

ONE MEDWAY COUNCIL PLAN

2024/28

Proud to be Medway



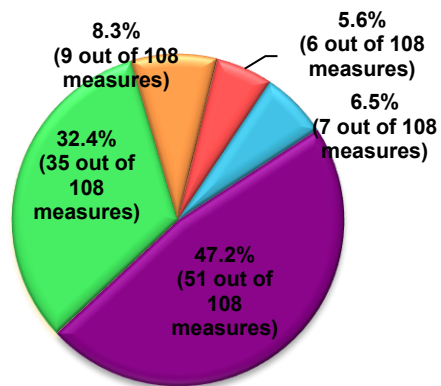
Performance Report

Q1 & Q2 2024/25 Cabinet

Summary of all performance indicators

There are 108 performance indicators for the One Medway Council Plan 2024/28.

Performance

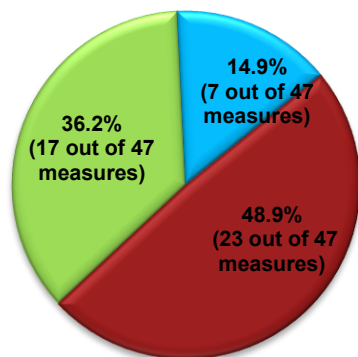


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target
Data means data only. No target set
NA means not available this quarter or annual PI

This chart shows the performance for all of the measures:

- 32.4% (35 out of 108 measures) met or exceeded target.
- 8.3% (9 out of 108 measures) were slightly below target (less than 5%).
- 5.6% (6 out of 108 measures) were significantly below target (more than 5%).
- 6.5% (7 out of 108 measures) were data only or status unavailable.
- 47.2% (51 out of 108 measures) were not available or annual PIs.

Direction of Travel



Direction of Travel - key
Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 47 measures:

- 36.2% (17 out of 47 measures) had an upward long trend.
- 14.9% (7 out of 47 measures) had a static long trend.
- 48.9% (23 out of 47 measures) had a downward long trend.

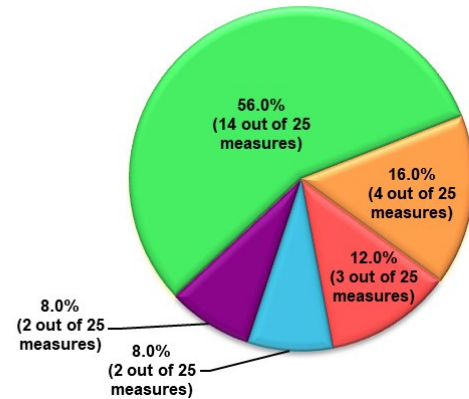
Delivering quality social care and community services

- Provide effective, targeted support for our most vulnerable residents to enable them to fulfil their potential and improve their quality of life.
- Support people of all ages to live the most happy, healthy, independent life possible, utilising assistive technologies.
- Ensure that services support children in care to thrive, fulfil their potential, build meaningful relationships and make good transitions to adulthood, so that they can live as independent lives as possible in their communities.
- Provide creative, cultural and community services and facilities across Medway that everyone can access and benefit from.
- Support our children and young people to ensure they are safe, secure and stable.
- Support all adults, including those living with disability or physical or mental illness to live independently and stay safe.
- People in Medway live independent and fulfilled lives into an active older age.

Summary of all performance indicators for this priority

There are 25 performance indicators for the One Medway Council Plan 2024/28 which fall under this priority.

Performance

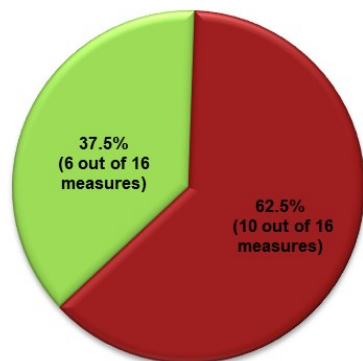


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target
Data means data only. No target set
NA means not available this quarter or annual PI

This chart shows the performance for all of the measures:

- 56.0% (14 out of 25 measures) met or exceeded target.
- 16.0% (4 out of 25 measures) were slightly below target (less than 5%).
- 12.0% (3 out of 25 measures) were significantly below target (more than 5%).
- 8.0% (2 out of 25 measures) were data only or status unavailable.
- 8.0% (2 out of 25 measures) were not available or annual PIs.

Direction of Travel

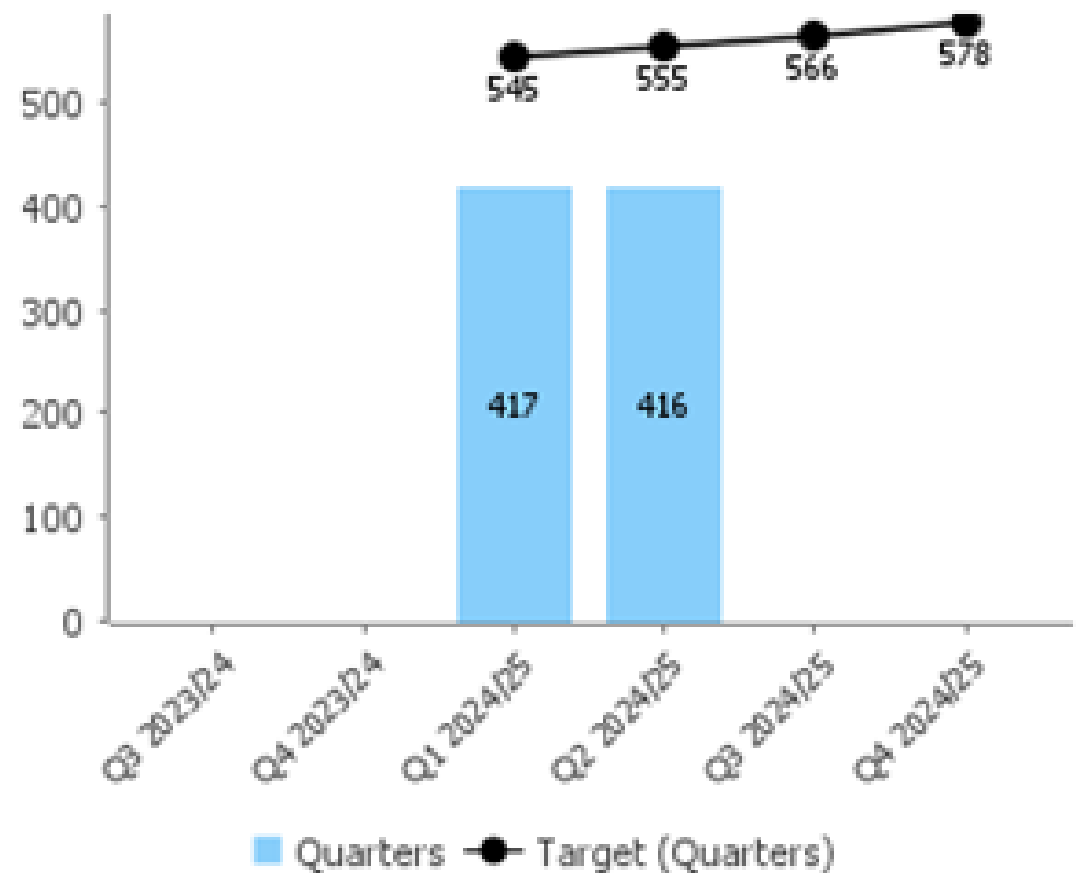


Direction of Travel - key
Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 16 measures:

- 37.5% (6 out of 16 measures) had an upward long trend.
- 0.0% (0 out of 16 measures) had a static long trend.
- 62.5% (10 out of 16 measures) had a downward long trend.

Provide effective, targeted support for our most vulnerable residents to enable them to fulfil their potential and improve their quality of life
- 1.01a By 2027/28 more families are accessing targeted early help provision than at 31/3/24

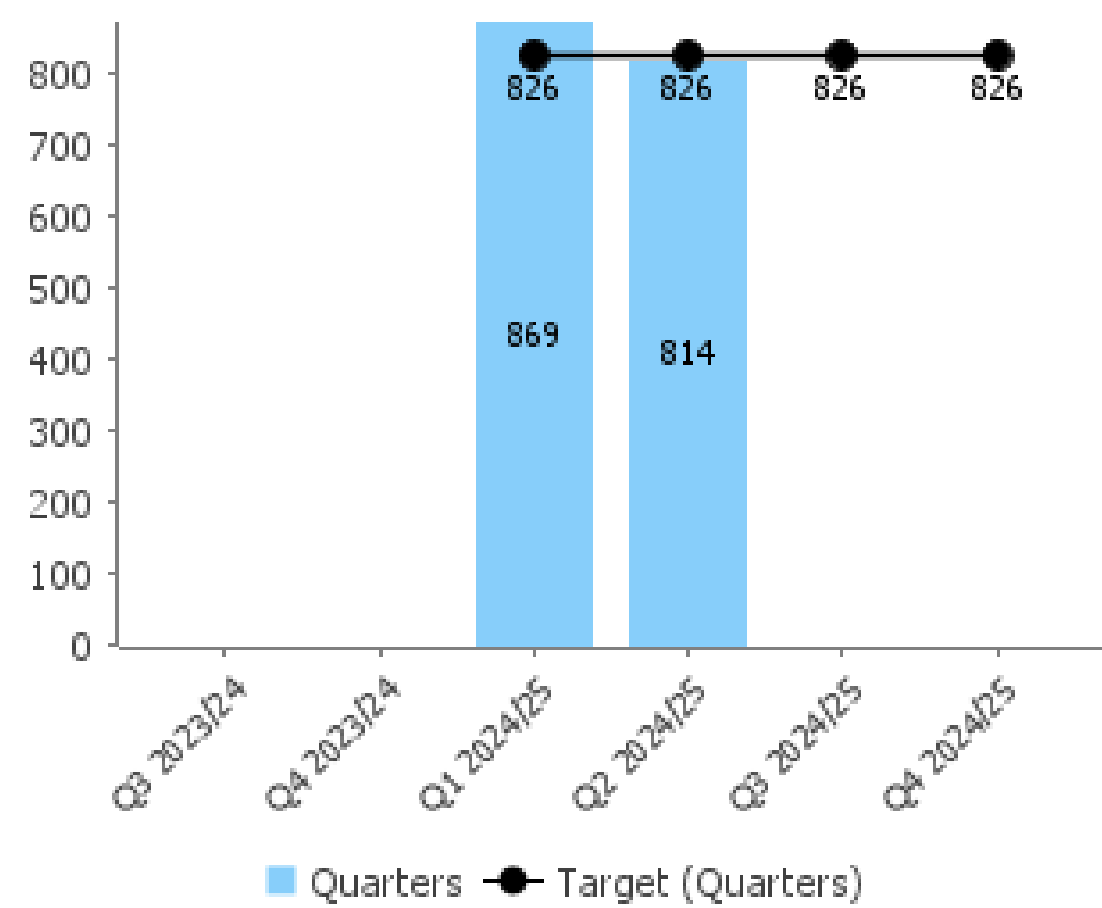


Aim to Maximise
Red (downward long trend)

Currently there are 416 families with open targeted early help held by the local authority. Whilst this is 25% below target it remains consistent with the number of families open at the end of Q1. The number of families accessing targeted early help is in line with the current volume of contacts requesting this level of intervention. There are actions in place across children's services to ensure more families are supported at this level ensuring early intervention and prevention in levels of need.

Provide effective, targeted support for our most vulnerable residents to enable them to fulfil their potential and improve their quality of life

- 1.01b By 2027/28 fewer than 975 Children require statutory intervention under a CIN (welfare) or CP plan

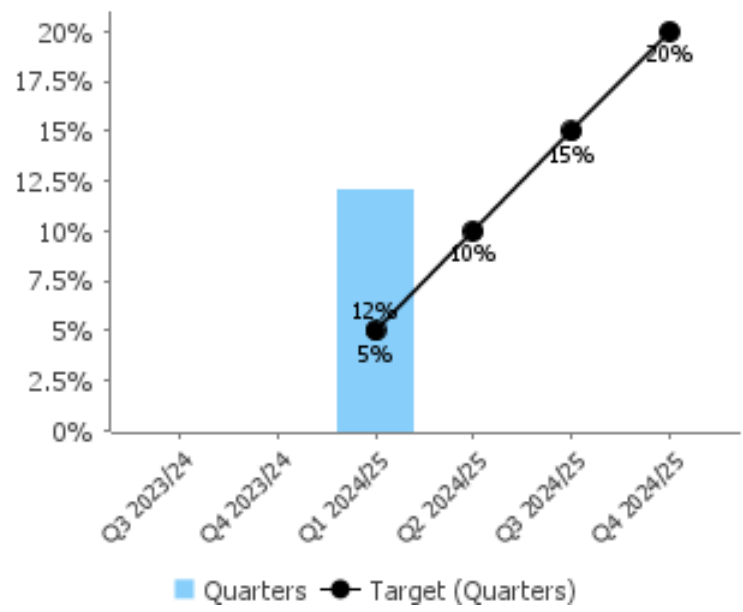


Aim to Minimise Green (upward long trend)

At the end of the quarter there were 517 Child in Need (CiN) (welfare) plans open and 297 Child Protection (CP) plans open. Over the course of the quarter there has been a 3% rise in the number of CiN plans, however compared to September 2023 the number of open plans is down by 14%. There has been a steady decrease in the number of CP plans over the quarter. In June there were 310. The September outturn is 4% lower. The rate of CP is 47 per 10,000, which is higher than the 43.2 per 10,000 national rate and the 41.3 statistical neighbour rate. Vacancies within Family Solutions directly impact on the number of families that are open across the service receiving targeted early help. Seamless recruitment processes are in place, and the service works closely with colleagues in Recruitment Services to ensure timely onboarding.

Provide effective, targeted support for our most vulnerable residents to enable them to fulfil their potential and improve their quality of life

- 1.02 Commissioned domiciliary care workers MECC training



Aim to Maximise Green (no long trend)

By 2027/28, 80% of commissioned domiciliary care workers will have undertaken Making Every Contact Count training. This performance indicator is reported a quarter in arrears.

The Support to Live at Home Service requires that service providers ensure their employees undertake Make Every Contact Count (MECC) training. There are currently 13 Service Providers appointed to the framework who deliver Homecare and 2 Providers across 5 Extra Care Schemes. Combined they employ an average of 493 staff with 61 being MECC trained.

Summary

Carers interact with service users daily, which provides opportunities to have conversations that can bring about positive changes to a person’s health and lifestyle. MECC training will enable care staff to better understand how to start these conversations with people by looking at what matters to them and help find solutions by sign posting them to different services.

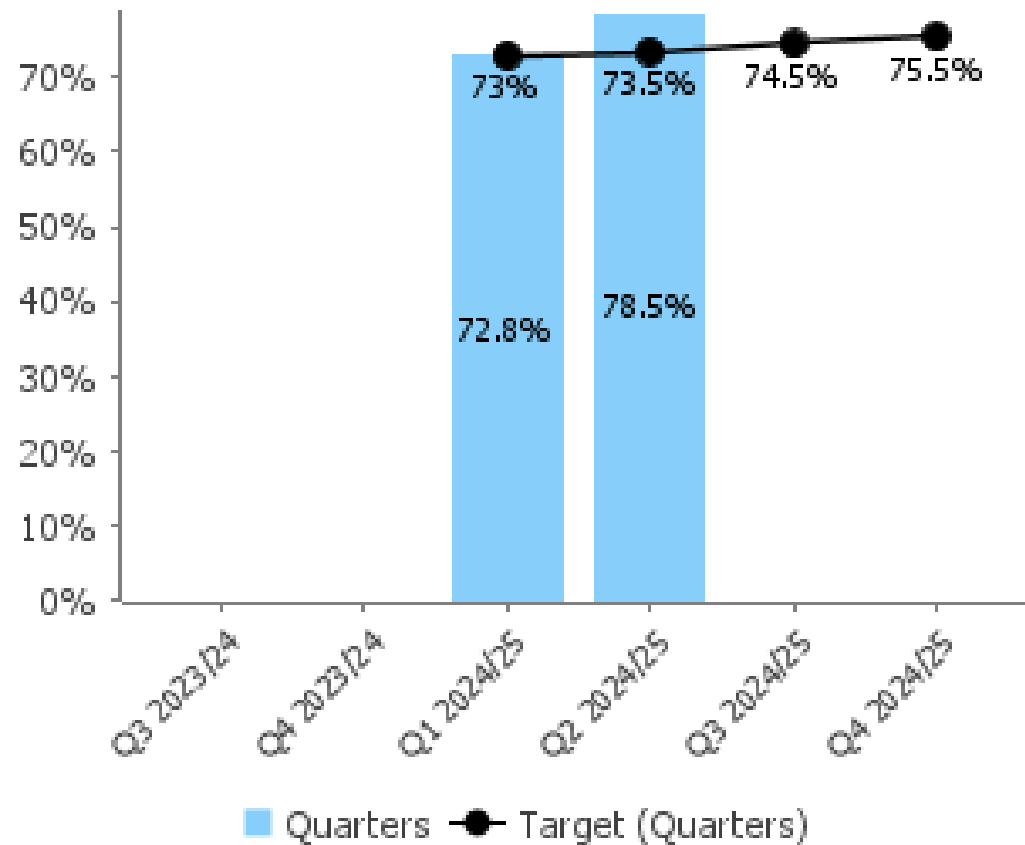
MECC training, provided by Public Health, explains the principles of MECC. It covers local services that help people to stop smoking, maintain a healthy weight, reduce alcohol related harm, and improve their mental health and wellbeing.

The contract requires 20% of staff be trained in MECC by the end of year one and for each year thereafter giving a total of 80% of staff trained by 2028. There are currently 3 training sessions available for MECC training (July 2024, October 2024 and January 2025), each accommodating 18 people.

Outcome

During Q1 2024/25, 12% of the combined providers workforce have been MECC trained. The target of 5% has been met and exceeded.

Provide effective, targeted support for our most vulnerable residents to enable them to fulfil their potential and improve their quality of life - 1.03 By 2027/28 the proportion of people who received short-term services during the year, who previously were not receiving services, where no further request was made for ongoing support have increased to 80%

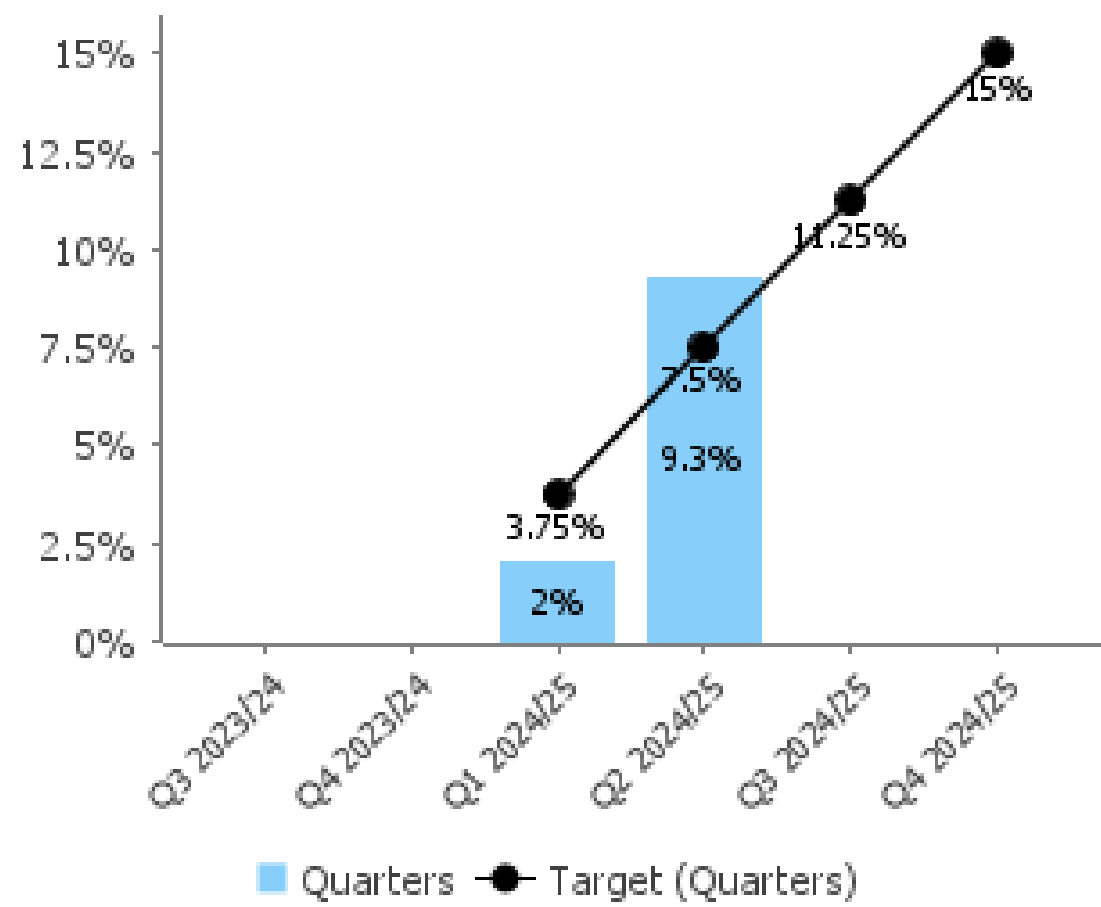


**Aim to Maximise
Green (upward long trend)**

There has been a 5.7 percentage point (pp) positive increase in this metric, which now exceeds target. Medway is now better than the most recent (2022/23) national and statistical neighbour's outturn.
In 2022-23 Medway (74.5%) was 3pp below the national (77.5%) and 1pp better than statistical neighbours (73.5%).
An Occupational Therapist (OT) Pilot, which aims to increase reablement, and prevent, reduce and delay the need for long term services has been in place since June 2024. This was initially for 3 months but has been extended for a further 3 months due to the early indicators of success in preventing, reducing and delaying long term services through early intervention and reablement.

Support people of all ages to live the most happy, healthy, independent life possible, utilising assistive technologies

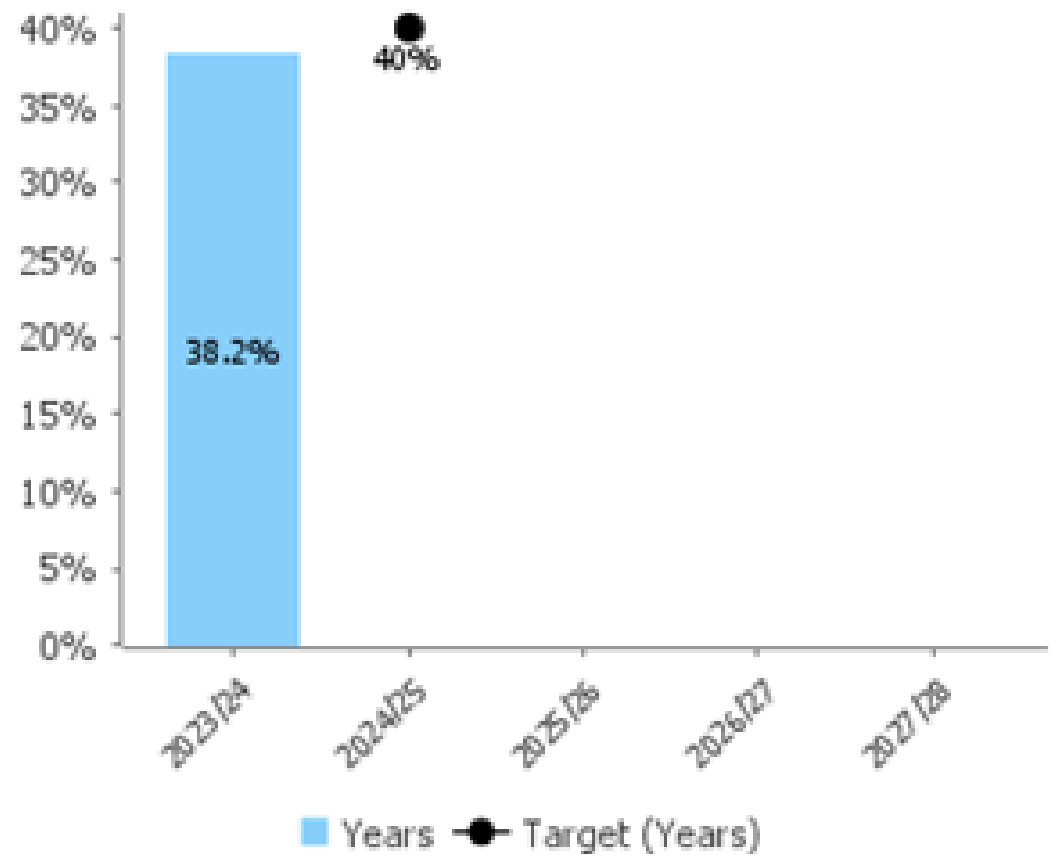
- 1.04 Assistive Technology for long-term care or reablement in adult social care



Aim to Maximise Green (upward long trend)

By 2027/28, there will be at least a 40% increase in use of assistive technology. The value represents the number of assistive technologies used in long term care (LTC) or enablement (ENB) settings in Adult Social Care (ASC). This performance indicator is cumulative. LTC users are clients that use this service to support care packages with no end date. Historically, the number of clients installed increases monthly from Q2 onwards. The dedicated Assistive Technology Champion within Adult Social Care (ASC) localities and review teams is now active and providing excellent support. ENB is where users are helped to further improve out of the hospital setting for a period of up to six weeks. Both services have met and exceeded the target of 7.5% in Q2, with a 9.3% increase in the use of assistive technologies in 2024/25 so far. Expectations are that the target of a 15% increase will be met by the end of the financial year.

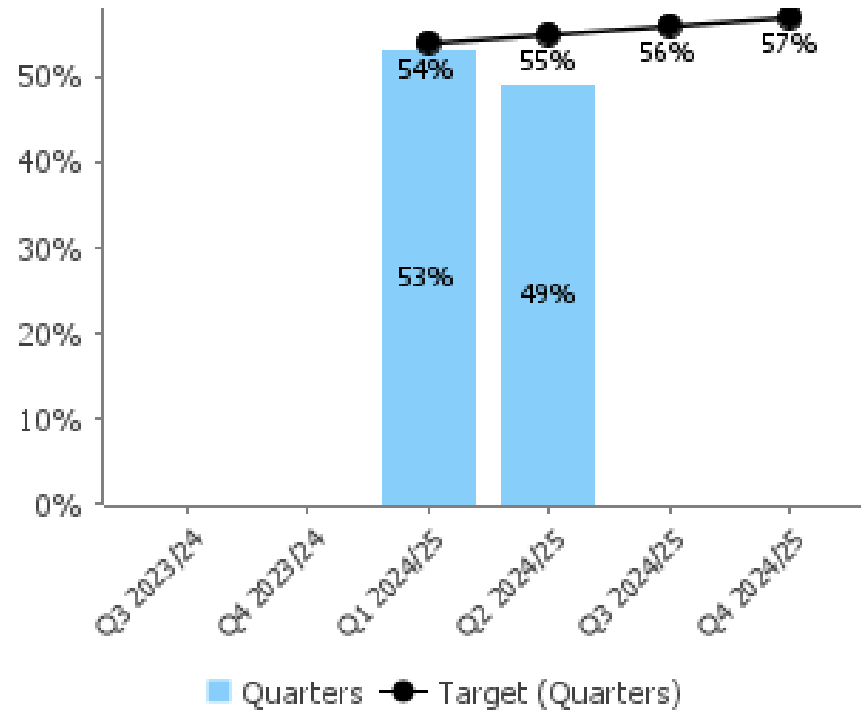
Ensure that services support children in care to thrive, fulfil their potential, build meaningful relationships and make good transitions to adulthood, so that they can live as independent lives as possible in their communities
- 1.05 Children kept close to home and community



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

By 2027/28, increase the number of children we keep close to their homes and community in Medway.
The value for 2024/25 will be available in March.
The business and finance team have been diligently working to audit data and ensure that the system reflects the most recent addresses for children and young people (CYP). As a result, the percentage of placements in the Medway area has increased to 38.8%. Children's Services are continuing to conduct regular reviews of the care and placement packages for CYP to ensure that they are suitable, and where suitable and safe for their return to the Medway area. The Children's Commissioning team has been successful to opening a children's home in Medway, which has increased the local capacity for children to return to their communities in the coming months.

Ensure that services support children in care to thrive, fulfil their potential, build meaningful relationships and make good transitions to adulthood, so that they can live as independent lives as possible in their communities
- 1.06 By 2027/28, the percentage of children in care with long-term fostering as a plan where the child, the carer and the service have agreed for the placement to last until the child is ready to leave care is 65% or higher

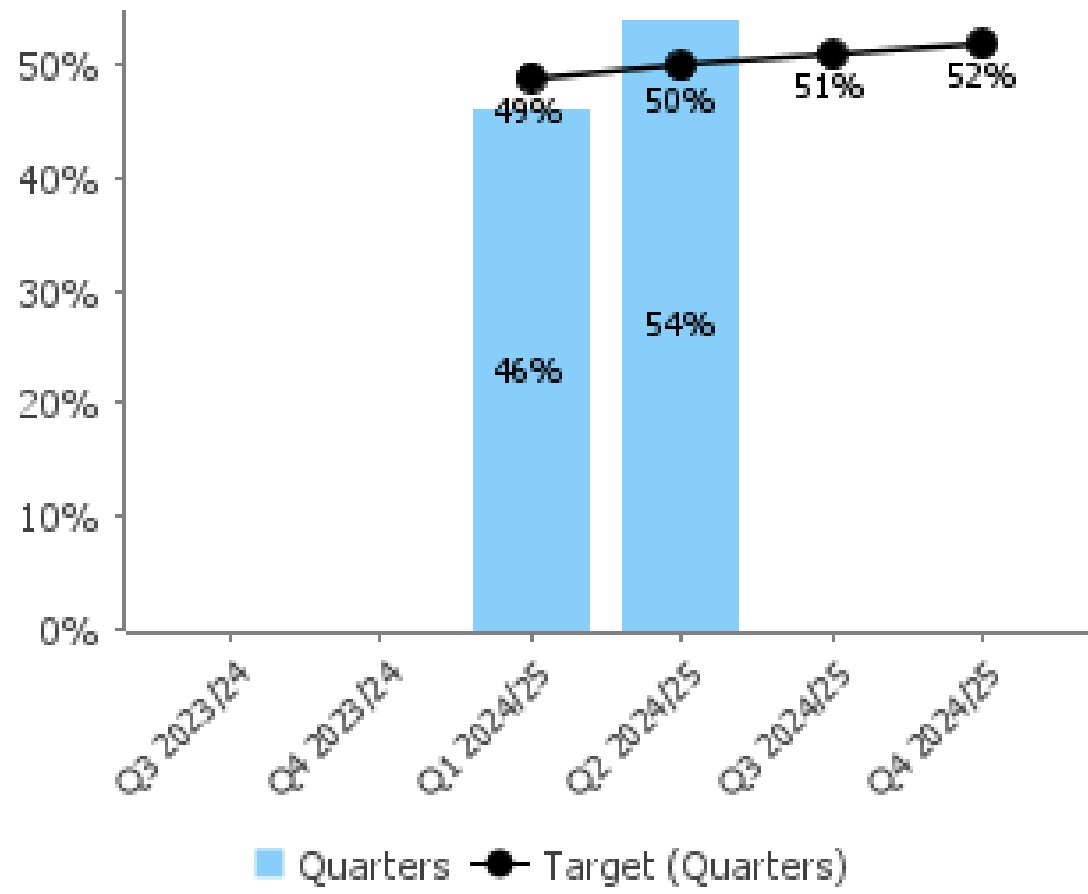


**Aim to Maximise
Red (downward long trend)**

There has been a 4pp (7.5%) drop since June 2024 with the outturn now below 50%. Throughout the quarter, we have tried to implement actions to respond to the decreasing number of children with long-term fostering as a plan where that plan has been agreed at a fostering matching panel. We continue to see a downward trend for performance which is affected by several factors, including social work practice in recording, timeliness of attendance at fostering panel alongside the needs of children and young people becoming more complex and placements thus failing. The permanency lead, in post since September 2024, will start to have an impact on performance soon.

In 2023 the service changed its process from permanency panel making recommendations to progress children and carers for long term matching, to one that now enables these children to be heard directly at fostering panel. This may have led to drift in plans progressing to fostering panel. The Head of Service (HOS) will now amend this so children are once again presented to permanency panel once they have been in placement for 12 months. In addition to this an action planning meeting will take place with Head of Provider and Head of Commissioning to review additional actions that will seek to improve this performance. This meeting will take place within the week and will consider what if any additional resources may be required.

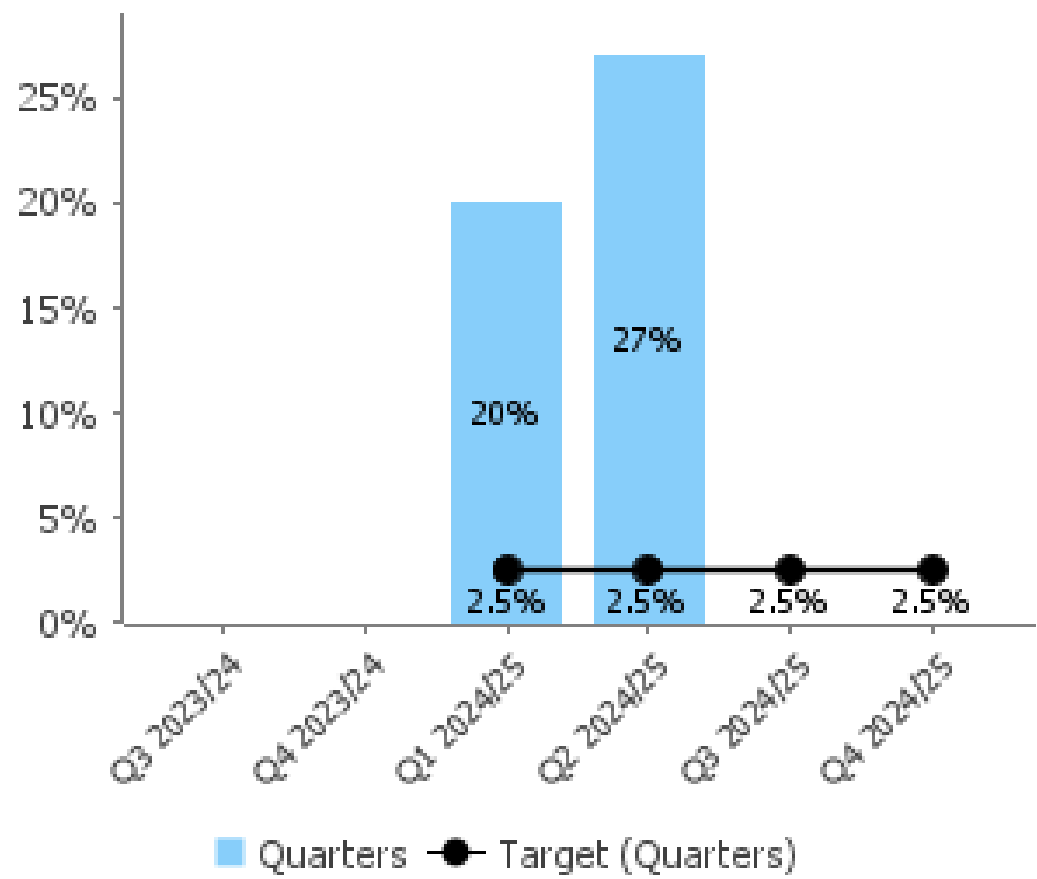
Ensure that services support children in care to thrive, fulfil their potential, build meaningful relationships and make good transitions to adulthood, so that they can live as independent lives as possible in their communities
- 1.07 By 2027/28, the percentage of young people leaving care who are in education, employment or training is higher than 60%



Aim to Maximise Green (upward long trend)

Data is produced a month in arrears so relates to August 2024. Currently 54% of the cohort are in employment, education or training (EET). The most recent national outturn is 66% which is 2 percentage points (pp) higher than our statistical neighbours at 64%. The service continues to work towards achieving the 2027/28 target of 60% and some improvements have been made evidenced in the 54% over the last two months. The service manager will continue to provide robust monitoring and scrutiny of this cohort of young people through the EET/Not in employment, education or training (NEET) Panel.

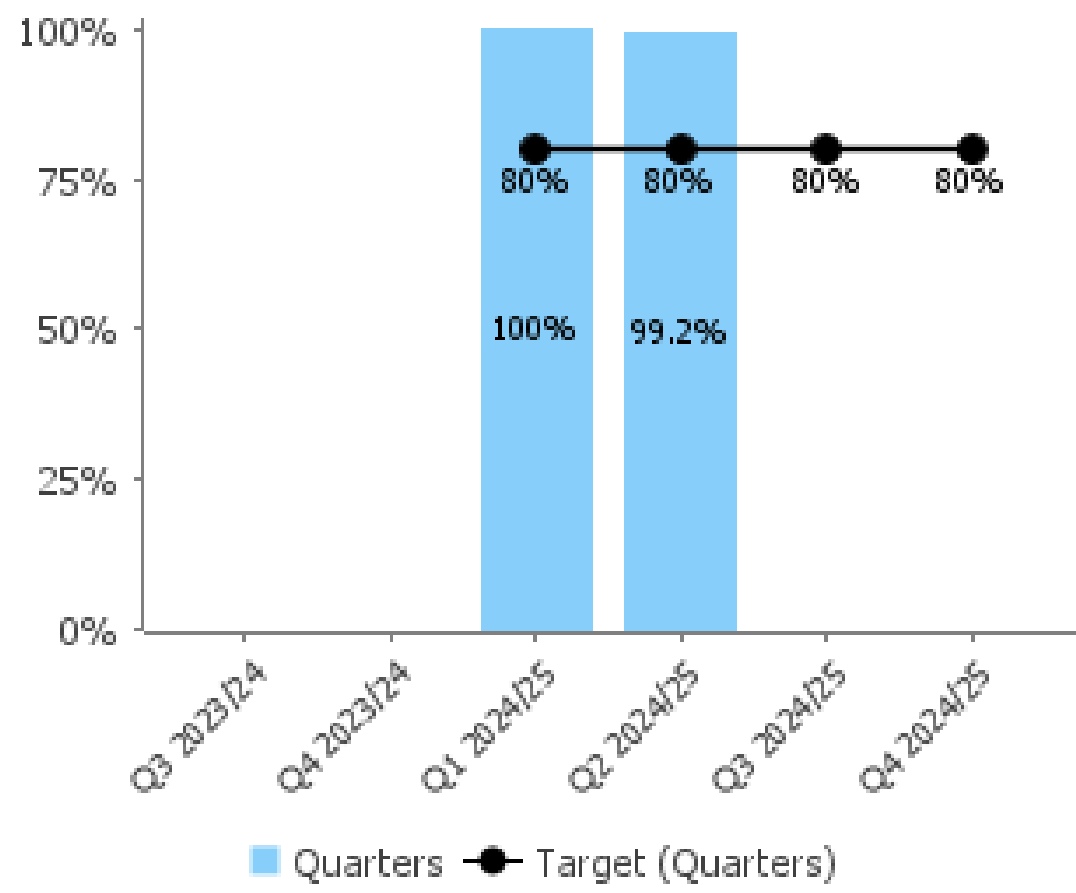
Provide creative, cultural and community services and facilities across Medway that everyone can access and benefit from
- 1.08 By 2027/28, 10% of Medway Adult Education’s learners will be new to the service each year, ensuring that access to education is being provided



Aim to Maximise Green (upward long trend)

Data as of 04 October for Q2 24/25 (July 2024 – September 2024). Data has been extracted from the EBS Management System and Terms Management System. Medway Adult Education (MAE) transitioned to a new management Information system for all enrolments that started from 01 August 2024. As this period included the beginning of the academic year MAE welcomed 369 new learners to the services from 1,385 learners that enrolled onto a course. 47 of these learners enrolled onto Community Learning courses, which include creative, language and wellbeing classes. 154 learners enrolled onto Adult Skills courses such as English for Speakers of Other Languages (ESOL), English, Mathematics or Vocational Skills and the remaining 168 learners enrolled onto Multiply courses, which supports the improvement of mathematics skills.

