be-Bright, Be Seen competition to raise awareness amongst children of being visible in the darker winter months.

Priority 6: Everyone benefiting from the area's regeneration

What we aim to do:

We remain committed to developing the area so that all residents, businesses and visitors can benefit from regeneration, with social and economic regeneration and protection of heritage and the environment accompanying physical change.

Outcome: Culture & leisure for all

Due to the work of the sports development team, Medway now has the most clubs of any authority in the county accredited at Clubmark, the national standard for clubs working with children and young people. The free swimming initiative has been a huge success in 09/10 with swimming for juniors up by 82% compared to the same period last year.

Our Core Values

1. Putting our customers at the centre of everything we do

What we aim to do:

We aim to deliver the services our customers need and want, in the way that they want. Central to achieving this will be improving how we communicate with our customers and listening to their views.

How well are we doing it?

Outcome: Continue to deliver our services in a fair and equal manner, recognising the diversity of our local population

Two initiatives have been developed in Medway to ensure that children and young people actively support the work of the Medway Children's Trust. Medway Young Commissioners programme was launched earlier this year as part of the national Youth4U Young Inspectors programme. Children and young people between the ages of 8 and 19 (and up to 25 for those with disabilities and/or learning difficulties) from all backgrounds across Medway are helping to shape the services that young people use. Some young inspectors are specially recruited from challenging backgrounds and so have had personal experience of the services involved. They help by evaluating specific services, seeking the views of current service users, and reporting their findings to the Medway Children's Trust and Department For Education.

Outcome: Continue to improve the customer experience and deliver value for money.

Complaints responded to within timescale is below target for stage 1 and 2 complaints. The number of ombudsman complaints has increased to 79 from 56 last year with higher numbers relating to Housing and Children's and Adults service areas. Factors such as improved customer literature and clear advice to customers regarding their choices on taking their complaint further may have influenced these figures. Improvements resulting from our response to complaints has included a new interview space at Chatham Contact point to reduce waiting times for housing customers and improved processes for residents on issues relating to the Medway Test.

2. Giving Value for Money

What we aim to do:

Providing high-quality, value-for-money services is central to the council's work. Managing our finances well is essential if we are to achieve that. We are proud that council tax levels are among the lowest nationally and that we want to continue to be independently judged as providing good value for money and as having good budget setting and monitoring systems. Through the course of this year the economic situation has highlighted that the measures we originally identified for this area of work are no longer fit for purpose and they are being reviewed and will be amended for 2010/11 to look more effectively at the issues the council is currently facing.

Outcome: Improve efficiency and deliver value for money for our residents

Some of the more notable achievements in 2009/10 that have yielded both savings and service improvements include:

- Substantial improvements have been made to those services provided to the more vulnerable sections of the community – adults in need of social care services, looked after children and those with special educational needs - whilst at the same time reducing unit costs. Creating additional SEN capacity within Medway schools, has meant that we can bring children with special needs back into the borough, where they will receive a much better service at greatly reduced costs, relative to their independent sector placements, saving the council £1.3m in total;
- In the area of children's care, an innovative outreach service is helping vulnerable young people to remain living independently and out of expensive fostering or residential placements. A great deal of work has gone into helping younger disabled adults, in moving out of their residential placements and back into their own supported accommodation;

Almost a half a million pounds of additional external funding was secured during quarter 4, bringing the year total to over £1.5 million. This funding helps the council achieve its priorities, and examples include family support services for children with autism which contribute to the Children and young people getting the best start in life priority.












Council Plan: Year End Report 2009/10









Action Status	PI Status	Trend Arrows*
Completed / progressing towards completion to schedule.	This PI is significantly below target.	The performance of this PI has improved.
Slightly off target but mitigating actions in place.	This PI is slightly below target.	The performance of this PI has worsened.
Off track and no clear remedial action in place.	This PI has met or exceeded the target for the year.	The performance of this PI is similar to previous data.
	This PI is data only.	
	N/A – Rating not appropriate / possible.	<i>*The long-term trend is measured against the previous two years' performance.</i>

Name	Responsible OU	Rating
3. Priority: Children and Young People having the best start in life		

Name	Responsible OU	Rating
3.1. Outcome: Children and young people are safe and cared for	Children's Care (AD); Children's Services Portfolio; Children's Social Care Portfolio; Learning & Achievement (AD)	

