

REGENERATION, COMMUNITY AND CULTURE OVERVIEW & SCRUTINY COMMITTEE

10 AUGUST 2011

QUARTER 1 COUNCIL PLAN MONITORING 2011/12

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Summary

This report sets out quarter 1 performance against the Council Plan objectives for 2011/12. Members are asked to review content and consider progress.

1. Budget and Policy Framework

- 1.1 This document is a report outlining quarter 1 performance against the Council Plan 2011-12, which is a key part of the budget and policy framework.

2. Background

- 2.1 The Council Plan is refreshed annually and following changes to the national policy framework and self-regulation agenda the authority has implemented a much streamlined Council Plan for 2011/12 onwards. The changes to this years plan reflect the abolition of the national indicator set. More detailed analysis of performance is being considered at Directorate Management team meetings and will be escalated for inclusion in the quarterly reporting cycle should that be necessary.
- 2.2 This report sets out the quarter 1 achievement against the 3 priorities relevant to this committee, it allows Members to review progress in achieving commitments, in order to identify any ongoing performance issues and take stock of the authority's position. The performance of each measure of success is rated green, amber or red to highlight whether performance levels meet the expected standard. Along with the summary of performance below, Appendix 1 provides a narrative on performance, briefly reporting the positive difference made in specific area and highlights issues which have impacted on performance to date or issues that may impact on future performance. Appendix 2 is a report on the measures of success and Council Plan project updates.

3 Summary of 2011/12 quarter 1 performance

- 3.1 Performance on 26 key performance indicators measures of success, that are within the remit of this Overview and Scrutiny Committee, can be rated this quarter. Performance is as follows:
- Green – 19 measures have achieved or outperformed the target (73%)
 - Amber – 2 measures are below target but within acceptable variance limits (8%)
 - Red – 5 measures are outside acceptable variance limits (19%)
- 3.2 There are 4 also performance measures which are not rated as they are 'data only' and 6 that could not be reported this quarter but have been included for information.
- 3.3 Trend arrows, showing whether performance has improved or declined from the last reporting period, are shown for each performance measure where previous data is available. Many of the satisfaction measures are new this financial year and therefore trend arrows are not possible for these indicators this quarter.
- 3.4 Resident satisfaction will be measured from three sources this financial year:
- the Tracker, a phone interview undertaken every quarter with 400 residents
 - the Citizen's Panel, a postal survey to 1,500 residents 4 times a year, currently averaging a 50% response rate
 - the Resident's Opinion Poll, a face to face survey with 1,300 residents undertaken every 2 years.

Both the Citizen's Panel and Resident's Opinion Poll will be conducted later this financial year, so resident satisfaction for this reporting period are the results from the Tracker phone survey only.

- 3.5 The breakdown across priority areas is illustrated below, showing the rating for each Council Plan Priority, Commitment and Measure of Success.

Priority: Safe, clean and green Medway	Priority: Everybody travelling easily around Medway
Council Plan Commitments 0 0 2 3 0	Council Plan Commitments 0 1 0 0
Council Plan Measures of Success 1 2 14 3	Council Plan Measures of Success 1 0 0 0 3
? - the unknown Pls include 1 'data only' PI (W5)	? - the unknown Pls include 2 'data only' Pls (IT1 and IT2)

 Priority: Everyone benefitting from the area's regeneration
Council Plan Commitments
 1  0  0  2  0
Council Plan Measures of Success
 3  0  0  5  4
? - the unknown PIs include 1 'data only PI (LRCC4)

- 3.6 Items shown in the Appendices that are grey inform the commitments shown but are not within the remit of the RCC O&S committee and are included for information only.

4 Risk Management

- 4.1 The purpose of the Council Plan performance monitoring reports is to enable members to manage the key risks identified in delivering the priorities. This report sets out the quarter 1 position for 2011/12.

5 Financial and Legal Implications

- 5.1 The report and its attached appendices summarises performance for the first quarter 2011/12 financial year. There are no new financial or legal implications arising from this report.

6 Recommendation

- 6.1 Members review outcomes achieved against priorities and identify any areas for remedial action.

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Background papers

Council Plan 2011/2012

Priority 1: A safe, clean and green Medway

How well are we doing?

Outlined below is performance against the six commitments set out in the council plan under the 'safe, clean and green Medway' priority. We have rated our achievement of commitments this quarter as 'green'. Performance on 18 key performance indicator measures of success can be reported this quarter, an additional 2 measures will begin reporting next quarter. Of the 17 indicators that can be RAG rated this quarter, 14 (82%) have achieved or performed above target and are rated green, 2 (12%) are below target but within acceptable variance limits (rated amber), and 1 (6%) has performed below the target and is rated red.

Commitment: We will improve public confidence and feelings of safety

The Community Safety Plan has been refreshed and seven priorities have been identified. These are: Tackling substance and alcohol abuse; Improving the local street scene; Reducing youth offending; Reducing night time economy related crime and disorder; Working with vulnerable victims to reduce harm and repeat victimisation; Reduce theft and shoplifting; Reducing the number of people killed or seriously injured in road traffic collisions. The plan will be monitored by the Community Safety Partnership.