Provide creative, cultural and community services and facilities across Medway that everyone can access and benefit from
- 1.09a By 2027/28, the satisfaction rates across community hubs and libraries exceeds 80%

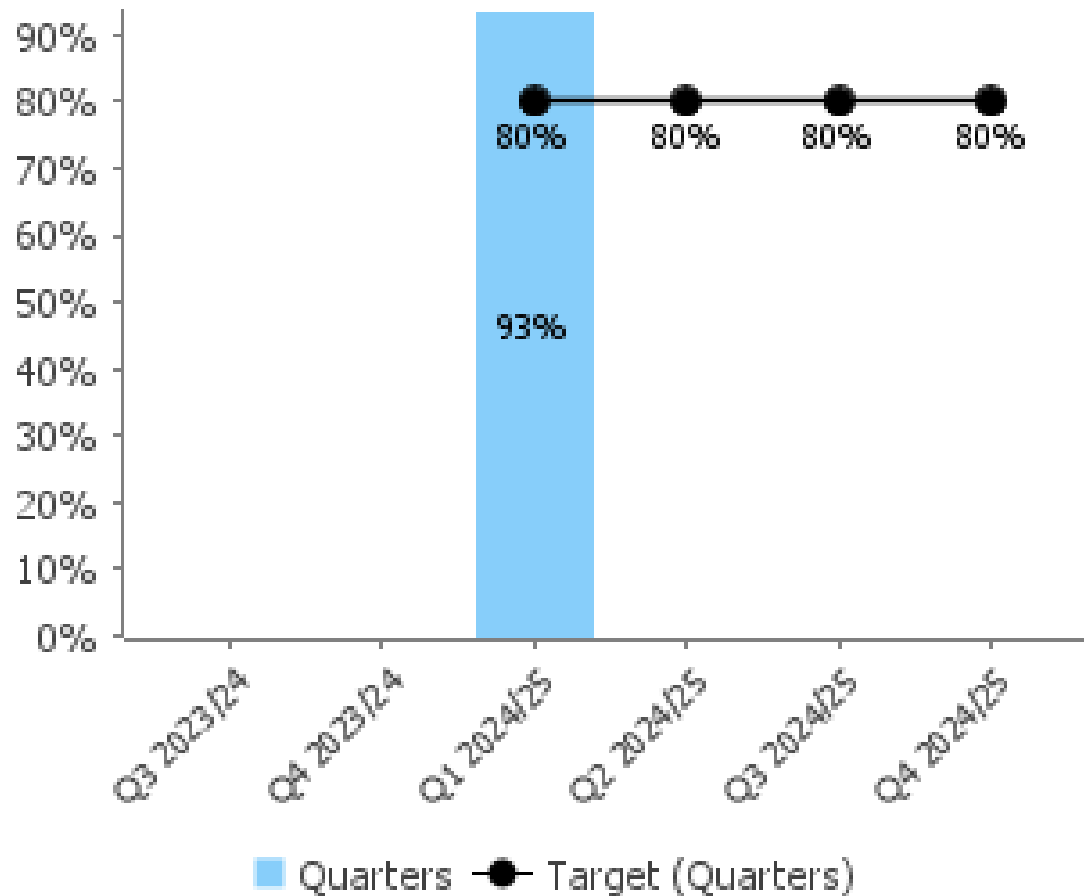


Aim to Maximise Green (downward long trend)

Library satisfaction remains above target rate despite ongoing short-term closures related to vacancies, sickness absence and general staff shortages relative to service demands. Customer feedback highlights the positive impact of library staff, and the breadth of services offered:

- *There is always a friendly helpful atmosphere here. The staff are very knowledgeable on the choice of books and happily order any that are not presently in stock.*
- *Staff are friendly, pleased to help. Although this is not my local, I prefer to come here as Maidstone is hard to get to and it's so uncaring. Please continue with this library.*
- *Thank you for putting on the Summer reading challenge my 4-year-old learnt to read by doing this!*
- *Friendly, welcoming staff. Clean premises. Please keep our library open, it's a much-needed place.*

Provide creative, cultural and community services and facilities across Medway that everyone can access and benefit from
- 1.09b By 2027/28, the satisfaction rates across theatres exceeds 80%

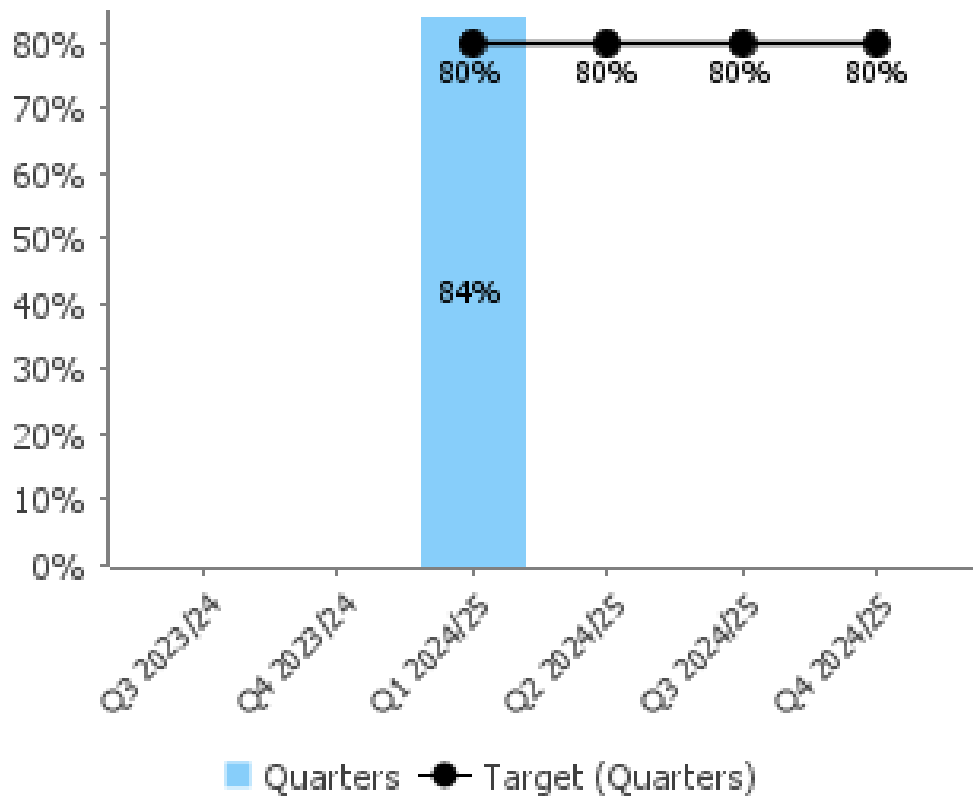


Aim to Maximise Green (no long trend)

This performance indicator is reported a quarter in arrears. The overall Q1 satisfaction rating is 93% and can be broken down into:

- Ease of buying your tickets - 99% were satisfied or very satisfied
- Quality of show - 96% were satisfied or very satisfied
- Cleanliness of the venue - 92% were satisfied or very satisfied
- Accessibility into and within the venue - 88% were satisfied or very satisfied
- Helpfulness of staff - 94% were satisfied or very satisfied
- Service at the bar - 89% were satisfied or very satisfied

Provide creative, cultural and community services and facilities across Medway that everyone can access and benefit from
- 1.09c By 2027/28, the satisfaction rates across festivals and events exceeds 80%

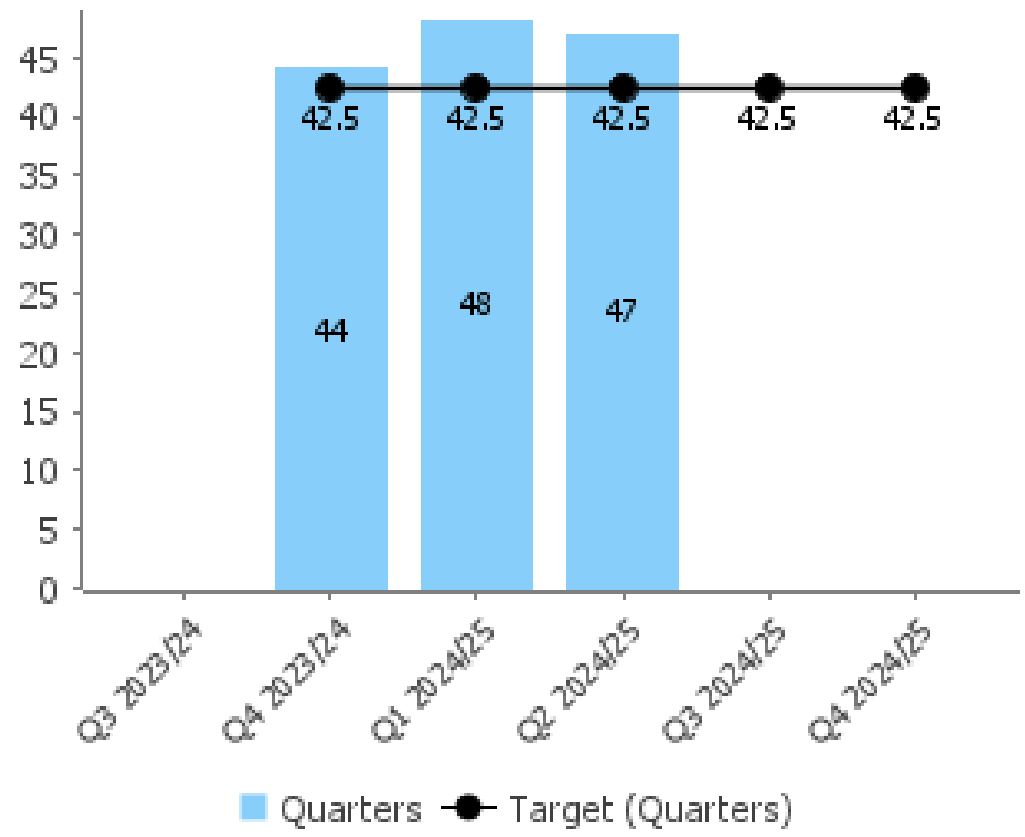


Aim to Maximise Green (no long trend)

This performance indicator is reported a quarter in arrears. Rochester Sweeps Festival had an 80% satisfaction rating. The festival was, as ever, a huge success over the three days over the early May Bank Holiday weekend. Over 50,000 people visited the festival. Even in heavy rain the people who attended on Monday came out. Morris Teams continued to dance in the High Street and over 200 participated in the finale parade on Monday afternoon. For the first time the festival was supported by Arts Council England with a full day of participatory workshop and performances celebrating folk music and dance from across Medway’s diverse communities. 86% of those asked said the festival atmosphere was very good or good and 75% agreed the event created a sense of community spirit. The economic impact estimated is over £3m in Rochester.

Armed Forces Day had an 88% satisfaction rating. 89% of visitors stayed for over two hours. 52% had never attended before and 61% of those that had attended before said the event was better than previous years. Over 30% of visitors had not visited the Dockyard in the last three years, with 8% saying they had never visited mostly because it was too expensive. 82% of responders would return to The Historic Dockyard Chatham. Satisfaction for “price” and “location” was ranked highest, with “food and drink” ranking lowest.

Support our children and young people to ensure they are safe, secure and stable
- 1.10 By 2027/28, the rate of children (0-17 years) subject to a child protection plan is between 40 and 45 per 10,000

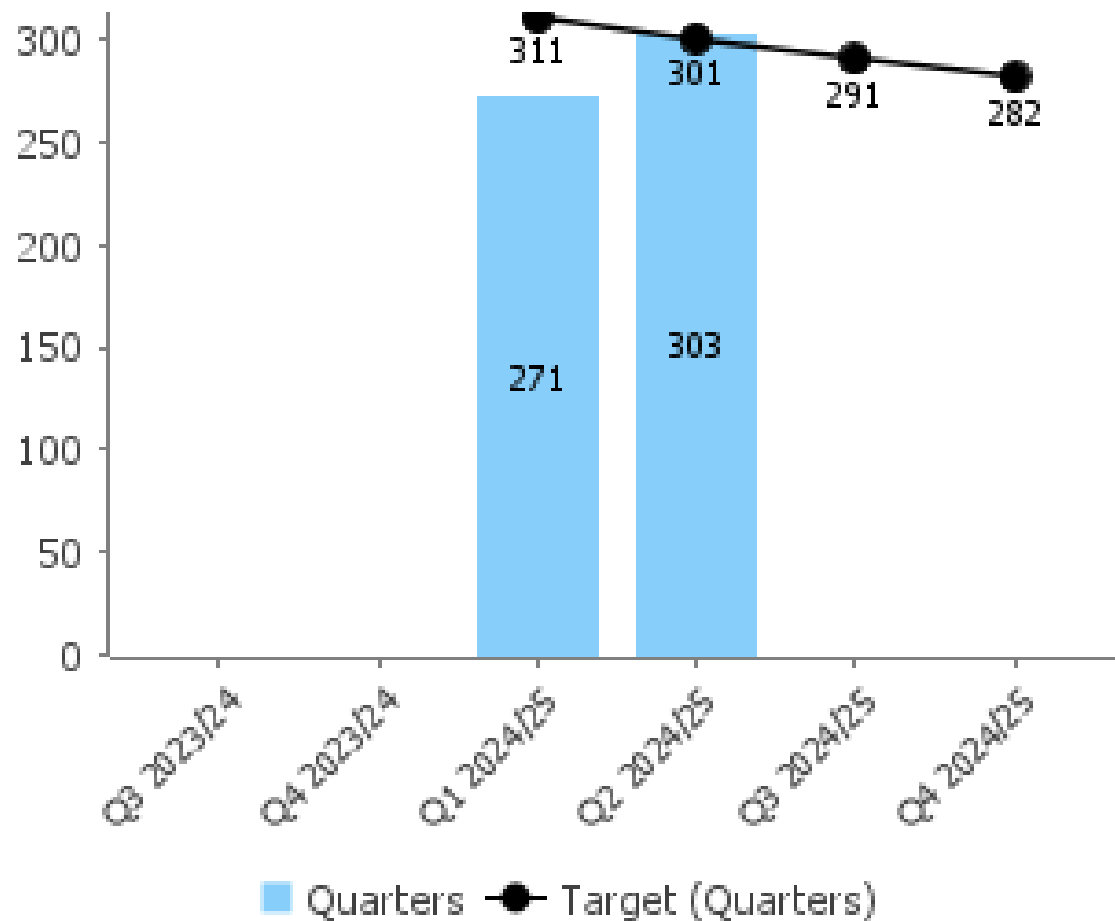


Goldilocks
Amber (downward long trend)

Child Protection (CP) numbers and subsequently rates have dropped over the quarter and are now slightly below the Q1 result. There are 297 children on a CP plan. The rate in Medway is higher than the 43.2 per 10,000 national rate and the 41.3 per 10,000 statistical neighbour rate. The measure is a goldilocks measure, where a green status is if our rate is between 40 and 45. The "target" of 42.5 is the midpoint of the range rather than an "actual" target.

This figure and percentage is affected by the number of extended court proceedings and pre-court proceedings across the services. At the current time there are 44 children from 22 families who have been subject to a plan for 12+ months, a reduction of 13 from last quarter. The majority are involved in Public Law Outline or court proceedings. There will be some positive movements over the next two months as these cases step down and/or close as proceedings conclude, and Public Law Outline (PLO) is stepped down. All CP plans post 12 months are reviewed regularly, and in addition Review Child Protection Conferences are being brought forward if there are indications that risk has reduced, and progress has been made to enable step down. Currently there are 291 children subject to a CP plan, a reduction of 9 from last quarter. The trajectory is going in the right direction and grip and pace is being applied in respect of scrutiny and review of longer-term CP plans.

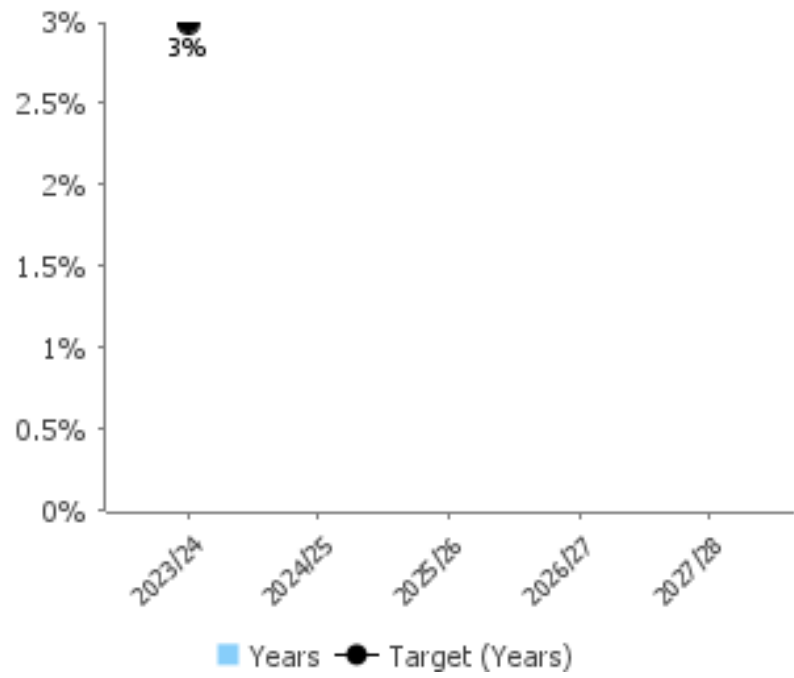
Support our children and young people to ensure they are safe, secure and stable
- 1.11 By 2027/28, the rate of S47 investigations per 10,000 is statistically similar to the national average



**Aim to Minimise
Amber (downward long trend)**

The end of quarter snapshot, although similar to the target, shows a negative movement since last quarter with rates increasing and moving further from the national level. Medway is 58% higher than national. It should be noted that the rate has been volatile over the last six months, peaking at 470 per 10k and falling to as low as 203 per 10k. The average over the last six months is 300 per 10k. The most recent national outturn is 192, 5 points lower than statistical neighbours at 197. As with Q1 this remains an area of focus across the service. Additional quantitative analysis has now been undertaken including an independent review of s47s in October. The service is likely to have a clear understanding at Q3.

Support our children and young people to ensure they are safe, secure and stable
- 1.12 By 2027/28, the rate of children and young people who are identified at risk of exploitation is statistically similar to the national average



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

Data for this measure will be published later in the year.

In 2022-23 Medway was 4 percentage points (pp) below the national and statistical neighbours outturn of 6%.

The Medway Contextual Safeguarding Panel continues to meet monthly with good representation from the partnership. Information is shared by the Youth Service around ongoing school and location assessment, Kent Police Child Centred Policing Team, Violence Reduction Unit (PPP document) and Kent Police Missing Child Exploitation Team (MCET). Information is also shared from the monthly North Kent Serious Organised Crime Panel (SOCP) led by Kent Police.

Following a restructure in Kent Police the new Detective Chief Inspector (DCI) with overarching responsibility for exploitation is working with the chair of the panel to look at how information from the Gangs and County Lines Team can be made more readily available to the panel.

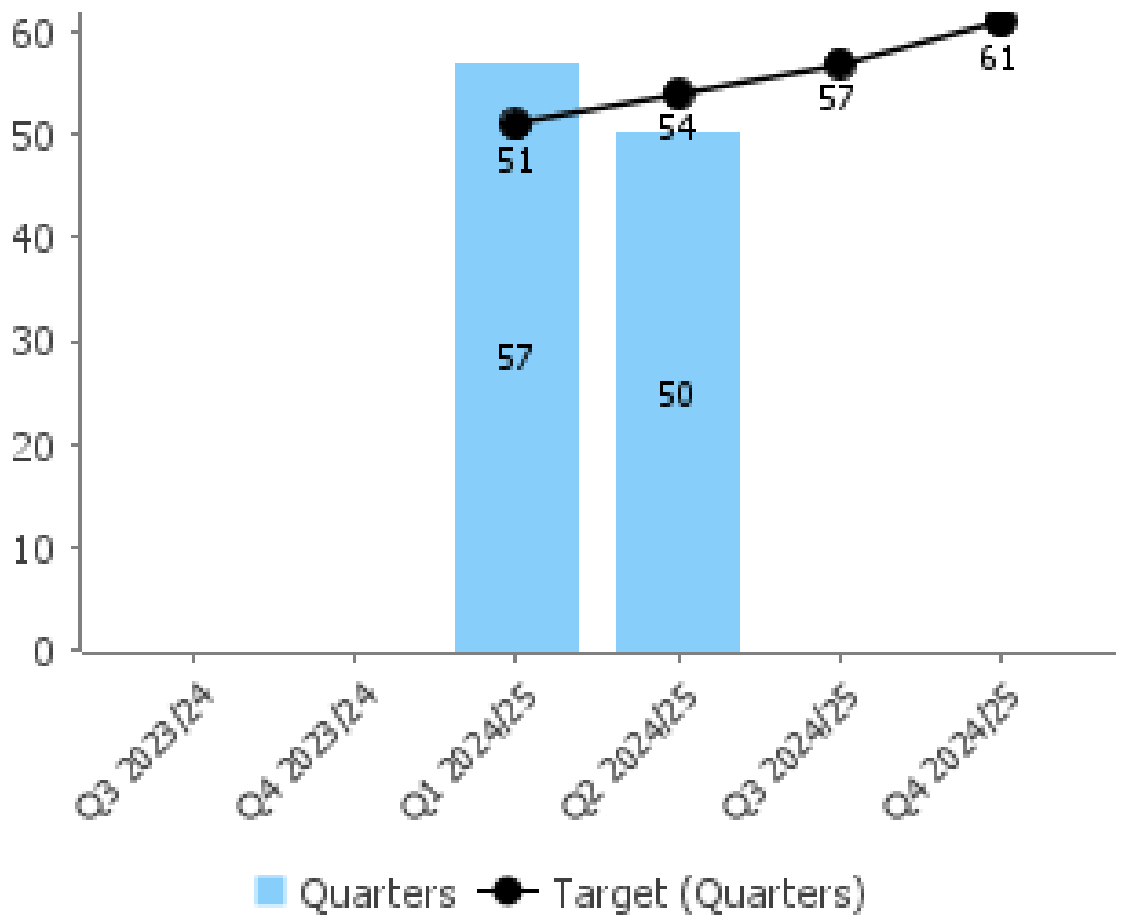
Kent Police are leading on a Missing and Exploitation Tactical Delivery Group which meets every other month.

Missing and exploitation discussion (MED) continue to be held across Children Services chaired by service managers. Adolescent needs which include MEDs is on the agenda at every monthly service manager forum to ensure that MEDs are consistent across the service and practice is improved.

There has been a revised practitioners exploitation risk assessment/tool agreed. This has been created to capture better information and analysis regarding each child/young person at risk. Whole service mandatory training will be rolled out in November/December.

Several short training videos have also been created by the Missing and Exploitation Lead and have been made available across the services. Where relevant these have been shared with partners. The videos cover Return Home Interview (RHI), the exploitation portal (Kent Police) and MEDs.

Support our children and young people to ensure they are safe, secure and stable
- 1.13 By 2027/28, increase our multi agency early help offer by 100%

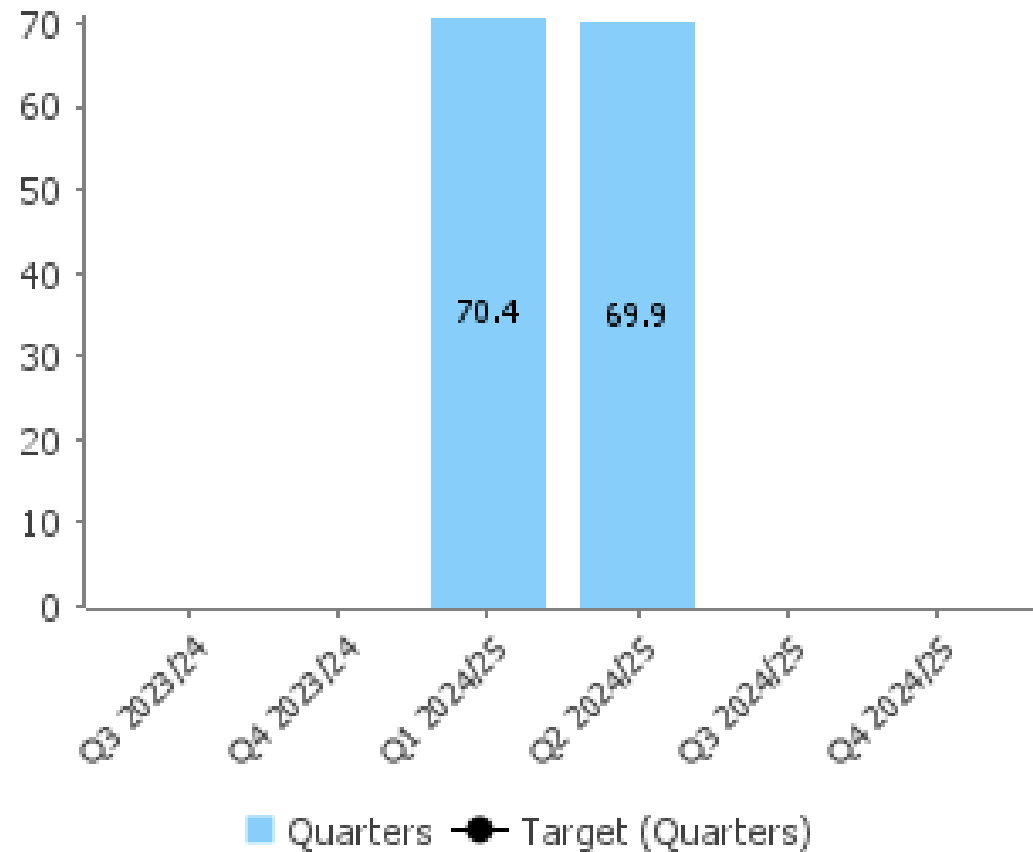


Aim to Maximise
Red (downward long trend)

Currently there are 50 families which is a decrease from Q1. This may be related to the school summer holidays. The Q2 outturn is 7.4% below target. Cases are open to 37 partner organisations, one more than at the end of Q1. Medway's Early Help Partnership Board (EHPB) continues to meet bimonthly ensuring that there is a strategic oversight of the early help offer across Medway. The partnership continues to work together to develop an early help dataset that enables agencies to develop their own key performance indicators (KPIs), which can then be reviewed and scrutinised by the EHPB. The data currently only provides the data from those partners (education) who record their intervention on to MOSAIC. The work identified above is continuing.

Support all adults, including those living with disability or physical or mental illness to live independently and stay safe

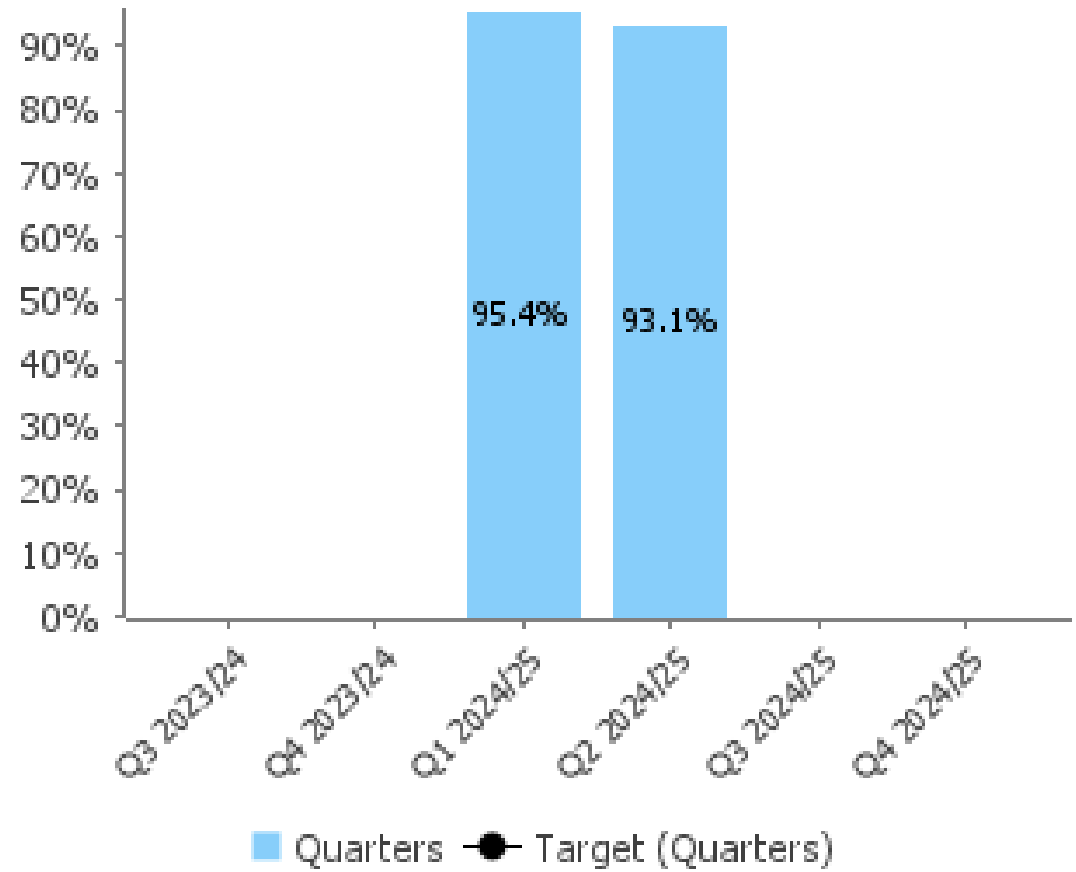
- 1.14 By 2027/28, the proportion of people who receive long-term support who live in their home or with family is similar to the national average



Aim to Maximise
Status unavailable (downward long trend)

This is a new national measure. Targets will be agreed following the publication of the first data set, which is expected in the autumn. Local data shows that 2,100 of 3,003 clients receive services in the community, a small drop from the Q1 outturn. This should be viewed as indicative as the final national methodology for calculating this metric has not been published yet. We are developing a carers offer to support individuals remain supported at home for longer. Additionally, we are recruiting a Head of Short Term Projects to undertake this work.

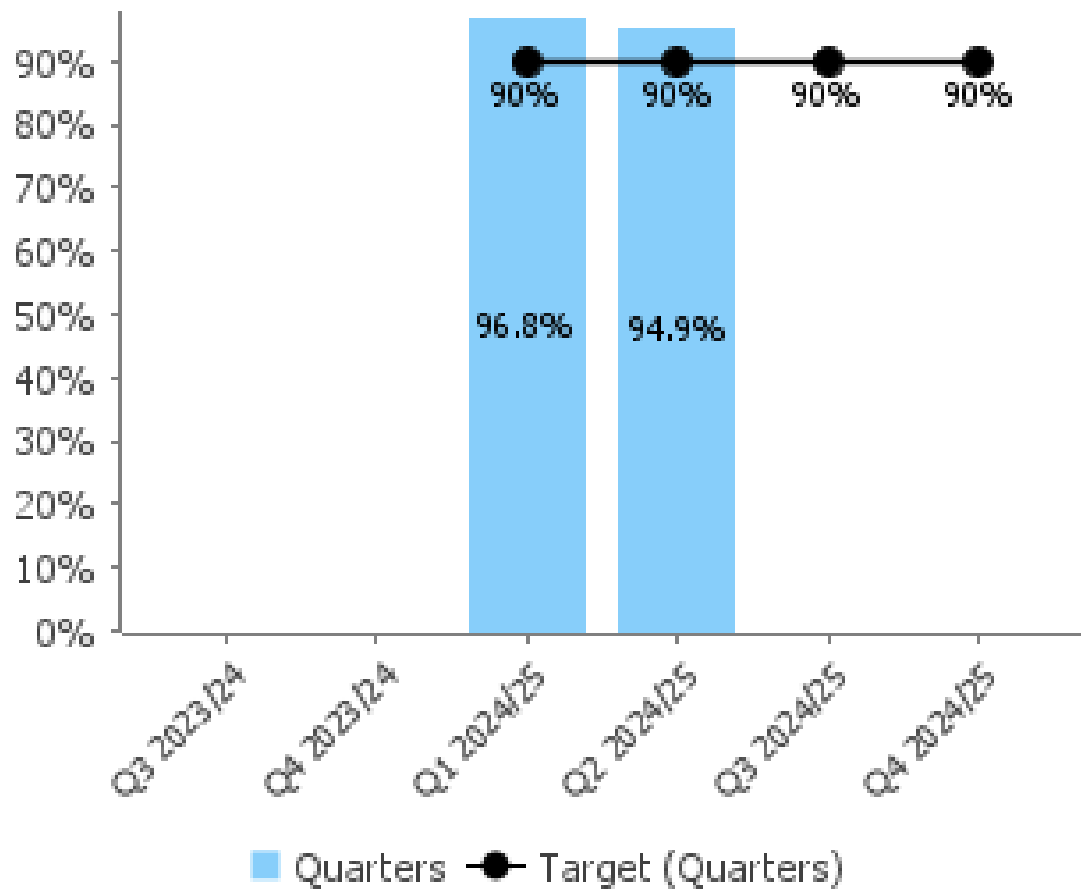
Support all adults, including those living with disability or physical or mental illness to live independently and stay safe
- 1.15 By 2027/28 the proportion of closed safeguarding enquiries where risk is reduced or removed is better than the national percentage



Aim to Maximise
Status unavailable (downward long trend)

This is a new national measure. Targets will be agreed following the publication of the first data set, which is expected in the autumn.
Local data shows that there were 303 safeguarding enquiries closed in Q2, and of these 282 were resolved with the risk reduced or removed. This is 93.1% which is a slight reduction on the Q1 outturn.
We are developing a carers offer to support individuals remain supported at home for longer. Additionally, we are recruiting a Head of Short Term Projects to undertake this work.

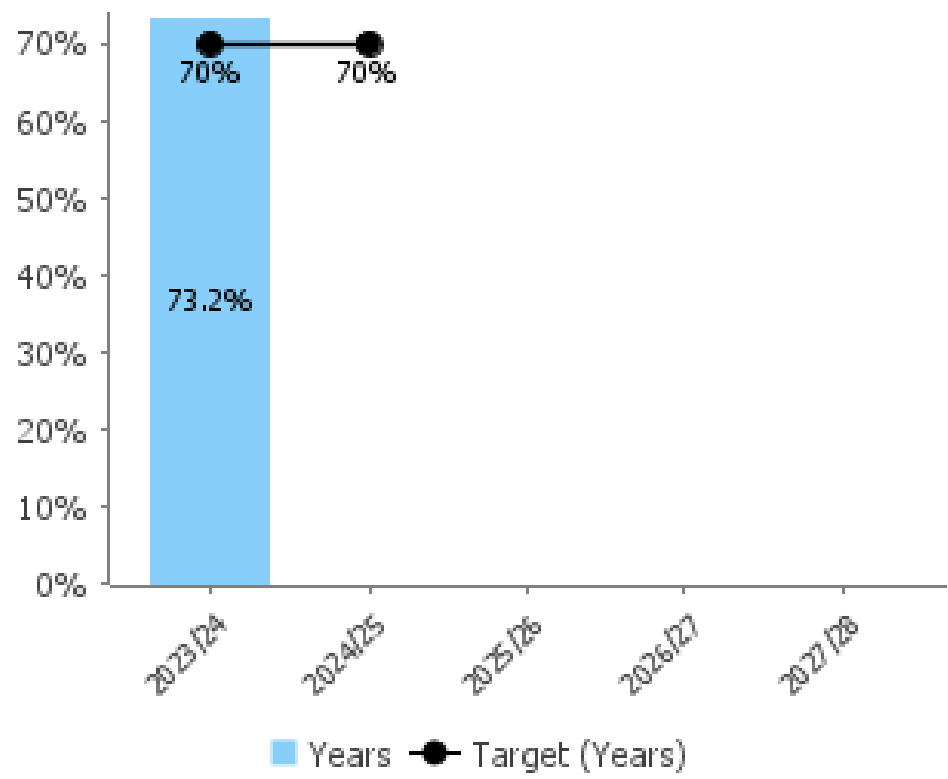
Support all adults, including those living with disability or physical or mental illness to live independently and stay safe
- 1.16 By 2027/28, 90% of people with a concluded safeguarding enquiry achieve either their desired outcome, or their desired outcome is partially met



Aim to Maximise Green (downward long trend)

There were 303 closed enquiries in Q2. Of these, 175 clients expressed a making safeguarding personal outcome. 9 of these 175 have the desired outcome not achieved, meaning 94.9% were met or partially met. This is 1.9 percentage points (pp) lower than in Q1. It should also be noted that in Q1 79.1% of closed enquiries had a making safeguarding personal outcome recorded. In Q2 this had dropped to 57.8%. National benchmarking is taken from a voluntary collection. The latest data (2022-23) saw 135 out of 152 local authorities (LAs) respond. From this cohort 91.9% saw the desired outcome met or partially met. We are monitoring and reviewing why the risk could not be reduced or removed, identify any themes and then take appropriate actions to support the increase of removal or reducing of risk going forward.

Support all adults, including those living with disability or physical or mental illness to live independently and stay safe
- 1.17 By 2027/28, the proportion of people who use long term adult social care services who report that they feel safe is similar to, or higher than, our statistical neighbours



**Aim to Maximise
 Green (no long trend)
 Annual PI**

This metric is part of Priority 1, Delivering quality social care and community services and the sub priority: Support all adults, including those living with disability or physical or mental illness to live independently and stay safe.

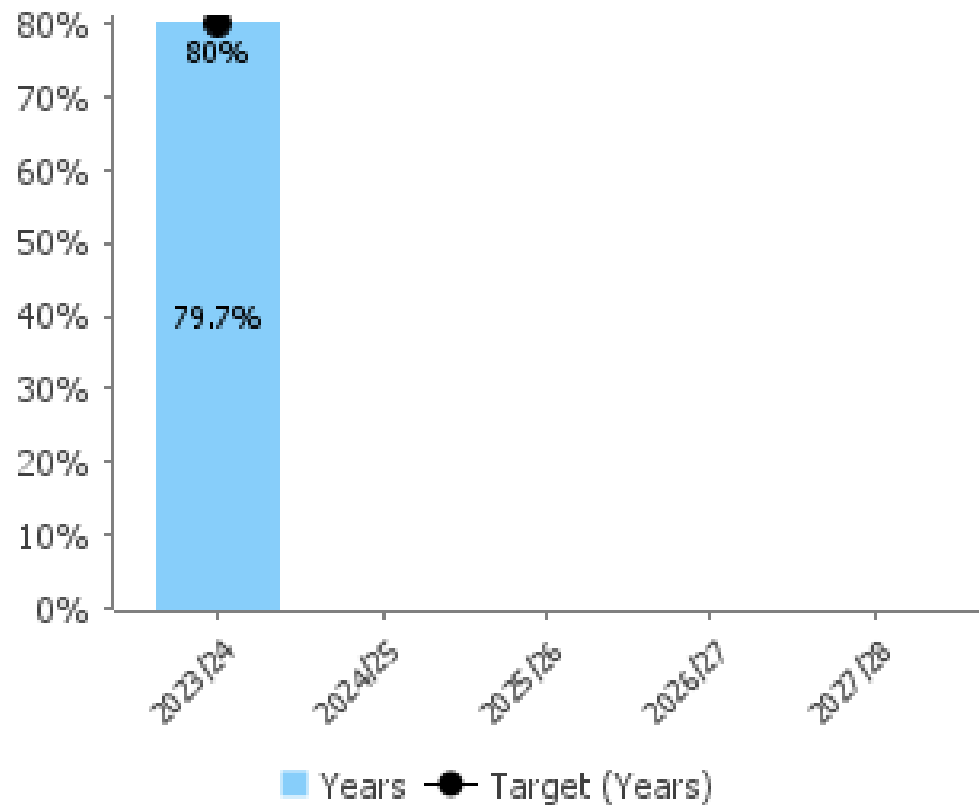
Local, unvalidated data, shows a year-on-year improvement of 4.9 percentage points (pp) (7%). This should be seen as indicative only. Validated data for the 2023/24 year, with national comparisons, is expected autumn 2024. This performance indicator is reported a year in arrears.

For 2022/23 Medway was 1.4pp behind national (69.7%) and 2.1pp behind our statistical neighbours. This measure is taken from the Adult Social Care (ASC) Users survey.

In future we will analyse the reasons that people reported they did not feel safe so steps can be taken to improve. Also, we will consider introducing a mandatory question to ask individuals if they feel safe during our interventions such as safeguarding, Myplan, Reviews, Conversation 2 and Conversation 3.

People in Medway live independent and fulfilled lives into an active older age

- 1.18 By 2027/28, the proportion of people who use long term social care services who report having control over their daily lives is similar to, or higher than, the national average



**Aim to Maximise
Amber (no long trend)
Annual PI**

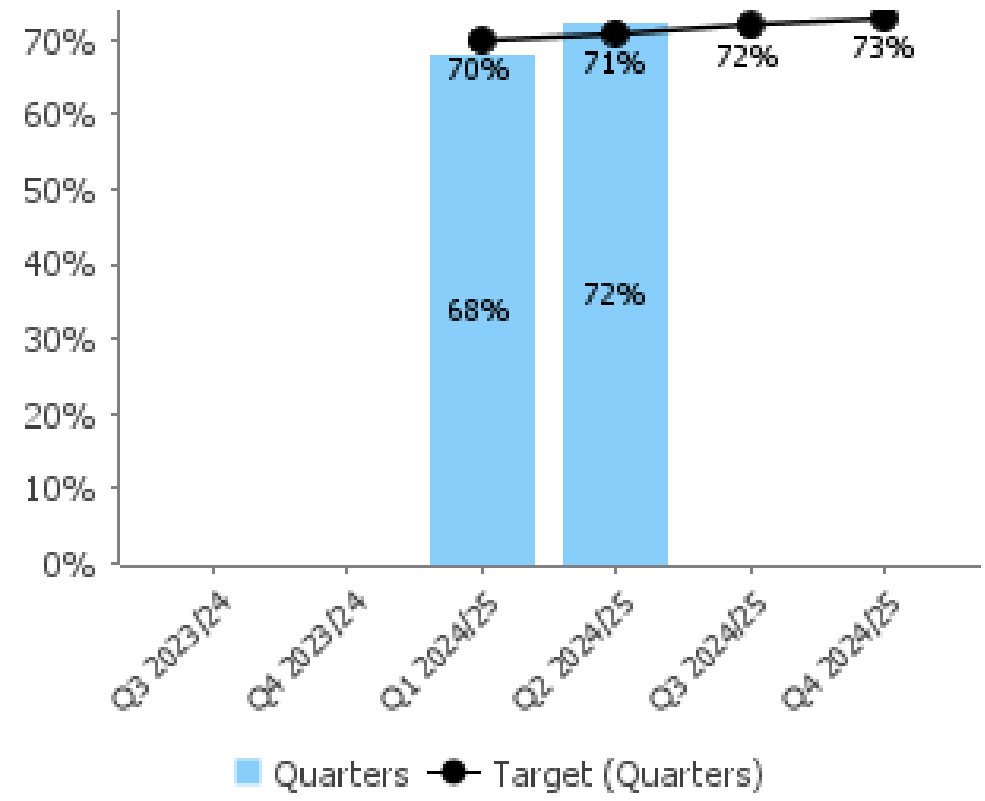
This metric is part of Priority 1, Delivering quality social care and community services and the sub priority: People in Medway live independent and fulfilled lives into an active older age.