Performance Indicator	2008/09 Out-turn	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	2009/10 YTD	Annual Target 2009/10	Unitaries AVG 2008/09	Unitaries BOTTOM Quartile 2008/09	Unitaries TOP Quartile 2008/09	Progress Update	Long Term Trend	Traffic Light
NI 67 Percentage of child protection cases	98.0%	93.7%	94.5%	95.9%	93.9%	93.9%	100.0%				This year 11 children have had late review conferences so we have not met our target of		

Performance Indicator	2008/09 Out-turn	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	2009/10 YTD	Annual Target 2009/10	Unitaries AVG 2008/09	Unitaries BOTTOM Quartile 2008/09	Unitaries TOP Quartile 2008/09	Progress Update	Long Term Trend	Traffic Light
which were reviewed within required timescales											100% reviews held on time. However, performance should be viewed in context of the significant increases in caseload experienced during the year. An additional IRO post was created as part of budget setting to support this work. Data is still provisional.		
LCH2 Number of unallocated referrals	21	23	22	13	10	17	30				Despite a 13% increase in the number of referrals received during the year the number of unallocated cases has been at its lowest level in 4 years. The reorganisation of IAT boundaries has helped ensure that referrals are allocated promptly. Any cases which are unallocated are deemed low risk and kept under review until they can be allocated.		
NI 109 Delivery of Sure Start Children's Centres	70.0%	70.0%	75.0%	80.0%	100.0%	100.0%	100.0%	N/a			The objective to establish a further 5 Sure Start Children's Centres by March 2010, and to provide reach coverage of 100% of the population of children aged 0-4 years, was met in full.		
NI 54 Services for disabled children		N/a				59	N/a	N/a			Published by CLG FTI. This represents a score out of 100	N/A	
NI 59 Percentage of initial assessments for children's social care carried out within 7 working days of referral (LAA)	73.4%	78.1%	74.9%	80.7%	74.5%	77.0%	73.0%	71.0%	63.3%	78.8%	Within target on this indicator, both for the quarter and for the year. The data is, however, still provisional. Performance for this indicator is more usefully compared with our family of comparator authorities.		
NI 60 Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement (LAA)	82.5%	71.8%	69.7%	70.5%	70.5%	70.6%	79.0%	76.9%	73.0%	86.0%	The higher than usual rate of referrals has continued to impact on performance. Following a reorganisation of the IAT boundaries, performance began to improve, however the sustained increase in workload and difficulty in recruiting to new posts has seen performance dip in the last 2 months. This indicator will be monitored closely in the coming months. The data remains provisional until statutory returns are submitted.		











Performance Indicator	2008/09 Out-turn	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	2009/10 YTD	Annual Target 2009/10	Unitaries AVG 2008/09	Unitaries BOTTOM Quartile 2008/09	Unitaries TOP Quartile 2008/09	Progress Update	Long Term Trend	Traffic Light
NI 72 Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of Personal Social and Emotional Development and Communication, Language and Literacy (LAA)	50.0%	N/a				52.0%	47.1%	51.3%	47.0%	55.0%	This result is an improvement on the previous year, by a margin of 4%. The actual result exceeds the target by a margin of 10.4%. This reflects the greater than anticipated progress achieved in 2007/8 academic year (2008/9 financial year). The target for 2008/9 academic year (2009/10 financial year) was agreed with DCSF and set prior to these earlier results having been received.		
NI 92 Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest (LAA)	35.4%	N/a				34.1%	34.3%	33.4%	35.4%	31.5%	We have exceeded our target for narrowing the gap at the Early Years Foundation stage. Nationally published data does not include data amendments made by one school. These amendments give an outturn of 33.3%, a further improvement.		
NI 65 Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time (LAA)	10.5%	16.9%	22.9%	17.8%	12.3%	18.0%	14.0%	13.0%	16.0%	10.0%	Result for 4th quarter was within the LAA target, however the 3 previous quarters were all outside the target. The figure for the year is 18% (45 children) re-registrations against our target of 14%. Comparison with other authorities shows this is a particularly volatile indicator and a fluctuation up to 18% is not uncommon. Our analysis has shown that no children were removed from plans prematurely or that decision-making regarding plan closure was overly optimistic or flawed. This data is still provisional.		
NI 66 Looked after children cases which were reviewed within required timescales	93.2%	97.3%	94.5%	94.7%	91.9%	91.9%	95.0%	91.5%	88.4%	98.4%	At the end of the year 27 children's reviews were held out of timescale during the year out of 334 reviews. We have seen a rise in initial LAC Reviews (following a child's reception into care) of 27%. During the year, the number of children in care has increased from 310 last March to 350 this March and the service has carried out 11% more reviews than last year. Bad weather impacted on performance in qtr 4		





Performance Indicator	2008/09 Out-turn	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	2009/10 YTD	Annual Target 2009/10	Unitaries AVG 2008/09	Unitaries BOTTOM Quartile 2008/09	Unitaries TOP Quartile 2008/09	Progress Update	Long Term Trend	Traffic Light
											and led to postponement of some reviews. This data is still provisional.		