Satisfaction with the Safer Communities Teams (SF10) was measured this quarter from Wave 5 of the Tracker, 65% of respondents were satisfied against a target of 70%. Improving perceptions and feelings of safety is challenging and the Council continues to promote work being done in this area. During the last quarter the Safer Communities Teams have been restructured. Six assistant community officers are being recruited and once in post a new shift pattern will be introduced. The assistant community officers will cover the early shift opening parks and removing litter such as needles, releasing community officers to undertake other duties, such as basic compliance audits of commercial premises. In one year this new shift pattern will save the equivalent of almost 4 person years of work hours.

As part of a summer drink drive campaign, Medway Safer Journeys Team visited Mid Kent College to speak to students and give them the chance to take a free, voluntary (non-enforced) breath test, and reinforced that a 'zero tolerance' approach to alcohol when driving is the safest option. The campaign was also supported by Kent Police and Kent Probation Services.

The Seatbelt Sled initiative has been taken to 10 primary schools. Over 800 pupils aged between 9-11 years experienced the impact of a low speed collision between 5-6mph.

Commitment: We will increase recycling and reduce waste going to landfill sites

This quarter 2,716 organic waste wheeled bins have been rolled out to new housing developments and properties not previously included in this scheme. Separate containers for recycling cardboard have been introduced at the Household Waste Recycling Centres and these appear to be running well. The possibility of recycling carpets and mattresses and having re-usable furniture taken to these sites is being

explored. By September 2011 the Household Waste Recycling Centre have a 50% recycling rate target, figures at the end of May show 55%.

Commitment: We will work with the community to keep Medway's streets clean

The Council continues to focus on environmental crimes and issues that often give areas a feeling of being unsafe. Performance for satisfaction with street cleaning (W8) is 74% (against a 75% target), this still a good result for the first quarter. During the last quarter waste services have carried out 541 street cleansing inspections which demonstrated that a good standard of cleansing had been achieved. Working with the community team to improve the local environment, 21 community clean ups were undertaken.

This quarter 275 notifications were received from residents relating to untidy land, 89 of these were inspected in the quarter and not substantiated, 61 were visited and those responsible complied with the request and 1 notice was served and then complied with.

The Love Medway mobile phone application was launched and since its inception 2,380 reports have been received, 94 of these have come from residents. The three most common issues being reported are flytipping, graffiti and flyposting.

Commitment: We will reduce our own carbon footprint

Medway Council, in response to the Carbon Reduction Commitment Energy Efficiency Scheme (CRCEES), is delivering a programme of 'invest to save' projects geared towards reducing the Council's carbon emissions from its buildings.

With an annual energy bill in excess of £6million and in an environment where gas and electricity prices are projected to rise by 15%-20% it is increasingly necessary to review how the estate can be transformed to become more energy efficient. As part of this, Medway Council has to date reduced its carbon emissions by 188 tonnes from 34,225 to 34,037 tonnes. This would equate to a saving of £2,256 in Carbon Tax, due to be introduced from July 2012 when the CRCEES scheme starts. From that date the Council must pay £12 per tonne of CO₂ emitted from its corporate estate.

In addition, the Council has made a 10% saving on its approximate £300,000 Gun Wharf energy costs (saving £29,000) through energy efficiency initiatives. These include the installation of a voltage optimizer device (which reduces the amount of energy entering the building to the level required without performance suffering), PIR controlled lighting in the Archive room and the replacement of 350 fluorescent tubes with energy efficient LED tubes in the IT server room. The procurement and installation of these energy initiatives have been undertaken through the use of SALIX invest to save funding.

Explorative feasibility studies are looking at how the River Medway and wind turbines might be utilised to deliver green energy and the potential installation of solar panels on the Gun Wharf building in order to allow the Council to generate its own electricity. Any such future initiatives however, will be subject to funding, robust financial and business case appraisal.

Commitment: We will work with local people to maintain parks and open spaces that are enjoyed by all

The application for funds from the European Union as part of the "Walls and Gardens" project was approved in May. The awarding of €288,731 will allow continuation of the Great Lines Heritage Park project officer until March 2014, and will fund the material costs of the Bicentenary Bridge, connecting Fort Amherst to the Inner Lines, and celebrating the 200th anniversary of the establishment of the Royal Engineers in Brompton. The formal opening of the new pedestrian footbridge at Fort Amherst coincided with the Fort's 21 Gun Salute for the Royal Wedding in April. Prince William's Bridge was awarded the Institution of Civil Engineers' Structures Award for Engineering Excellence at a presentation in June.

Five green flag award site assessments were undertaken during May and June for: The Vines, Riverside Country Park, Capstone Country Park, Hillyfields and Broomhill. The results are expected to be announced in July and if all are successful the target of five green flags will be achieved for this year.

Playbuilder Year 2 playground refurbishments were completed to plan and within budget at Allhallows, Barnfield, Bayswater Drive, Borstal Recreation Ground, Broomhill Park, Cuxton, Gillingham Park, Luton Recreation Group and Cliffe Road. These playgrounds will be formally opened next quarter but are already being enjoyed by local children and families. Results from the recent Tracker survey shows satisfaction with play areas (G7) is high, 87% against the target of 65%.