Local, unvalidated data, shows a year-on-year improvement of 0.7 percentage points (pp) (0.9%). This should be seen as indicative only. Validated data for the 2023/24 year, with national comparisons, is expected autumn 2024. This performance measure is reported a year in arrears.

For 2022/23 Medway was 2pp higher than national (77%) and the same as statistical neighbours (79%). This measure is taken from the Adult Social Care (ASC) Users survey.

In future we will analyse the reasons that people reported they did not feel in control as a result of ASC interventions so steps can be taken to improve.

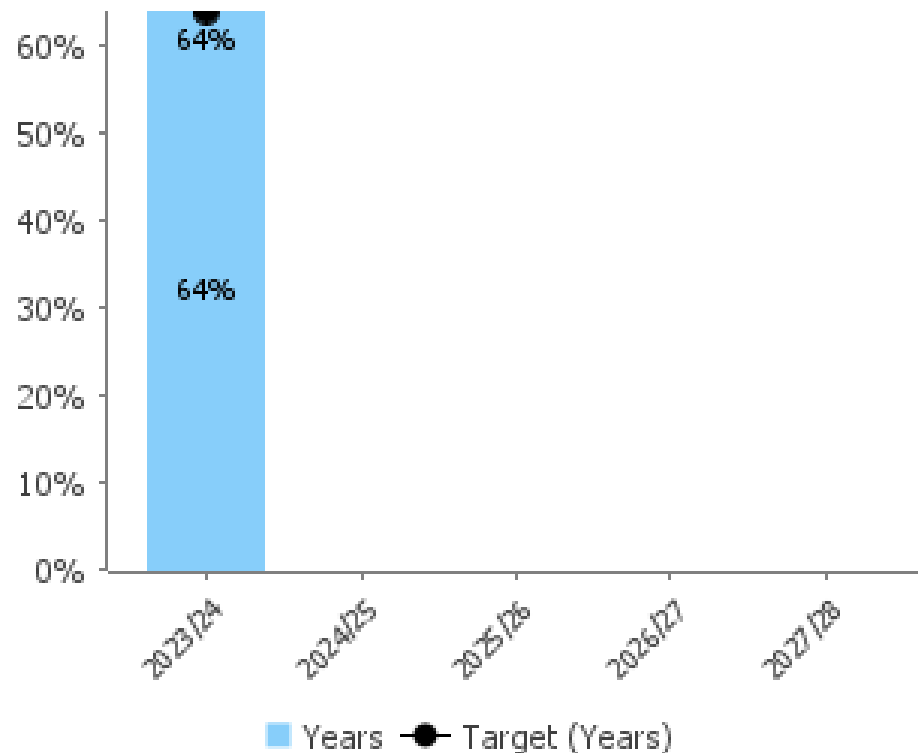
People in Medway live independent and fulfilled lives into an active older age
- 1.19 By 2027/28, the proportion of older people (65 and over) who are still at home 91 days after discharge from hospital into reablement services is similar to, or higher than, our statistical neighbours



**Aim to Maximise
Green (upward long trend)**

The Q1 figure has been updated to 68% as the June data has now been received.
 Data is available up to August 2024. This shows that 72% of the cohort remained in their homes three months after discharge, which is better than the apportioned target for the quarter (71%). Medway remains 9 percentage points (pp) behind the national and comparator proportion.
 Benchmarking:
 For 2022/23 Medway was 12pp lower than national (82%) and statistical neighbours (82%).
 The Intermediate Care and Reablement Service is a commissioned service delivered by Community Health. We work closely with them to ensure that people ready to be discharged from hospital receive the most appropriate service to meet their needs. The new Intermediate Care & Reablement Service enables the provider to flex their resource to meet demands, i.e., either Home First and/or Intermediate Care Bed. We are working with the Health and Care Partnership to look at other options to enable people to be discharged from hospital and decisions made about their care and support needs away from the acute setting.

People in Medway live independent and fulfilled lives into an active older age
- 1.20 By 2027/28, the proportion of people who use adult social care services who report that they find it easy to find information about services is higher than the national average



**Aim to Maximise
Green (no long trend)
Annual PI**

This metric is part of Priority 1, Delivering quality social care and community services and the sub priority: People in Medway live independent and fulfilled lives into an active older age.

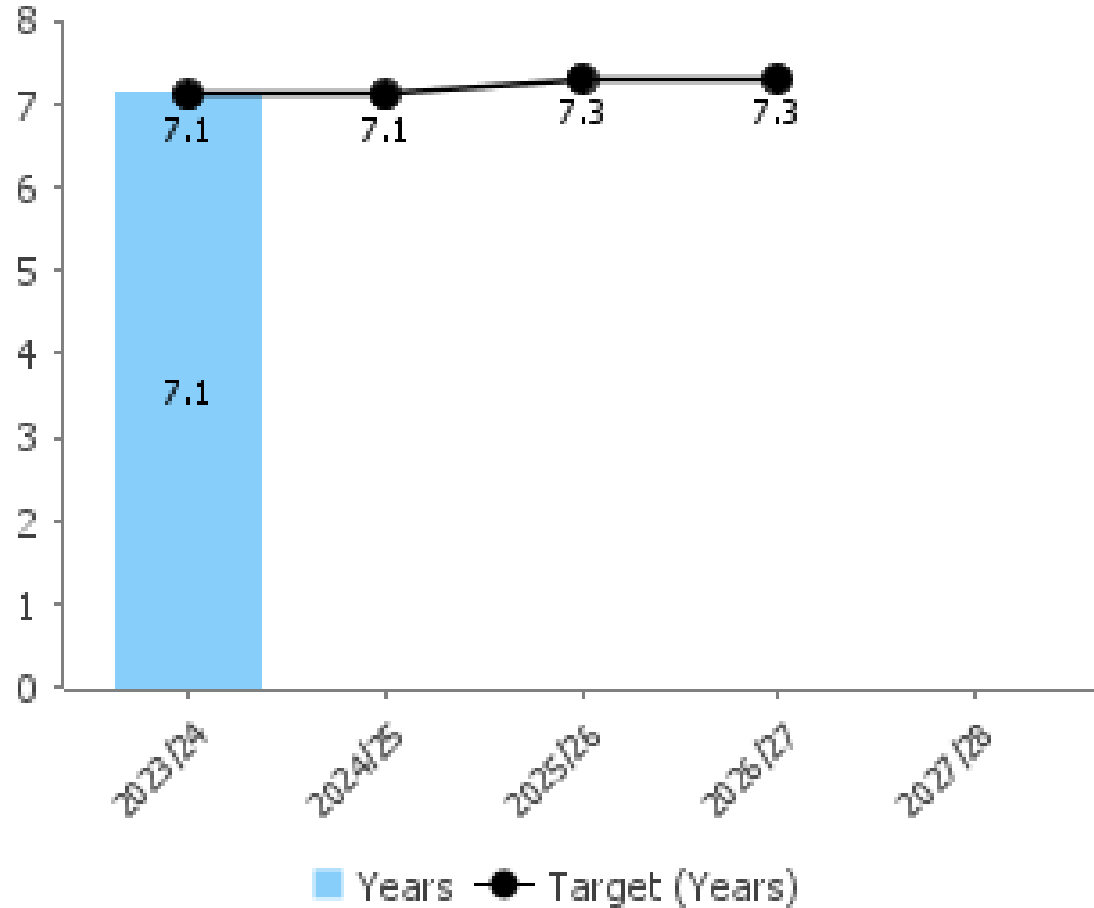
Local, unvalidated data, shows a year-on-year improvement of 2.1 percentage points (pp) (3.4%). This should be seen as indicative only. Validated data for the 2023/24 year, with national comparisons, is expected autumn 2024. This performance indicator is reported a year in arrears.

For 2022/23 Medway was 5pp lower than national (67%) and 3pp lower than statistical neighbours (65%). This measure is taken from the Adult Social Care (ASC) Users survey.

In future the Engagement Manager is to consult individuals and groups about how they prefer to access information. Additionally, the Head of Transformation/Head of Short Term Projects is to develop our digital offer and other means of communication.

People in Medway live independent and fulfilled lives into an active older age

- 1.21 By 2027/28, the carer reported quality of life score is statistically similar to, or higher than, the national average



**Aim to Maximise
Green (no long trend)
Annual PI**

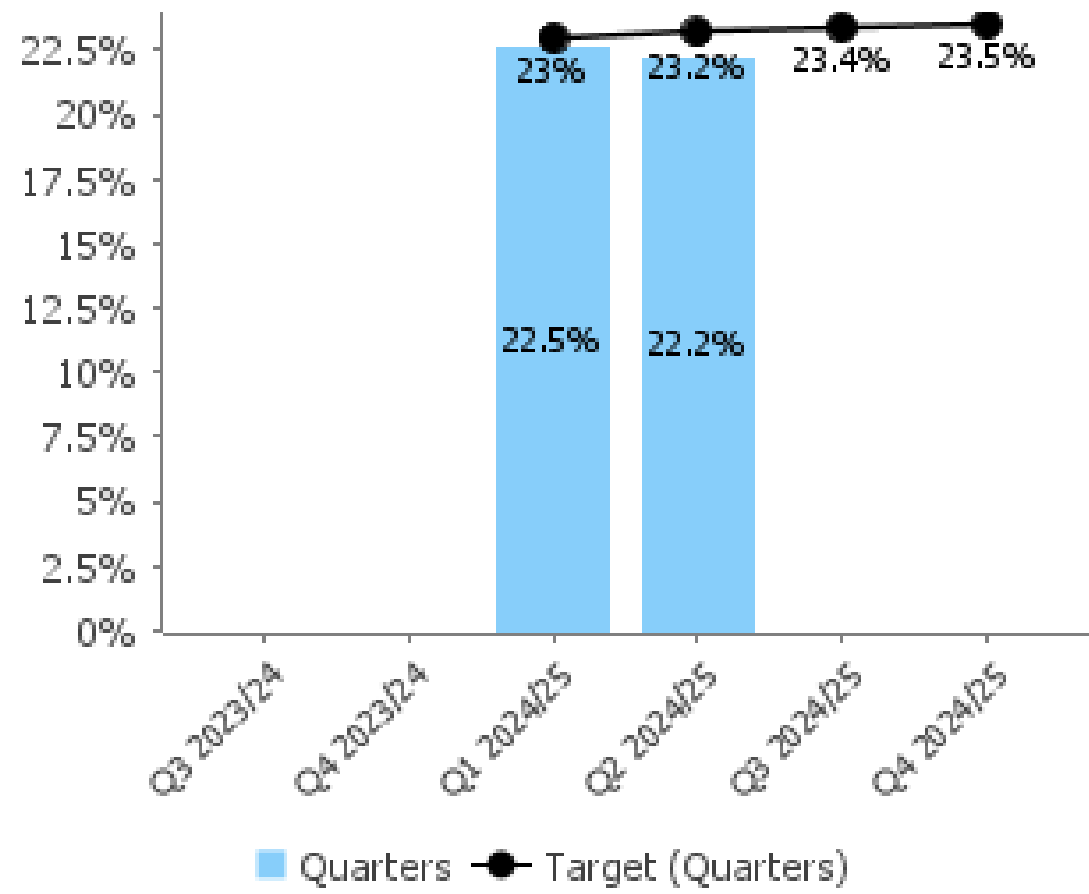
This metric is part of Priority 1, Delivering quality social care and community services and the sub priority: People in Medway live independent and fulfilled lives into an active older age.

Local, unvalidated data, shows a year-on-year decline of 0.1 point (1.4%). This should be seen as indicative only. Validated data is generated from the biennial survey of carers. The 2023/24 outturn will be published later in the year. This performance indicator is reported a year in arrears.

For 2021/22 Medway was 0.1 points lower than national (7.3) and the same as statistical neighbours (7.2).

We are developing a Carers offer to support carers to have an improved quality of life. Additionally, we are recruiting a Head of Short-Term Projects to undertake this work.

People in Medway live independent and fulfilled lives into an active older age
- 1.22 By 2027/28, the proportion of long-term clients receiving support via a Direct Payment is similar to or better than the National percentage.



Aim to Maximise Amber (downward long trend)

The ongoing downward trend has continued. Currently there are 472 clients receiving a direct payment (DP). This is similar to the number at the end of June, but the denominator has increased. Comparator data will be refreshed for the 2023/24 year in the autumn.

For 2022/23 Medway (28.7%) was 2.5 percentage points (pp) above national (26.2%) and 0.6pp above statistical neighbours (28.1%).

There has been an increase in the number of referrals received however these remain insufficient to meet the target. If this continues, the incremental increases will not be achieved for each quarter in 2024/25.

The Self Directed Support (SDS) team manager has attended team meetings as part of the Best Practice Funding Panel. A leaflet has been developed for social workers and residents explaining the benefits of receiving a DP. Teams have identified DP champions to work in each of the Locality Teams with the objective of increasing referrals. There are also lunch time learning sessions that have been made mandatory for Social Workers, Social Care Officers and Occupational Therapists to attend.

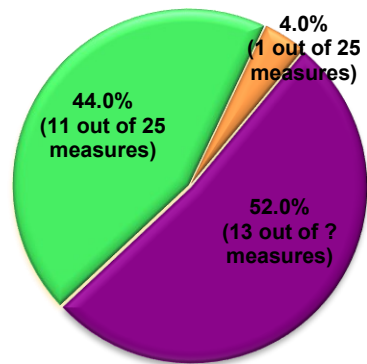
Benefitting from good education, quality jobs and a growing economy

- Ensure all children and young people access a high-quality, inclusive education.
- Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups.
- Develop a strong mixed economy which provides training and work opportunities that support career development, increasing high value businesses and expanding high quality employment.
- Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage.
- Support the growth and diversification of business in our town centres, reflecting the importance of placemaking and regeneration.

Summary of all performance indicators for this priority

There are 25 performance indicators for the One Medway Council Plan 2024/28 which fall under this priority.

Performance

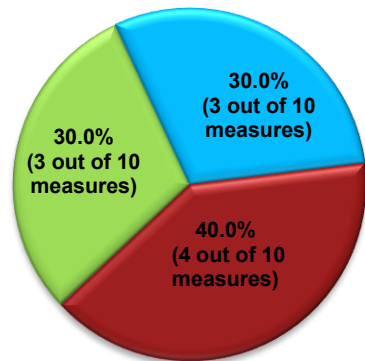


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target
Data means data only. No target set
NA means not available this quarter or annual PI

This chart shows the performance for all of the measures:

- 44% (11 out of 25 measures) met or exceeded target.
- 4.0% (1 out of 25 measures) were slightly below target (less than 5%).
- 0.0% (0 out of 25 measures) were significantly below target (more than 5%).
- 0.0% (0 out of 25 measures) were data only or status unavailable.
- 52.0% (13 out of 25 measures) were not available or annual PIs.

Direction of Travel

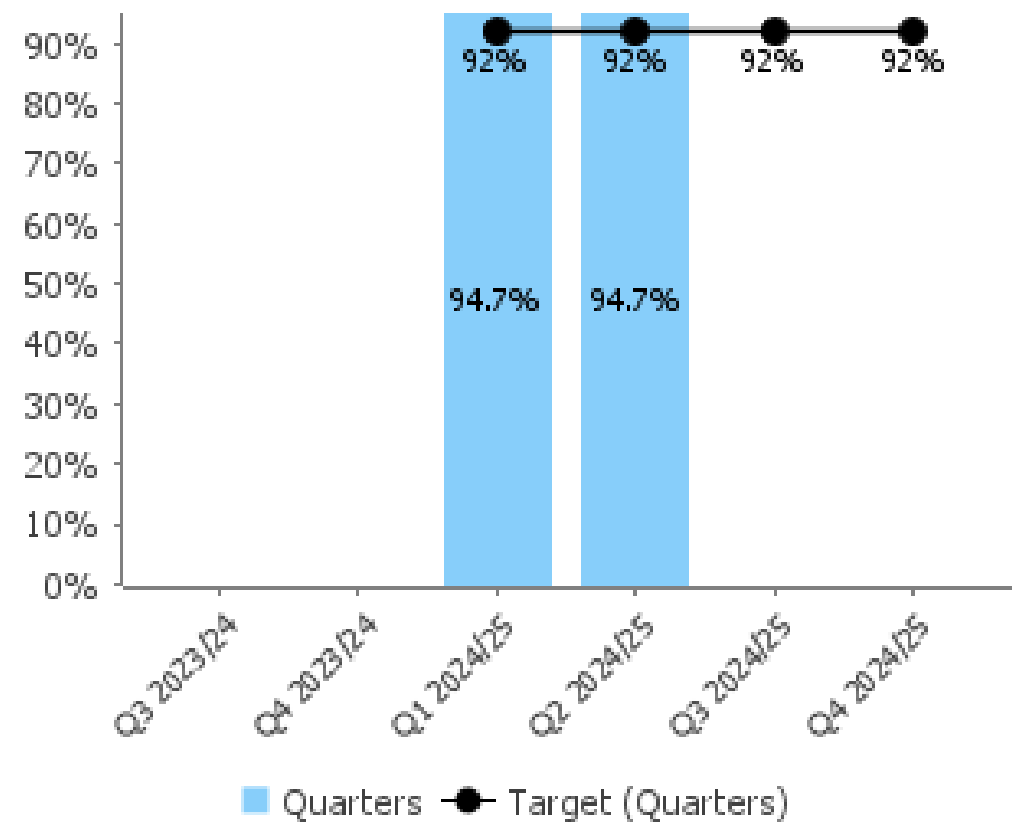


Direction of Travel - key
Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 10 measures:

- 30.0% (3 out of 10 measures) had an upward long trend.
- 30.0% (3 out of 10 measures) had a static long trend.
- 40.0% (4 out of 10 measures) had a downward long trend.

Ensure all children and young people access a high-quality, inclusive education
- 2.01 By 2027/28, 92% of early years, primary and secondary schools in Medway are good or better in the last Ofsted inspection



Aim to Maximise Green (static long trend)

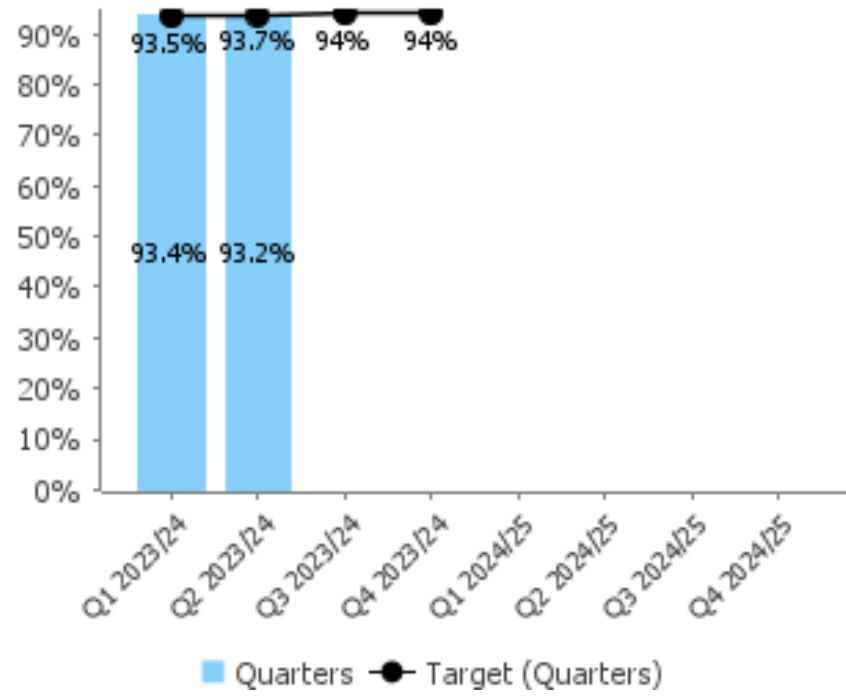
There have been no changes since the end of Q1. The counting cohort is 94 schools. The two schools which have converted to academies and do not yet have an inspection grading are not included in the denominator. Of these, 8 (6 primary including those with nursery provision and 2 secondary schools) are outstanding and 81 (67 primary including those with nursery provision and 14 secondary schools) are good. This means 89 (94.7%) are good or better. 3 schools require improvement and 2 are inadequate.

Medway is currently the second placed local authority (LA) in the South East, 3.4 percentage points (pp) higher than the South East total and 4.3pp higher than the national total.

In addition to maintaining oversight of performance of schools as judged by the Ofsted inspection process, the school categorisation / risk rating for all schools provides oversight against 12 areas. It is reviewed at three points across the academic year and essentially RAG rates based on information in the following areas: School Effectiveness, Ofsted grade, Attendance, Behaviour (exclusions & suspensions), Safeguarding, special educational needs and disabilities (SEND) / Inclusion, Admissions, Finance, Governance, Health and Safety, Human Resources and Property.

Ensure all children and young people access a high-quality, inclusive education

- 2.02 By 2027/28, the rate of attendance at primary and secondary schools is above 96%



Aim to Maximise
Amber (downward long trend)

The target for the end of the year is 94%, split to rise incrementally over each quarter: Q1 93.5%, Q2 93.7%, Q3 94% and Q4 94%. Data will be taken from the triannual school census, using the full year published data, which is available in Q3 for the 2023/24 academic year.

Attendance is reported a year in arrears. The most recent (full data set) is for the autumn and spring terms 2023/24. Medway's attendance has reduced by 0.2 percentage points (pp) to 93.2%. This is 0.1pp better than the national rate.

The drop in attendance means that Medway is ranked 54th out of all local authorities (LAs), having been 52nd in at the end of Q1. At the same point in 2022/23 Medway was ranked 59th with an attendance rate of 92.5%.

There has been no change in the rate of persistent absence (PA), with 19.9% of Medway pupils missing 10% or more of sessions. The national PA has dropped to 19.2%, having been 19.4% at the end of the autumn 2023/24 term. This means the gap between national and Medway PA has widened.

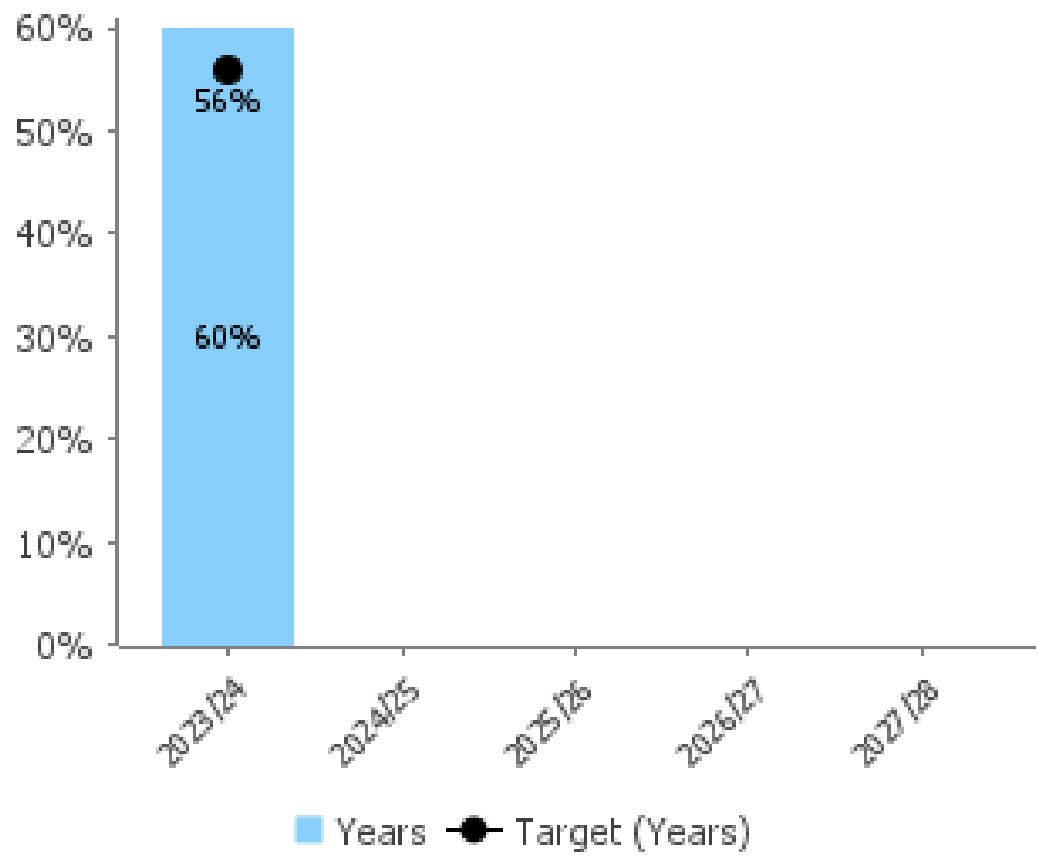
The national absence figure is 93.1% which is marginally worse than Medway.

Currently 98 of our schools report live data to the Department for Education (DfE). This shows attendance at 94.8% (up to 13/9/24). The national "live" attendance rate is 95.2%.

Schools are being both supported and challenged to adhere to the DfE guidance 'Working Together to Improve School Attendance' document that became statutory in August 2024. The DfE guidance is welcomed and written for all schools, trusts, governing bodies and local authorities, striving to improve and maintain high levels of school attendance. Medway has an attendance plan that reflects planned actions in response to this improvement area and reflects aspects of practice including multiagency working and targeted support meetings throughout.

Ensure all children and young people access a high-quality, inclusive education

- 2.03 By 2027/28, the proportion of pupils that meet the expected standard in reading, writing and maths at the end of Key Stage 2 (end of year 6) is the same as or above the national average

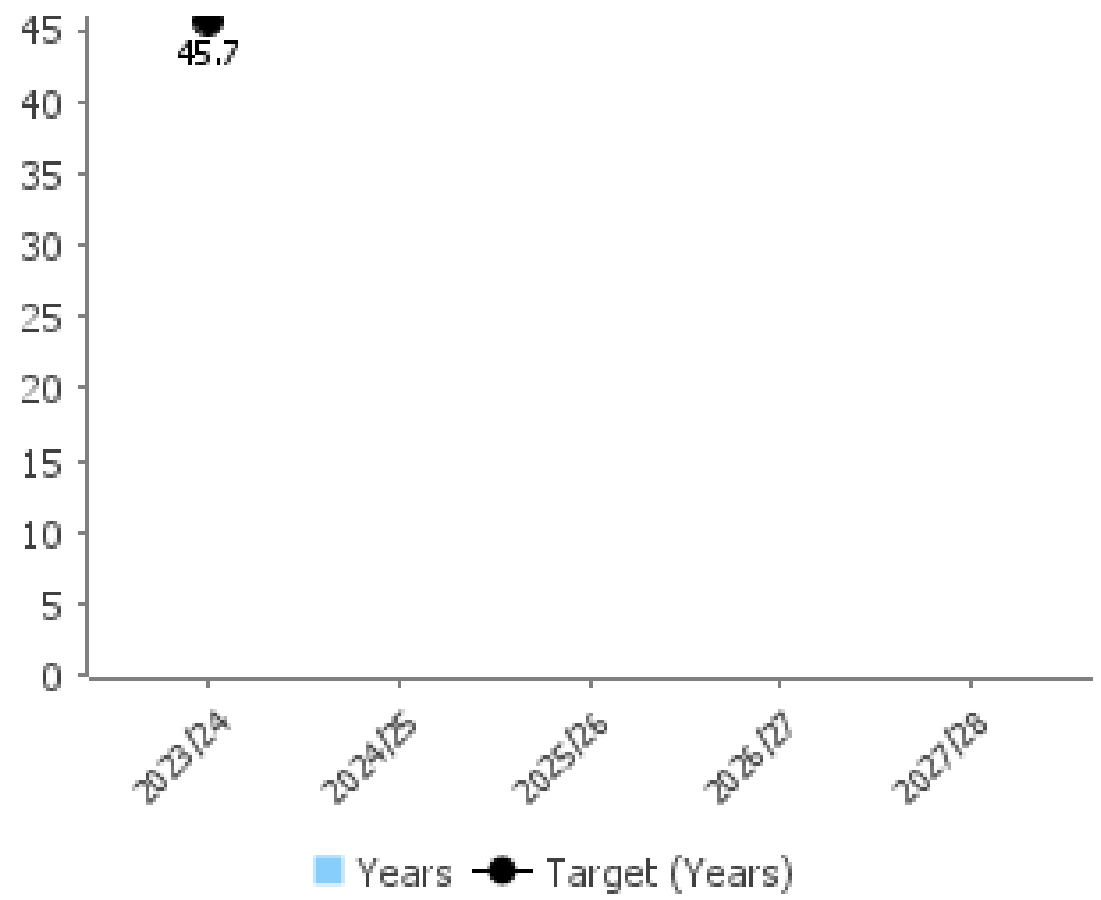


**Aim to Maximise
Green (no long trend)
Annual PI**

Provisional data was published in September. 60% of Medway children achieved or exceeded the expected standard in reading, writing and mathematics. This is the same as the national attainment level. Medway has improved on the 2022/23 result by 5 percentage points (pp), whereas national attainment has remained static. The target of 56% was set as a flight path to achieving the 60% achieved nationally in 2022/23.

Benchmarking:
The national (provisional) outturn for the 2023/24 academic year was 60%.

Ensure all children and young people access a high-quality, inclusive education
- 2.04 By 2027/28, the Average Attainment 8 Scores (Key Stage 4, 14-16-year-olds) are the same as or above the national average

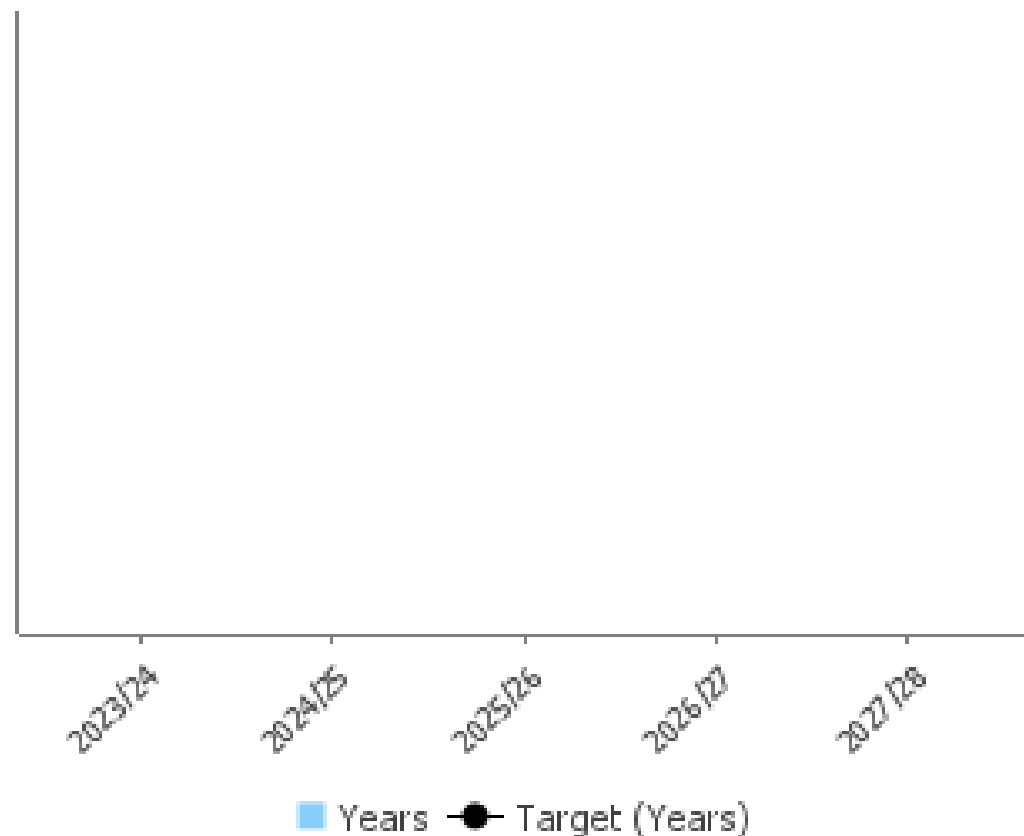


Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due Autumn 2024

This metric is part of Priority 2, Benefitting from good education, quality jobs and a growing economy and the sub priority: Ensure all children and young people access a high-quality, inclusive education.
Provisional data for the 2023/24 academic year will be published in autumn 2024.
For 2022/23 Medway was 1 point behind national (46.4).

Ensure all children and young people access a high-quality, inclusive education

- 2.05 By 2027/28, the Average Progress 8 (Key Stage 4, 14-16-year-olds) are the same as or above the national outcome



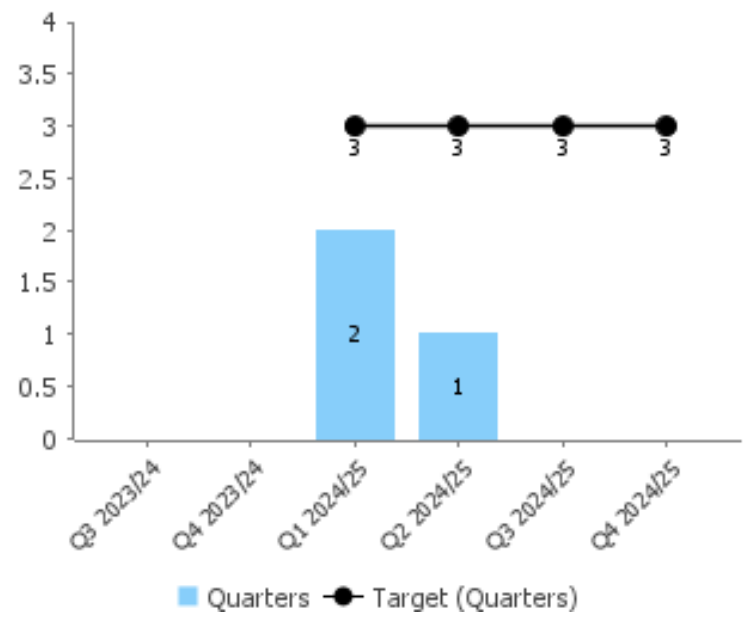
Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due Autumn 2026

This metric is part of Priority 2, Benefitting from good education, quality jobs and a growing economy and the sub priority: Ensure all children and young people access a high-quality, inclusive education.

Following Covid19, no Progress 8 data will be published for academic years 2023/24 and 2024/25 (reporting years 2025 and 2026). We expect data for the 2025/26 academic year to be published in autumn 2026.

Medway was 0.08 points worse than national (-0.03) in 2022/23.

Ensure all children and young people access a high-quality, inclusive education
- 2.06 By 2027/28, the proportion of 16/17 year olds who are not in education, employment or training, or whose status is 'not known' has been reduced, such that Medway is ranked in the top 2 quintiles nationally for participation



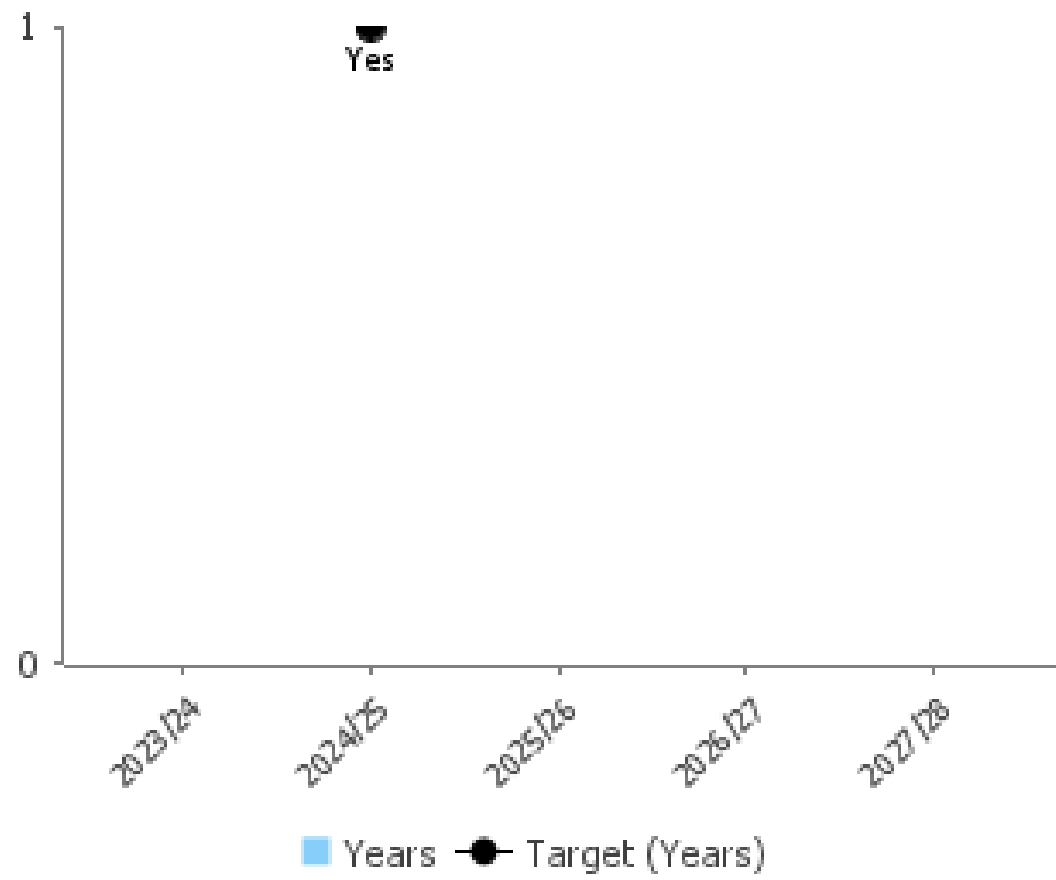
Aim to Minimise Green (upward trend)

Data is available up to August 2024. Medway is in the 1st quintile (where the 1st quintile is best). The combined Not in Education, Employment or Training (NEET) and Activity Not Known percentage is 2.9%*. This is comprised of 196 (2.7%) NEET children and 14 (0.2%) children whose activity is Not Known. Nationally 8.6%* of 16- and 17-year-olds are NEET and Not Known, with 3.6% NEET and 5.0% Not Known. For the South East this is 7.5%*, where 3.2% are NEET and 4.3% Not Known.

*figures may not sum due to rounding.

It should be noted that between May and August both components of the measure have improved in Medway and both have also worsened nationally and regionally. The NEET cohort remains high, however 21% have EET dates agreed, 3.5% are not ready for EET, 1.5% were not ready for employment or support, 3.5% were pregnant or parenting and 6.6% were not available due to illness or disability. Throughout May 2024 to August 2024, 66 young people were supported into positive progressions of EET. There has been a significant rise in young people migrating to Medway - this has brought further challenges due to the lack of rolling education opportunities. There is a growing concern for future provision, as mapping is highlighting the lack of appropriate provision. Continued use of databases across the council to support young people and ensure data is succinct, and tracking and working with stakeholders to identify provision is a priority. Positive relationships have developed with the Department for Work and Pensions (DWP) and other providers to allow identification of further support mechanisms and reduce the NEET figure. Further early identification streams are being developed to reduce the risk of NEET moving forward. Despite the challenges, the Information, Advice and Guidance (IAG) team continue to work within the available parameters, engaging with providers to increase opportunities. Not Known tracking is of high priority and routinely conducted to ensure that young people can access support where needed.