Ref.	Action	Status
CP 3.1.1	Ensure all safeguarding practices meet/exceed national requirements:	
CP 3.1.1.1	Improve quality and timeliness of assessment and monitoring of children's care needs	
CP 3.1.1.2	Enhance quality assurance of practice through regular independent review, case file audit, practice review and user feedback	
CP 3.1.1.3	Further develop the Local Safeguarding Board to ensure effective independent scrutiny and quality assurance of child protection arrangements	
CP 3.1.1.4	Respond to national changes in policy and practice	
CP 3.1.2	Improve outcomes for disabled children	
CP 3.1.2.1	Develop a single point of entry for disabled children and their families for assessment and access to the full range of health and social care services	
CP 3.1.2.2	Increase the quality, flexibility and availability of respite breaks	
CP 3.1.2.3	Improve participation of disabled children and their parents and carers in service design, care planning and service evaluation	
CP 3.1.3	Roll out 6 additional sure start children's centres across Medway bringing the total to 20 by March 2010 so that all families have easy access to family support services	
CP 3.1.1.2	Enhance quality assurance of practice through regular independent review, case file audit, practice review and user feedback	












Name	Responsible OU	Rating
3.2. Outcome: Children and Young people succeed in learning	Children's Services Portfolio; Learning & Achievement (AD)	


Performance Indicator	2008/09 Out-turn	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	2009/10 YTD	Annual Target 2009/10	Unitaries AVG 2008/09	Unitaries BOTTOM Quartile 2008/09	Unitaries TOP Quartile 2008/09	Progress Update	Long Term Trend	Traffic Light
NI 100 Looked after children reaching level 4 in mathematics at Key Stage 2 (LAA)	37.5%	N/a				25.0%	56.0%	N/a			Target was set for a cohort of 18 children, actual cohort taking the tests was only 8, with a significant proportion of the 8 having complex SEN needs. 88% of the group made at least 2 levels of progress between KS1 and KS2		
NI 101 Looked after children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and mathematics) (LAA)	18.8%	N/a				12.9%	25.9%	N/a			The cohort has changed since the targets were set. One third of the cohort had high absence during Y11 (i.e. more than 25 days across the year). 26% of the cohort achieved 5+A*-C GCSE or equivalent.		
NI 103a Special Educational Needs – statements issued within 26 weeks excluding exceptions	58.4%	46.2%	72.9%	85.3%	90.9%	73.9%	60.0%				The percentage of statements being completed with 26 weeks has exceeded target . This is a result of effective management oversight and improvements in the administration of the process.		
NI 103b Special Educational Needs – statements issued within 26 weeks including exceptions	56.5%	54.5%	71.6%	89.8%	81.6%	74.2%	60.0%				The percentage of statements being completed with 26 weeks has exceeded target . This is a result of effective management oversight and improvements in the administration of the process.		
NI 104 The Special Educational Needs (SEN)/non-SEN gap – achieving Key Stage 2 English and Maths threshold	51.8%	N/a				50.8%	48.0%	N/a			The target set was challenging. The gap between the SEN group and the rest at KS2 closed by one percentage point during the year and was better than both national and the South East regional figure and ranked fourth against our statistical neighbours.		
NI 105 The Special Educational Needs (SEN)/non-SEN gap – achieving 5 A*- C GCSE inc. English and Maths	47.2%	N/a				48.6%	46.2%	N/a			The KS4 SEN gap increased by 1.4 percentage points this year, but remains 1 point better than the SE average. The increase was due to under attainment by SEN pupils in one consortium, this has been addressed by the opening of one academy and focused support to raise achievement in a school causing concern.		
NI 58 Emotional and behavioural health of looked after children	15.5	N/a				N/a	N/a	14.8	15.8	14.2	Data for this indicator is taken from a statutory return and is reported at the end of June 2010. Targets will be set for future years when this	N/A	