Other improvement work successfully delivered this quarter has included the Teynham Green site, the conversion of a closed play area into an amenity green at Lyall Way and Bloors Lane allotments. The allotments site improvements were completed with additional Member Priority Funding to improve site security following recent anti-social behaviour issues and arson on the site.

Commitment: We will support the building of strong communities where people feel they belong

The English for Speakers of Other Languages (ESOL) training programme was completed in May. Fifty-five people are now able to communicate in basic English, of whom 31 successfully gained entry level qualifications. The Bishop of Rochester Academy (BoRA) was accredited as an ESOL centre and is now able to deliver ESOL exams for students and adults. Medway participated in a study, commissioned by the Slovakian Government, of best practice regarding the integration of Roma children in the mainstream curriculum in UK. Feedback and results will be received later this financial year.

In June, a basic ICT course commenced in All Saints for a mix of host and East European communities – a joint activity to help improve integration, while providing people with basic employability skills.

Community development and capacity building training sessions were delivered this quarter. So far, 43 people from local community organisations and residents groups, representing geographic neighbourhood interests and ethnic minority communities, have benefited from this joint programme with Medway Voice.

Priority 4: Everybody travelling easily around Medway

How well are we doing?

Outlined below is performance against the commitment in the council plan under the 'everybody travelling easily around Medway' priority. We have rated our achievement this quarter as 'amber'. Performance on three key performance indicator measures of success can be reported this quarter, an additional indicator will be reported from next quarter. One has performed below the target and is rated red and the other two are data only.

Commitment: We will secure a reliable and efficient local transport network to support regeneration, economic competitiveness and growth

In terms of satisfaction with road maintenance, in the first quarter the 'tracker survey' result showed that 46% of people in Medway are satisfied with road maintenance (HP26). Medway Council has invested in this area over the past 2 years and continue to do so. However, public perception recorded through this measure appears to be below that being received by Officers, members and also Highways own survey feedback from the public. Officers expect this below target figure to be reversed at the next satisfaction survey. The target for this measure is 50%.

The construction of Chatham Waterfront Bus Station is nearing completion and detailed arrangements for its operation are being discussed with Arriva and other bus operators. The bus station is expected to open in late summer 2011. The Real time bus information system to be delivered in partnership with bus operators and KCC is currently being tested.

Work continues in partnership with Network Rail to improve Rochester Train Station, the preliminary design is due to be finalised by the end of summer 2011.

Specialist consultants have completed a scoping report on concessionary fares for young people. The report considers various enhancements to the current scheme. Once this report has been finalised the options for changes will be considered.

Priority 5: Everyone benefiting from the area's regeneration

How well are we doing it?

Outlined below is performance against the three commitments set out in the council plan under the 'everyone benefiting from the areas regeneration' priority. We have rated our achievement of commitments this quarter as 'amber'. Performance on 9 key performance indicator measures of success can be reported, an additional 3 will be reported from next quarter, of the 8 that can be RAG rated this quarter five (63%) have achieved or performed above target (rated green) and three (38%) have performed below target and rated red.

Commitment: We will support the provision of decent new homes and improve the quality of existing housing

The delivery of affordable homes is on track. The current National Affordable Housing Programme came to an end in 2010/11, with the Homes and Communities Agency confirming that over the three-year programme nearly 1,200 additional homes were completed through the investment of over £129m. Bids for the next four years have been submitted but the expected announcement by the HCA on the future levels of affordable housing to be funded has again slipped, extending a period of uncertainty and reduced delivery.

Commitment: We will work to ensure that people have the skills they need to take up job opportunities created

Care leavers in education, employment or training stands at 44.4% compared to a 60% target. Five out of the 9 eligible care leavers were not in education, employment or training. These young people have complex support needs.

New registrations of local people accessing employment support services stood at 73 compared to a target of 150 in quarter 1. The new work programme customers have not started yet as the programme only commenced on 13th June 2011 and throughput is slow at present from JCP. Also these figures relate to UK online delivery and these figures are falling short and through restructure of Employ Medway service this programme will cease as of October figures to be revised.

Number of jobs taken up in the period (FND) just missed the target of 38 for quarter 1 and achieved 35 (ECD8b (ii)). During the period a continuing staff restructuring in the Employ Medway Team was still taking place. The Council has been successful in securing a multi million pound five-year sub contract for the Governments new Welfare to Work program called 'The Work Programme'. Employ Medway and local partners will deliver intensive employment support to help local people into jobs. This quarter a significant amount of time has been spent setting up the new programme management systems. This performance should improve during quarter 2 as all systems will be in place.

The number of jobs created and safeguarded (LRCC4) appears to be well below target (18 against the quarter 1 target of 350) but does not include a report from Locate in Kent which will not be received until September. Full reporting of quarter 1 will be given in the quarter 2 report. The 18 jobs have been generated from new tenancies at Medway Council workspaces (14 new jobs and 4 jobs protected).

Council workspace occupancy is currently increasing, it is 82% at both Hopewell Drive and Pier Road Industrial Estate and currently has 2 new applicants at both sites. Space for new start ups at Innovation Centre Medway now has a waiting list with 91% of space taken.