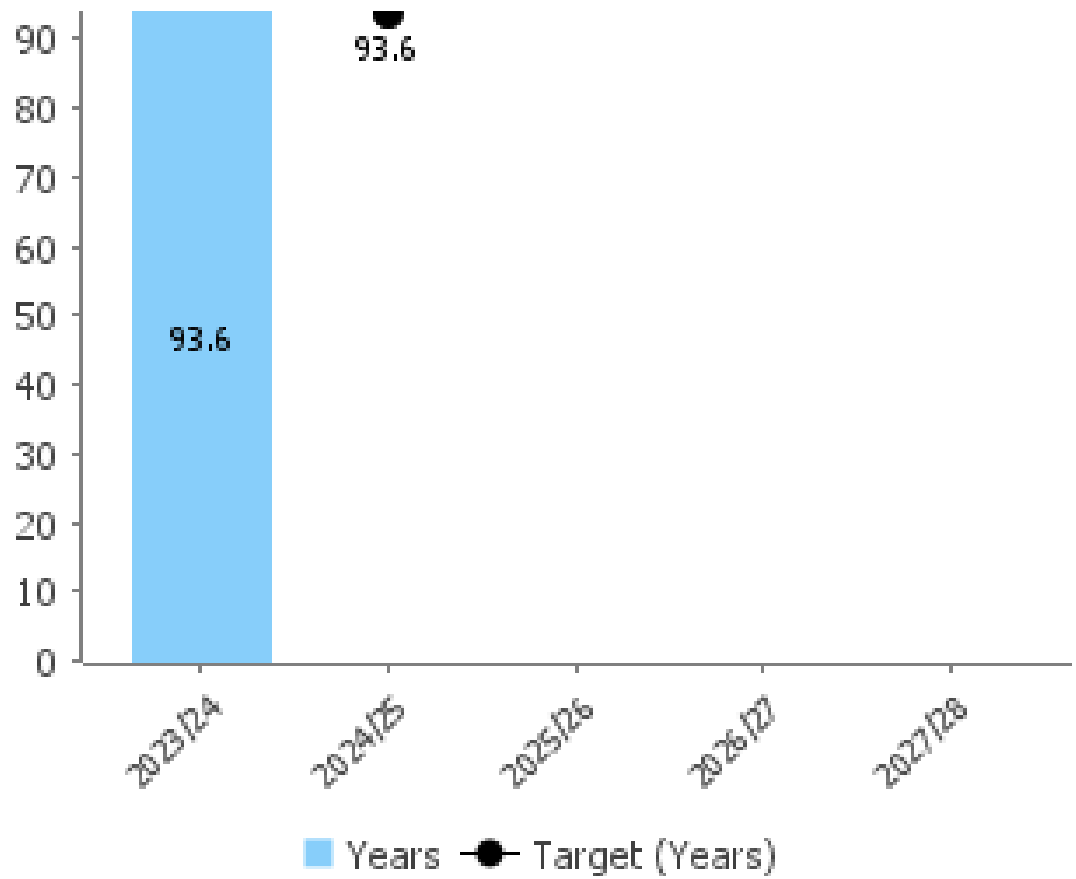
Ensure all children and young people access a high-quality, inclusive education
- 2.07 By 2027/28 Support high quality education through Medway Adult Education maintaining Good or better Ofsted rating through self-assessment, quality measures and inspection



Aim to Maximise
Yes/No
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data for 2024/25 is due in March 2025. Medway Adult Education (MAE) has begun the new academic year with a strong demand for courses from learners looking to develop their knowledge and skills. MAE is keen to ensure learners have a positive learning experience and make good progress from their starting points. To support a culture of continuous improvement, managers are creating quality improvement plans (QIP) and self-assessment reports (SAR) to refine areas for development and maintain high standards. A planned programme of teaching, learning and assessment observations will support tutors in developing their teaching skills and facilitate sharing good practices. These activities will help identify and implement training based on staff needs. This training, which commences in late October 2024, will subsequently improve learners' experience and outcomes for learners, and assist MAE in maintaining its Ofsted quality rating.

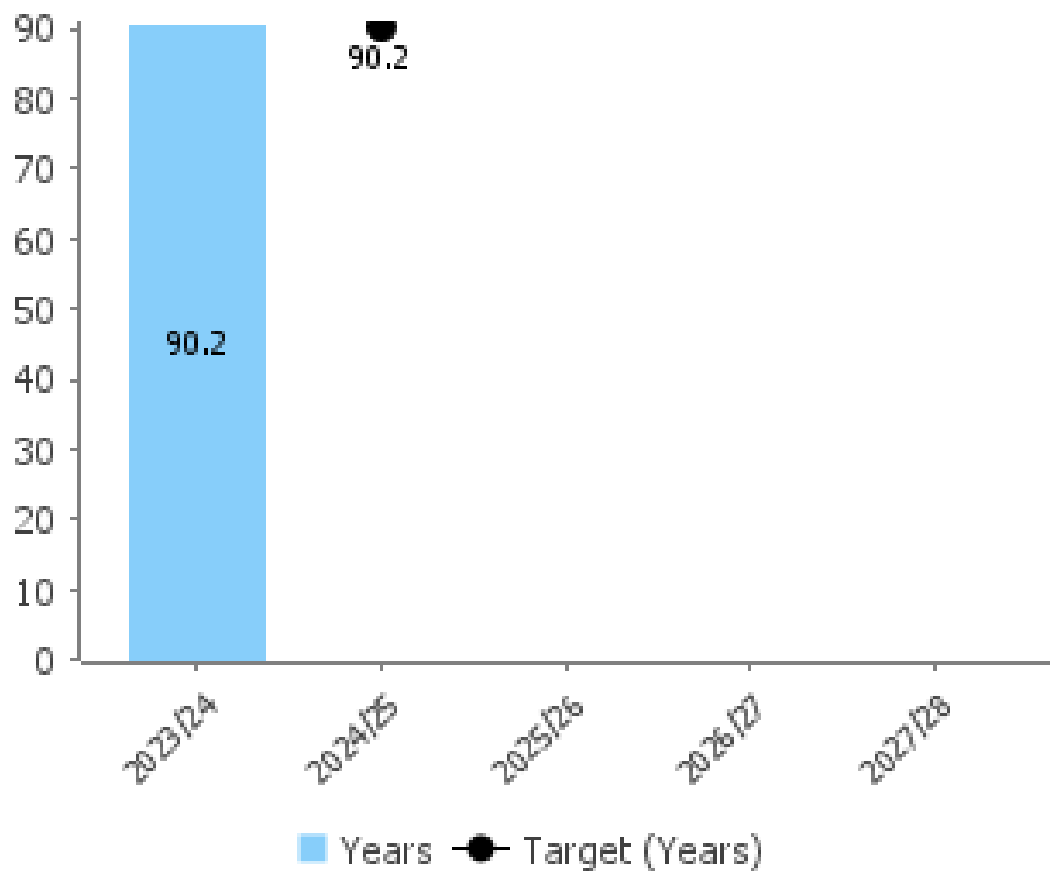
Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups
- 2.08a By 2027/28, Medway Qualification Level 1 will be the same or better than the national average



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual PI. Data is due in March 2025. Medway Adult Education (MAE) had 175 learners achieve at least a level 1 qualification. Successful Shared Prosperity Fund (SPF) bids include a project to support people into a level 1 construction qualification.

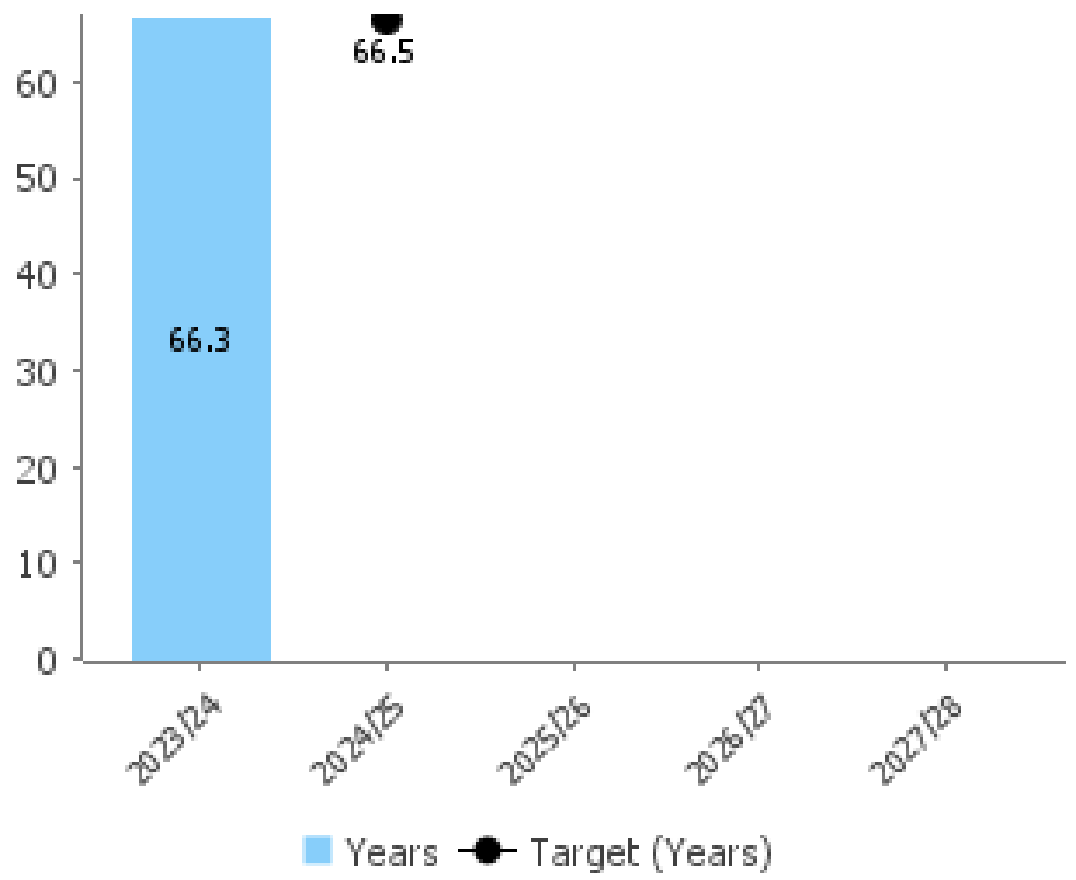
Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups
- 2.08b By 2027/28, Medway Qualification Level 2 will be the same or better than the national average



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data is due in March 2025. Schools provide level 2 courses promoting pathways to level 3 qualifications including GCSEs and more vocational courses such as BTEC and other level 2 courses in Key Stage 4. There are additional level 2 courses available at MidKent College for young people to study should they need to re-sit their English and Mathematics or study functional skills in aged 16-18. Successful Shared Prosperity Fund (SPF) bids include a project to support people into a level 2 construction qualification. Apprenticeships are available at level 2.

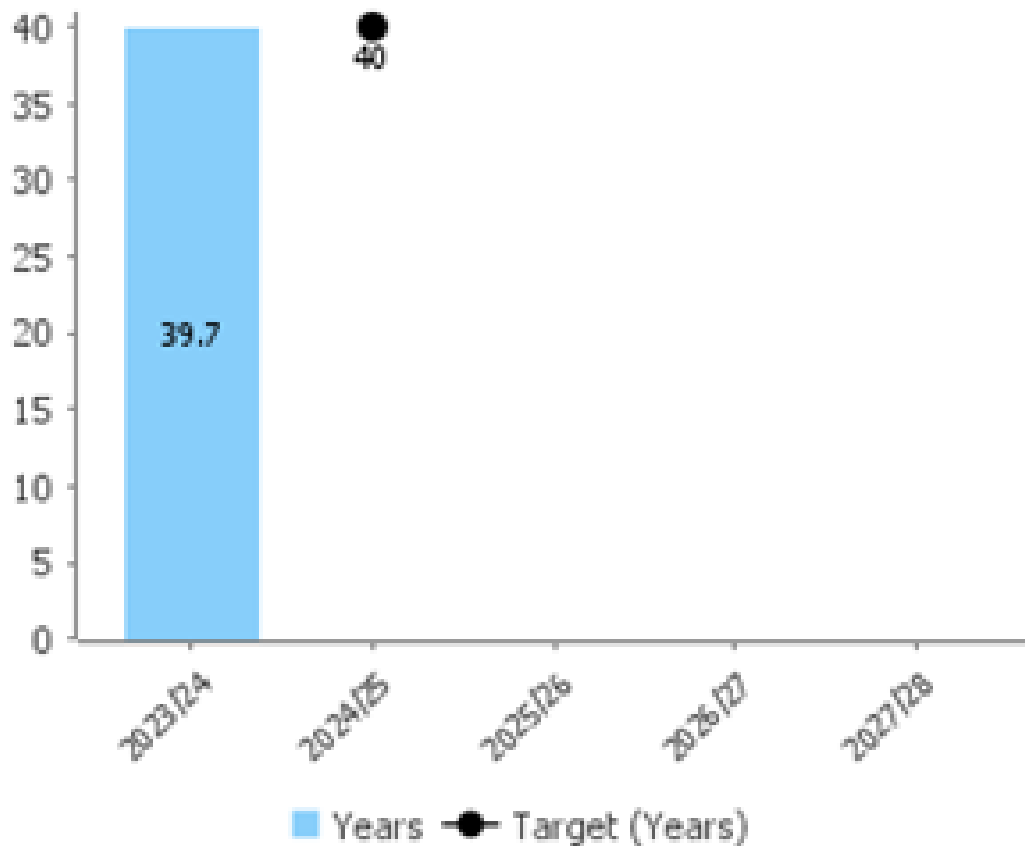
Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups
- 2.08c By 2027/28, Medway Qualification Level 3 will be the same or better than the national average



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data is due in March 2025. We continue to work with the Kent & Medway Careers Hub, and Information, Advice and Guidance team etc. to promote positive pathways from level 2 to level 3 despite the current lack of provision in Medway apart from sixth forms, college level 3 courses and level 3 apprenticeships. Level 3 courses are accessed by achieving five grade 4s and above at GCSE in most cases to progress. Schools aim to identify potential Not in Education, Employment or Training (NEET) young people in Key Stage 4, and we aim to support them to find positive destinations and inspire them to continue to level 3 qualifications. Medway do not have much in terms of NEET prevention, so schools are responsible for promoting the transition from level 2 to level 3 qualifications. Apprenticeships are available at level 3 and T Levels (T levels are level 3 qualifications that are written by businesses, similar to apprenticeships but led by businesses rather than education alone) are also level 3 qualifications; most will still set the entry requirements for five grade 4s and above including English and Mathematics.

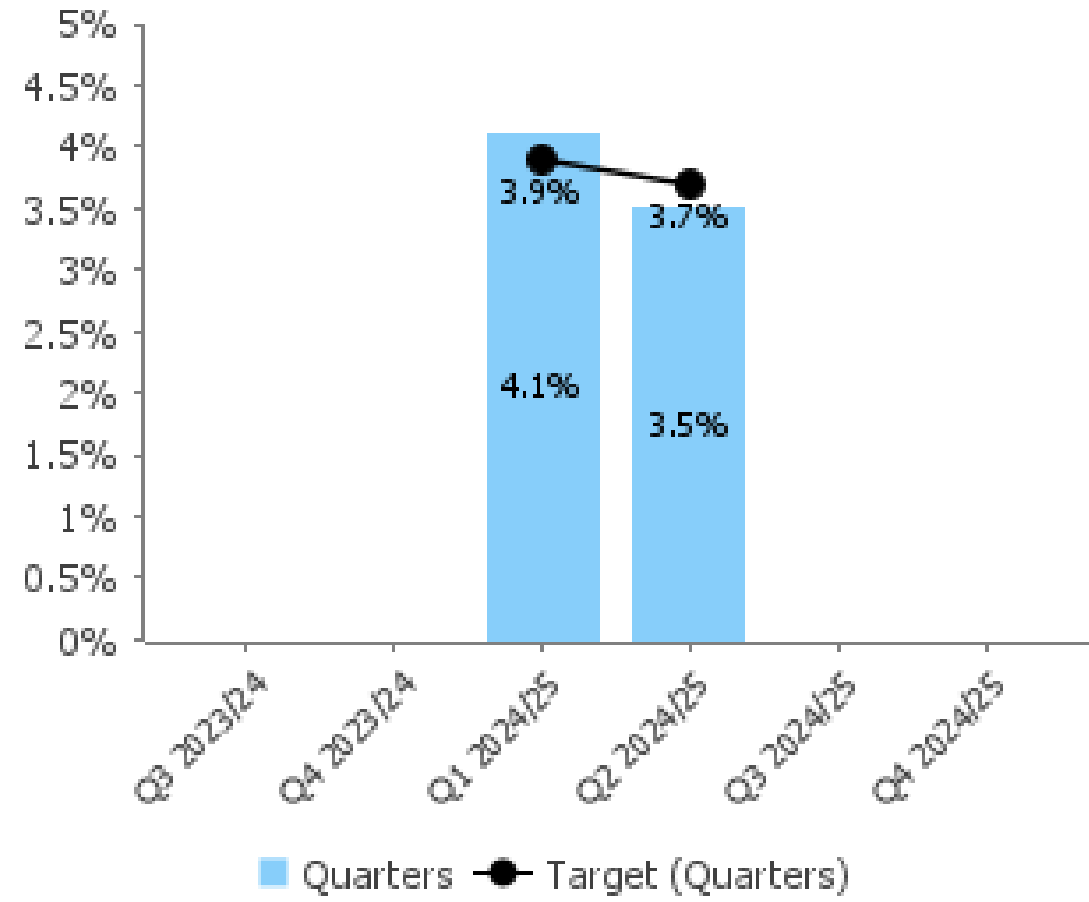
Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups
- 2.08d By 2027/28, Medway Qualification Level 4 will be the same or better than the national average



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data is due in March 2025. To promote level 4 qualifications, we work with universities to discuss how we can improve the number of level 4 qualifications being achieved. We are attending a business event with universities to promote the business voice which includes shorter level 4 courses to upskill employees and courses which fit in with their business need. Individual skills and employment plans promote upskilling staff to higher levels of qualifications with all three universities and training providers for higher level apprenticeships involved.

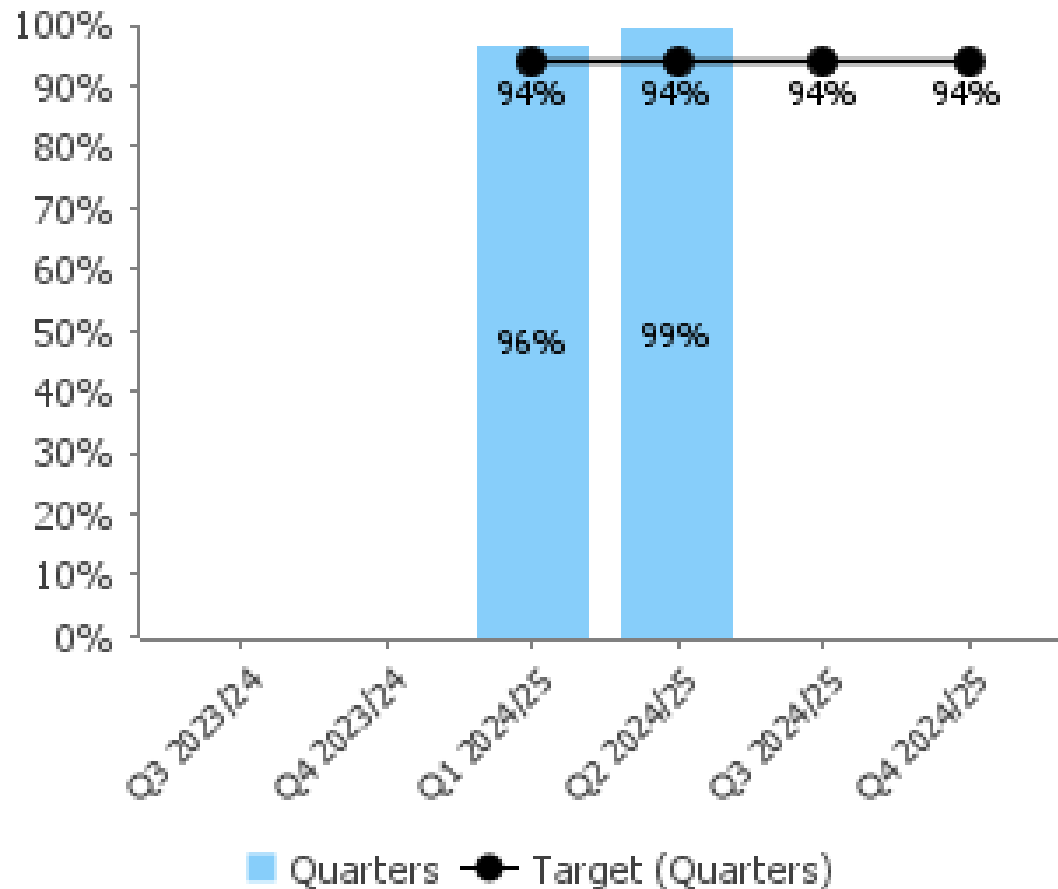
Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups
- 2.09 By 2027/28 unemployment levels will return to 2019 levels at 3%



Aim to Maximise Green (upward long trend)

Universal Support has been delayed due to a change in government. Some successful Shared Prosperity Fund (SPF) bids are based on how many people they will get into work. 73 Medway Adult Education (MAE) learners achieved employment. New negotiation with contracts with the Job Centre Plus is taking place. We are working closely with major projects such as the Lower Thames Crossing to identify labour needs and skills gaps. The Claimant Count figure was used in Q1. The Q2 figure is the unemployment figure (in arrears) as of March 2024.

Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups
- 2.10 By 2027/28 Medway Adult Education maintains 94% retention rate for adults on courses per academic year

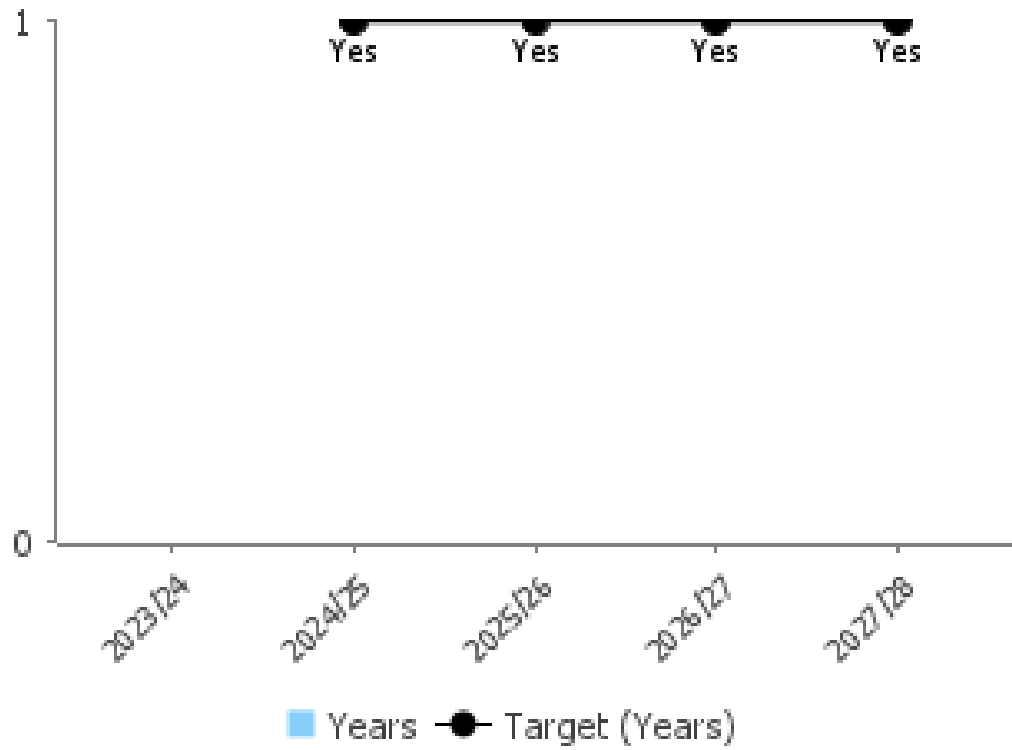


**Aim to Maximise
Green (upward long trend)**

Data as of 04 October for Q2 24/25 (July 2024 – September 2024). Data extracted from the EBS Management System and Terms Management System. Medway Adult Education (MAE) transitioned to a new management information system (MIS) for all enrolments that started from 01 August 2024. Retention for learners on courses that were active in this period is high, at 99%. This period covers the end of the 23/24 academic year and the start of the 24/25 academic year. MAE historically has fewer withdrawals during these periods as learners are either near completion or just starting their course. Retention for the full 23/24 academic year (from 01 August 2023 to 31 July 2024) is 90%. The two curriculum areas that are below retention target for this period are English and Mathematics at 71% and English for Speakers of Other Languages (ESOL) at 86%. The highest known withdrawal reasons for both areas is illness followed closely by childcare and then moving into employment.

Develop a strong mixed economy which provides training and work opportunities that support career development, increasing high value businesses and expanding high quality employment
- 2.11 By 2027/28 maintain current level of GVA per filled workforce job

OMCP 2.11 By 2027/28 maintain current level of GVA per filled workforce job

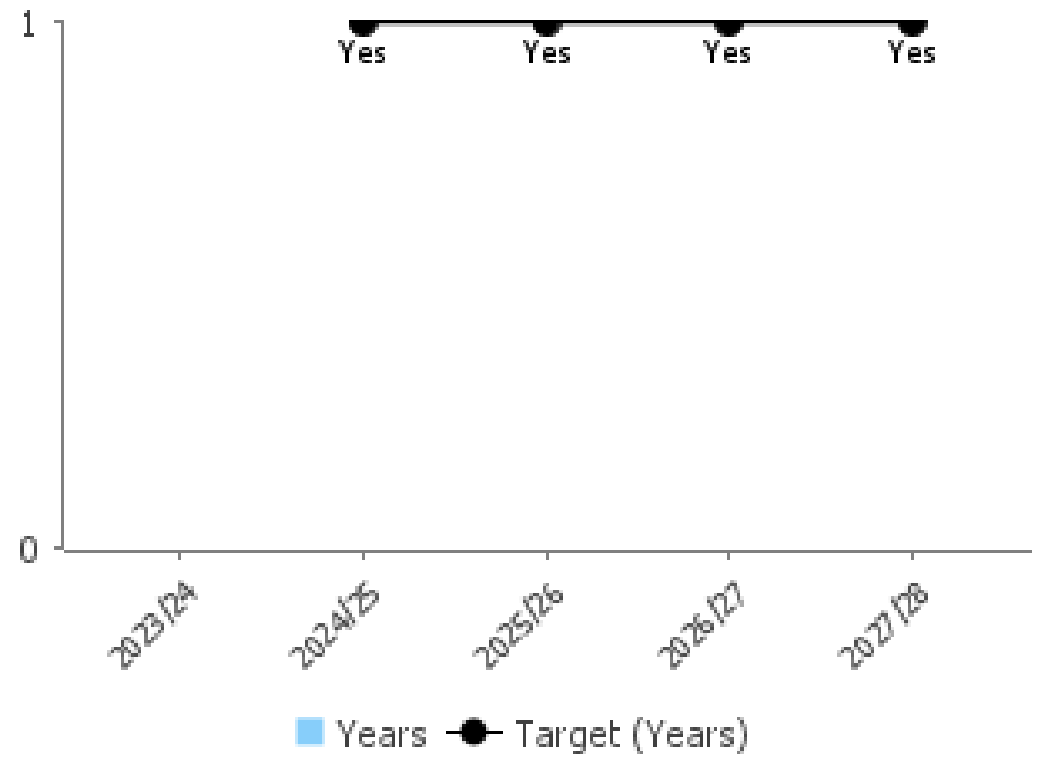


**Aim to Maximise
Yes/No
Data unavailable (no long trend)
Annual PI. Due March 2025**

Gross Value Added (GVA) per workforce filled job in Medway will continue to be monitored annually, as per data published by Office for National Statistics (ONS). Medway is currently above the national average.

Develop a strong mixed economy which provides training and work opportunities that support career development, increasing high value businesses and expanding high quality employment
- 2.12 By 2027/28, maintain gross value added (GVA) per capita above national level

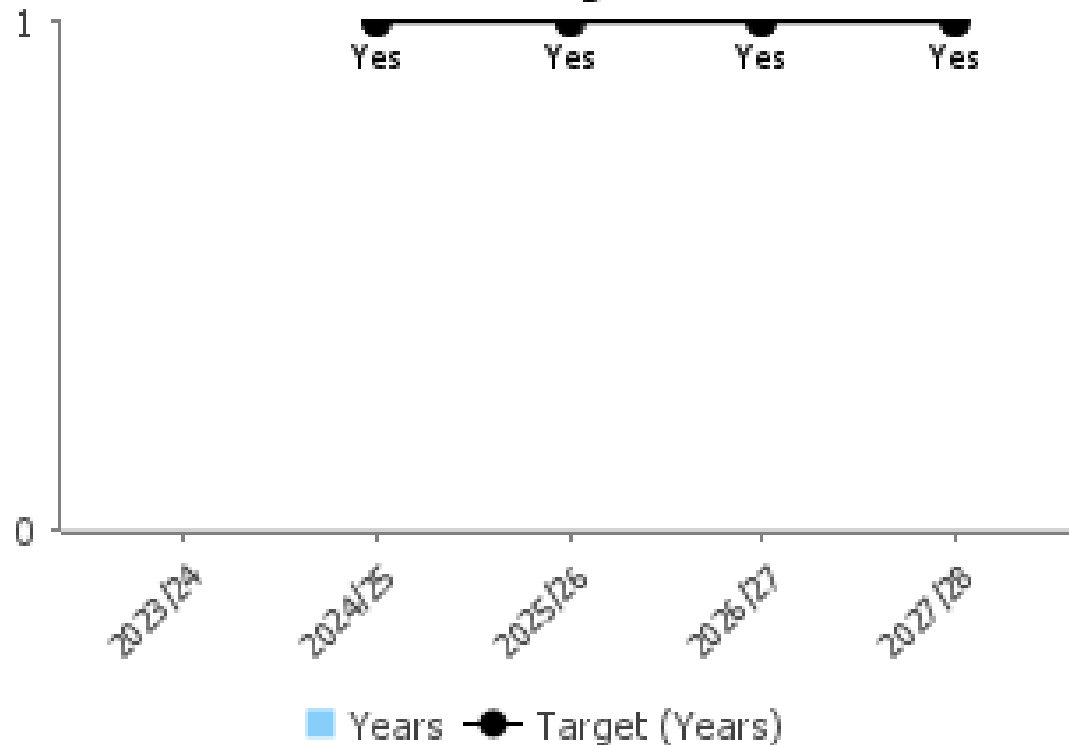
OMCP 2.12 By 2027/28, maintain gross value added (GVA) per capita above national level



Aim to Maximise
Yes/No
Data unavailable (no long trend)
Annual PI. Due March 2025

Gross Value Added per capita will continue to be monitored annually for Medway, as per ONS published statistics. Medway is currently above the national average.

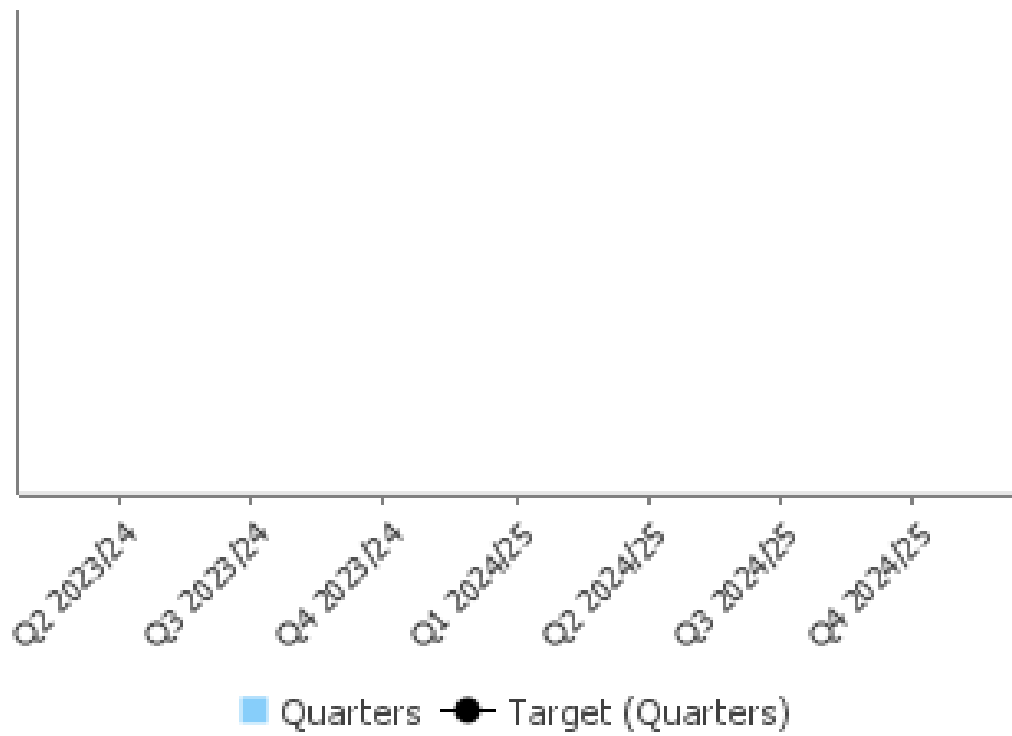
OMCP 2.13 By 2027/28 maintain Medway average weekly income per hours worked, above national average



Aim to Maximise
Yes/No
Data unavailable (no long trend)
Annual PI. Due March 2025

Average weekly income per hours worked as per ONS published statistics for Medway, will continue to be monitored annually. Medway is currently above the national average.

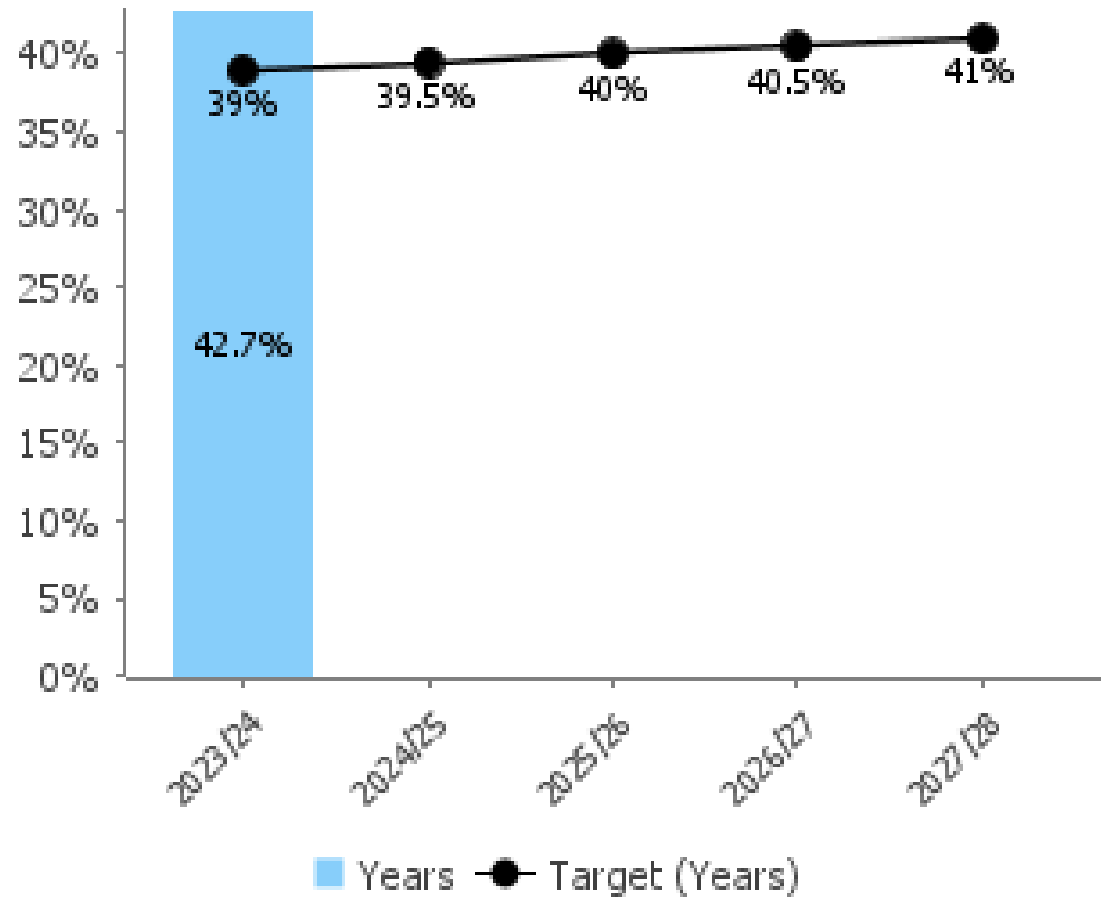
OMCP 2.14 By 2027/28 reduce the number of most income deprived areas nationally in Medway



Aim to Minimise
Data unavailable (no long trend)

The number of areas in Medway that are included as most income deprived areas nationally as published by ONS, will continue to be monitored annually.

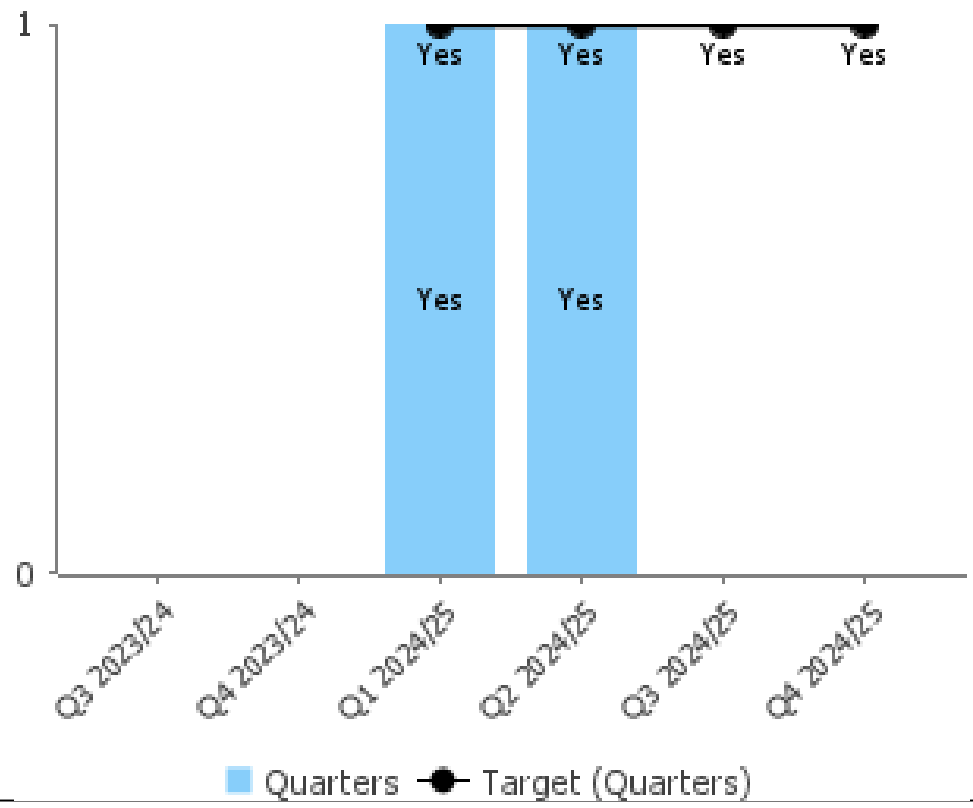
Develop a strong mixed economy which provides training and work opportunities that support career development, increasing high value businesses and expanding high quality employment
- 2.15 By 2027/28, raise the business survival rate to 41%



**Aim to Maximise
Green (no long trend)
Annual PI**

This annual performance indicator is measured a year in arrears. The expected year on year change is varying due to the economic conditions over the previous five years. There is a positive trajectory for businesses starting in 2018/19, surviving the Covid19 pandemic with a potential drop in survival rates next year reflecting the Covid19 difficulties with access to loans, grants and funding limited to start ups during that time. There has been no annual update to the business survival rate as published by the Office of National Statistics, remaining at 42.7%.

Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage
- 2.16a By 2027/28 Support Creative Medway Compact and partners to deliver four quarterly board meetings and an annual public conference to support delivery of the cultural strategy and action plan



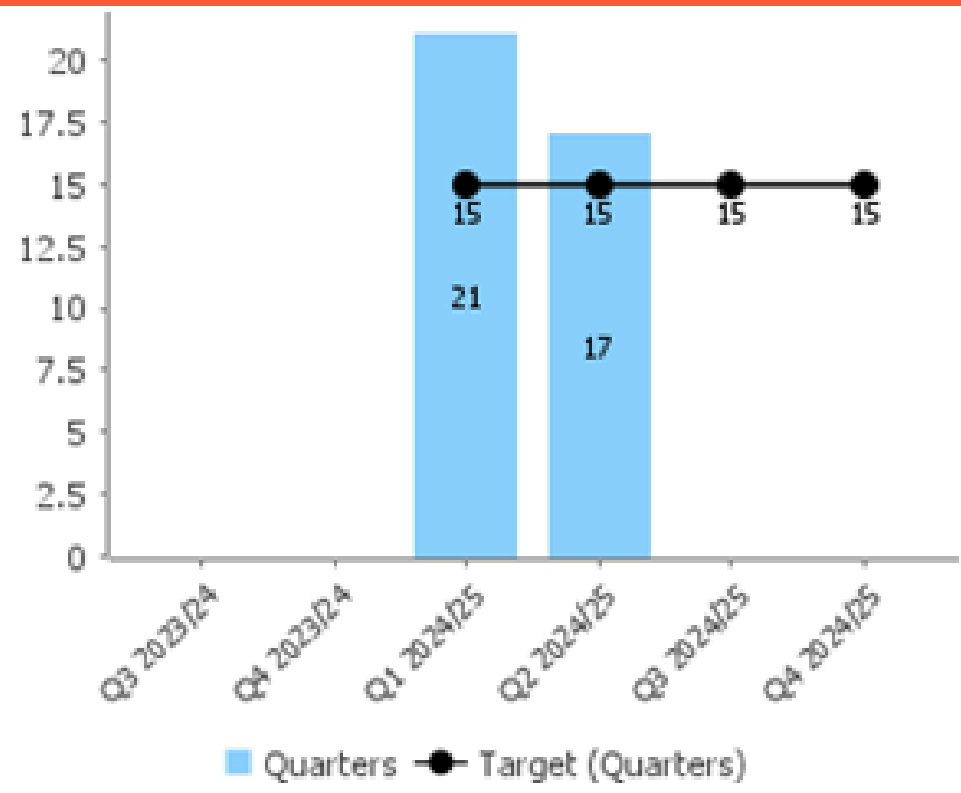
**Aim to Maximise
 Yes/No
 Green (static long trend)**

Q2 quarterly board meeting was held in early September. The meeting was attended by the elected Champions and sector representatives. Items discussed included:

- Progress of legal status set up
- Task and finish group progress
- Big Cultural Community Get Together
- Medway Culture Fest 24
- Creative Health Place Partnership programme
- Medway Cultural Education Partnership (MCEP) current priorities and opportunities for collaboration
- Proposed response to the Medway Local Plan consultation

The Big Cultural Community Get Together was held on Saturday 27 September at Glassbox Theatre and over 50 people attended
 The next Compact meeting is on 5 December 2024

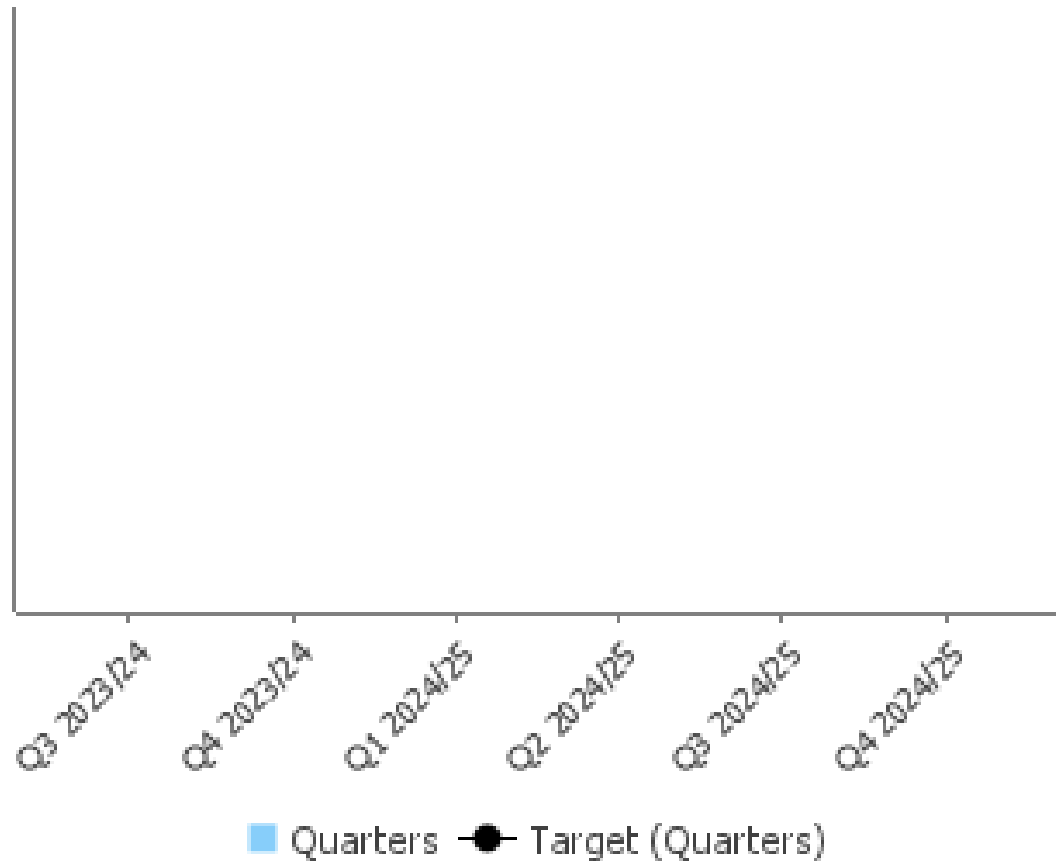
Develop Medway’s reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage
- 2.16b By 2027/28 Undertake 5 monthly sector surgeries, 60 a year, 240 by 2027/28



Aim to Maximise Green (downward long trend)

Advice and support surgery sessions held this quarter: 1. Kate Mechedou, Mrs Baker’s Medway Theatre Company – Arts Council England (ACE) application for The Wave, community arts project and parade in Luton 2. Simon Goldsmith, KCC Project Manager for Learning Disability and Autism Strategy – advice on a new Autism and ADHD pathway across Kent and Medway, discussed what creative provision there is currently in Medway for the autistic community. 3. Claire Tierney, Rochester City Centre Forum – exploring options for seasonal lighting and digital artwork displays in Rochester High Street 4. LV21 – The Light Ship and Arts Centres to consider options for mooring in Medway. 5. Cherie Silver – Art Explora mobile museum. Exploring options to tour to Medway 6. Elementz Dance and Proper Arts – supporting an ACE bid for a partnership project bringing a dance performance ‘Perception’ to Medway 7. Eddy Bond – supporting this Medway-based fashion designer to develop funding applications 8. Natasha Steer – advice on positioning within wider Creative Health Programme in Medway. 9. Ideas Test – Make Waves support on legacy project. 10. Counterpoints Arts – Significant support was given to One Song, an interactive multi-media installation-style exhibition by Turkish artist Kadir Karababa. 11. Arts & Homelessness International – support in development of Arts and Homelessness Forum 12. Emergency Exit Arts – advice as they consider applying for NLHF funding for a light-based event in Gillingham. 13. Photoworks - interested in delivering in Medway. 14. Kent Music – Offered support as they begin to deliver the Kent and Medway combined Music Hub. 15. Intra Community Trust - Support as they transition to CIO and as they begin to use their Architectural Heritage Funding 16. St Margaret’s Church Rainham – Heritage, culture and community ideas for how to bring their church. 17. Wordsmithery – ongoing support for this organisation as they prepare to delivery River Lit literary festival.

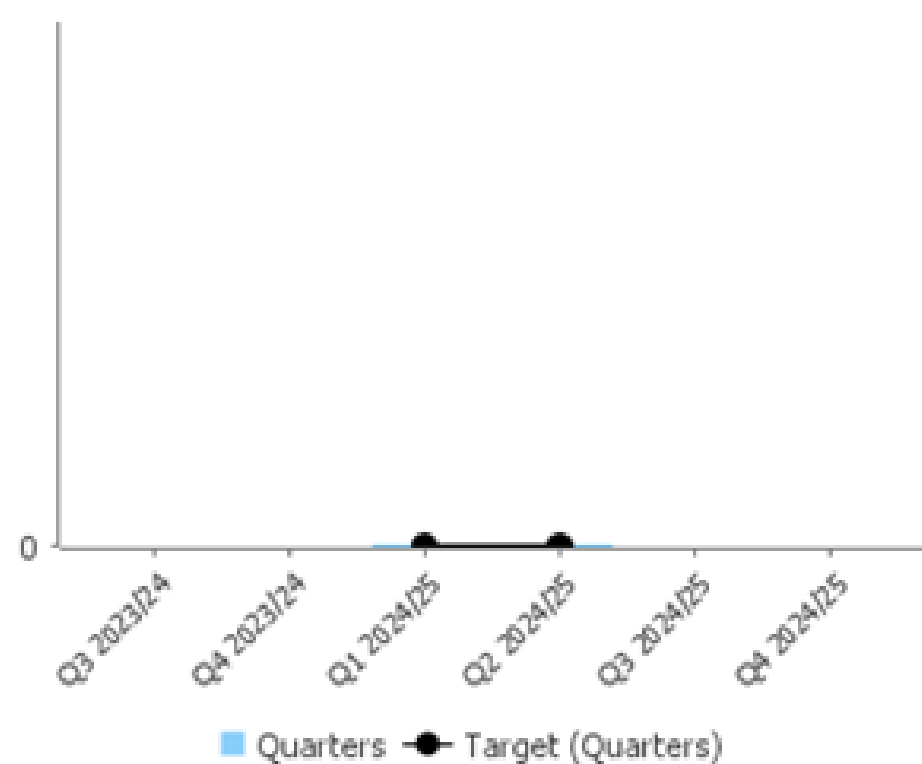
Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage
- 2.16c Working in partnership to generate positive media coverage and promotion of the creative and cultural sector in Medway



Aim to Maximise
Data unavailable (no long trend)

The service is currently working with the communications team to develop the methodology for drawing this information together.

Develop Medway’s reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage
- 2.17 By 2027/8 implement a minimum of five community led pilot projects which showcase heritage- driven regeneration

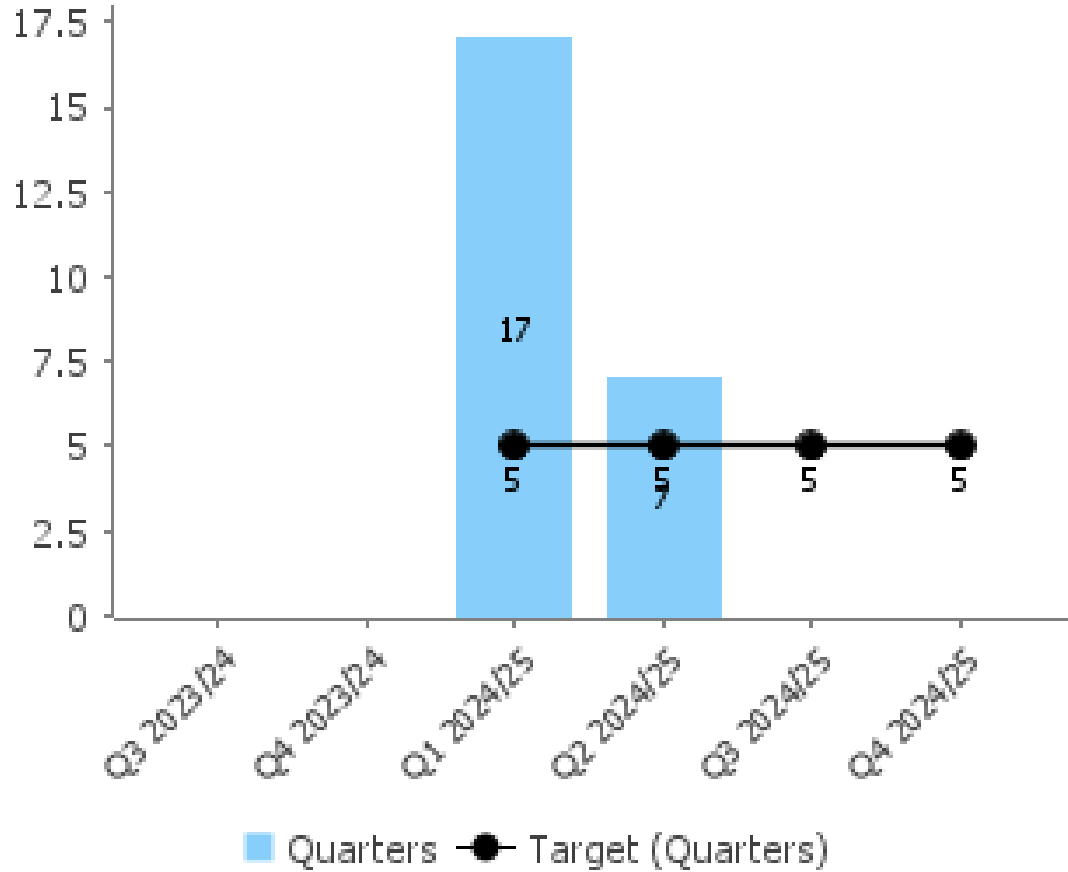


Aim to Maximise Green (static long trend)

The Heritage Place grant fund was launched on 13 July 2024. Nine community led projects were awarded funding in Q2 24/25. The following events will take place by 31.03.2025:

1. **Rikard Osterlund** - a project to bring to life the history of the nationally significant former Mill Road Skate Park in Gillingham
2. **Herbert Baker Society** - heritage craft skills tasters for young people and organisational development for a new society focused on contemporary architecture
3. **Kate Devine Project** - focusing on the history and significance of the former Rainham Pottery in Rainham High Street
4. **Open History** - a film project telling stories of Medway’s working-class history co-produced with local working-class communities
5. **Short Brothers Commemoration Society** - focusing on the history of local aviation pioneers, the Short Brothers
6. **South Eastern Tug Society** - programme of capital works on historic motor tug Kent plus development of a new experience day and public engagement programme
7. **Browsing History** - a history comedy podcast and YouTube channel – three episodes focusing on the history of Medway from the river
8. **House of Stars** - working with young people from migrant backgrounds to explore stories of immigration to Chatham during the industrial revolution
9. **Medway History Showcase** - supporting their organisational development goals with mentoring and via a place on the training programme

Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage
- 2.18 By 2027/28 increase the number of Medway businesses to become green by 80

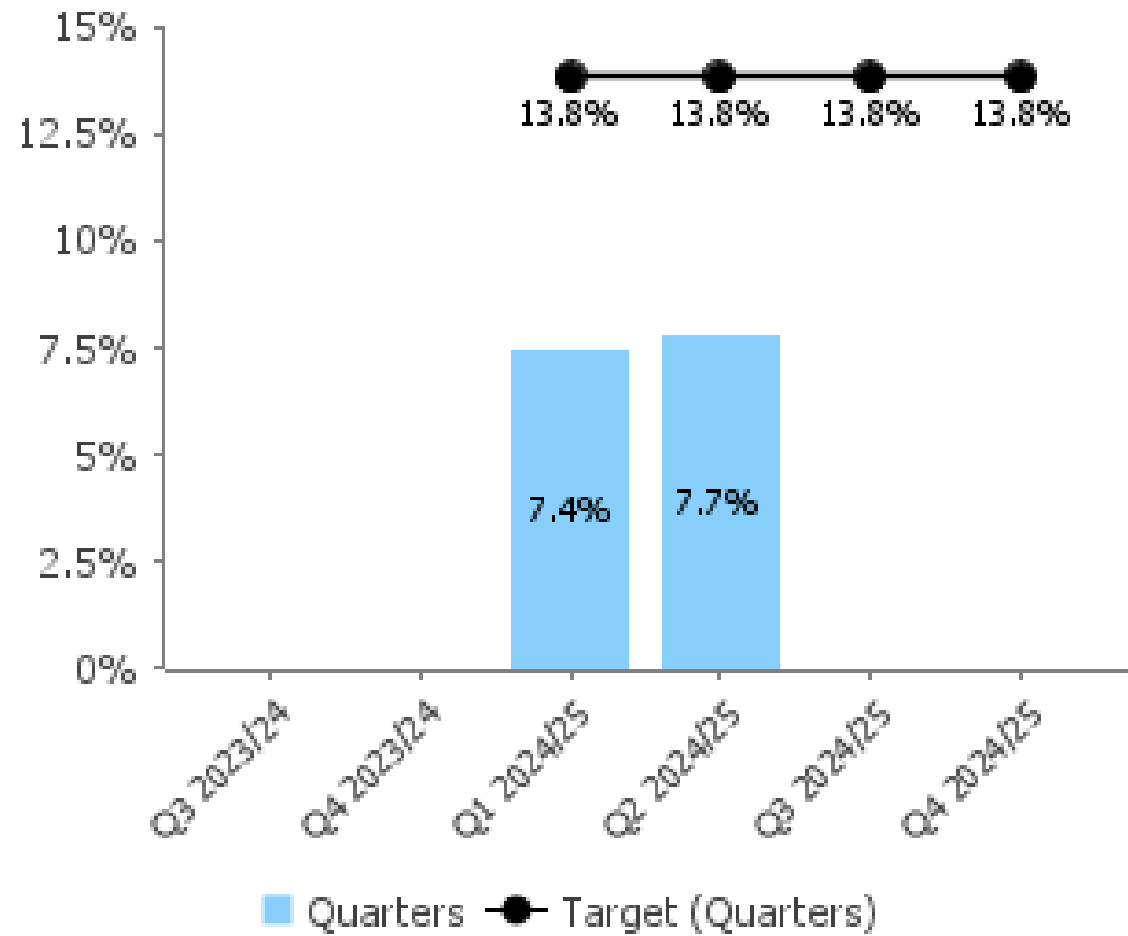


Aim to Maximise Green (downward long trend)

During Q2 24/25:

- One Partners for Green Growth Grant was awarded with a joint bid of five businesses under review.
- One major Green business made enquiries regarding locating in Medway.
- Five businesses completed green audits.

Support the growth and diversification of business in our town centres, reflecting the importance of placemaking and regeneration
- 2.19 By 2027/28, vacancy rates are below the national average across Medway's town centres

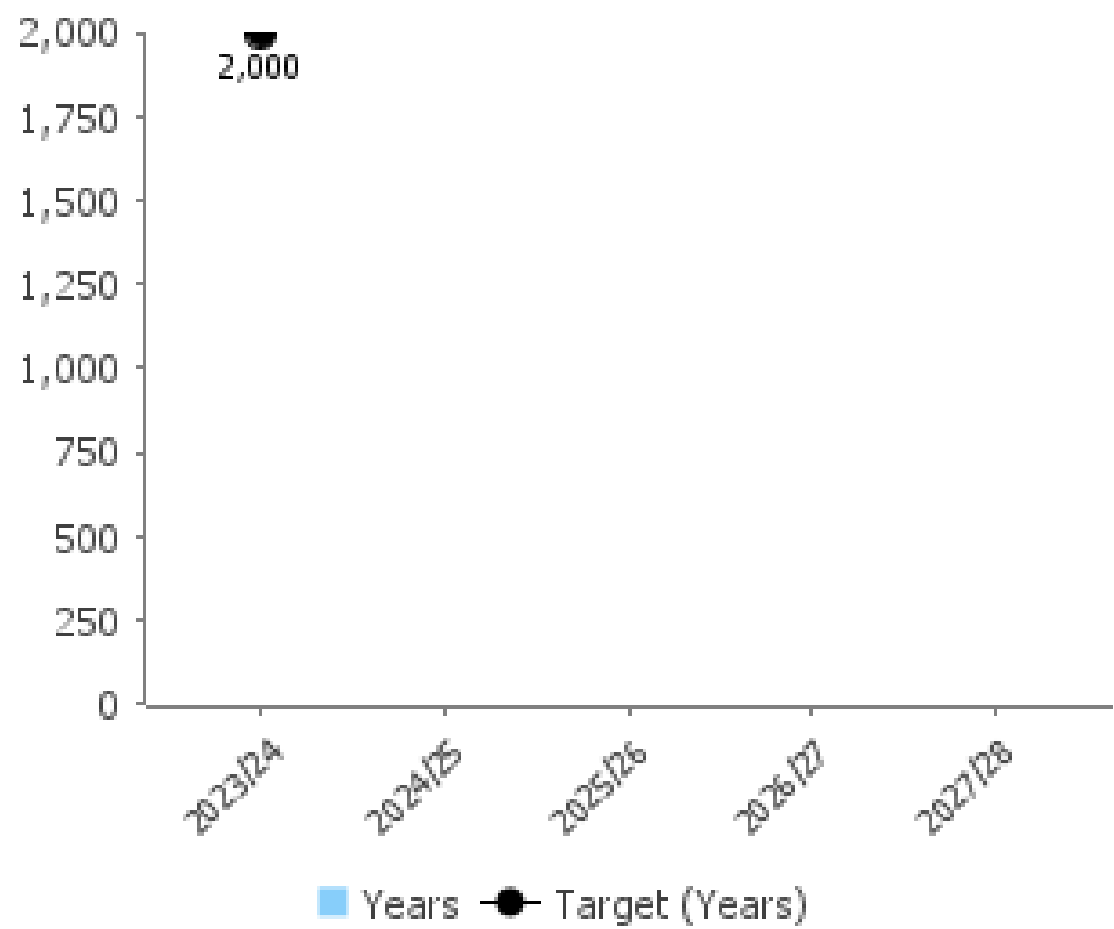


Aim to Minimise Green (downward long trend)

Average vacancy rate for Medway's town centres is 7.7% in quarter 2. This has risen very slightly from quarter 1 but is still below national average. Rates continue to be measured each quarter and although our ability to influence vacancy rates is limited if the current trend continues we should achieve the target set for 2024/25.

Support the growth and diversification of business in our town centres, reflecting the importance of placemaking and regeneration

- 2.20 By 2027/28 8,000 new businesses will have been created in Medway



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This performance indicator is measured a year in arrears. The latest data available is for 2022 (1,285 new businesses). A lower number of new startups were seen than on average due to a combination of factors post-Covid19 including the 'great resignation', inflation, cost of living crisis, interest rates and a lack of investment due to perceived economic instability. This is not unique to Medway and reflects studies and surveys replicated nationally by the British Chambers of Commerce and the Federation for Small Business. The Office for National Statistics (ONS) reports this statistic annually and an update for 2023 is not expected until 2025/26.

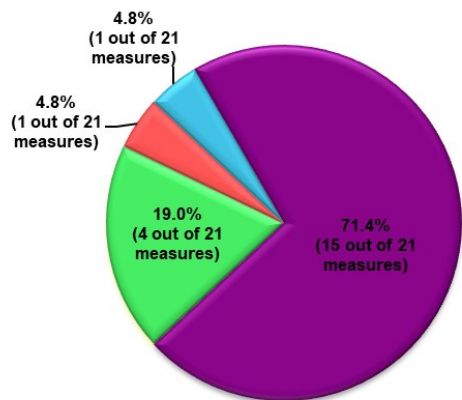
Enjoying clean, green, safe and connected communities

- Create child-friendly communities which ensure all people in Medway will feel safe and live free from harm and abuse.
- Celebrating the individuality of all parts of the Medway community, ensuring services, events and activities reflect and support the diverse communities of Medway.
- Provide improved opportunities to walk, cycle, use public transport and electric vehicles, reducing carbon emissions and improving air quality.
- Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change.
- Develop and facilitate easy-to-use and simple digital solutions for residents to access services and engage with the public sector.

Summary of all performance indicators for this priority

There are 21 performance indicators for the One Medway Council Plan 2024/28 which fall under this priority.

Performance

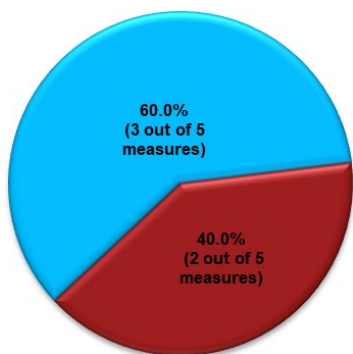


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target
Data means data only. No target set
NA means not available this quarter or annual PI

This chart shows the performance for all of the measures:

- 19.0% (4 out of 21 measures) met or exceeded target.
- 0.0% (0 out of 21 measures) were slightly below target (less than 5%).
- 4.8% (1 out of 21 measures) were significantly below target (more than 5%).
- 4.8% (1 out of 21 measures) were data only or status unavailable.
- 71.4% (15 out of 21 measures) were not available or annual PIs.

Direction of Travel



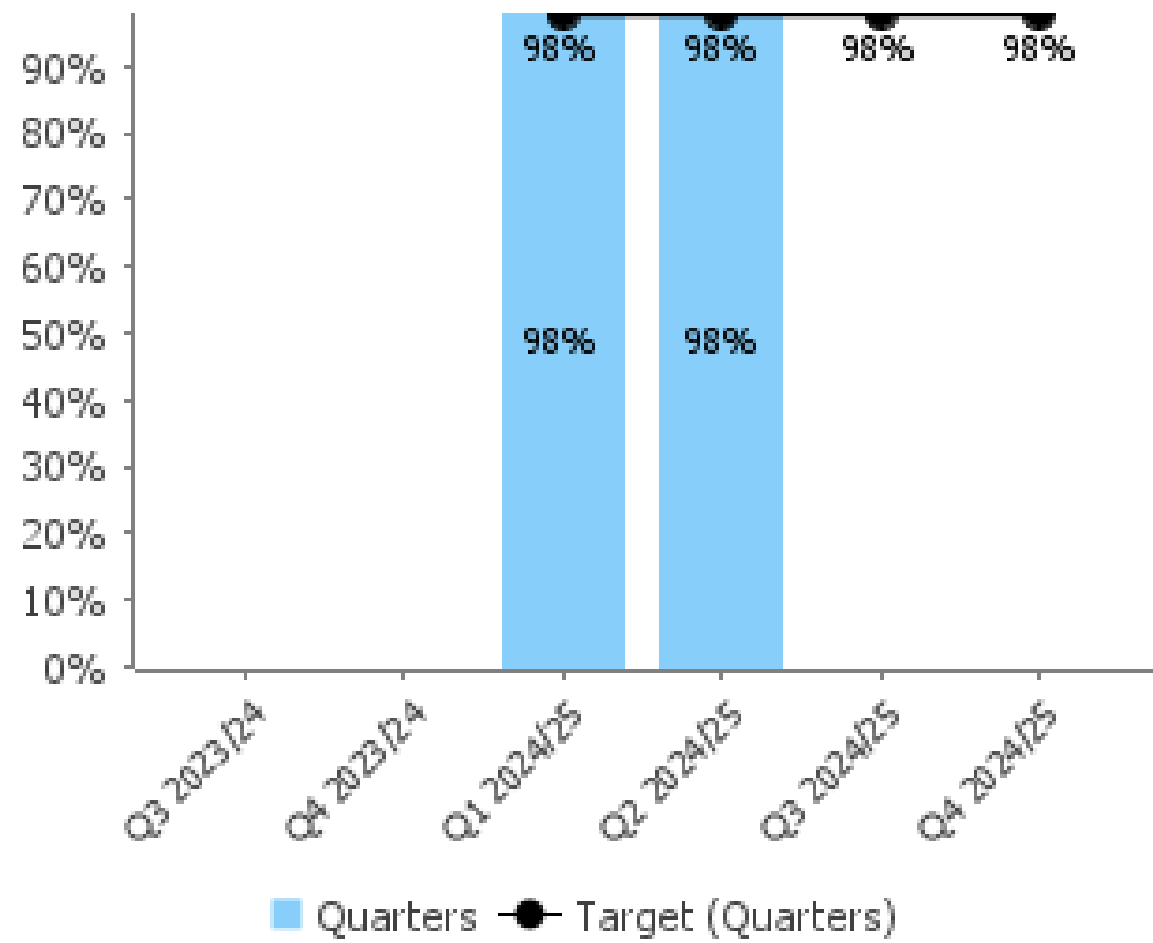
Direction of Travel - key
Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 5 measures:

- 0.0% (0 out of 5 measures) had an upward long trend.
- 60.0% (3 out of 5 measures) had a static long trend.
- 40.0% (2 out of 5 measures) had a downward long trend.

Create child-friendly communities which ensure all people in Medway will feel safe and live free from harm and abuse

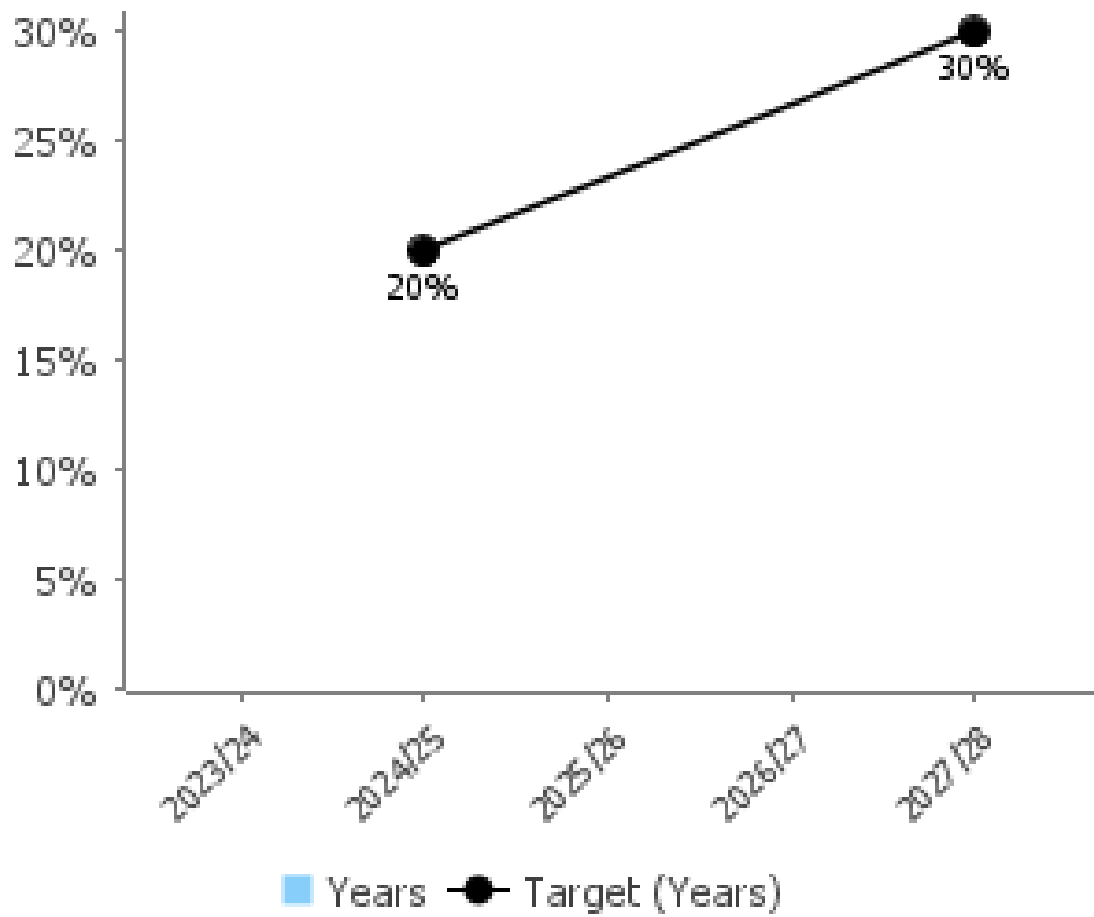
- 3.01 By 2027/28, 99% of streetlights are in illumination



Aim to Maximise Green (static long trend)

During Q2, 98% of our streetlights were in illumination. Through our LED Replacement programme, we've been able to replace and convert streetlights and taken advantage of implementing a central management system (CMS) to compliment that work, which enables automatic fault reporting. Through an end-to-end intelligent street lighting system which consists of wireless nodes connected to individual streetlights, Engineers can quickly identify columns that are not working and arrange repairs on them promptly, often before being reported by members of the public.

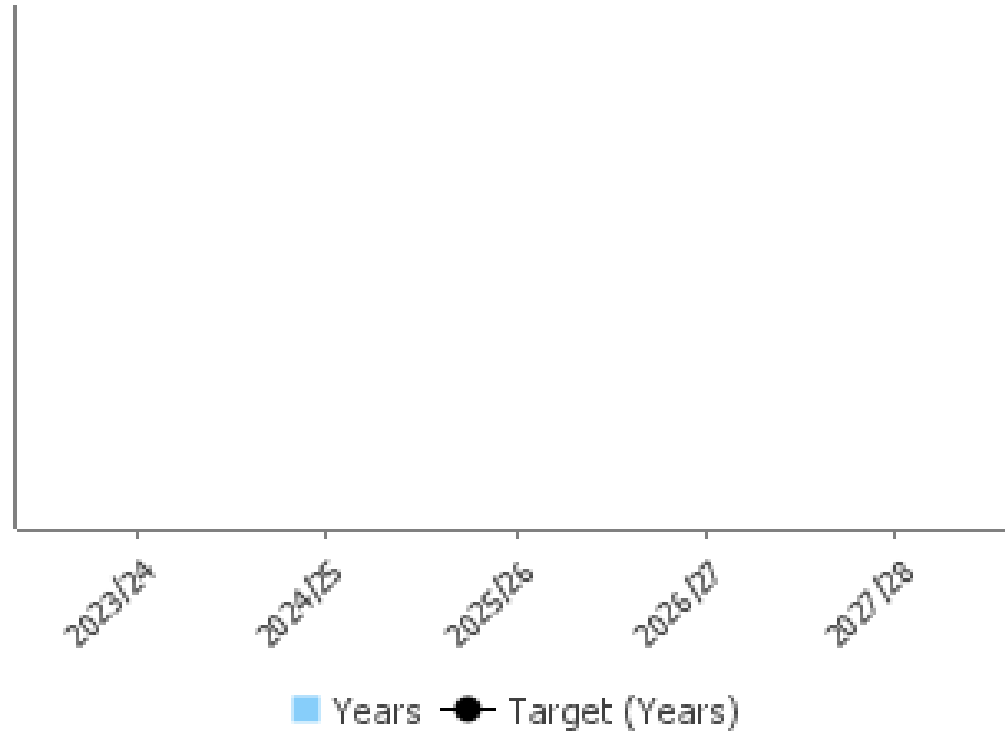
Create child-friendly communities which ensure all people in Medway will feel safe and live free from harm and abuse
- 3.02 By 2027/28, 30% of roads where maintenance should be considered are actioned



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data is due in March 2025. As of Q2 a total of nine sites have been resurfaced. This equates to 7,626m². The remaining sites will be completed throughout Q3 and Q4.

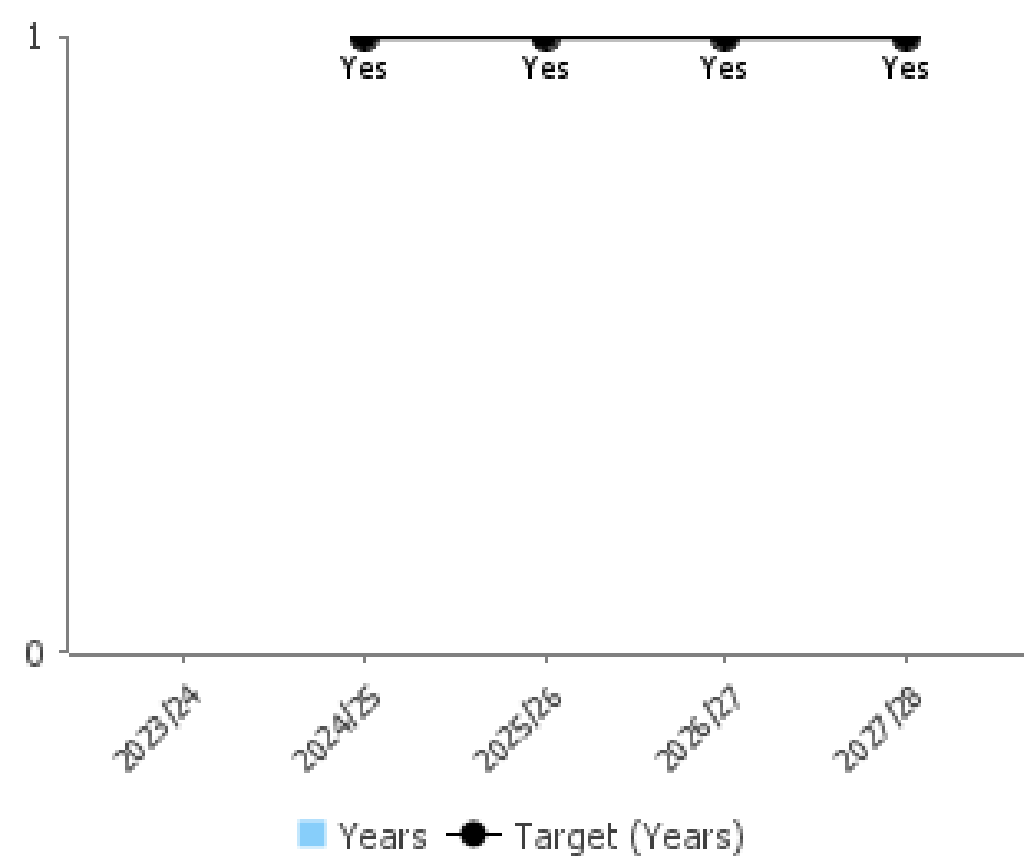
OMCP 3.03 By 2027/28, increase the community satisfaction survey levels in Medway



**Aim to Maximise
Data Only
Data unavailable (no long trend)
Annual PI. Due March 2025**

A community satisfaction survey is to be developed this year 2024/25, as part of the Shared Prosperity Fund programme and will be monitored annually once the survey is live.

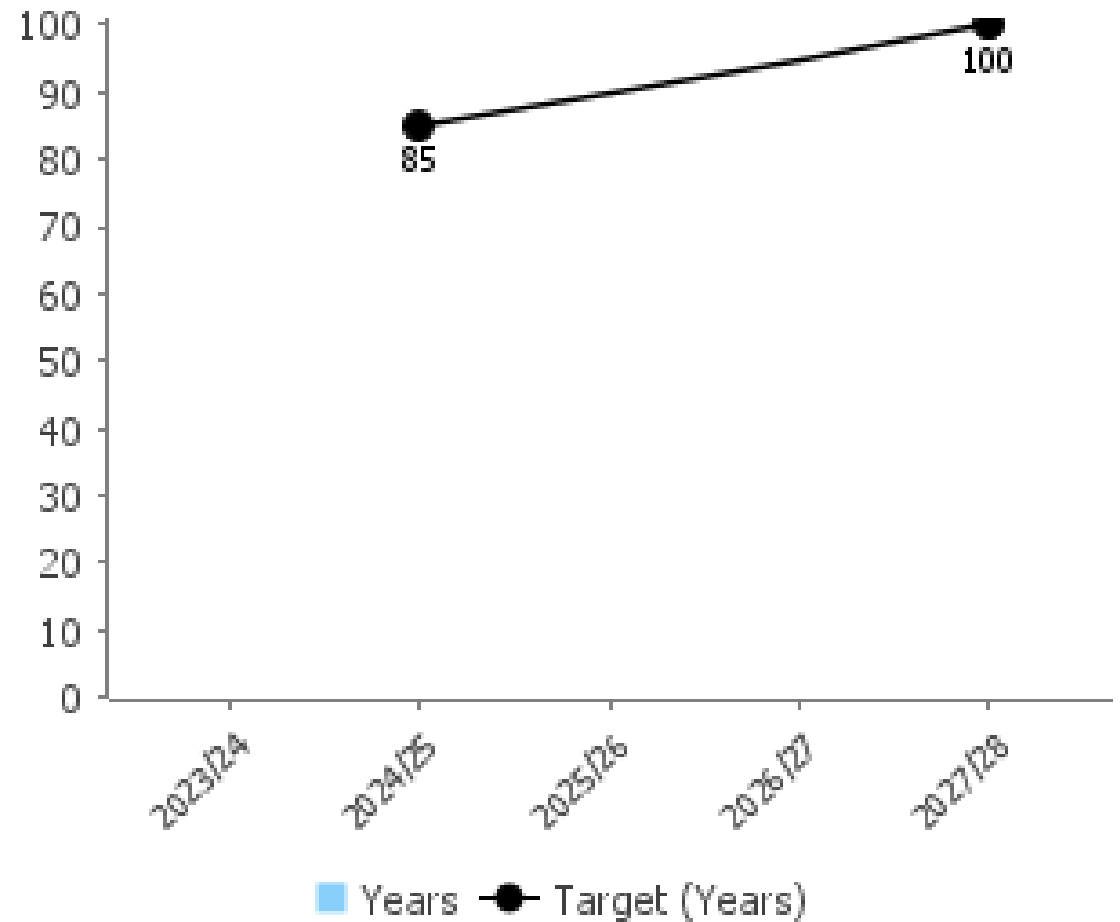
Celebrating the individuality of all parts of the Medway community, ensuring services, events and activities reflect and support the diverse communities of Medway
- 3.04 By 2027/28, the participation in service led and service funded events and activities match the demographic profile of Medway as determined by data from the 2021 Census



Aim to Maximise
Yes/No
Data unavailable (no long trend)
Annual PI. Due March 2025

The service is currently working with colleagues in the Performance Management And Business Intelligence teams to develop a model to build a baseline for future benchmarking.