Performance Indicator	2008/09 Out-turn	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	2009/10 YTD	Annual Target 2009/10	Unitaries AVG 2008/09	Unitaries BOTTOM Quartile 2008/09	Unitaries TOP Quartile 2008/09	Progress Update	Long Term Trend	Traffic Light
											year's result is known.		
NI 72 Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of Personal Social and Emotional Development and Communication, Language and Literacy (LAA)	50.0%	N/a				52.0%	47.1%	51.3%	47.0%	55.0%	This result is an improvement on the previous year, by a margin of 4%. The actual result exceeds the target by a margin of 10.4%. This reflects the greater than anticipated progress achieved in 2007/8 academic year (2008/9 financial year). The target for 2008/9 academic year (2009/10 financial year) was agreed with DCSF and set prior to these earlier results having been received.		
NI 73 Achievement at level 4 or above in both English and Maths at Key Stage 2 (LAA)	68.0%	N/a				65.4%	75.0%	70.7%	67.5%	73.0%	The target set for the year was challenging. Performance at key stage 2 dropped in 2009, particularly in maths. Detailed analyses of the results has taken place and been used to focus support to raise standards.		
NI 75 Achievement of 5 or more A* - C grades at GCSE or equivalent including English and Maths (LAA)	47.6%	N/a				52% (51.7%)	52.0%	48.6%	43.8%	52.6%	The target set for this year was aspirational and challenging and an increase of 4 percentage points was achieved to 51.7% as reported in the achievement and attainment tables. This was within 0.3% of the target set and above the national average for the year, both as an overall figure and for both gender groups. Based on the Raiseonline indicative targets it places Medway in the top 10% of similar schools.		
NI 76 Reduction in number of schools where fewer than 55% of pupils achieve level 4 or above in both English and Maths at KS2	10	N/a				12	11	N/a			3 schools with small cohorts (each child worth 5%) and high incidence of complex Special Educational Needs in their cohorts		
NI 78 Reduction in number of schools where fewer than 30% of pupils achieve 5 or more A* - C grades at	5	N/a				3	3	N/a			Support and challenge offered to schools focuses on raising standards for all pupils, one school achieved a significant increase in performance nearly doubling their figure and rising above the 30% threshold.		









Performance Indicator	2008/09 Out-turn	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	2009/10 YTD	Annual Target 2009/10	Unitaries AVG 2008/09	Unitaries BOTTOM Quartile 2008/09	Unitaries TOP Quartile 2008/09	Progress Update	Long Term Trend	Traffic Light
GCSE and equivalent including GCSEs in English and Maths													
NI 92 Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest (LAA)	35.4%	N/a				34.1%	34.3%	33.4%	35.4%	31.5%	We have exceeded our target for narrowing the gap at the Early Years Foundation stage. Nationally published data does not include data amendments made by one school. These amendments give an outturn of 33.3%, a further improvement.		
NI 99 Looked after children reaching level 4 in English at Key Stage 2 (LAA)	37.5%	N/a				37.5%	56.0%	N/a			Target was set for a cohort of 18 children, actual cohort taking tests was only 8, with a significant proportion of the 8 having complex SEN needs. All the children made at least 2 levels of progress between KS1 and KS2.		













Ref.	Action	Status
CP 3.2.1	Raise educational attainment including:	
CP 3.2.1.1	Improving performance at Foundation stage and further narrowing the gap between the average and the lowest achieving 20%	
CP 3.2.1.1.1	Improve the quality of teaching and learning at the foundation stage	
CP 3.2.1.1.2	Target support on those pupils at risk of underperformance	
CP 3.2.1.2	Raising achievement at Key Stage Two	
CP 3.2.1.2.1	Deliver the primary strategy for change which will bring new investment in primary schools	
CP 3.2.1.2.2	Reduce the number of school changes for primary school children, whilst improving results and securing the future of our schools	
CP 3.2.1.2.3	Improve the quality of teaching and learning at key stage two	
CP 3.2.1.3	Raising achievement at GCSE, specifically on 5+ GCSEs at A*-C including maths and English	
CP 3.2.1.3.2	Continuing to develop proposals for academies at the sites of Chapter School, Medway Community College and New Brompton College in	








Ref.	Action	Status
	consultation with our residents	
	Continue to work with secondary schools to raise achievement and encourage pupils to stay on beyond age sixteen	
CP 3.2.2	Improve outcomes for children with special educational needs by	
CP 3.2.2.1	Developing and implementing a range of support on SEN available to mainstream schools	
CP 3.2.2.2	Increase and enhance provision within Medway (including action 3.2.2.2.1)	
CP 3.2.2.2.1	Implement and evaluate the Targeted Mental Health Support in Schools pilot to deliver joint support across partners for those children who are at risk of experiencing mental health problems	
CP 3.2.3	Improve educational outcomes for children in care and narrow the gap between their achievement and Medway results as a whole	
CP 3.2.3.1	Improve tracking of progress made by children in care	
CP 3.2.3.2	Develop high quality personal education plans for all children in care which effectively target their educational allowance to deliver improved educational outcomes	
CP 3.2.3.3	Designated teachers with responsibility for children in care to be in place in every school, actively ensuring the needs of children in care are met	
CP 3.2.3.4	Work with the Children in Care Council to identify and overcome obstacles to increasing their attainment	
CP 3.2.1.3.1	Develop proposals for academies at the sites of Chapter School, Medway Community College and New Brompton College in consultation with our residents	