Medway Council have committed £100k to support the development of apprenticeships in local businesses. These funds have been successfully used to secure a bid for EU Interreg 4A funding of approximately £150k for the Graduate and Apprenticeship Placement Scheme (GAPS). It is anticipated that these funds will support an employer wage subsidy for 90 new apprenticeships. The 100 in 100 publicity initiative was launched on 19th May and is intended to increase awareness of apprenticeships and secure 100 business pledges in 100 days. This has been very well received by Medway businesses and at the end of June 96 pledges had been made with 5 apprentices started their training.

Commitment: We will promote Medway as a destination for culture, heritage, sport and tourism

The City Status bid submission was finalised during the quarter and on 23rd May a Medway Council delegation handed in the bid document at 10 Downing Street and attended an event at the House of Commons. The project update (in Appendix 2) for the City Status bid and 2012 Year of Celebration provides further detail on what has been achieved this quarter.

Visitor numbers at Rochester Castle, Upnor Castle and the Guildhall Museum have all shown an increase against the same period last year, visits to Rochester Castle were 20% higher.

The partnership between Cozenton Nursery and Hadlow College has been agreed in principle this quarter. The nursery will be an educational training hub for land-based apprenticeships and work focused training, together with a social enterprise for commercial development opportunities. The formal agreement will be finalised next quarter.

This quarter £5,000 worth of grant has been secured from the Arts Council to produce the Creation Centre Prospectus, the prospectus will be developed during the next three months. As a result of further external funding we are looking to advertise and commission local and regional cultural producers to deliver exciting, contemporary, cutting edge projects, events and temporary interventions, in non-traditional arts, community venues, outdoor sites which directly involve local groups and individuals. A North Kent Local Authority Area Partnership (NKLAAP) commission for £10,000 for a project across Medway, Swale and Gravesham has been agreed and we will shortly be advertising another six commissions of £6,000 each for arts projects in six empty buildings in Medway, Gravesham and Swale, 2 in each locality.

The Council received notification from the Minister for Tourism and Heritage, advising that Department for Culture, Media and Sport are currently drawing up the formal UK Tentative List of potential World Heritage Sites for submission to UNESCO for technical checks and registration. Ministers currently have no plans to make a nomination in 2012 whilst they undergo a review of the current nomination process.

APPENDIX 2

Council Plan Monitoring Report - Q1 2011/12



Title
Council Plan 2011-12 Quarter 1

Title	Status
Priority: Safe, clean and green Medway	

Title	Status
We will improve public confidence and feelings of safety	

PI Ref	PI Ref (2)	Short Name	2010/11 Out-turn	2011/12 Quarterly Progress			2011/12 Target	Latest Note Date	
			2010/11	Q1 2011/12			Annual 2011/12		
			Value	Value	Status	Short Trend			
NI 195a NEW		Improved street and environmental cleanliness: Litter		96.30			95.00	Waste Services have implemented a robust street cleansing monitoring programme. The team carry out regular street cleansing inspections. Working jointly with Veolia and the community team we have been able to ensure standards remain high.	
NI 195b NEW		Improved street and environmental cleanliness: Detritus		96.70			92.00	The street cleansing service remains a high priority and regular monitoring will continue to ensure standards are achieved. There has been a marked improvement since the commencement of the new street	

PI Ref	PI Ref (2)	Short Name	2010/11 Out-turn	2011/12 Quarterly Progress			2011/12 Target	
			2010/11	Q1 2011/12			Annual 2011/12	Latest Note
			Value	Value	Status	Short Trend		
								cleansing contract in October 2010.
NI 195c NEW		Improved street and environmental cleanliness: Graffiti	100.00				96.00	The team have been successful in removing historic graffiti across Medway and are now in a position where they are able to work in a more proactive manner this has enabled a good standard being achieved
NI 195d NEW		Improved street and environmental cleanliness: Flyposting	100.00				98.00	We have proactively monitored fly posting within wards and as soon as fly-posting is found it is removed. If fly-posting is reported to the Council the community officers attend and remove it.
SF10		Satisfaction with Safer Communities Teams	65.00				70.00	<p>The team is currently stretched across the working day because of the commitment to locking and unlocking parks, meaning that our resource is significantly diminished. Officers are on duty from 05:30 for parks but cannot interact with customers until at least 09:00. This is being addressed with the recruitment of 6 Assistant Community Officers who will take over responsibility for the unlocking of parks. This will enable the team to be available during core hours and be more visible and should have a positive effect on satisfaction levels.</p> <p>A high proportion of residents claim this service is not applicable to them or they are unsure. Therefore scores are based on those giving score only.</p>
W5		Satisfaction with how the Council deals with graffiti	72.00			Baseline to be set 2011/12	Wave 1 Tracker result	05-Jul-2011