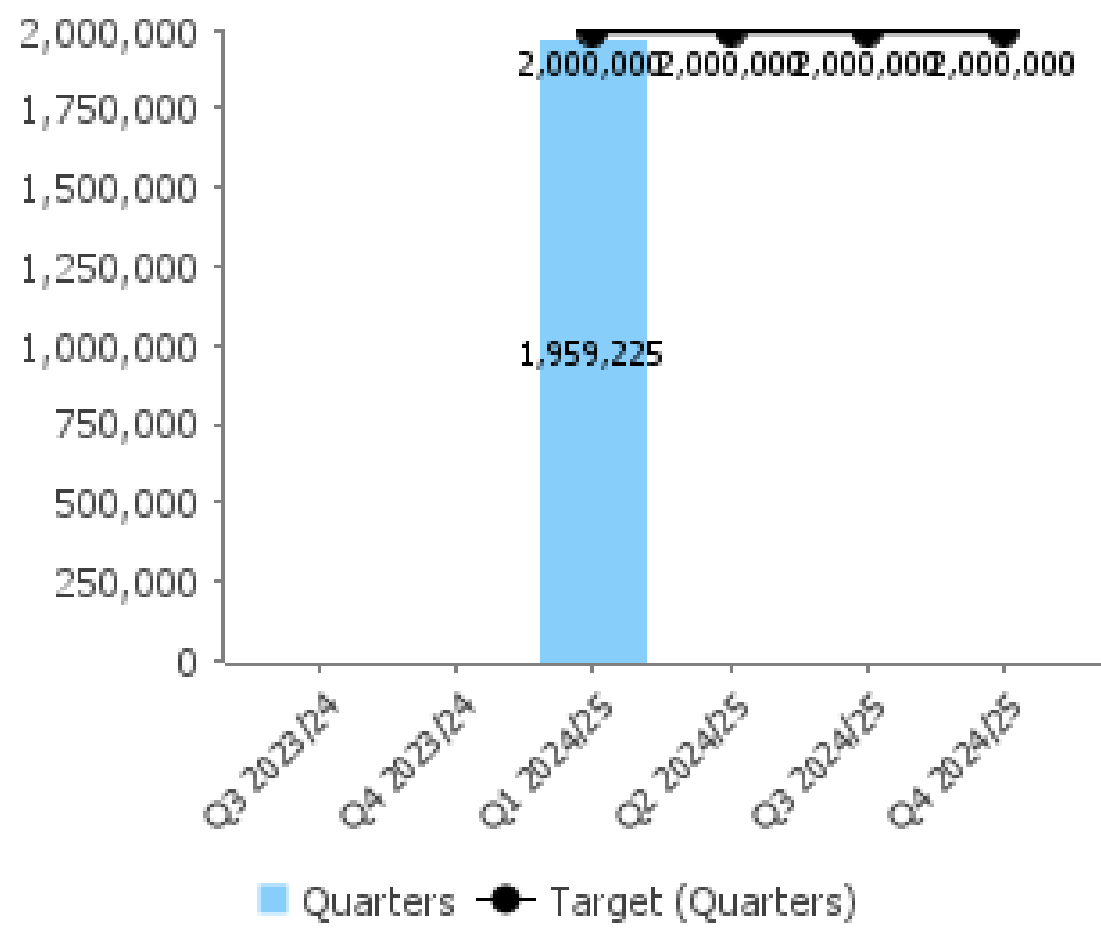
Provide improved opportunities to walk, cycle, use public transport and electric vehicles, reducing carbon emissions and improving air quality - 3.05 By 2027/28, residents and visitors have access to 100 miles of signed cycle routes in Medway



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data is due in March 2025. During Q2 work continued preparing the Local Cycling and Walking Infrastructure Plan (LCWIP). Part of this will highlight potential new cycle routes and extensions to existing cycle routes that. If taken forward to the construction stage these routes will increase the available length of cycle routes in Medway. The project is still on timetable to undertake consultation on the LCWIP in 2024/25. Once the Plan is approved officers will look to funding opportunities to take forward proposed new cycle routes as the next stage of this project.

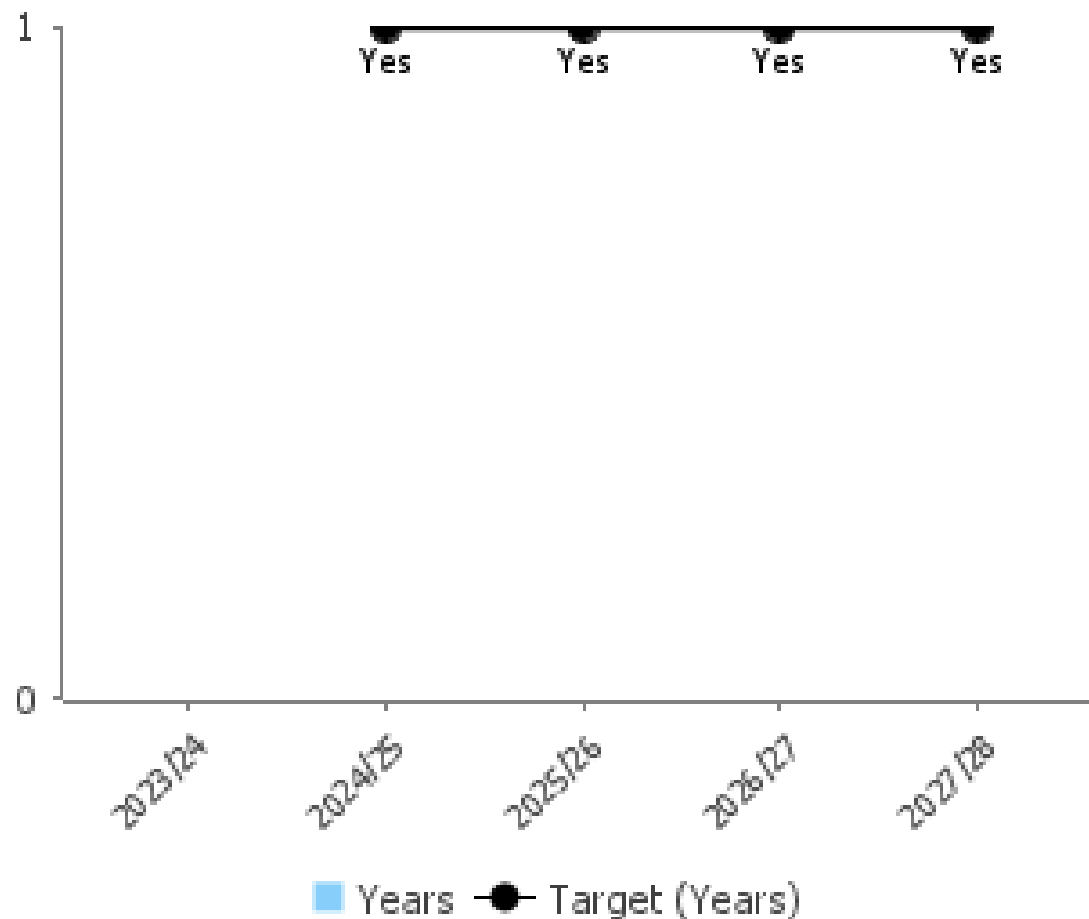
Provide improved opportunities to walk, cycle, use public transport and electric vehicles, reducing carbon emissions and improving air quality - 3.06 By 2027/28, increase the number of bus passengers on local services to 9 million journeys per year



Aim to Maximise
Data unavailable (no long trend)

As of 03 October 2024, officers are still awaiting bus patronage data from the operators who undertake routes in Medway. It is anticipated that this data will be received early in Q3, so this performance indicator will be updated at that time.

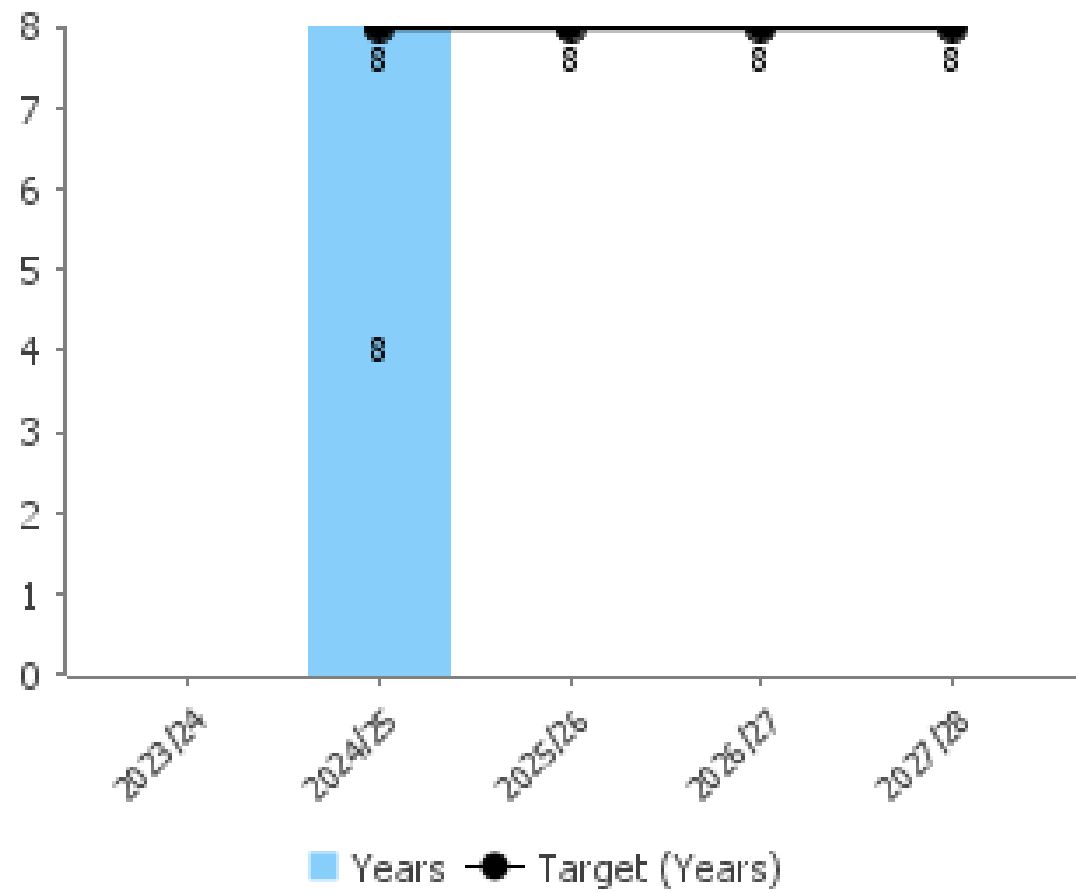
Provide improved opportunities to walk, cycle, use public transport and electric vehicles, reducing carbon emissions and improving air quality - 3.07 Progression of the Authorities Air Quality Act Plans (AQAP)



Aim to Maximise
Yes/No
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data is due in March 2025. Two ASASR meetings will be held and an AQASR report will be produced and presented to the Department for Environment, Food and Rural Affairs (DEFRA) in 2024/25. The Environmental Protection team has launched a public consultation on a new air quality action plan covering the Central Medway, High Street Rainham and Pier Road Gillingham air quality management areas. The consultation will run until 10:00am on 28 October 2024. More details can be found on our dedicated consultation page at: https://www.medway.gov.uk/info/200140/environment/416/air_quality/2

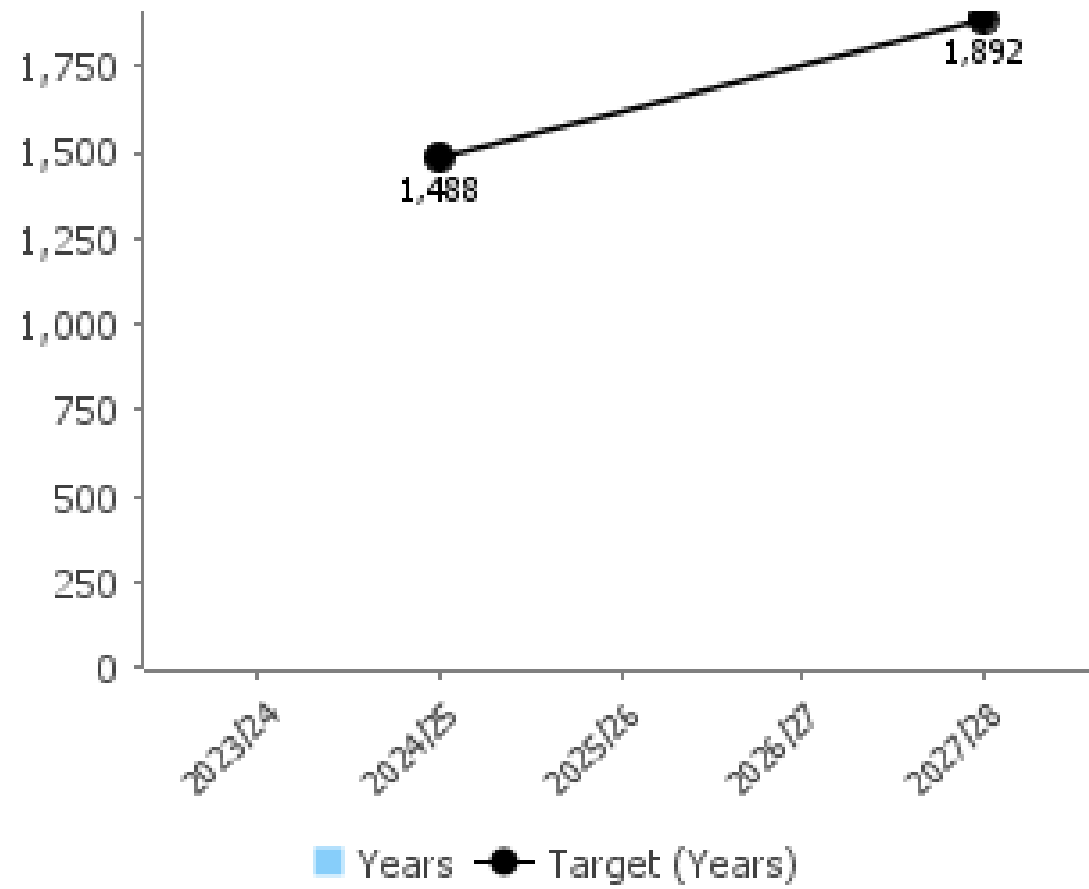
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.08 By 2027/28, maintain the Green Flag accreditation of 8 parks



**Aim to Maximise
Green (no long trend)
Annual PI**

A formal press release went out in August 2024 announcing the 8 Green Flags and the Heritage Award. Applications for future years are currently being considered.

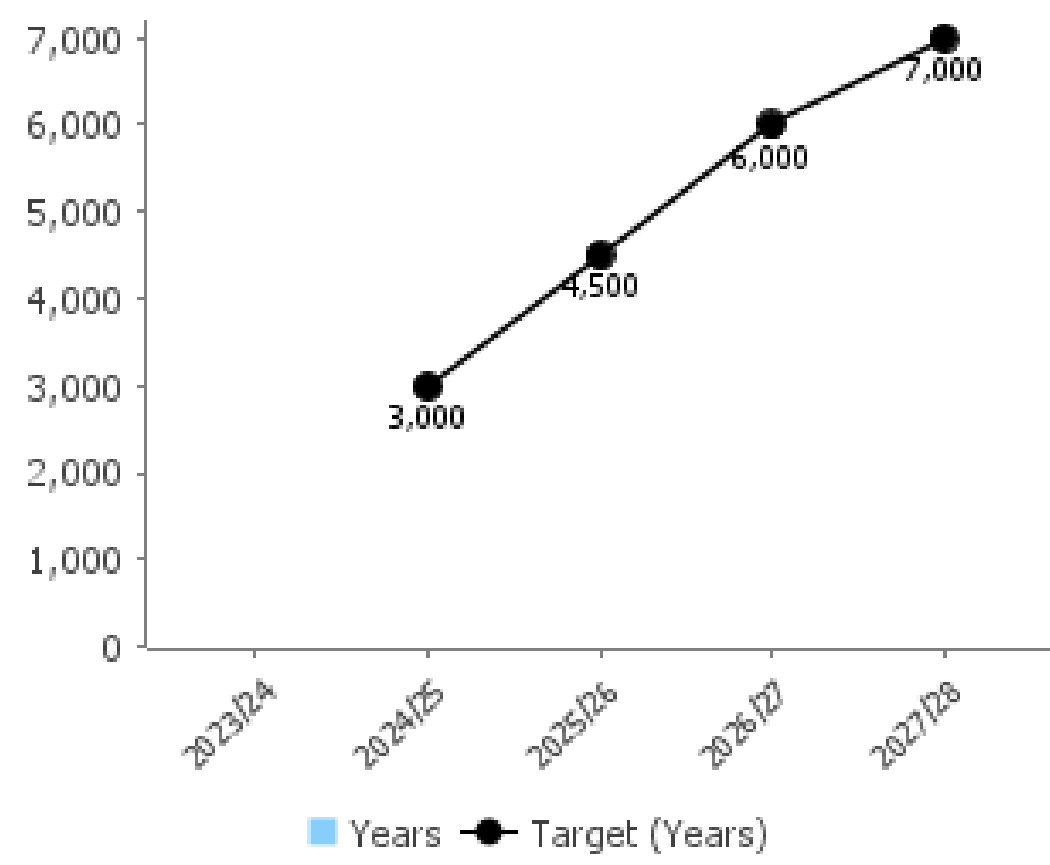
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.09 By 2027/28, increase the annual river leisure traffic (yacht club members) visiting Medway as part of the rally season to 1,892



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data is due in March 2025. The tender for Sun Pier pontoon repairs is being written, and we are awaiting technical advice. We are in discussions with Medway Swale Boating Association (MSBA) to co-ordinate 2025 rally events into a single event to be promoted nationally.

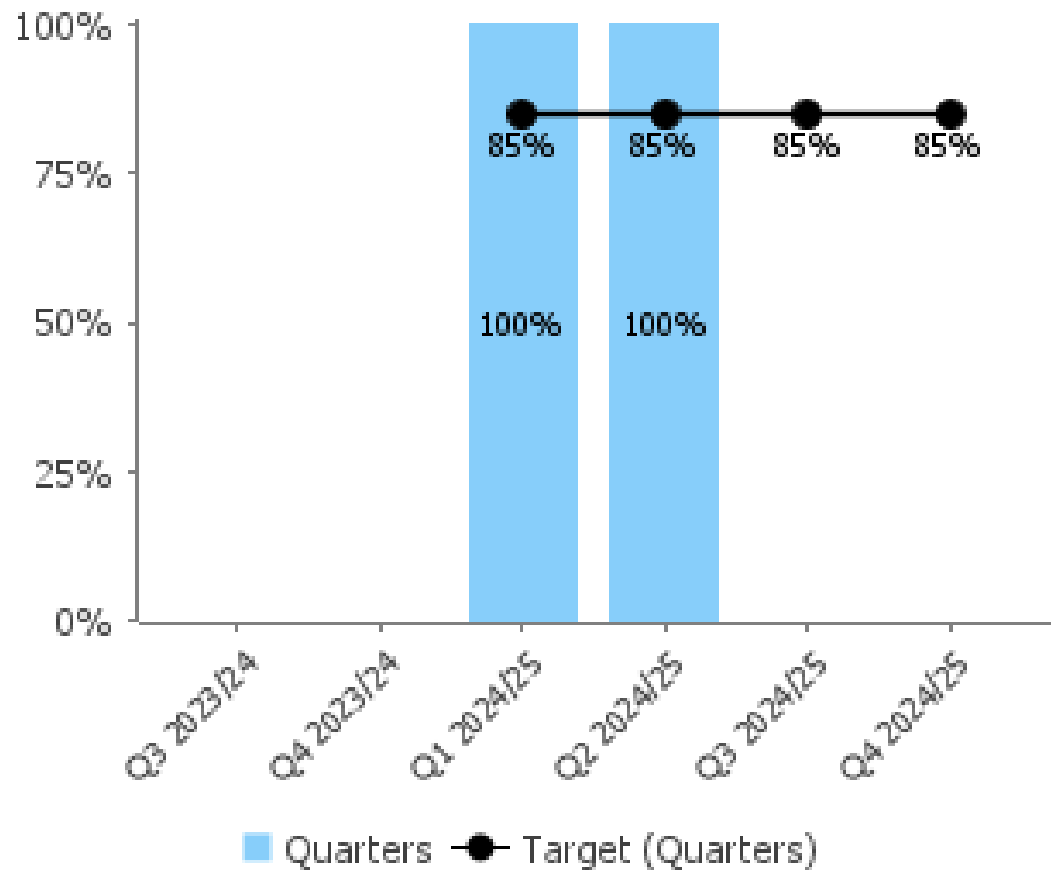
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.10 By 2027/28, increase the annual river tour boat visitors to 7,000



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data is due in March 2025. Local Transport Plan funding has been secured to construct a boarding platform at Limehouse Wharf, Rochester Riverside, and has been submitted. The platform is to enable the Waverley Paddle steamer to bring 200+ additional passengers. The planning application was submitted in June 2024. Funding has been secured to repair pontoons at Sun Pier, Chatham, to increase river tour operator use to increase passenger visitors. The planning application for the boarding platform has been delayed but no objections have been received. There has been three letters in support. The decision is expected by 31 October 2024. Construction is to commence in November, with the aim to be in place for Christmas sailings run by Jetstream Tours.

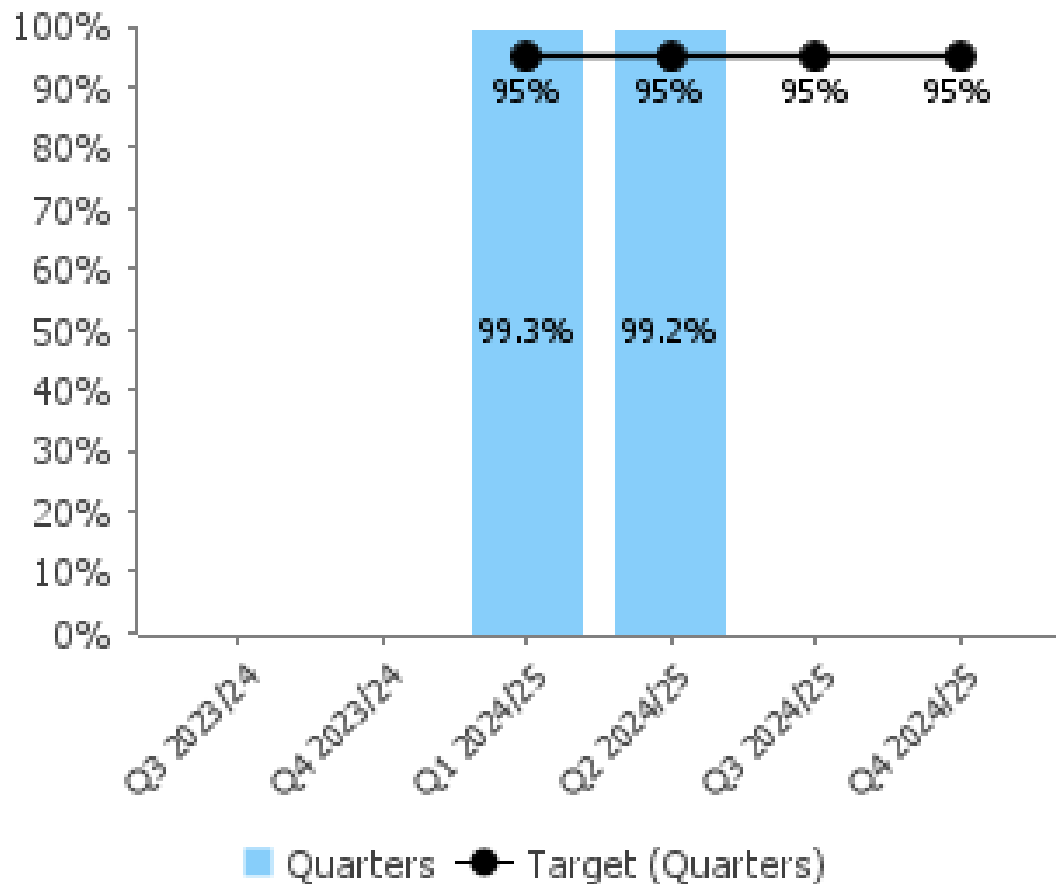
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.11a By 2027/28, 100% of highway network inspections are carried out on time



Aim to Maximise Green (static long trend)

In Q2, 878 Highway Inspections were carried out, all of which were on time. Our Confirm Asset Management System enables the Highway Inspectorate to plan Highway Inspections in advance to ensure they are all completed within the appropriate timeframe. Each Highway Inspector follows an inspection regime up to 12 months in advance in order that they can adapt routes where necessary to ensure no inspections are missed or carried out late. This robust regime enables us to defend claims for damages for non-repair of the highway. To rely on it, the highway authority must prove that it has taken reasonable care to ensure that the part of the highway, to which the action relates, was not dangerous at the material time and by ensuring our inspections are carried out on time, supports our defence.

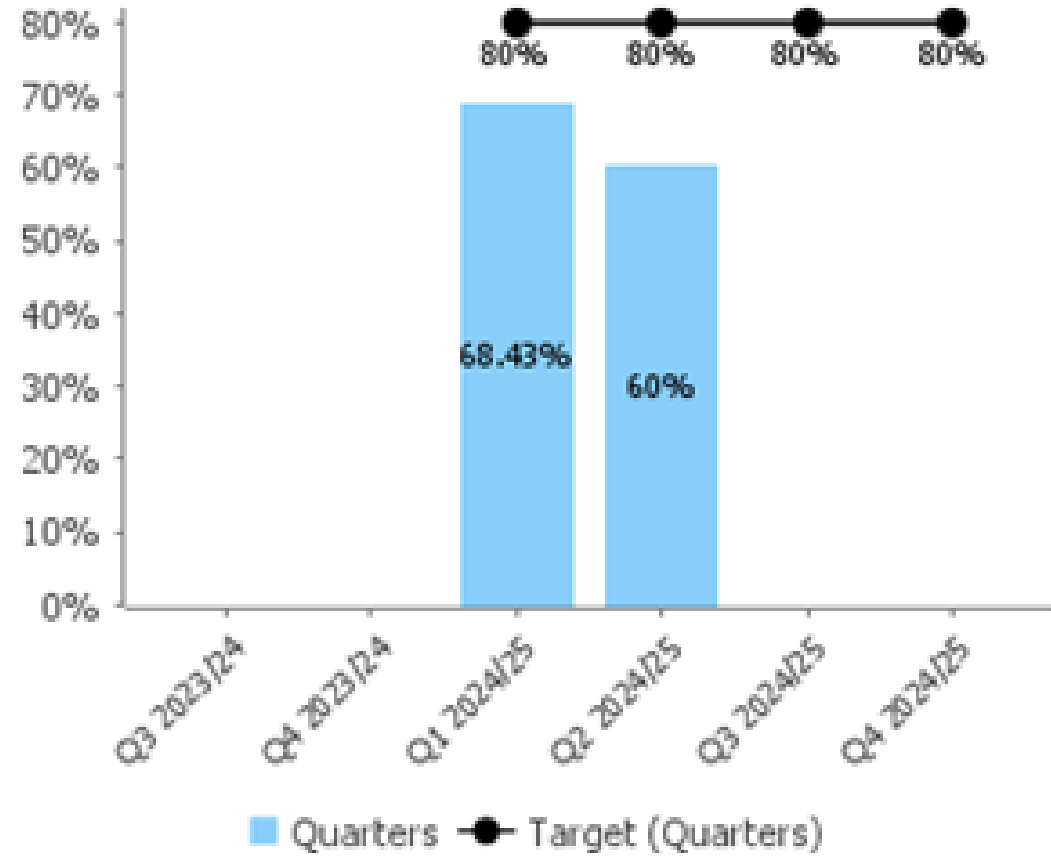
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.11b By 2027/28, 95% of identified highway network defects are repaired within the priority timeframe allocated



Aim to Maximise Green (downward long trend)

During Q2, 1402 jobs were completed, of which only 10 were beyond the target completion date. Late completion of jobs is a Key Performance Indicator (KPI) within the Highway Infrastructure Contract and as such is subject to monthly monitoring. With the integration of Confirm and the Contractor's system Causeway, there is improved management of works orders, with early identification of jobs approaching target completion, which the Contractor can then prioritise to ensure the KPI is met for most of the time.

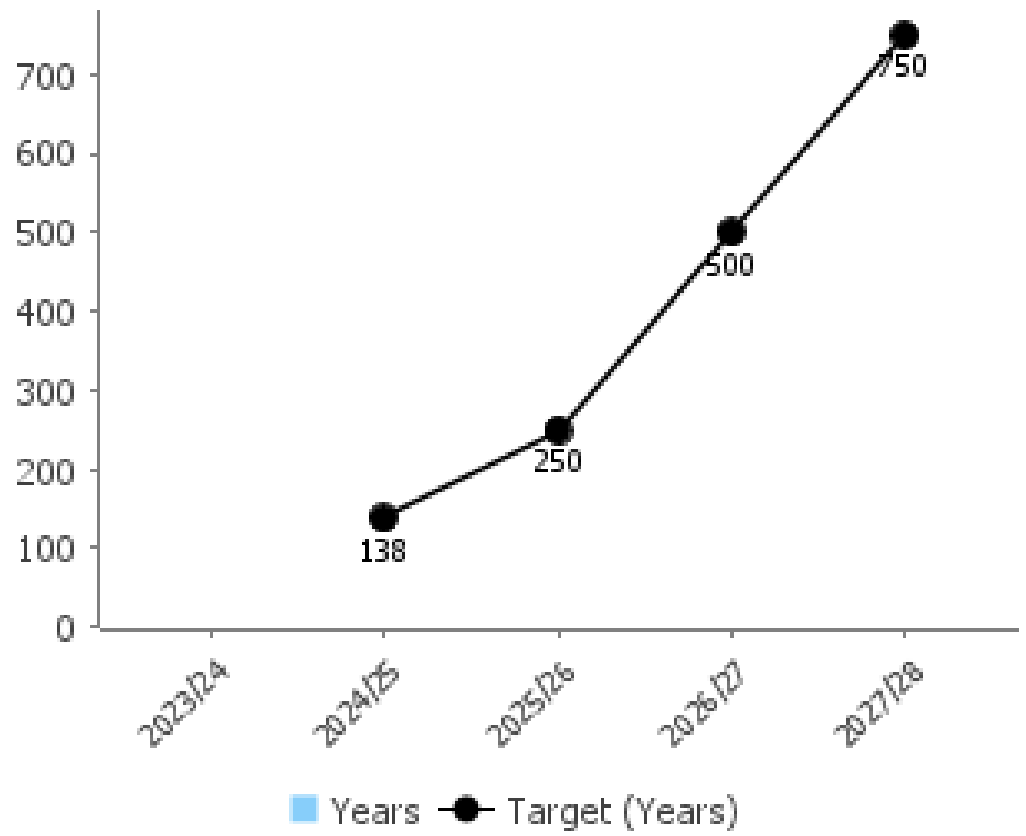
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.12 By 2027/28, 95% of roadworks are completed on time



**Aim to Maximise
Red (downward long trend)**

The figure for this performance indicator will fluctuate regularly depending on the number of permits applied for. This measure is looking at all roadworks from Utilities and Council works and will be used to improve performance throughout the year ahead.

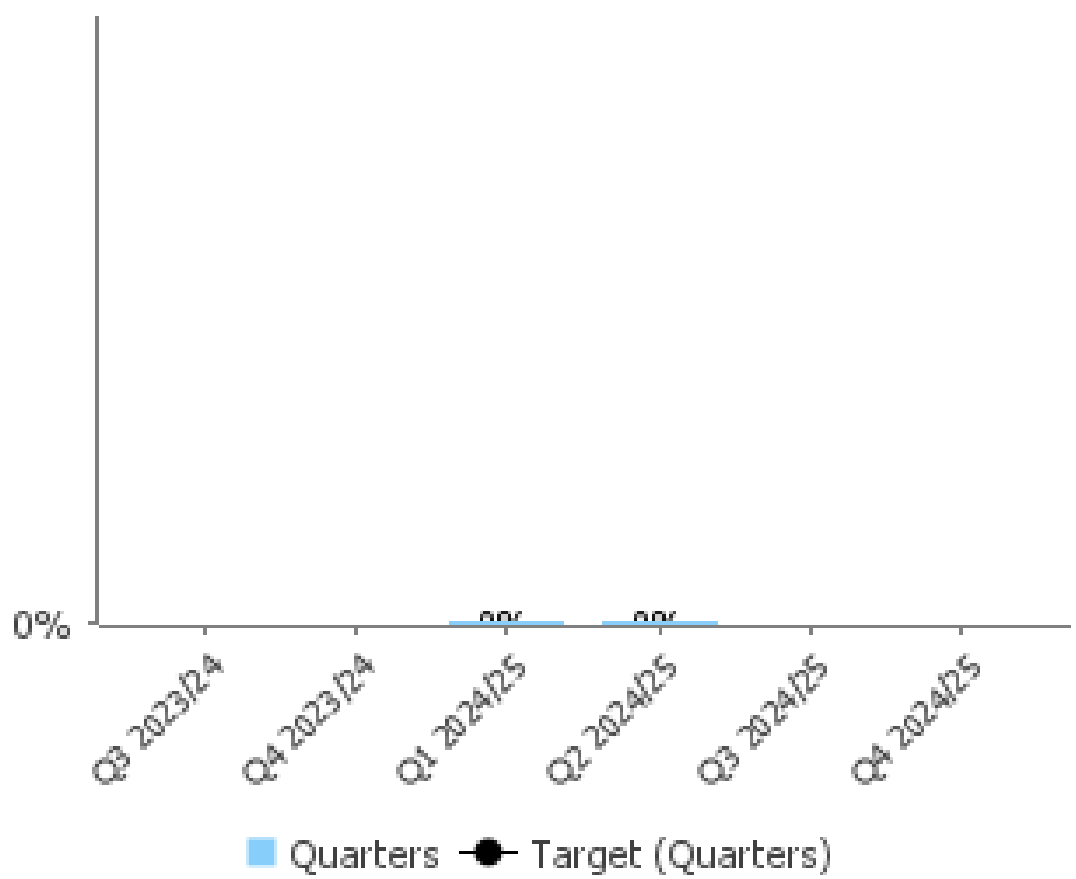
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.13a By 2027/28, residents and visitors have access to 750 publicly available electric vehicle charging point sockets in Medway



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data is due in March 2025. There are currently 44 Council Electric Vehicle (EV) charge points in Medway. The number of public commercial charge points is approximately 157. As the EV on-street charging infrastructure programme is rolled out, this will increase. Monitoring is also being put in place to capture the number of commercial chargers in Medway.

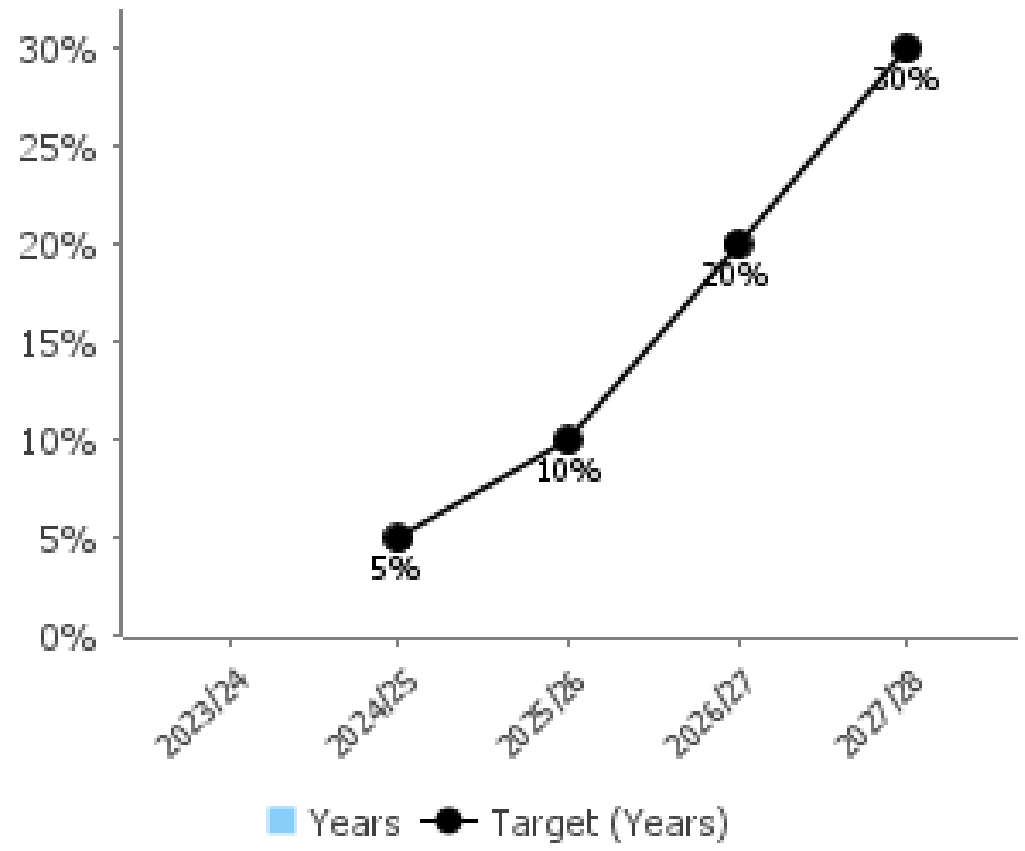
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.13b By 2027/28, on-street electric vehicle chargers achieve 100% utilisation



**Aim to Maximise
Data only (static long trend)**

The Electric Vehicle (EV) on-street charging infrastructure is currently in progress with Local Electric Vehicle Infrastructure funding (LEVI) Capital Funding anticipated in November 2024.

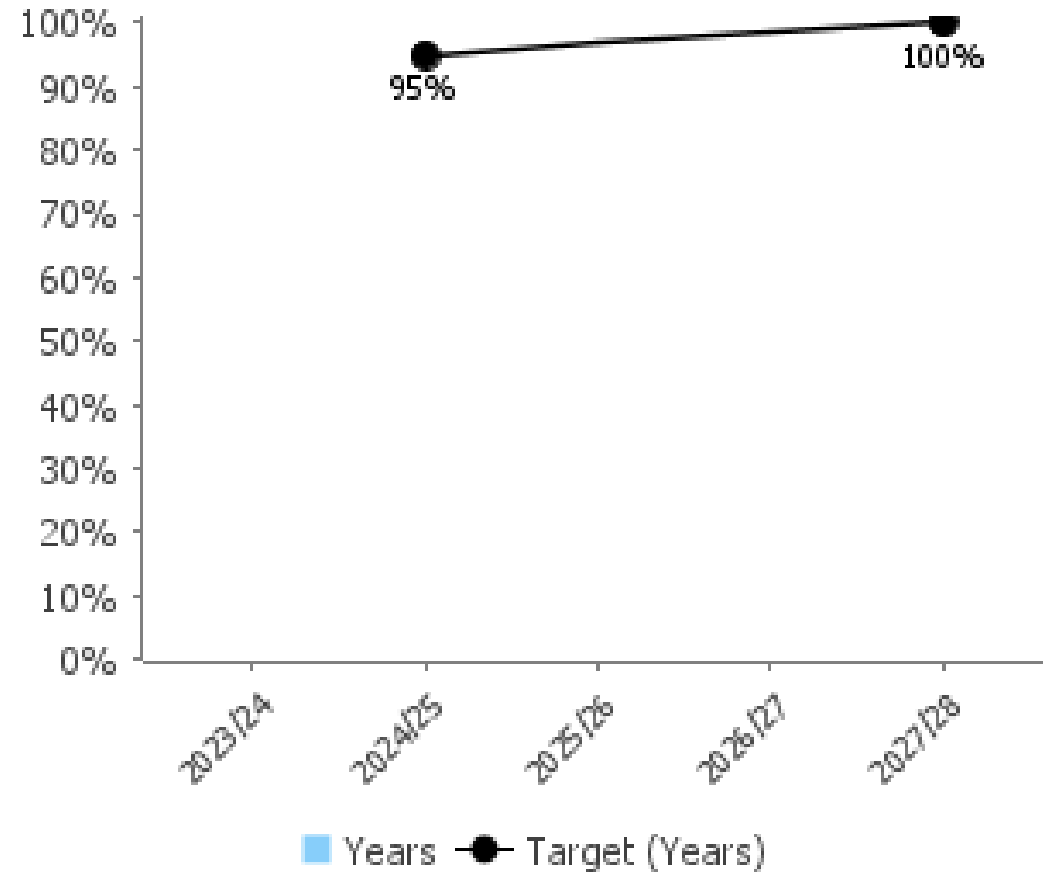
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.14a By 2027/28, use at least 30% recycled material on highway maintenance schemes



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data is due in March 2025. As at Q2, nine carriageway resurfacing schemes have been carried out totalling 7,262m². We are working with the contractor to establish the quantity of recycled material used. All material from site is diverted from landfill to be recycled.