Name	Responsible OU	Rating
3.3. Outcome: Children and young people thrive	Children's Care (AD); Children's Services Portfolio; Community Safety Portfolio; Customer First, Democracy & Governance (AD); Frontline Services (AD); Housing & Corporate Services (AD); Inclusion (AD); Learning & Achievement (AD); Leisure & Culture Portfolio	

Performance Indicator	2008/09 Out-turn	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	2009/10 YTD	Annual Target 2009/10	Unitaries AVG 2008/09	Unitaries BOTTOM Quartile 2008/09	Unitaries TOP Quartile 2008/09	Progress Update	Long Term Trend	Traffic Light
NI 112 Under 18 conception rate (LAA)	4.7%	N/a				-4.3%	-37.3%	N/a			Data is published with a 14 month time lag as it is compiled from birth registration records. The		

Performance Indicator	2008/09 Out-turn	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	2009/10 YTD	Annual Target 2009/10	Unitaries AVG 2008/09	Unitaries BOTTOM Quartile 2008/09	Unitaries TOP Quartile 2008/09	Progress Update	Long Term Trend	Traffic Light
											latest figures (for 2008) show 238 conceptions within Medway, which represents a 4.3% reduction from the 1998 baseline and an 8.7% reduction from 2007. The Teenage Pregnancy Strategy has developed a range of measures to reduce the conception rate in Medway, including improved access to contraceptive and sexual health services and targeting those young people most at risk.		
NI 110 Young people's participation in positive activities	65.8%	N/a				66.5%	68.0%	69.7%	65.8%	73.3%	This indicator, from the TellUs Survey measures the % of pupils in Year 10 who are actively engaged in out-of school clubs and groups. Further engagement with statutory and voluntary organisations is to take place, focusing on weekend work. The Targeted Youth Support Panel has been created to distribute pooled funds to the most vulnerable young people in Medway to ensure that they engage in positive activities.		
NI 113a Prevalence of Chlamydia - Part 1 - Percentage of resident 15-24 population accepting screens/tests (LAA)	15.6%	4.2%	8.2%	12.5%	N/a	12.5%	25.0%	14.4%	11.8%	17.4%	The Student health service has been launched, providing contraception and sexual health services on 7 sites, with a further 3 coming on line shortly. Since November 751 young people have used the service. Ongoing programme of training in sexual health awareness and C-card provided for front line staff working with YP. Speakeasy co-ordinator appointed to work with parents, to improve communications with YP about sex and relationships.		
NI 114 Rate of permanent exclusions from school	0.10%	0.01%	0.01%	0.01%	0.01%	0.01%	1.00%	N/a			Medway has very low permanent exclusions as Silverbank our PRU has been taking pupils at risk of exclusion as Managed Transfers.		
NI 115 Substance misuse by young people	8.80%	N/a				10.10%	10.30%	11.31%	13.25%	9.85%	The commissioning process began in 2009-10 for Young People's substance misuse services. This will allow the Drug and Alcohol Action Team (DAAT), to redesign the current service delivery with the aim further reducing the above figure.		