Title	Status
We will increase recycling and reduce waste going to landfill sites	

PI Ref	PI Ref (2)	Short Name	2010/11 Out-turn	2011/12 Quarterly Progress			2011/12 Target	Latest Note	Latest Note Date		
			2010/11	Q1 2011/12			Annual 2011/12				
			Value	Value	Status	Short Trend					
NI 191		Residual household waste - kg per household (LAA)	668.9	155.9			792.0	<p>We have seen a significant drop in the total tonnage of residual household waste collected this quarter when compared to the same period last year (Q1 2010/2011 182.80 tonnes per household). These tonnage drops are a national trend and could be attributed to the recession. Due to the tight financial situation of most families we tend to see people making use of what they have rather than throwing items away.</p> <p>Please note these figures are subject to external validation by Waste Data Flow, the statutory instrument for reporting waste information, during November 2011.</p>	12-Jul-2011		
NI 192		Percentage of household waste sent for reuse, recycling and composting	36.8%	43.1%			40.0%	<p>A provisional recycling rate for Q1 of 43.1% is being reported, it is estimated we will achieve over 44.5% when figures are finalised.</p> <p>Due to an issue with stockpiling at the transfer station we are showing a lower recycling rate than estimated will be achieved.</p> <p>It should also be noted that June data is estimated.</p> <p>Please note these figures are subject to external validation.</p>	12-Jul-2011		

PI Ref	PI Ref (2)	Short Name	2010/11 Out-turn	2011/12 Quarterly Progress			2011/12 Target	
			2010/11	Q1 2011/12			Annual 2011/12	Latest Note
			Value	Value	Status	Short Trend		
W6		Satisfaction with refuse collection		92.00			90.00	<p>This extremely high satisfaction level reflects our reliable, simple, consistent collection service, and has remained high following a very successful promotions campaign for the bank holiday collection changes (i.e. we now collect on bank holiday not one day late)</p>
W7		Satisfaction with recycling facilities		80.00			78.00	<p>This excellent result shows that despite a major change in the recycling services, i.e. the introduction of the twin stream collections (paper collected separately from other recyclable materials) the residents are still very satisfied with the service received.</p> <p>During the first week of May, the week long national Compost Awareness Week campaign was run based at Riverside Country Park. It culminated in the final day with the Deputy Mayor, Countrystyle, Medway Waste Forum, Greenspaces and community composting volunteers, the Medway Mulchers. It also included a visit from members of the community from French and Belgian, who are the partners in our EU match funded INSPIRER project. Promoting organics and recycling, over 500 reusable bags were given out.</p> <p>An additional 2500 brown wheeled bins have been issued to households this last quarter for collection of their food and garden waste.</p>

Title							Status
We will support the building of strong communities where people feel they belong							

PI Ref	PI Ref (2)	Short Name	2010/11 Out-turn	2011/12 Quarterly Progress			2011/12 Target	Latest Note	Latest Note Date		
			2010/11	Q1 2011/12			Annual 2011/12				
			Value	Value	Status	Short Trend					
ECD49 a		Number of people involved in neighbourhood work		560			250	The target has been significantly exceeded due to the staging of a number of highly successful community events through the Aimer project and the ongoing delivery of ICT training at Community Learning venues, which is continuing to attract local residents.	19-July-2011		
ECD49 b		Number of hours given to neighbourhood work					1,000	Data is in the process of being compiled and will be available in quarter 2.	19-July-2011		
NI 1		% of people who believe people from different backgrounds get on well together in their local area (LAA)		62.0%			65.0%	Wave 1 Tracker result	05-Jul-2011		
QoL23 NI 4		% of people who feel they can influence decisions in their locality (LAA)		36.0%			32.0%	Wave 1 Tracker result	05-Jul-2011		

Title							Status
We will work with local people to maintain parks and open spaces that are enjoyed by all							

PI Ref	PI Ref (2)	Short Name	2010/11 Out-turn	2011/12 Quarterly Progress			2011/12 Target	Latest Note	Latest Note Date		
			2010/11	Q1 2011/12			Annual 2011/12				
			Value	Value	Status	Short Trend					
G4		Citizen participation hours		2158			6122	Quarter 1 performance on target to achieve year-end performance. During Q1 Greenspaces increased working	08-Jul-2011		

PI Ref	PI Ref (2)	Short Name	2010/11 Out-turn	2011/12 Quarterly Progress			2011/12 Target	Latest Note	Latest Note Date		
			2010/11	Q1 2011/12			Annual 2011/12				
			Value	Value	Status	Short Trend					
								with allotment plot holders in order to improve service delivery. The Friends of Great Lines Heritage Park are now constituted and included in the data set.			
G4a		Number of people involved in practical volunteer tasks through membership of Friends groups	714				195	Greenspaces have increased liaison with allotment holders in order to improve service delivery. This engagement has resulted in the target for Q1 being exceeded.	11-Jul-2011		
G6		Satisfaction with parks and open spaces	85.00				70.00	This performance reflects public perception of the ongoing programme of investment in parks and open spaces and significant improvements in maintenance.	11-Jul-2011		
G7		Satisfaction with play areas	87.00				65.00	These results reflect the works of the Playbuilder Year 2 Programme where eight play areas have been developed or refurbished. A programme of formal openings are being planned for Quarter 2.	21-Jul-2011		
G8		Number of green flags					5	5 sites entered and judged. Results expected 29 July 2011	11-Jul-2011		

Title

Status

Title	Status
We will work with the community to keep Medway's streets clean	

PI Ref	PI Ref (2)	Short Name	2010/11 Out-turn	2011/12 Quarterly Progress			2011/12 Target	Latest Note	Latest Note Date		
			2010/11	Q1 2011/12			Annual 2011/12				
			Value	Value	Status	Short Trend					
W8		Satisfaction with street cleaning		74.00			75.00	Despite narrowly missing the target (75%) by only 1% this is still a good result for the first quarter. During the last quarter waste services have carried out 541 (to date 20.6.2011) street cleansing inspections that reported a good standard of cleansing being achieved.	11-Jul-2011		