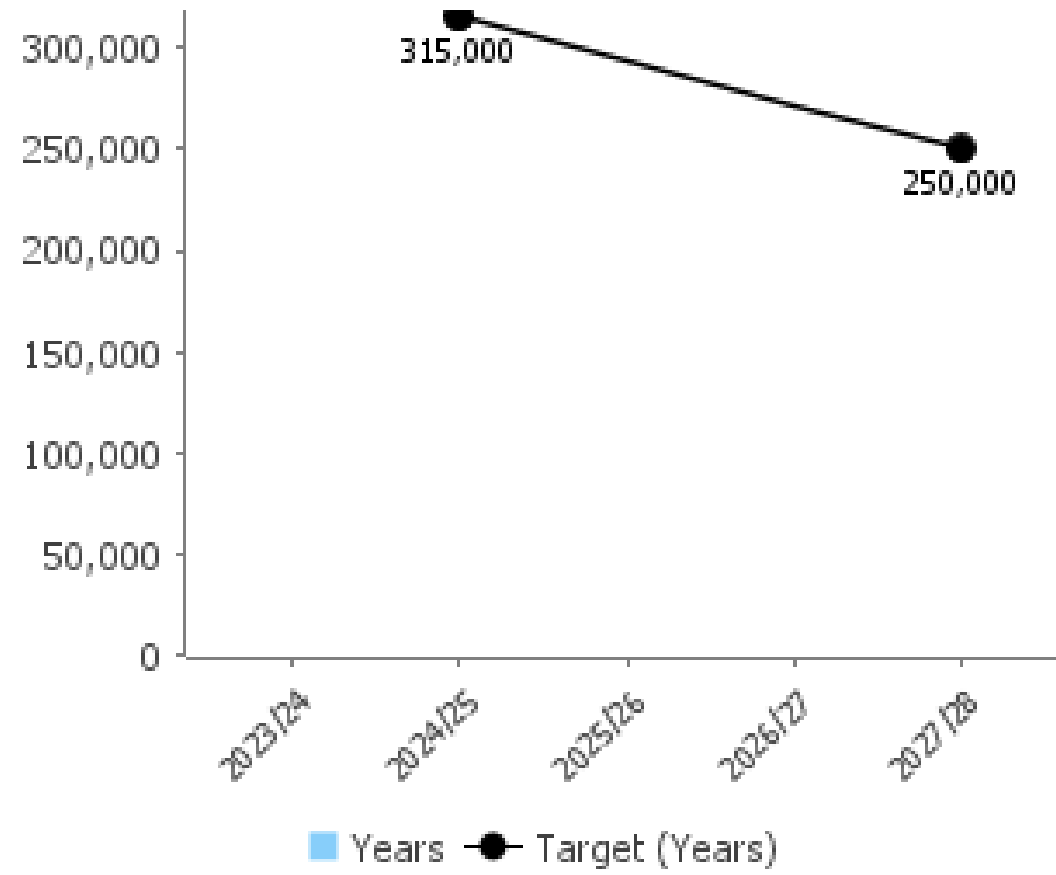
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.14b By 2027/28, 100% of material removed from roads is diverted from landfill for recycling



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data is due in March 2025. As at Q2, nine carriageway resurfacing schemes have been carried out with 100% of material removed diverted from landfill for recycling.

Develop and facilitate easy-to-use and simple digital solutions for residents to access services and engage with the public sector
- 3.15 By 2027/28, achieve a 50% reduction in incoming telephone calls to Medway Council



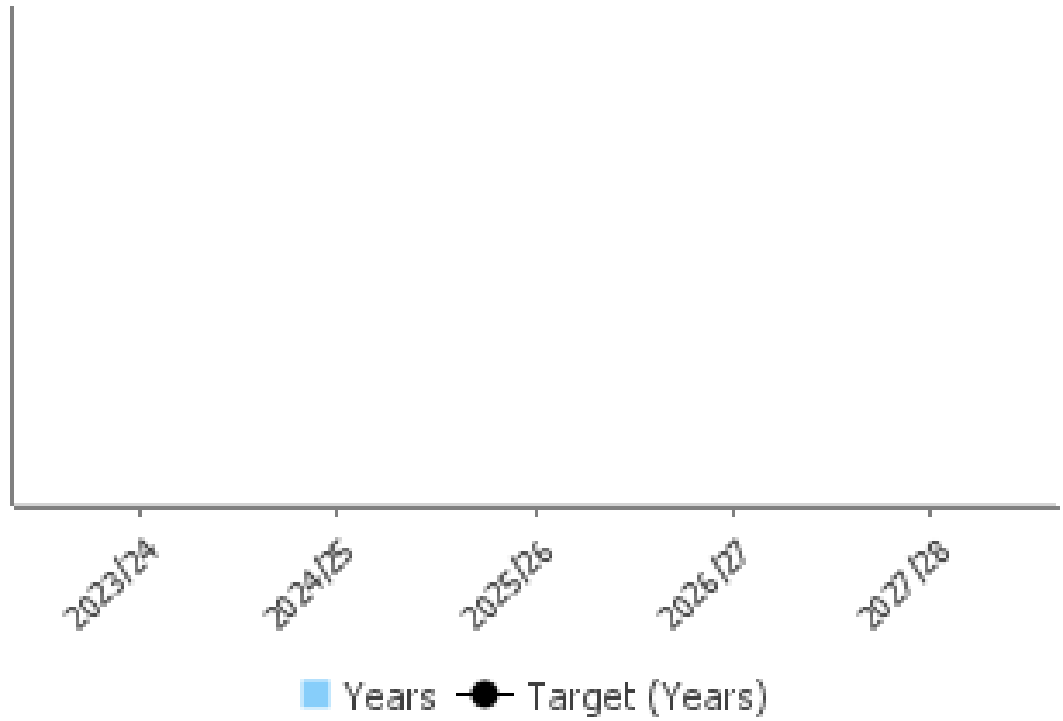
Aim to Minimise
Data unavailable (no long trend)
Annual PI. Due March 2025

•Calls delivered in Q2 totalled 87,243 across all phone lines. This equates to a 39% call reduction vs the baseline year of 2019/20. Although this reflects a slightly lower rate of reduction against the baseline, compared to Q1 (82,893), it continues to consistently stay around 40%.

•It should also be noted that certain events influence phone call demand. For example, when comparing Q2 24/25 to Q2 23/24, there was an increase in phone calls, mainly attributable to contacts relating to the General Election and the opening of the new Cozenton Park Leisure Centre.

•As stated previously, significant reduction in demand is mainly dependent on the benefits of transformation being realised, and it is anticipated that these will not be manifested until later in 2024/25 and into 2025/26.

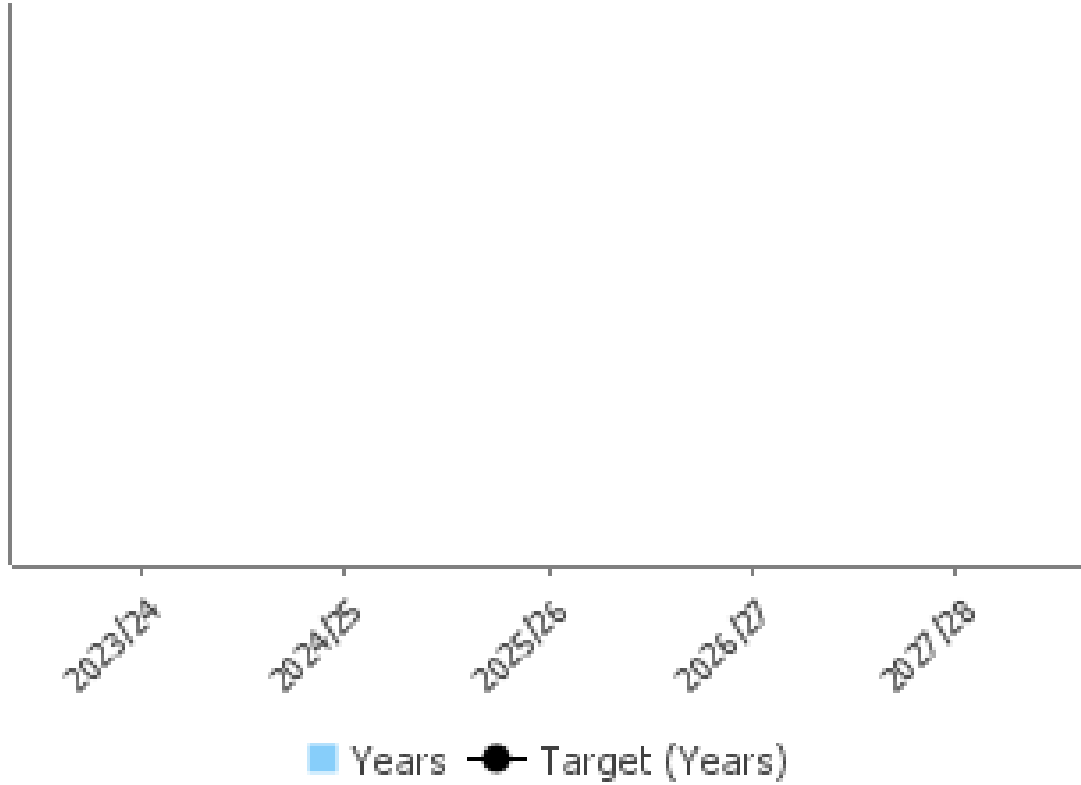
OMCP 3.16 By 2027/28, Medway Council's corporate website will have an accessibility score of 90% compliance



**Aim to Maximise
Data Only
Data unavailable (no long trend)
Annual PI. Due March 2025**

In Q2 2024/25 the accessibility score for the website was 72%. This score is a snapshot in time only, no inference can be made as to future accessibility scores. The score will be influenced by all parts of the council and their requests to publish information through the website i.e. the inclusion of an inaccessible pdf will negatively impact the score. The accessibility score has reduced slightly since Q1 2024/25 as new web content standards came into force during October 2024. These have increased the compliance requirements for medway.gov.uk. The Data and Design Service has created a job profile and gone out to advert for an Accessibility Specialist. Once in post the role will provide increased capacity and support to improve the accessibility of the council website.

OMCP 3.17 By 2027/28, 80% of customers will rate our digital services as 'very easy' or 'easy' to use



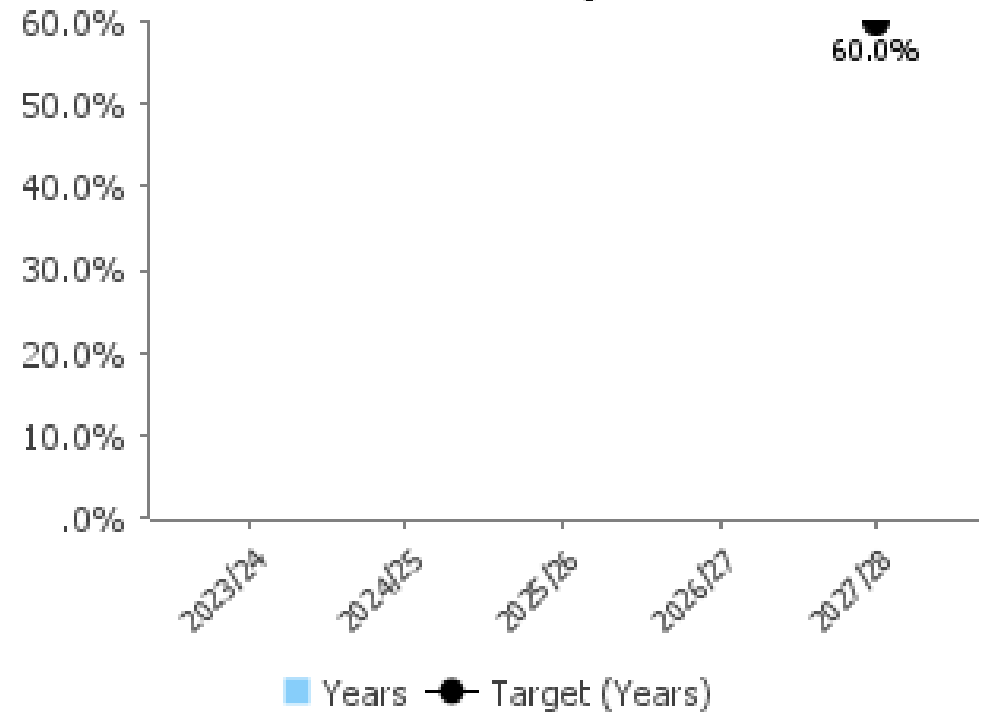
**Aim to Maximise
Data Only
Data unavailable (no long trend)
Annual PI. Due March 2025**

We are intending to design a survey by end of December 2024, with a view to testing and implementing during Q4 2024/25.

Develop and facilitate easy-to-use and simple digital solutions for residents to access services and engage with the public sector

- 3.18 By 2027/28, increase digital interactions with residents by 60%

OMCP 3.18 By 2027/28, increase digital interactions with residents by 60%



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

In quarter 2, 53.2% of resident interactions were digital, down slightly from 54.1% in quarter 1. Performance is influenced by telephony demand, the main alternative access method for residents. During quarter 2 online form submissions increased, but telephone call numbers increased at a faster rate.

A key step to increasing digital interactions with residents is to ensure that our web content and forms are easy to find, clear in purpose, user-friendly, consistent, inclusive, and responsive to change, ensuring users can achieve their goals efficiently and effectively. Consequently, in the second quarter, efforts have been concentrated on two main areas: the process for handling nuisance vehicle reports and the revision of some outdated forms.

The nuisance vehicles process has consolidated four processes into one online form for reporting. This new process includes checks, location capture, boundary verification, photo uploads, vehicle checks, DVLA reports, and resident notifications. It simplifies reporting for residents and enhances how we handle received reports. It will go live early in Quarter 3 and creates a service pattern that can be applied to other services where residents need to report an issue.

Work started to update and enhance some of our older forms. This minor refresh aims to improve the overall design, efficiency, and user experience for both residents and council staff. The updated forms are scheduled to be launched in phases throughout Quarters 3 and 4 of 2024/25.

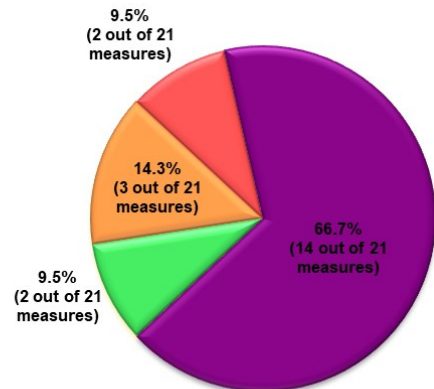
Improving health and wellbeing for all

- Empowering people to achieve good health and wellbeing through prevention, with access to local activities and services that will enable and support them to lead independent, active and healthy lifestyles.
- Support families to give their children the best start in life.
- Work collaboratively to grow participation year on year in recreational play, sport and physical activity as a means of promoting improved physical and mental health and wellbeing.
- Work in partnership with communities and organisations to address the issues that negatively affect health and wellbeing, making sure everyone has the opportunity to live long, healthy lives.

Summary of all performance indicators for this priority

There are 21 performance indicators for the One Medway Council Plan 2024/28 which fall under this priority.

Performance

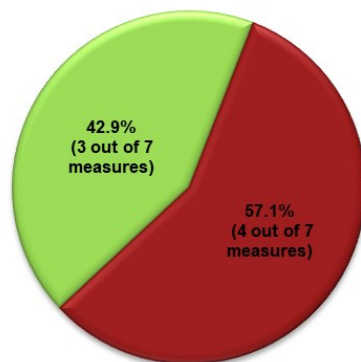


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target
Data means data only. No target set
NA means not available this quarter or annual PI

This chart shows the performance for all of the measures:

- 9.5% (2 out of 21 measures) met or exceeded target.
- 14.3% (3 out of 21 measures) were slightly below target (less than 5%).
- 9.5% (2 out of 21 measures) were significantly below target (more than 5%).
- 0.0% (0 out of 21 measures) were data only or status unavailable.
- 66.7% (14 out of 21 measures) were not available or annual PIs.

Direction of Travel



Direction of Travel - key
Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 7 measures:

- 42.9% (3 out of 7 measures) had an upward long trend.
- 0.0% (0 out of 7 measures) had a static long trend.
- 57.1% (4 out of 7 measures) had a downward long trend.

Empowering people to achieve good health and wellbeing through prevention, with access to local activities and services that will enable and support them to lead independent, active and healthy lifestyles

- 4.01 Smoking prevalence in adult (18+ yrs)



Aim to Minimise Green (downward long trend) Annual PI

By 2027/28, the proportion of adults (18+ years) who are self-reported smokers is statistically similar to, or lower than, the England average (comparing England and Medway values in 2026).

This performance indicator is reported a year in arrears.

Smoking prevalence in Medway for 2023 was 12.7%, which meets the target of being statistically similar to England. Medway had a 3-year average of 12% which is below the England average of 12.4% for the same period. Medway's smoking prevalence has continued to decline since 2011 (24.2%).

Smoking cessation services are offered via several options, with clients being offered vapes and Nicotine Replacement Therapy. The medications Cytisine and Varenicline will soon be available to support those wanting to quit.

Achievements

In 2023/24, Medway Stop Smoking Service was 22nd in the country for quits per 100k smokers and 3rd in the South East. There were 111 quits for Q1 24/25.

Medway has been awarded a Section 31 grant to:

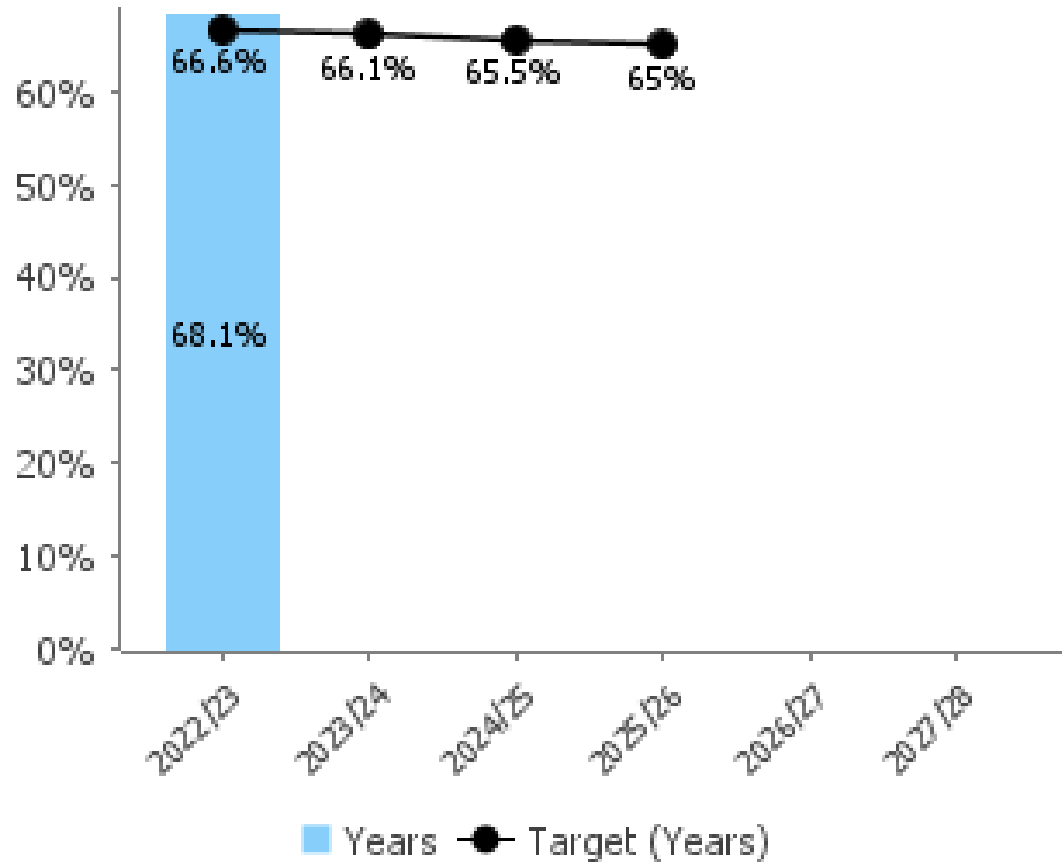
- Build capacity to deliver expanded local stop smoking services and support.
- Build demand for local stop smoking services and support.
- Deliver increases in the number of people setting a quit date and 4-week quit outcomes, and reporting outcomes in the Stop Smoking Services Collection.

Actions

- Seven pharmacies and three GP surgeries signed up to swap to stop.
- Cytisine formulary application was completed on behalf of Kent and Medway and work can proceed with the Patient Group Direction (PGD) application.
- Varenicline has returned to the market in generic form, so plans for the PGD update have begun.
- Planning is underway for the Section 31 grant. The focus will be on supporting those with mental health illnesses and from Eastern European populations.

Empowering people to achieve good health and wellbeing through prevention, with access to local activities and services that will enable and support them to lead independent, active and healthy lifestyles

- 4.02 Overweight (including obesity) prevalence in adults (18+ yrs)

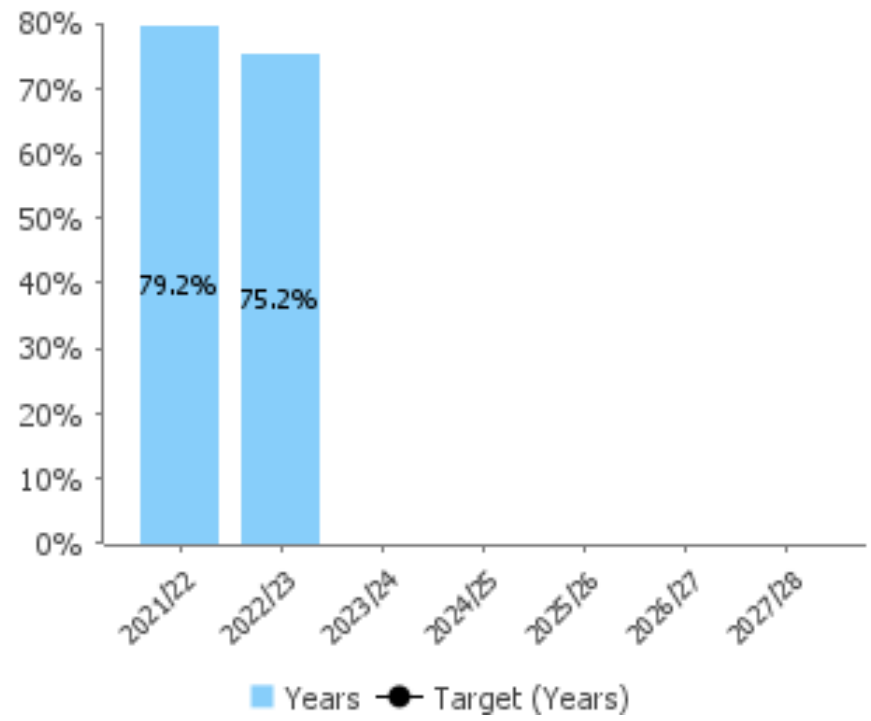


Aim to Minimise
Amber (upward long trend)
Annual PI

By 2027/28, the percentage of adults (18+) classified as overweight or obese is the same as or below 65%. This performance indicator is reported 2 years in arrears. The data from this indicator is collected from the Active Lives Survey and published on an annual basis. Significant steps are being implemented to reduce adult obesity rates in Medway. Recently, the 4th Medway Food Partnership event was held, engaging a broad range of partners in collaborative efforts. A comprehensive Food Strategy has been developed and will be presented to the Health and Wellbeing Board in November. Additionally, the Public Health team is actively delivering a variety of weight management interventions, including targeted weight management programmes, physical activity initiatives, and cookery sessions to promote healthier eating habits. These coordinated efforts aim to support individuals in achieving and maintaining a healthier lifestyle.

Empowering people to achieve good health and wellbeing through prevention, with access to local activities and services that will enable and support them to lead independent, active and healthy lifestyles

- 4.03 High life satisfaction score



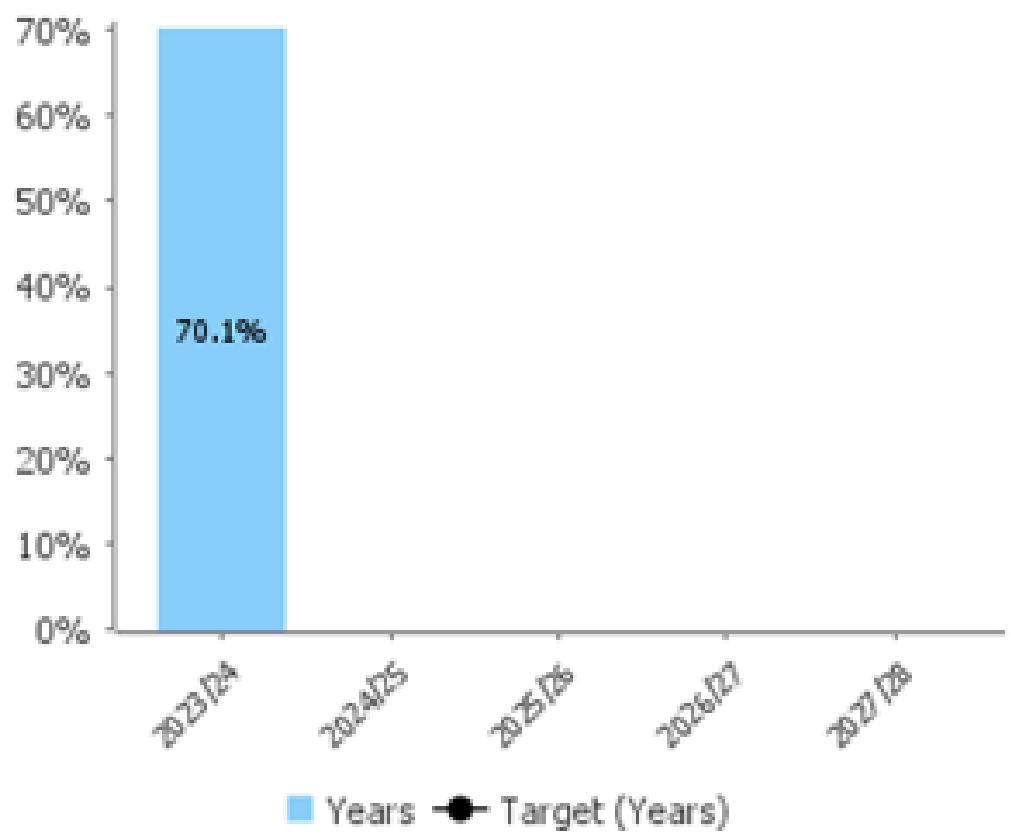
Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due November 2024

By 2027/28, the proportion of people who report “high” or “very high” levels of life satisfaction will be similar or higher compared to the England average. This performance indicator is reported a year in arrears. This data comes from the Annual Population Survey (APS) and the Office for National Statistics. The value for 2023/24 will be available in November. Data from the APS 2022/23 indicates that 75.2% of people reported “high” or “very high” levels of life satisfaction.

Actions and achievements

The Medway Joint Strategic Needs Assessment for Medway Health and Wellbeing has been completed and identifies recommendations for commissioning and further needs. Work has begun on developing the Kent and Medway (K&M) Work and Health Strategy and a new strategic partnership for health and economy has been formed. Promotion of the five Ways to Wellbeing is embedded into public health training for the workforce and Medway residents. Campaign days focus on raising awareness of how to access support for low mood, anxiety or depression. Effective Partnerships with key providers ensure services are located in Medway community venues and accessible to those who would most benefit from intervention. Several new projects for Medway have been funded from the K&M suicide prevention budget including TalkClub for men. The Medway Men in Sheds contract has been extended for a further 12 months.

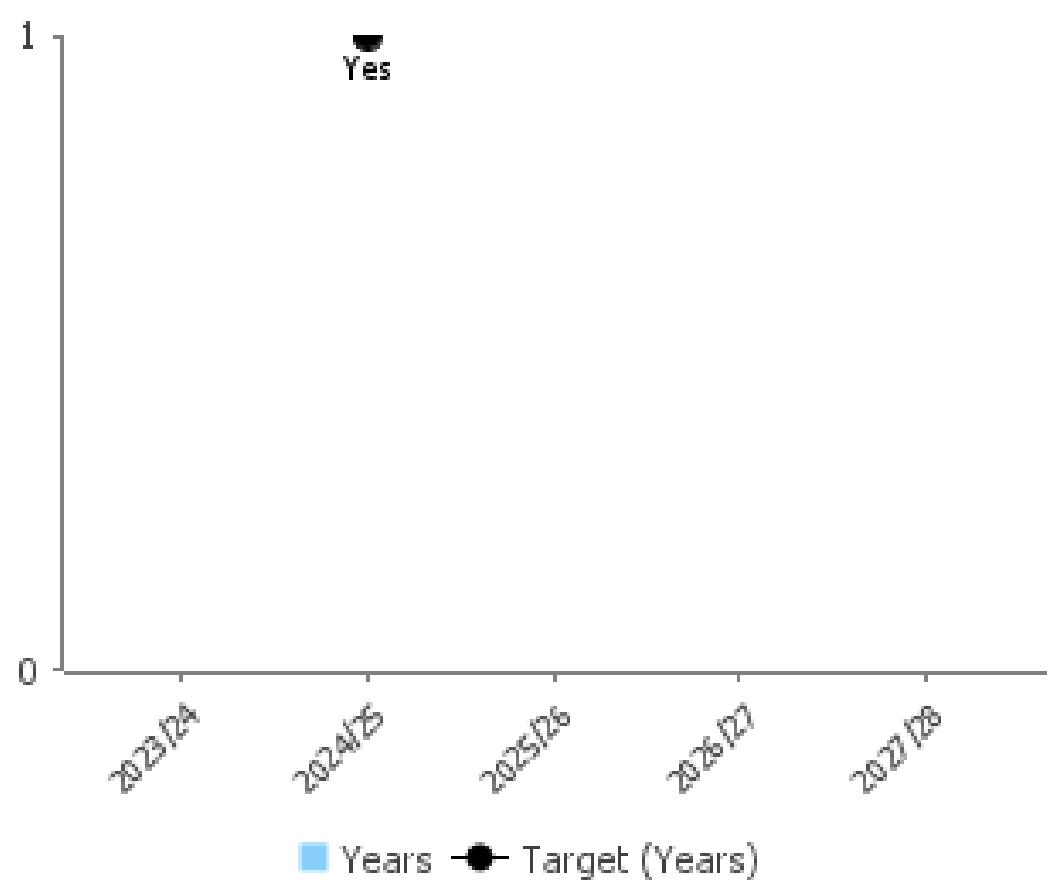
Empowering people to achieve good health and wellbeing through prevention, with access to local activities and services that will enable and support them to lead independent, active and healthy lifestyles
- 4.04 Bowel cancer screening



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due February 2025

By 2027/28 the proportion of the population aged 60 to 74 screened for bowel cancer will be similar or higher compared to the national average. This data comes from the Office for Health Improvement and Disparities and is based on data from NHS England. The value for 2024 will be available in February. Since 2020/21, the coverage in Medway has been above 60% and from 2023/24 has exceeded 70%. This represents the main cohort of 60–74-year-olds and does not yet include the younger age group, introduced into the programme from April 2021. *We are currently unable to provide additional comments on achievements and actions from NHS Screening providers this quarter. This information will be added when it is available or in Q3 24/25.*

Empowering people to achieve good health and wellbeing through prevention, with access to local activities and services that will enable and support them to lead independent, active and healthy lifestyles
- 4.05 Health facilities

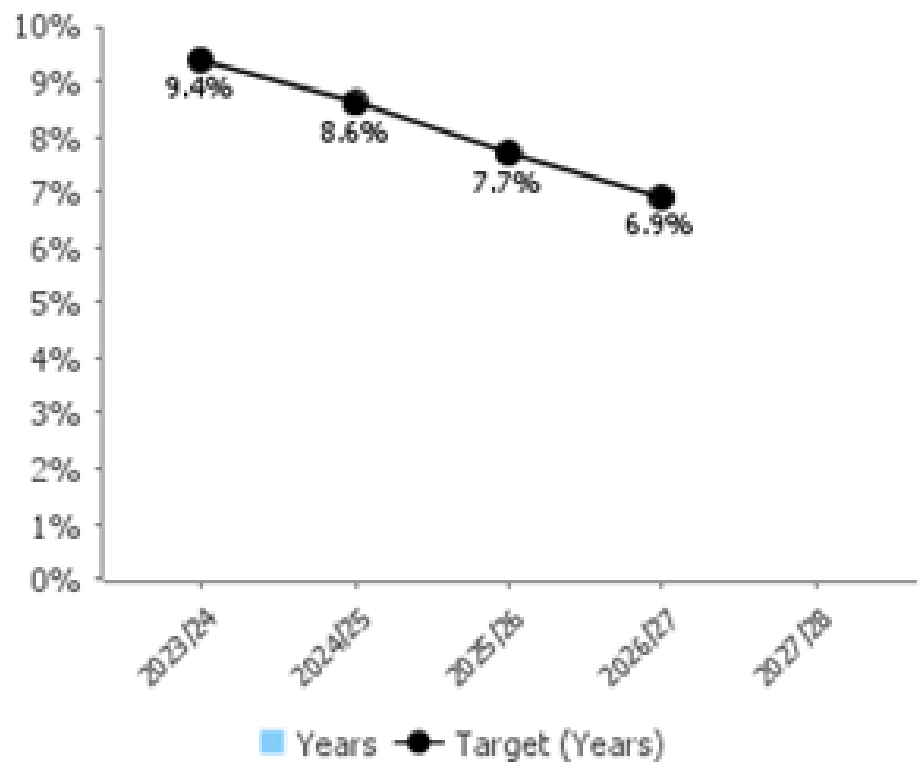


Aim to Maximise
Yes/No
Data unavailable (no long trend)
Annual PI. Due December 2024

This is an annual performance indicator. Data is due in December 2024.
The Infrastructure Funding Statement with health funding data will be reported to Cabinet in December 2024.

Support families to give their children the best start in life

- 4.06 Mothers smoking at the time of delivery

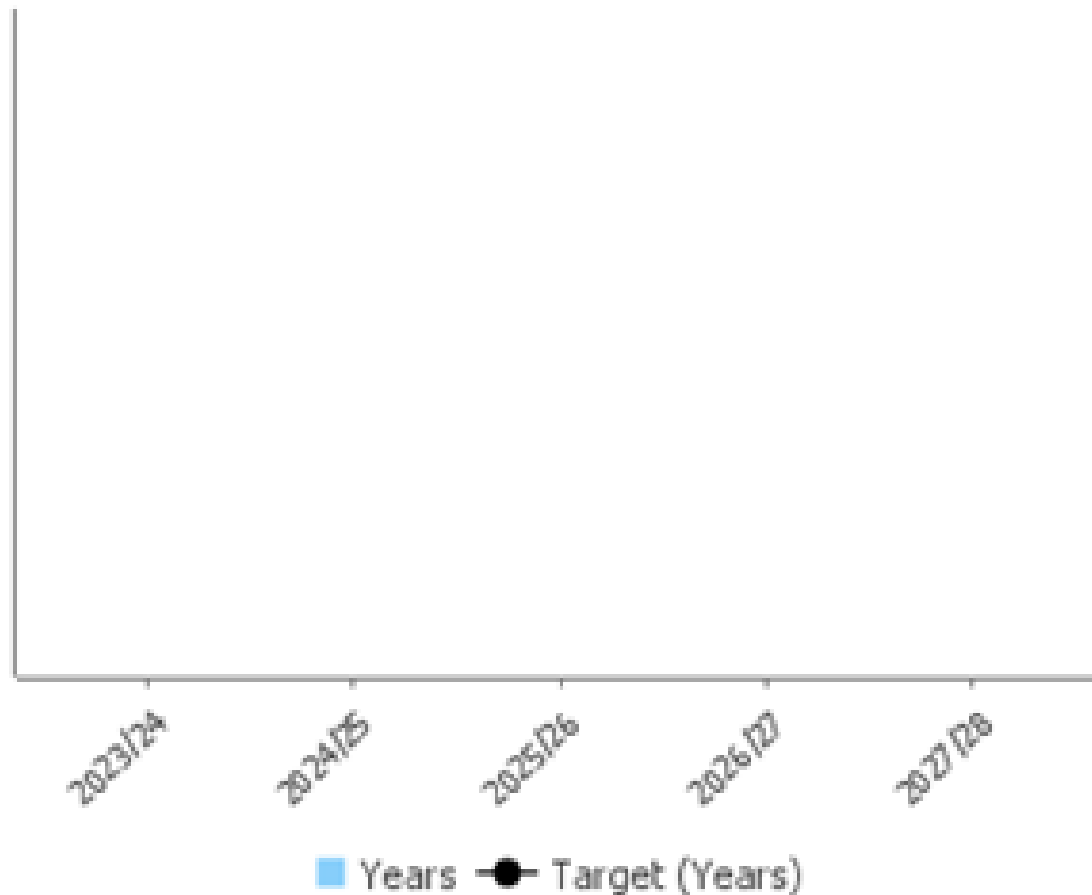


Aim to Minimise
Data unavailable (no long trend)
Annual PI. Due November 2024

By 2027/28, the proportion of mothers smoking at time of delivery will be less than 7%.
This performance indicator is reported a year in arrears.
This data is calculated by the Office for Health Improvement and Disparities and is based on data from NHS England. The value for 2023/24 will be available in November.
Starting in May 2023 and achieving full coverage in January 2024, Medway NHS Foundation Trust (MFT), as part of the NHS Long Term Plan (LTP), have functioned to make a significant contribution to making England smoke-free, by offering pregnant women who smoke NHS-funded tobacco treatment services. A smoke-free pregnancy pathway has been established, with the Public Health (PH) team's invaluable guidance, expertise and investment. The PH team now focus on treating postnatal people and their significant others to prevent relapse.
The PH team embed best practice, as per 'Saving Babies' Lives version three'; by continuing to prioritise working closely with influential stakeholders (notably midwives and health visitors) to maintain and improve referral pathways, as well as ensuring evidence-based training is delivered at regular intervals.
A proposal to extend the reach of the postnatal tobacco treatment services to neonatal intensive care (NICU) families will ensure the local offer continues to reflect the gold-standard and are continually improving perinatal outcomes in Medway.

Support families to give their children the best start in life

- 4.07 Breastfeeding prevalence at 6 to 8 weeks

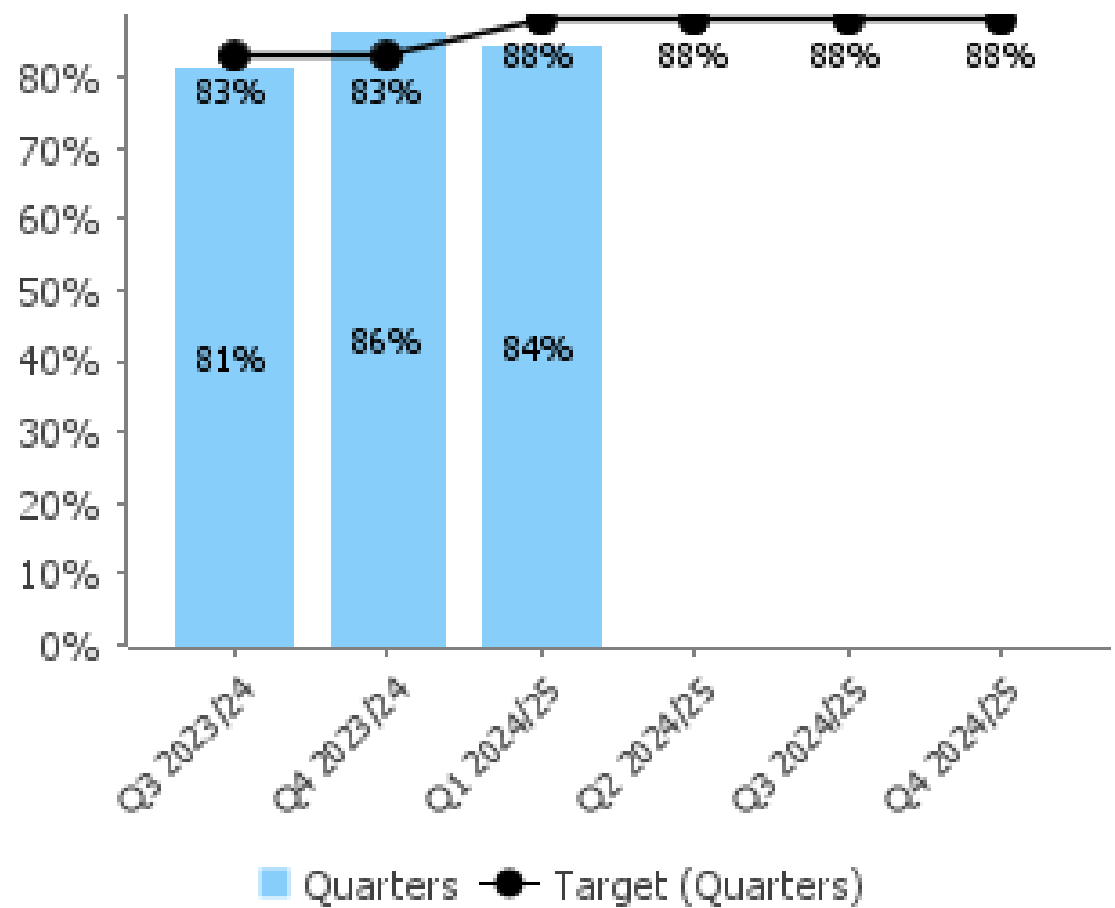


Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due December 2024

By 2027/28, the proportion of infants that are totally or partially breastfed at age 6-8 weeks will be similar or higher compared to the England average. This performance indicator is reported a year in arrears. This data comes from the Office for Health Improvement and Disparities. The value for 2023/24 will be available in December. The Infant Feeding Strategy group deliver a range of interventions to support parents to breastfeed. Family Hubs and Start for Life funding has allowed a new team of infant feeding specialists to be recruited to the midwifery service at Medway Foundation Trust, meaning more dedicated capacity is available to assist new parents with advice and guidance to establish breastfeeding and responsive feeding behaviours. This team has now secured funding until the end of March 2025 to carry on their important work. The Beside You breastfeeding campaign also continues to grow in awareness with over 7,500 social media followers across a range of platforms. The Welcome to Parenthood antenatal courses, which include infant feeding advice, continue to prove popular with 400 families accessing the service per year.