Performance Indicator	2008/09 Out-turn	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	2009/10 YTD	Annual Target 2009/10	Unitaries AVG 2008/09	Unitaries BOTTOM Quartile 2008/09	Unitaries TOP Quartile 2008/09	Progress Update	Long Term Trend	Traffic Light
NI 117 16 to 18 year olds who are not in education, employment or training (NEET)	9.1%	N/a				5.8%	5.8%	7.3%	8.6%	5.6%	There are a number of factors which have contributed to the achievement of the target this year including: · Development and embedding of a managed and systematic tracking of young people · Improved education opportunities · Implementation of new re-engagement programmes for NEET young people		
NI 147 Care leavers in suitable accommodation	90.9%	85.7%	100.0%	100.0%	83.3%	91.2%	88.0%	89.9%	88.6%	95.5%	End of year result shows that the percentage of care leavers in suitable accommodation remains within target (31 out of a total of 34).		
NI 148 Care leavers in education, employment or training	42.4%	71.4%	33.3%	44.4%	50.0%	50.0%	60.0%	61.6%	55.0%	71.8%	Care leavers in Education, Employment or Training is outside target (17 out of 34), but is an improvement on last year's result. Of the 17 young people not in EET, 3 were pregnant/young parents. Care leavers in EET continues to be a target for partners on the Care Matters Board to improve, with plans currently being developed i.e. "getting into gear" and a pre-apprenticeship course. The context for falling performance is linked with the economic climate and Medway having a lot of small businesses.		
NI 156 Number of households living in temporary accommodation	151	142	132	141	120	120	100	N/a			The Council has already met and exceeded the Government target of reducing the number of households in TA by 2010 by 50% based on those in TA as at 31 December 2004 in Medway.		
NI 199 Children and young people's satisfaction with parks and play areas	40.5%	N/a				50.8%	42.0%	42.9%	38.9%	46.2%	Playbuilder and National Lottery funding has been used to refurbish play areas in 2009/10.		
NI 46 Young Offenders' access to suitable accommodation	94.7%	92.7%	95.2%	95.2%	94.6%	94.5%	95.0%	96.8%	96.0%	100.0%	A steady performance throughout the year saw the results get near to achieving the target set (224 out of 237 in suitable accommodation). The 'Smarter Government' document dated March 2010 produced by The Department for Communities and Government announced that this measure amongst others would be removed		

Performance Indicator	2008/09 Out-turn	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	2009/10 YTD	Annual Target 2009/10	Unitaries AVG 2008/09	Unitaries BOTTOM Quartile 2008/09	Unitaries TOP Quartile 2008/09	Progress Update	Long Term Trend	Traffic Light
											from the National Indicator set from April 2010. However a local decision has been made to continue gathering this data in 2010/11 to monitor how we support young offenders' rehabilitation.		
NI 50 Emotional health of children	65.0%	N/a				57.4%	66.0%	64.0%	62.4%	65.9%	This NI is calculated from the TellUs Survey and measures the percentage of children with good relationships with parents and friends. The 9/10 calculation has changed from that used in 08/09 so direct comparison is difficult. Recently published 09/10 comparative data suggests that we continue to perform better than the national and comparator averages. Introductions in 2009-10 to help Medway improve performance: Anti bullying strategy implemented. Production of resilience information. Internet safety training. Needs analysis underway.		
NI 55(iv) Obesity in primary school: percentage of children in Reception who are obese	11.7%	N/a				N/a	8.7%	N/a			The results of the National Child Measurement Programme (NCMP) will be published in December 2010. All parents of children measured have received feedback on their child's measurement and information on MEND. They have received a Change4life Top Tips leaflet.		
NI 56(ix) Obesity in primary school: percentage of children in Year 6 who are obese (LAA)	19.4%	N/a					18.7%	N/a			The results of the National Child Measurement Programme (NCMP) will be published in December 2010. All parents of yr 6 children measured in 2008/09 have received feedback on their child's measurement and information on MEND. They have received a Change4life Top Tips leaflet. For those children measured in January 2010 plans are to be formalised to enable pro-active follow-up with parents with children identified as underweight, overweight or obese.		
NI 58 Emotional and behavioural health of looked after children	15.5	N/a				N/a	N/a	14.8	15.8	14.2	Data for this indicator is taken from a statutory return and is reported at the end of June 2010. Targets will be set for future years when this year's result is known.	N/A	

Performance Indicator	2008/09 Out-turn	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	2009/10 YTD	Annual Target 2009/10	Unitaries AVG 2008/09	Unitaries BOTTOM Quartile 2008/09	Unitaries TOP Quartile 2008/09	Progress Update	Long Term Trend	Traffic Light
NI 79 Achievement of a Level 2 qualification by the age of 19	69.6%	N/a				70.9%	76.0%	N/a			Progress against this measure slowed during this year, possibly due to the economic recession. However the attainment of a level 2 by age 18 for 2008/09 (next year's cohort) increased by 6.4 percentage points to 74.3% placing us back on trajectory against the 2010/11 target.		N/A
NI 80 Achievement of a Level 3 qualification by the age of 19	42.3%	N/a				43.7%	48.0%	N/a			Performance against this measure improved by 1.4 percentage points, to 43.7%. The target set for next year is challenging, but the figure for age 18 for next year's cohort has already increased by 4 points on the previous cohort to 41.3%, maintaining the momentum to achieve the 48% target.		
NI 87 Secondary school persistent absence rate (LAA)	5.7%	N/a				4.2%	5.6%	N/a			Our continued success is a result of our effective pupil-tracking programme whereby Educational Welfare Officers challenge pupils with unauthorised absence together with their parents before the absence becomes persistent.		