Title	Status
Priority: Everybody travelling easily around Medway	

Title	Status
We will secure a reliable and efficient local transport network to support regeneration, economic competitiveness and growth	

PI Ref	PI Ref (2)	Short Name	2010/11 Out-turn	2011/12 Quarterly Progress			2011/12 Target	Latest Note	Latest Note Date		
			2010/11	Q1 2011/12			Annual 2011/12				
			Value	Value	Status	Short Trend					
HP26		Satisfaction with road maintenance		46.00			50.00	Even though Medway have invested in this area over the past 24 months and continue to do so, public perception appears to be below that being received by Officers, members and also Highways own survey feedback from the public. Officers expect this below target figure to be reversed at the next satisfaction survey	11-Jul-2011		
HP27		Satisfaction with pavement maintenance				60.00	This information will be available in quarter 2				
IT1		Satisfaction with buses		71.00			Baseline to be set in 2011/12	Wave 1 Tracker result - A high proportion of residents claim bus services are not applicable to them or they are unsure. Therefore satisfaction scores are based on those giving a score only.	12-Jul-2011		
IT2		Percentage of people who think Medway Council helps people travel easily around Medway		53.00			Baseline to be set in 2011/12	This represents the commencement of a new methodology to measure this indicator and as a result there is insufficient data to comment.	11-Jul-2011		

Title		Status
Priority: Everyone benefiting from the area's regeneration		

Title		Status
We will promote Medway as a destination for culture, heritage, sport and tourism		

PI Ref	PI Ref (2)	Short Name	2010/11 Out-turn	2011/12 Quarterly Progress			2011/12 Target	Latest Note	Latest Note Date
			2010/11	Q1 2011/12	Value	Status	Short Trend		
			Value	Value	Status	Trend			
F3	REGEN 4b	User satisfaction with theatres						65.00	This information will be available in quarter 2
F4	REGEN 4c	User satisfaction with events						Baseline to be set in 2011/12	This information will be available in quarter 2
G9	REGEN 4a	User satisfaction with museums and galleries	78.50					70.00	Users of museums (86%) and galleries (71%) used - average taken. A high proportion of residents claim these services are not applicable to them or they are unsure. Therefore satisfaction scores are based on those giving a score only.
L7		Leisure - Level of user satisfaction	91%					80%	Medway Park, Strood Leisure Centre & Hoo Pool surveyed this quarter. Results shown are % of people either indicating "Brilliant" or "Good". The figure shown in brackets is the total number of respondents: Medway Park 94% (35), Strood Leisure Centre 89% (76) & Hoo Pool 90% (40). The value for the quarter is the average of these results

Title							Status
We will support the provision of decent new homes and improve the quality of existing housing							

PI Ref	PI Ref (2)	Short Name	2010/11 Out-turn	2011/12 Quarterly Progress			2011/12 Target	Latest Note Date	
			2010/11	Q1 2011/12			Annual 2011/12		
			Value	Value	Status	Short Trend			
NI 155		Number of affordable homes delivered (gross) (LAA)	334	29			204	Performance on target for qtr 1 11-Jul-2011	

Title							Status
We will work to ensure that people have the skills they need to take up job opportunities created							

PI Ref	PI Ref (2)	Short Name	2010/11 Out-turn	2011/12 Quarterly Progress			2011/12 Target	Latest Note Date	
			2010/11	Q1 2011/12			Annual 2011/12		
			Value	Value	Status	Short Trend			
ECD48c	REGEN 1c	Employment that has lasted 26 weeks		19			50	Over achievement of FND contract performance figures as more customers sustained in work with additional support methods applied. New job searching and job matching process in place increased output levels. 12-Jul-2011	
ECD7b	REGEN 1a	New registrations by local people accessing employment support services	498	73			600	New work programme customers have not started yet as programme only just commenced on 13th June '11 throughput slow at present from JCP. Also these figures relate to uk online delivery and these figures are falling short and through restructure of Employ Medway service this programme will cease as of October figures to be revised. 12-Jul-2011	

PI Ref	PI Ref (2)	Short Name	2010/11 Out-turn	2011/12 Quarterly Progress			2011/12 Target	Latest Note	Latest Note Date		
			2010/11	Q1 2011/12			Annual 2011/12				
			Value	Value	Status	Short Trend					
ECD8b(ii)	REGEN 1b	Number of jobs taken up in the period (FND)		35	✗	?	150	Number of jobs taken up in the period (FND) just missed the target of 38 for qtr 1 and achieved 35. This was due to a staff restructuring in the Employ Medway Team that is still taking place. The Council has been successful in securing multi million pound five-year sub contract to the Governments new Welfare to Work program called 'The Work Programme', where Employ Medway and local partners will deliver intensive employment support to help local people into jobs. We have had to spend a significant amount of time setting up the new programme management systems and this performance should improve during quarter 2 as all systems will be in place.	19-July-2011		
LRCC3	REGEN 2a	The number of intensive assists to local businesses		142	✓	?	150	Comparing qtr 1 2010/11 to this qtr there has been an increase of 42% (60 assists), this is mainly due to the introduction of our own start up workshops which are replacing those being phased out by the Business Link service nationally. Medway now has 3 workshops and private sector sponsorship has been successfully sought from Lloyds TSB and Furley Page commercial solicitors, further sponsors are being sought. Of the total intensive assists during the 1st Quarter, 89 were delivered to established businesses including 54 through Transmanche Enterprise Network project assisting businesses	12-Jul-2011		