Ref.	Action	Status
CP 3.3.1	Reduce teenage conception rates to half the 1998 baseline by 2011 by	
CP 3.3.1.1	Improving our sexual health services	
CP 3.3.1.2	Targeting our work with young people most at risk	
CP 3.3.2	The Child and Adolescent Mental Health Service (CAMHS) Implementation Plan 2009-10 will deliver the recommendations of the Fundamental Review of CAMHS to improve the reach and effectiveness of child and adolescent mental health services by	
CP 3.3.2.1	Improve CAMHS commissioning and governance arrangements	
CP 3.3.2.2	Ensure we meet the National Service Framework standard for children with mental health needs.	
CP 3.3.3	Increase the number of places to go and things to do for young people in Medway	
CP 3.3.3.1	Web based directory available and regularly updated so that young people are informed about what is available	

Ref.	Action	Status
CP 3.3.3.2	Use the youth opportunity fund and the youth capital fund, allowing young people to influence decision making to further develop provision	
CP 3.3.3.3	Empower young people so that they can be involved in decisions on future youth provision in Medway	
CP 3.3.4	Promote healthy lifestyles	
CP 3.3.4.1	Reduce obesity levels to 18.5% by 2011 through delivery of the healthy schools programme and increased participation in sport and leisure	
CP 3.3.4.2	Monitor and review the success and take-up of the initial trial period of free swimming for under 16s	
CP 3.3.4.3	Facilitate and encourage children in care to access council facilities, such as free access to our leisure centres	
CP 3.3.4.4	Reduce smoking levels through preventative and advice campaigns	
CP 3.3.5	Ensuring young people are appropriately engaged in employment, education and training by:	
CP 3.3.5.1	Continue to expand our diploma programme to ensure young people are prepared for the workplace	
CP 3.3.5.2	Work with secondary schools to prevent exclusion and reduce the numbers of days lost to 6%.	
CP 3.3.5.3	Commission the Connexions service from the Medway Youth Trust to ensure that vulnerable groups of Young People have access to intensive Connexions Personal Advisor support	
CP 3.3.6	Tackle youth homelessness	
CP 3.3.6.1	Assist young people to access safe, suitable and affordable housing that meets their needs, with an additional focus on the most vulnerable	
CP 3.3.6.2	Support families where parents and adolescents are not getting on to prevent youth homelessness	
CP 3.3.6.3	Develop supported managed accommodation for those at most risk	
	Develop specific standards for the provision of extracare and sheltered housing accommodation	
CP 2.5.3; CP 3.3.4.5	Test purchase operations to be run to ensure alcohol is not sold to under 18s	
	Reduce young people's access to alcohol in shops through targeting illegal under age sales	
CP 3.3.5.3	Commission the Connexions service from the Medway Youth Trust to ensure that vulnerable groups of YP have access to intensive Connexions PA support	

Name	Responsible OU	Rating
3.4. Outcome: Effective multi agency partnerships delivering improved outcomes for children	Children's Services Portfolio; Strategy & Commissioning	

Name	Responsible OU	Rating
	(AD)	

Performance Indicator	2008/09 Out-turn	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	2009/10 YTD	Annual Target 2009/10	Unitaries AVG 2008/09	Unitaries BOTTOM Quartile 2008/09	Unitaries TOP Quartile 2008/09	Progress Update	Long Term Trend	Traffic Light
NI 111L First time entrants to the Youth Justice System aged 10-17 - numbers	480	101	123	93	111	428	514	N/a			This measure has exceeded the set target for the end of 2009/10		
NI 43 Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody	7.9%	6.2%	9.0%	5.5%	4.7%	6.3%	5.0%	5.7%	7.6%	3.6%	The number of custodial disposals for Medway Young People has been reducing quarter on quarter throughout 2009/10. The end of year result however is slightly above target (5%) at 6.3% although the net figures (26 in 09/10) are considerably lower than 2008/9(37).		
NI 45 Young offenders' engagement in suitable education, training and employment	80.2%	76.1%	84.0%	79.5%	82.8%	80.6%	78.0%	N/a			Good performance in this area has exceeded target and last year's performance. This represents 220 out of 273		
NI 46 Young Offenders' access to suitable accommodation	94.7%	92.7%	95.2%	95.2%	94.6%	94.5%	95.0%	96.8%	96.0%	100.0%	A steady performance throughout the year saw the results get near to achieving the stringent target set but the end of year cumulative result fell just 0.5% under target. The 'Smarter Government' document dated March 2010 produced by The Department for Communities and Government announced that this measure amongst others would be removed from the National Indicator set from April 2010. However a local decision has been made to continue gathering this data in order in 2010/11 to inform performance management decisions.		