PI Ref	PI Ref (2)	Short Name	2010/11 Out-turn	2011/12 Quarterly Progress			2011/12 Target	
			2010/11	Q1 2011/12			Annual 2011/12	Latest Note
			Value	Value	Status	Short Trend		
								<p>to access markets in Nord pas de Calais and Western Flanders. 26 businesses attended a Bank of England briefing held at Innovation Centre Medway on 8th June with an expert panel to debate the economy.</p> <p>The overall total also includes 53 individual attendances at start up workshops of which 4 grants (up to £1,000 were awarded) taking the total grants since Nov 2009 to 45 - a recent survey carried out by Business Support CiC of start up grant recipients who had completed 12 months trading showed a survival rate of 88%.</p>
LRCC4	REGEN 2b	Number of jobs created and safeguarded	18				350	<p>We await a detailed report from Locate in Kent which will not be received until near end of Qtr 2 i.e. September. At this point we will be able to make a full assessment of performance.</p> <p>The above jobs have been generated from new tenancies at Medway Council workspaces and includes 14 new jobs and 4 jobs protected. Council workspace occupancy is currently increasing with 82% at both Hopewell Drive and Pier Road Industrial Estate and currently have 2 new applicants at both sites (July 2011).</p> <p>Space for new start ups at Innovation Centre Medway now has a waiting list with 91% of space taken.</p>
NI 117	REGEN 3a	16 to 18 year olds who are not in education, employment or training (NEET)						<p>The latest release of data will be published in September</p>

PI Ref	PI Ref (2)	Short Name	2010/11 Out-turn	2011/12 Quarterly Progress			2011/12 Target	Latest Note	Latest Note Date		
			2010/11	Q1 2011/12			Annual 2011/12				
			Value	Value	Status	Short Trend					
NI 148	REGEN 3b	Care leavers in education, employment or training	53.3%	44.4%			60%	The result for 148 is off target. 5 out of the 9 eligible careleavers were NEET. These young people have complex support needs.	12-Jul-2011		

Project: Better for Less Programme		Quarter 1 Council Plan reporting (April – June 2011)
Success this Period (Q1) <ul style="list-style-type: none"> • Programme is rated Green. • Agreement of operating models and design for customer contact and administration • Detailed process re-design workshops with phase 1 teams • Procurement of CRM system • An induction for all councillors was held on 2 June and attended by more than 20 members from all parties • Benefits realisation – removal of phase 1 agreed vacancies from service budgets to deliver £429k this financial year (recurring saving of £762k) is underway. Some details remain to be finalised that may impact on the overall savings forecast. • Meeting held with facilities about accommodation requirements for Customer Contact and Administration Support teams at Gun Wharf to ensure these are considered alongside council-wide requirements for teams to locate at Gun Wharf. 		Deliverables during Q2 <ul style="list-style-type: none"> • Agreement of operating models and design for customer category management and performance and intelligence • Appointments of interim Heads of Service for Administration and permanent head of Customer Contact • Finalising new structures and job profiles for the administration and customer contact models • Staff consultation • Purchasing new electronic records and document management system • Implementation of CRM • Increased profile and resource to be given to systematically supporting the change process to ensure improved information flow with all staff. This will ensure the new ways of working are properly embedded and savings realised on a sustainable basis. • Continue reconciliation of budgets for phase 2 services to ensure consistency with Summer 2010 data collection and subsequent service changes
Milestones missed and impact/potential impact on delivery		
The pace of the project is challenging. <ul style="list-style-type: none"> • The category management project has experienced slippage due to challenges in gathering and categorising current spend. • The performance and intelligence project is requiring an additional workshop to clarify and progress the operating model. 		
Future risks to project delivering		

Detailed plans are produced for the Board.

- The project is key in reducing costs and failure to deliver saving would be significant to achieving reductions in budget.
- Supporting and enabling managers to deliver changes and redesign processes and create new structures while they have to deliver services
- Engaging staff in the new ways of working
- The decision to progress with investigative work about the replacement of RAISE (children's), Caredirector (adults) and the finance system for adults will mean a requirement for ICT application development and support resources as well as an impact on adult social care staff who are heavily involved in delivering the implementation of BfL phase 1.

Overall current/future perspective of project

The challenge for Medway is to ensure that the Better for Less project delivers significant savings whilst ensuring a robust, effective and affordable organisation emerges that is capable of responding to on going pressures.

It is likely that during the next quarter the Better for Less project will become 'real' for services as changes will start to take place, and the pace of change will be significant.