Ref.	Action	Status
CP 3.4.1	Improved outcomes for children	
CP 3.4.1.1	Children's Trust board has active oversight of the deliver of the Children's and Young Peoples Plan	

Ref.	Action	Status
CP 3.4.1.2	Multi agency resources are aligned with agreed and shared priorities in the Children & Young People’s Plan 2009-11	
CP 3.4.1.3	Information from the common assessment framework (CAF) is used commission preventative services to meet needs	

Name	Responsible OU	Rating
1. Priority: A Clean and Green Environment		

Name	Responsible OU	Rating
1.1. Outcome: Manage, protect, conserve and invest in our open spaces to create parks that can be enjoyed by all.	Community Services Portfolio; Customer First, Democracy & Governance (AD)	

Performance Indicator	2008/09 Out-turn	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	2009/10 YTD	Annual Target 2009/10	Unitaries AVG 2008/09	Unitaries BOTTOM Quartile 2008/09	Unitaries TOP Quartile 2008/09	Progress Update	Long Term Trend	Traffic Light
NI 199 Children and young people’s satisfaction with parks and play areas	40.5%	N/a				50.8%	42.0%	42.9%	38.9%	46.2%	Playbuilder and National Lottery funding has been used to refurbish play areas in 2009/10.		

Ref.	Action	Status
CP 01.01.02	Improve Play Quality:	
CP 01.01.02.01	Complete the Big Lottery Play Programme 2010	
CP 01.01.02.02	Phase 1 Playbuilders 2010	
CP 01.01.03	Retain Green Flag status for Riverside Country Park & the Vines, and apply for Hillyfields	

Name	Responsible OU	Rating
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Name	Responsible OU	Rating
2. Priority: Safer Communities		

Name	Responsible OU	Rating
2.2. Outcome: Reduce antisocial behaviour, criminal damage and youth crime	Children's Services Portfolio; Community Safety & Enforcement Portfolio; Front Line Services Portfolio; Frontline Services (AD); Inclusion (AD)	


Performance Indicator	2008/09 Out-turn	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	2009/10 YTD	Annual Target 2009/10	Unitaries AVG 2008/09	Unitaries BOTTOM Quartile 2008/09	Unitaries TOP Quartile 2008/09	Progress Update	Long Term Trend	Traffic Light
NI 19 Rate of proven re-offending by young offenders (LAA)	0.90	0.28	0.63	0.75		0.75	1.12	1.04	1.21	0.84	Q4 data will be added in July 2010 when data gathering is complete and the year to date figure amended.		

Name	Responsible OU	Rating
5. Priority: People travelling easily and safely in Medway		

Name	Responsible OU	Rating
5.2. Outcome: Keep people safe on our roads and reduce the number killed & seriously injured in road crashes	Front Line Services Portfolio; Frontline Services (AD)	

Performance Indicator	2008/09 Out-turn	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	2009/10 YTD	Annual Target 2009/10	Unitaries AVG 2008/09	Unitaries BOTTOM Quartile 2008/09	Unitaries TOP Quartile 2008/09	Progress Update	Long Term Trend	Traffic Light	
NI 48L Children killed or seriously injured in road traffic accidents (number)	10	Not measured for Quarters				10	16	N/a				Whilst we would obviously like to see no serious injuries or fatalities to children through road accidents these targets have been set in line with the government target of a 50% reduction by 2010/11		

Name	Responsible OU	Rating
7. Core Value: Putting our customers at the centre of everything we do		

Name	Responsible OU	Rating
7.2. Outcome: Continue to improve the customer experience and deliver value for money.	Customer First & Corporate Services Portfolio; Customer First, Democracy & Governance (AD); Housing & Corporate Services (AD)	

Performance Indicator	2008/09 Out-turn	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	2009/10 YTD	Annual Target 2009/10	Unitaries AVG 2008/09	Unitaries BOTTOM Quartile 2008/09	Unitaries TOP Quartile 2008/09	Progress Update	Long Term Trend	Traffic Light
LX4cCSC Number of complaints received by Children's Social Care	N/a	14	15	5	10	44		N/a				