Project Chatham Centre		Quarter 1 Council Plan reporting (April – June 2011)
Success this Period (Q1)	Deliverables during Q2	
Chatham Waterfront and Queens Street site both have planning consents. New bus station nearing completion and existing bus station closure in Pentagon being agreed.	Opening of new bus station. Section 106 agreement for Chatham Waterfront to be considered by Cabinet. Highway works to be completed in The Brook and Pentagon access. Bus companies to move into the White House. Consideration of future development potential of Sir John Hawkins car park area. Consideration of disposal strategy for Queens Street	
Milestones missed and impact/potential impact on delivery		
None anticipated		
Future risks to project delivering		
Project overrun or contractor overspends. This will be reduced by regular project management and employment of quantity surveyors to negotiate effective project closure.		
Overall current/future perspective of project		
Opening of new bus station will transform the experience of travelling by bus in Medway. Longer term it opens up the opportunity of significant retail development in the Pentagon. Investor confidence continues in Chatham and we will continue to market our investment opportunities.		

Project: City Status/2012 Celebrations		Quarter 1 Council Plan reporting (April – June 2011)
Success this Period (Q1)		Deliverables during Q2
<ul style="list-style-type: none"> • Programme is rated <i>Green</i>. • Bid formally submitted by deadline of 27 May. • Submission event at House of Commons on 23 May (sponsored by Veolia) involved delegation handing in the bid document to 10 Downing Street. • All 3 MPs had individual briefings and are actively campaigning in support of the bid. • Presentations at Kent 20/20 event, South East Mayors, Strood Rotary Club, Visit Kent, Kingfisher Primary and Sir Joseph Williamson's Mathematical schools • Strategic City Status Group agreed a post submission strategy • Two ETTA National Table Tennis Grand Prix in 2012 and national GBWR Wheelchair Rugby Super Series in 2012 secured. • Training camp agreement signed with Senegal NOC 	<ul style="list-style-type: none"> • Event involving all Kent MPs to gain support in advance of the Party Conference season • Presentation to Thames Gateway Kent Leaders • Organisation of Royal Visit as part of Modern Pentathlon European Championships – an excellent lobbying opportunity 	
Milestones missed and impact/potential impact on delivery		
Future risks to project delivering		
<ul style="list-style-type: none"> • 		
Overall current/future perspective of project	Preparations continue for the 2012 celebrations. Stakeholder engagement for City Status will continue to ensure Medway's bid is promoted during the decision making phase. A announcement from government is expected in early 2012.	

Project: Customer Contact – Better for Less		Quarter 1 Council Plan reporting (April – June 2011)		
Success this Period (Q1)	Deliverables during Q2			
<ul style="list-style-type: none"> Presentations given to two all-staff groups Presentation to Service Managers Discussions with Service Managers in Release 1 on implications for their services The BfL team have held 16 detailed process workshops for all services in Phase 1 with 115 staff attending. These workshops enabled services to design their new simplified and standardised processes for the new Customer Contact teams A Cross-Council team has evaluated the two tenders received for the new Customer Contact system. Strategic Procurement Board agreed the procurement of Lagan which will help deliver an improved service to customers with integrated systems 				
Milestones missed and impact/potential impact on delivery				
None				
Future risks to project delivering				
<ul style="list-style-type: none"> Insufficient training, support and engagement for the new teams being established 				
Overall current/future perspective of project				
<p>By the end of the first phase in December 2011 we will have:</p> <ul style="list-style-type: none"> Developed standard ways of delivery Customer Contact and initial assessments across the service Put in place Council-wide ICT to help deliver this (including mobile working CRM and scanning) Started building the new Customer Contact and shared themes working across multiple services Trained staff involved in Release 1 in the new processes and use of new ICT systems. 				

Project: Luton and Wayfield Locality Project – Local people local Solutions	Quarter 1 Council Plan reporting (April – June 2011)
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Success this Period (Q1) <ul style="list-style-type: none"> • Practitioners trained in TCD (Transformative Community Development) • Regular partnership and operational meetings • Dental hygiene promotion funded and delivered in schools • Youth Club developed at Luton Junior School • Residents survey report produced • Needs assessment undertaken • Operational Group fully established • Preparations for the Big Event Launch 	Deliverables during Q2 <ul style="list-style-type: none"> • Integrated Prevention team delivering parenting programmes • Big Event 16th July across 3 sites • TCD Peer visit to Birmingham • Listening event and community planning event facilitated • Information provided to practitioners to enable them to identify illegal tobacco sales and undertake preventative work in schools • School integration project in BORA, training teachers about diversity and how to prevent tensions and providing practical activities for pupils • School doing further in-depth work to track progress made by Eastern European children
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Milestones missed and impact/potential impact on delivery
Listening events delayed to enable training for practitioners

Future risks to project delivering <ul style="list-style-type: none"> • Lack of organisation wide understanding of the implications of TCD • Listening events not having multi-agency senior manager buy-in • Addressing entrenched issues therefore not going to be short-term solutions which may challenge maintaining momentum • Reliance on resident engagement to deliver success • Racial or community tensions prompted by dispersal notice and lack of facilities • Ability to resource identified solutions
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Overall current/future perspective of project

Two key elements of this work are:

To engage local people in identifying possible improvements to the area

Engage local people to help services to rethink how they provide and deliver their services to meet the agreed priorities

Currently:

- Strong chance of success based on high impact elsewhere
- High interest and energy currently across agencies and stakeholders
- Some caution that some entrenched issues may be unique to Medway