Support families to give their children the best start in life

- 4.08 New birth visit completed within 14 days Contract data

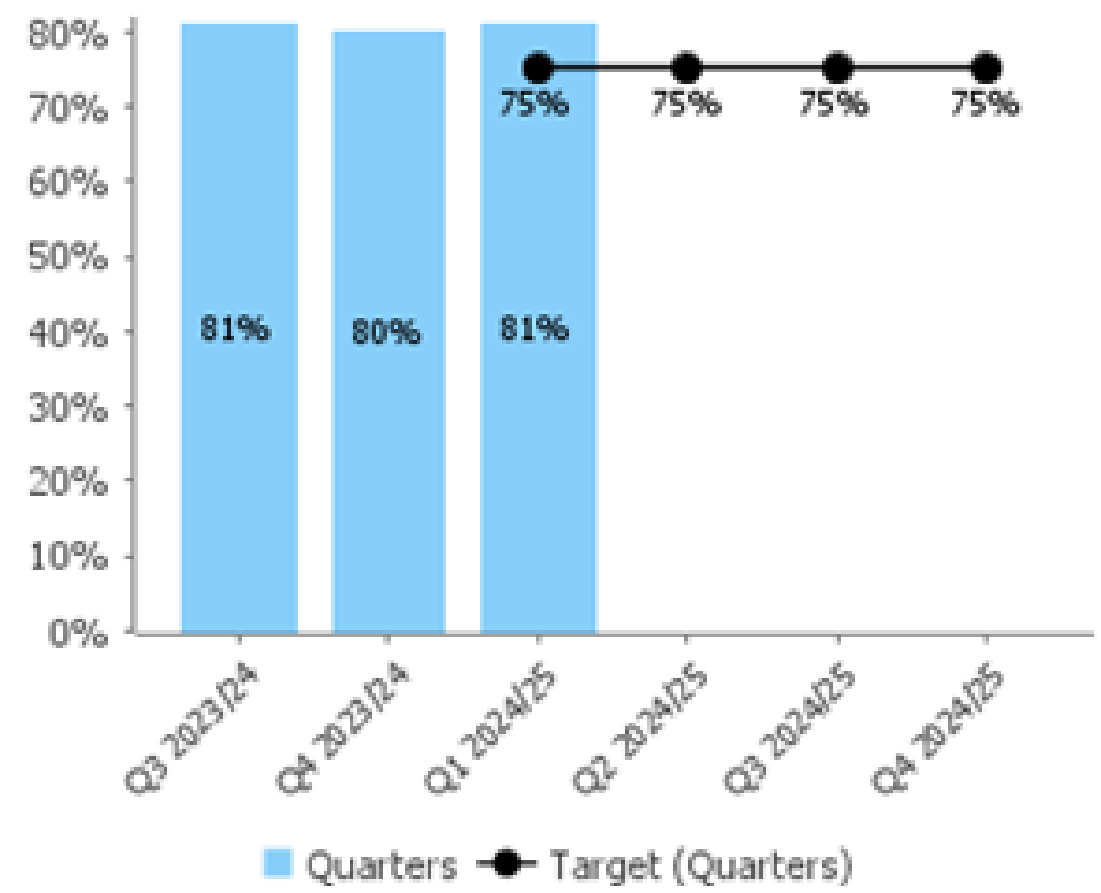


**Aim to Maximise
Amber (upward long trend)**

By 2027/28, at least 90% of children have a new birth visit within 14 days.
This performance indicator is reported a quarter in arrears.
Performance of new birth visits was slightly below target in Q1 24/25, at 84%. Medway Community Healthcare (MCH) have faced significant challenges with meeting the new birth visit target of 88% due to the short time frame involved (14 days) alongside staff vacancies and a national shortage of health visitors. The Commissioner works with the provider through quarterly contract meetings and bimonthly operational meetings to address these challenges. This has seen MCH initiate a process for 'growing their own' staff by training people in roles other than health visiting to pick up some duties traditionally carried out by Health Visitors. In some cases, these members will progress to become fully qualified health visitors.

Support families to give their children the best start in life

- 4.09 Children receiving 2-2½ year health and development review

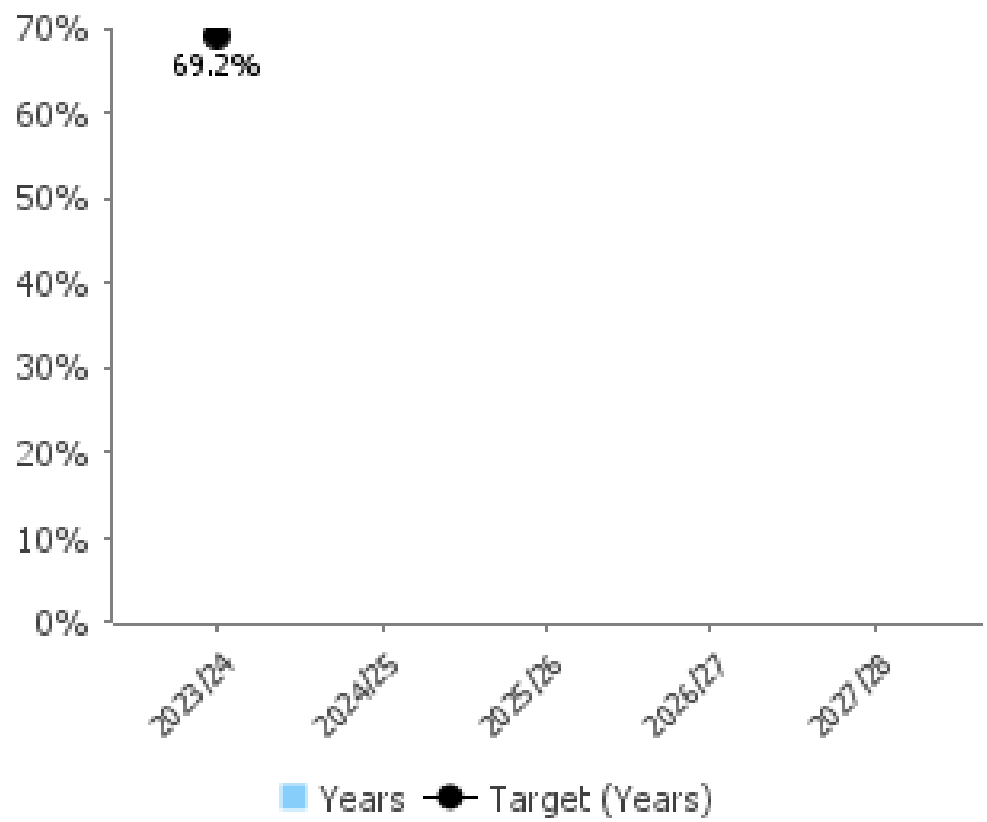


Aim to Maximise Green (upward long trend)

By 2027/28, 75% of children receive a 2-2½ year health and development review. This performance indicator is reported a quarter in arrears. Medway Community Healthcare (MCH) have exceeded their target of 75%. They offer clinics across Medway in Children & Family Hubs and Family Wellbeing Centres as well as occasional weekend clinics to maximise access for families. The Commissioner works with the provider through quarterly contract meetings and bimonthly operational meetings to drive performance and work together to address challenges. The Commissioner has worked with colleagues in the Family Hubs transformation team to promote Health Visitor checks through the social media campaigns related to the Family Hubs & Start for Life Programme.

Support families to give their children the best start in life

- 4.10 By 2027/28, the proportion of pupils that achieve a good level of development at the end of the Early Years Foundation Stage is the same as or above the national average



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due Autumn 2024

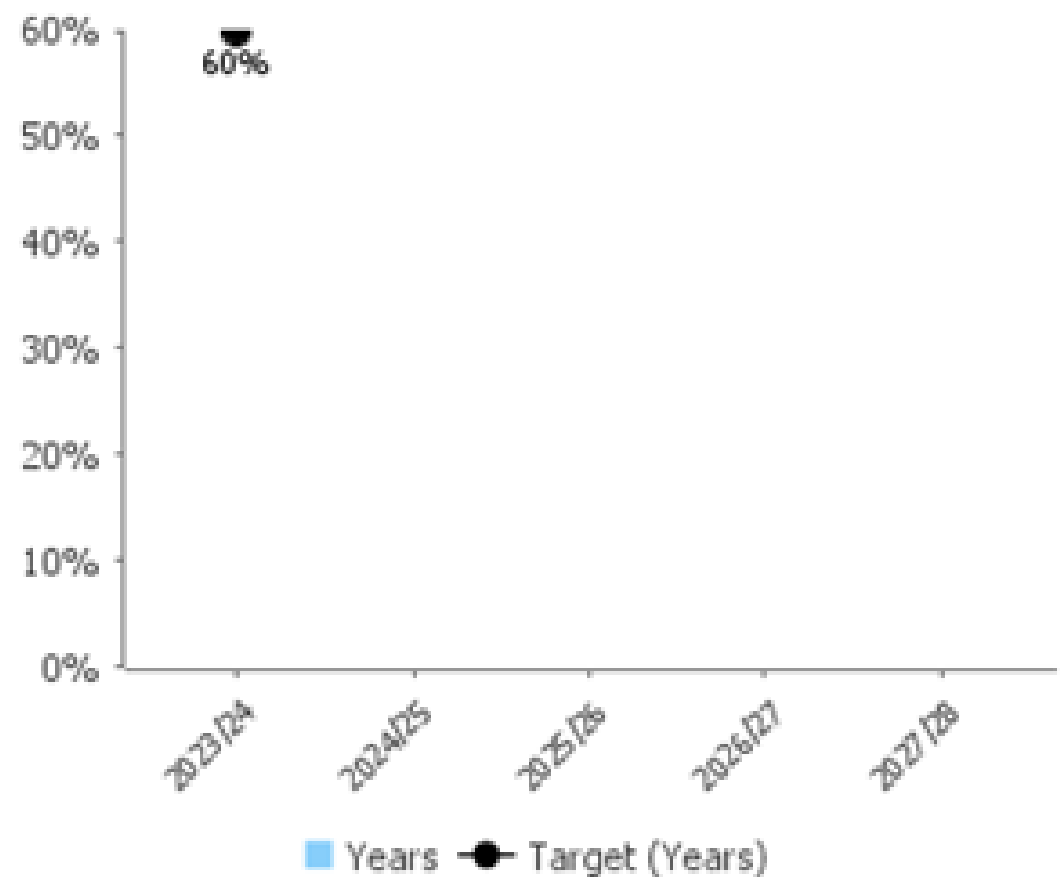
This metric is part of Priority 4, Improving health and wellbeing for all and the sub priority: Support families to give their children the best start in life.

Provisional data for the 2023/24 academic year will be published in autumn 2024. This performance indicator is reported a year in arrears.

In 2022/23 Medway exceeded national attainment (67.2%) by 1 percentage point (pp).

Support families to give their children the best start in life

- 4.11 Year 6 prevalence of healthy weight (10-11 yrs)

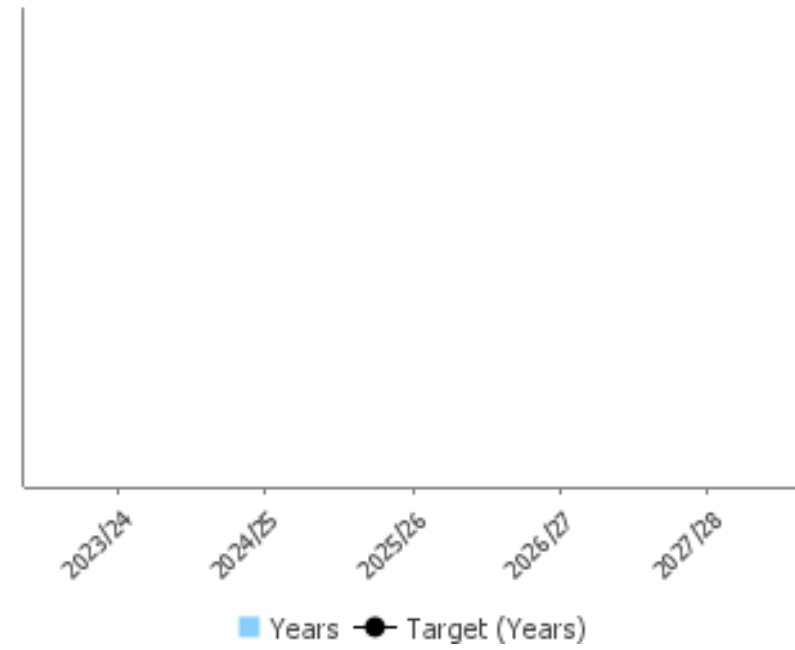


Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due November 2024

By 2027/28, the proportion of children in Year 6 (age 10-11 years) that maintain a healthy weight is the same as or above 60%. This performance indicator is reported a year in arrears. This data comes from the Office for Health Improvement and Disparities and is based on data from NHS England. The value for 2023/24 will be available in November. The Public Health team are actively supporting young people in maintaining a healthy weight through a variety of initiatives. These include healthy weight management sessions specifically for young people and cookery classes that teach nutritious meal preparation. Ongoing work is being delivered with schools through the Food for Life project and delivering physical activity sessions to promote increased activity. Additionally, the Holiday Activity and Food Programme ensures young people have access to healthy meals and activities during school breaks. Oral health training is also provided to reinforce the importance of overall wellbeing, further supporting our commitment to encouraging healthy habits with young people.

Work collaboratively to grow participation year on year in recreational play, sport and physical activity as a means of promoting improved physical and mental health and wellbeing

- 4.12 Physically active children and young people

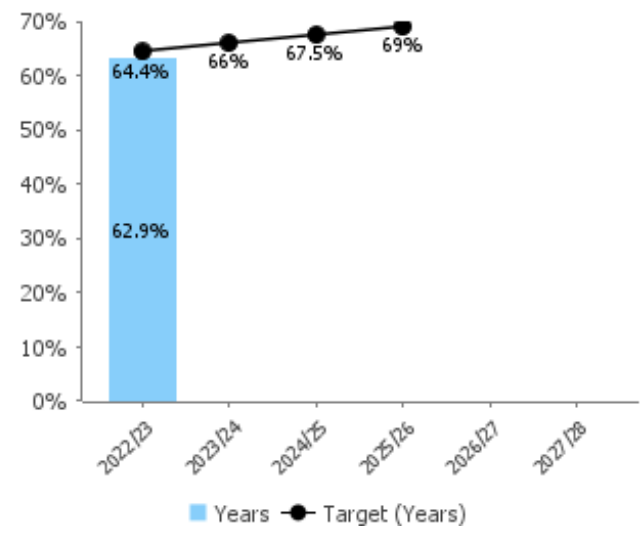


Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due February 2025

By 2027/28, the percentage of physically active children and young people will be similar or higher compared to the England average. This performance indicator is reported a year in arrears. This data comes from the Office for Health Improvement and Disparities and is based on data from Sport England. The value for 2023/24 will be available in February. A Childhood Obesity 5-year plan was drawn up in collaboration with the Public Health team. This was scrutinised by the Children and Young People Overview and Scrutiny committee by members and the Children and Adults Directorate Management Team (CADMT) directors and has been agreed for rollout. The plan will look to reduce childhood obesity which will include increasing physical activity. The targets include:

- More people accessing green and blue space for recreation purposes - a 5% increase in the number of people accessing a park, play area, or river for recreation purposes year on year.
- Increase the number of pre-school settings that create and promote a healthy weight environment for children – a 5% increase in the number of pre-school settings achieving Gold status for the Healthy Early Years award year on year.
- Increase in the number of children walking and cycling to school – a 5% increase in the number of children using an active travel method to commute to school year on year.
- Increase in free physical activity opportunities for children and families - 25 additional free physical activity interventions offered for children and families by 2030.

Work collaboratively to grow participation year on year in recreational play, sport and physical activity as a means of promoting improved physical and mental health and wellbeing
- 4.13 Physically active adults (19+ yrs)



**Aim to Maximise
 Amber (downward long trend)
 Annual PI**

By 2027/28, the percentage of physically active adults will have increased to 69%.
 This performance indicator is reported 2 years in arrears.
 The Public Health team continues to offer a range of interventions to support people to become more active.

Achievements

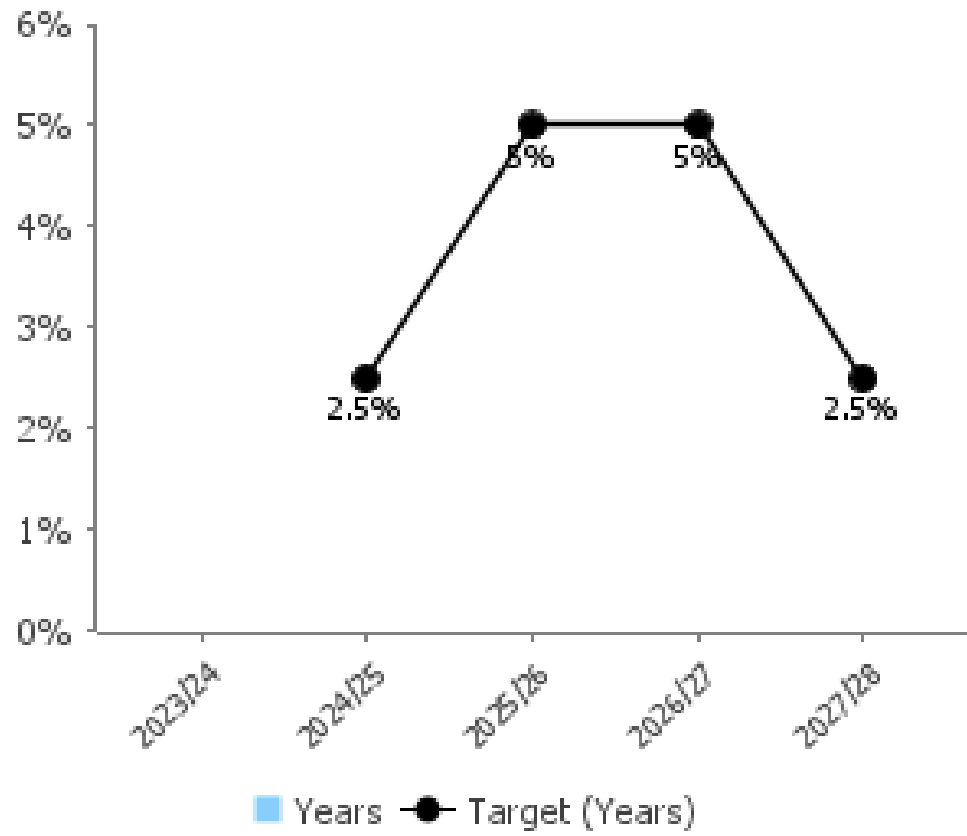
Up to the end of Q2 24/25 for Public Health interventions:

- 326 patients referred (year to date – YTD) for Active Referral Programme
- 262 people attended Small Steps, Big Changes courses
- 3,956 footfall for Let’s Get Active classes. Classes are for a range of people including Rehab, Stroke, Neurology, Cardiac and ethnic minority groups
- 2,524 footfall in older adults programmes including Extra Care Schemes, Care Homes and includes Walk in the Park expansion to 10 walks across Medway
- 6,538 footfall YTD for Wellbeing Walks with 140 new walkers
- 961 footfall YTD for Nordic Walking with 22 new walkers
- 15-20 attendees for Nordic for Parkinsons each week
- 336 footfall for cycling groups

Actions:

- Continued development of our Better Care Fund funded Primary Falls Prevention Programme with an aim to launch in the new year.
- The next Physical Activity Alliance is planned for November 2024. The alliance has over 200 members and continues to grow.
- Medway are supporting the Community of Practice with partners across the Physical Activity and Health Sectors to develop the Pathways Project, integrating physical activity into Health and Care.

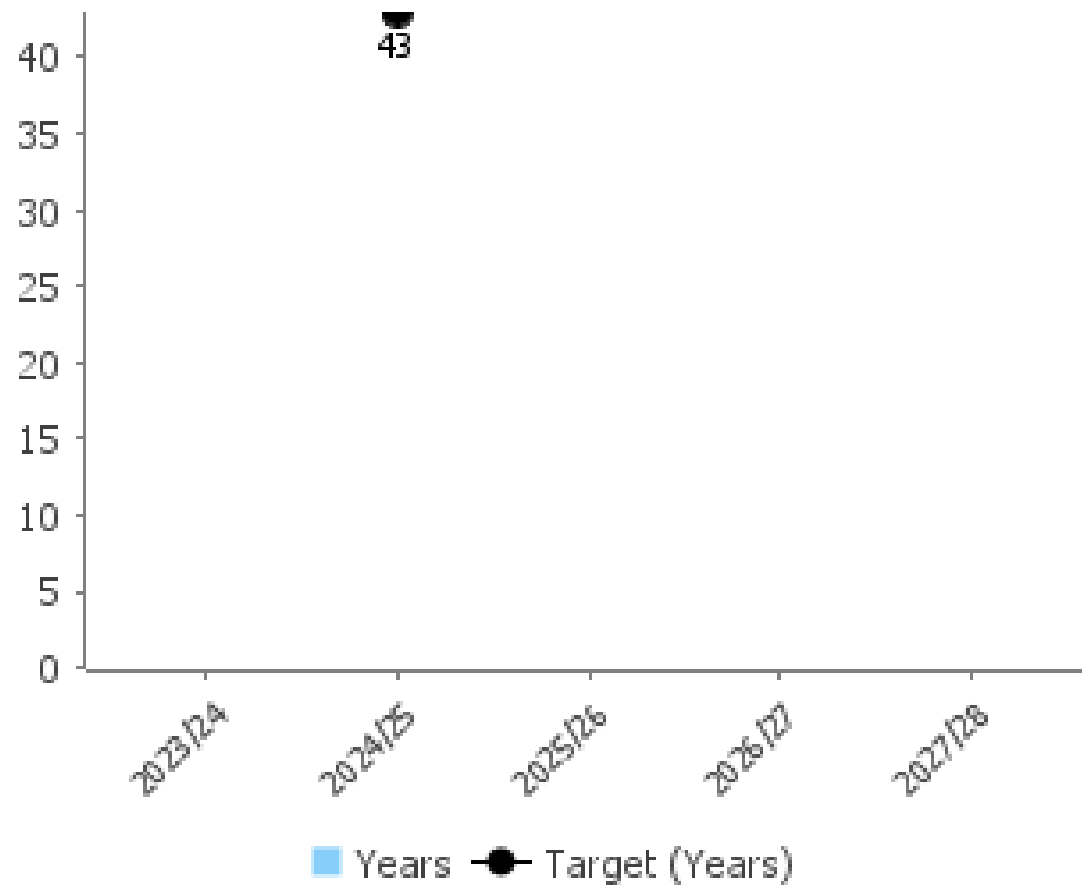
Work collaboratively to grow participation year on year in recreational play, sport and physical activity as a means of promoting improved physical and mental health and wellbeing
- 4.14 By 2027/28, increase by a minimum of 15% the number of children and young people swimming lessons held at Medway Council sports centres



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data is due in March 2025. 2024/25 swimming lesson participants across the sites are demonstrating an increase of 15% from 2023/24 (68,250 participants).
 Current participation numbers (weekly average) x 17 school weeks (01 April to 30 September weeks of lessons run) is as follows:
 Medway Park - 756 x 17 = 12,852
 Strood - 680 x 17 = 11,560
 Hoo - 459 x 17 = 7,803
 Cozenton Park - 434 x 4 weeks (opened in July) = 1,736
 Total participants 33,951, 50% on total target with two further quarters to follow.

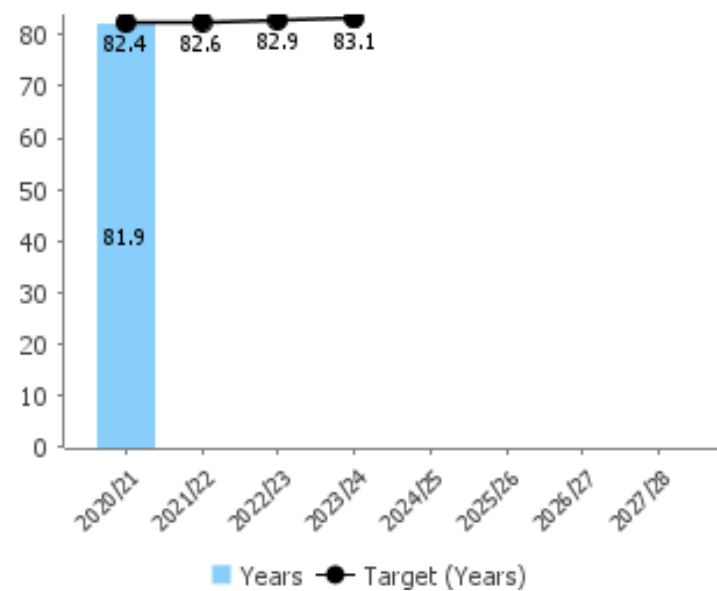
Work collaboratively to grow participation year on year in recreational play, sport and physical activity as a means of promoting improved physical and mental health and wellbeing
- 4.15 By 2027/28 a minimum of 43 primary schools per year enter a minimum of two Mini Youth Games events



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data is due in March 2025. A Mini Youth Games Athletics event was held at Medway Park and 35 Medway schools entered. Events from April to July 2024 were Netball, Tag Rugby, Football, Cricket, and Athletics. Across these events 48 Medway schools and five Kent schools took part in more than two events, meaning 53 in total.

Work in partnership with communities and organisations to address the issues that negatively affect health and wellbeing, making sure everyone has the opportunity to live long, healthy lives
- 4.16a Life expectancy at birth (Female, 3 year range)



Aim to Maximise
Red (downward long trend)
Annual PI

By 2027/28, life expectancy at birth for females will have increased by 1 year. This performance indicator is reported 4 years in arrears. Data reported is for 2020 - 2022.

Life expectancy in Medway for females was 81.9 years in 2020-22, lower than the England average of 82.8 years. Factors like smoking, obesity, and deprivation impact this. The COVID-19 pandemic also caused a drop in life expectancy that hasn't fully recovered.

Medway offers public health programmes such as weight management services (e.g., Healthy Way), the Smoke Free Advice Centre, and NHS Health Checks. Recent achievements in Medway include:

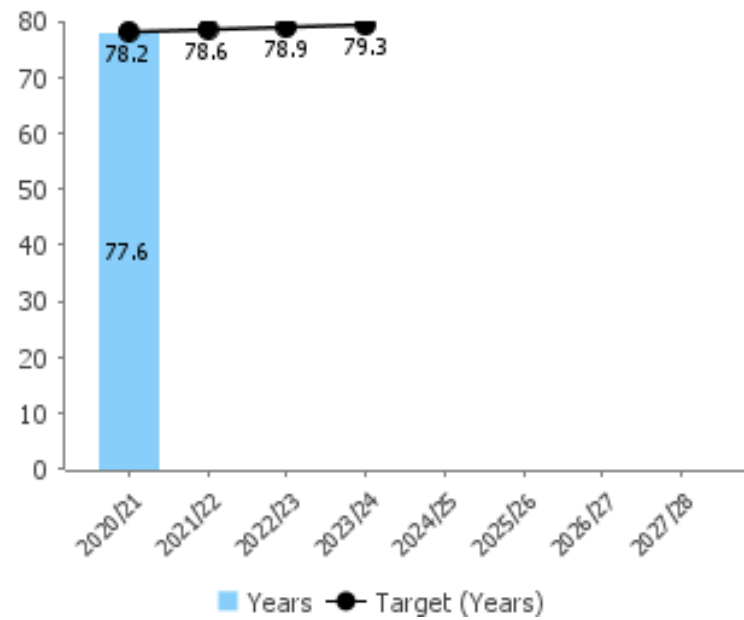
- A decrease in the adult (18+) obesity rate from 37.2% to 30.2% in 2022/23.
- Increased uptake of NHS health checks.

The Public Health team continues to work towards implementing services that promote life expectancy in Medway. In 2020 to 2022, this included adapting services to reduce the impact of COVID-19.

In-house services impacted by COVID-19 such as the NHS health checks, and in-person weight management programmes have now resumed and are operating as normal. Additionally, following the national Women's Health Strategy in 2022, NHS Kent and Medway are working with the local community to improve access and quality of women's services.

Medway is also in the process of becoming a 'Marmot Place', an initiative set up by the Institute of Health Equity. This means that Medway will be recognised as placing the reduction in health inequalities and the needs of the community at the centre of their approaches, interventions, and policies.

Work in partnership with communities and organisations to address the issues that negatively affect health and wellbeing, making sure everyone has the opportunity to live long, healthy lives
- 4.16b Life expectancy at birth (Male, 3 year range)



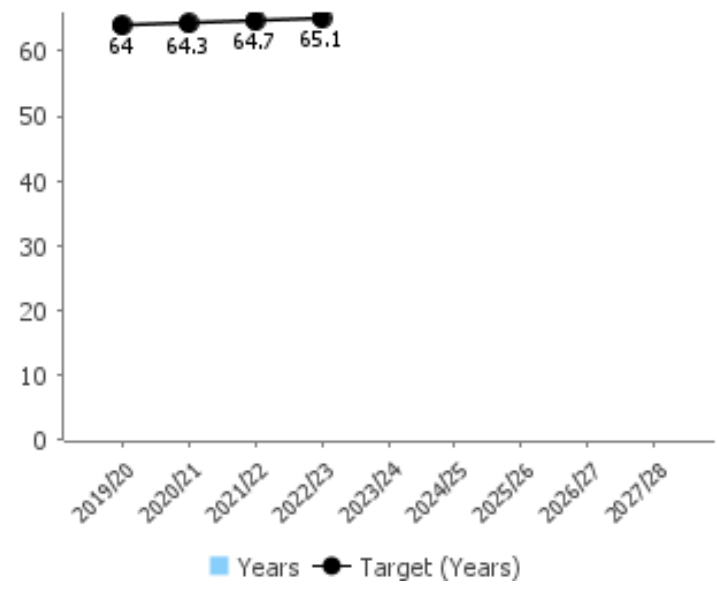
Aim to Maximise
Red (downward long trend)
Annual PI

By 2027/28, life expectancy at birth for males will have increased by 1.5 years. This performance indicator is reported 4 years in arrears. Data reported is for 2020 - 2022. Life expectancy in Medway for males was 77.6 years in 2020-22, lower than the England average of 78.9 years. Factors like smoking, obesity, and deprivation impact this. The COVID-19 pandemic also caused a drop in life expectancy that hasn't fully recovered. Medway offers public health programmes such as weight management services (e.g., Healthy Way, Man v Fat), the Smoke Free Advice Centre, and NHS Health Checks. Recent achievements in Medway include:

- A decrease in the adult (18+) obesity rate from 37.2% to 30.2% in 2022/23.
- Increased uptake of NHS health checks.

The Public Health team continues to work towards implementing services that promote life expectancy in Medway. In 2020 to 2022, this included adapting services to reduce the impact of COVID-19. In-house services impacted by COVID-19 such as the NHS health checks, and in-person weight management programmes have now resumed and are operating as normal. Recent programmes include a men's Healthy Way group and the offer of free vape starter kits to adults and residents aged 18 and over. Medway is also in the process of becoming a 'Marmot Place', an initiative set up by the Institute of Health Equity. This means that Medway will be recognised as placing the reduction in health inequalities and the needs of the community at the centre of their approaches, interventions, and policies.

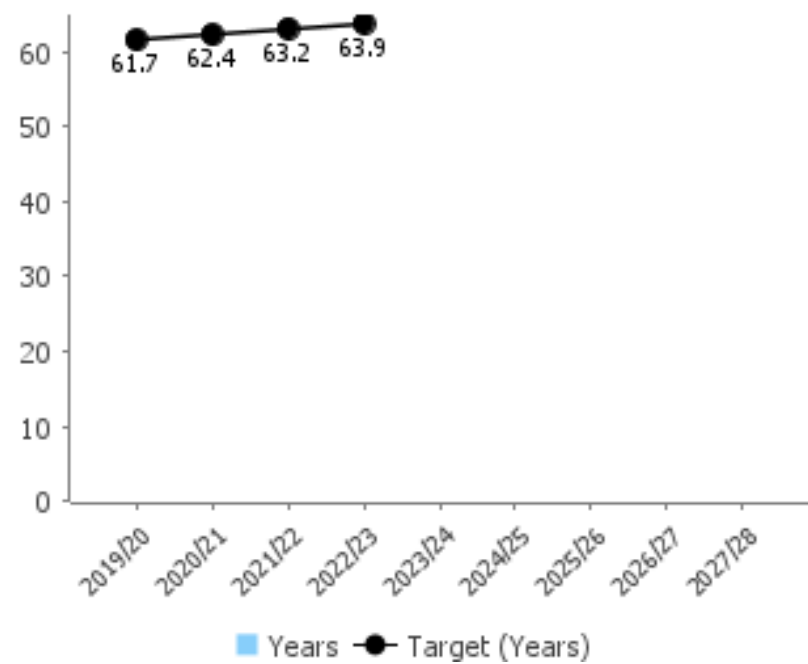
Work in partnership with communities and organisations to address the issues that negatively affect health and wellbeing, making sure everyone has the opportunity to live long, healthy lives
- 4.17a Healthy life expectancy at birth (Female, 3 year range)



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

By 2027/28, healthy life expectancy at birth will have increased by 1.5 years for females. This performance indicator is reported 5 years in arrears. Data will be reported for 2019 - 2021. This data comes from the Office for National Statistics. The COVID-19 pandemic had a significant impact on the data collection which is causing delays in the release of subnational data. Healthy life expectancy at birth is the average number of years a person would expect to live in good health. In Medway, the healthy life expectancy for females was 63.6 years in 2018-20, similar to the England average of 63.9 years. This can be impacted by factors such as diet and nutrition, physical activity, smoking, deprivation, and access to healthcare. Medway offers public health programmes such as weight management services (e.g., Healthy Way), the Smoke Free Advice Centre, and NHS Health Checks. The Public Health team continues to work towards implementing services that promote life expectancy in Medway. In 2020 to 2022, this included adapting services to reduce the impact of COVID-19. In-house services impacted by COVID-19 such as the NHS health checks, and in-person weight management programmes, have now resumed and are operating as normal. Additionally, following the national Women's Health Strategy in 2022, NHS Kent and Medway are working with the local community to improve access and quality of women's services. Medway is also in the process of becoming a 'Marmot Place', an initiative set up by the Institute of Health Equity. This means that Medway will be recognised as placing the reduction in health inequalities and the needs of the community at the centre of their approaches, interventions, and policies.

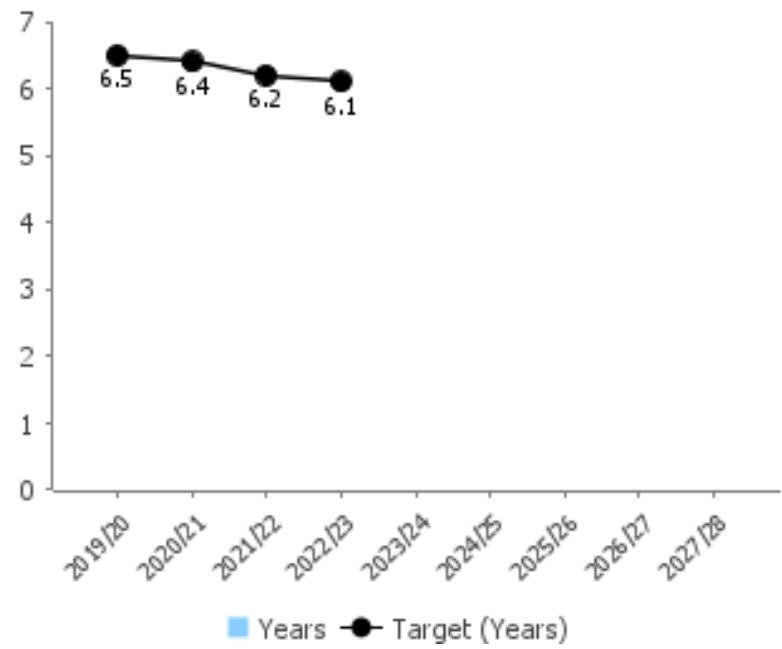
Work in partnership with communities and organisations to address the issues that negatively affect health and wellbeing, making sure everyone has the opportunity to live long, healthy lives
- 4.17b Healthy life expectancy at birth (Male, 3 year range)



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

By 2027/28, healthy life expectancy at birth will have increased by 3 years for males. This performance indicator is reported 5 years in arrears. Data will be reported for 2019 - 2021. This data comes from the Office for National Statistics. The COVID-19 pandemic had a significant impact on the data collection which is causing delays in the release of subnational data. Healthy life expectancy at birth is the average number of years a person would expect to live in good health. In Medway, the healthy life expectancy for males was 60.9 years in 2018-20, similar to the England average of 63.1 years. This can be impacted by factors such as diet and nutrition, physical activity, smoking, deprivation, and access to healthcare. Medway offers public health programmes such as weight management services (e.g., Healthy Way), the Smoke Free Advice Centre, and NHS Health Checks. The Public Health team continues to work towards implementing services that promote life expectancy in Medway. In 2020 to 2022, this included adapting services to reduce the impact of COVID-19. In-house services impacted by COVID-19 such as the NHS health checks, and in-person weight management programmes, have now resumed and are operating as normal. Recent programmes include a men's Healthy Way group and the offer of free vape starter kits to adults and residents aged 18 and over. Medway is also in the process of becoming a 'Marmot Place', an initiative set up by the Institute of Health Equity. This means that Medway will be recognised as placing the reduction in health inequalities and the needs of the community at the centre of their approaches, interventions, and policies.

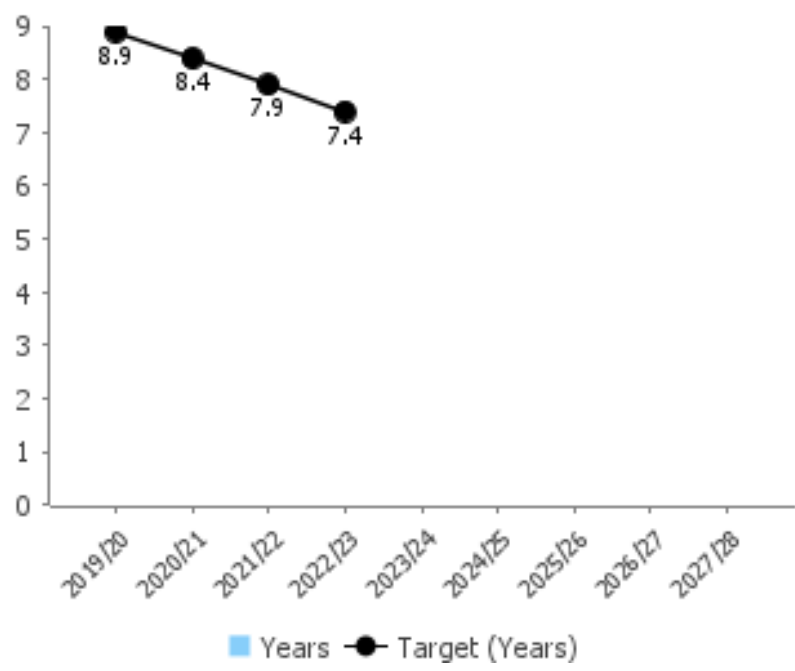
Work in partnership with communities and organisations to address the issues that negatively affect health and wellbeing, making sure everyone has the opportunity to live long, healthy lives
- 4.18a Inequality in life expectancy at birth (Female, 3 year range)



Aim to Minimise
Data unavailable (no long trend)
Annual PI. Due March 2025

By 2027/28, inequalities in life expectancy at birth will have decreased by 0.5 years for females. This performance indicator is reported 5 years in arrears. Data reported will be for 2019 - 2021. This data is calculated by the Office for Health Improvement and Disparities, using Office for National Statistics and Department for Levelling Up, Housing and Communities data. The COVID-19 pandemic had a significant impact on the data collection which is causing delays in the release of subnational data. Life expectancy is a key measure of population health. Differences in life expectancy are often linked to socioeconomic factors (like income and education), demographic traits (such as ethnicity and gender), geographic regions, or specific population groups. These differences can cause inequalities in life expectancy which can be measured using levels of deprivation. The inequality in life expectancy at birth in Medway for females was 6.6 years, compared to 7.9 years for England in 2018-20. This is in the middle quintile nationally, suggesting a smaller inequality gap compared to males in Medway. The Public Health team continues to work towards implementing services that promote increased life expectancy in Medway. In 2020 to 2022, this included adapting services to reduce the impact of COVID-19. Medway is also in the process of becoming a 'Marmot Place', an initiative set up by the Institute of Health Equity. This means that Medway will be recognised as placing the reduction in health inequalities and the needs of the community at the centre of their approaches, interventions, and policies.

Work in partnership with communities and organisations to address the issues that negatively affect health and wellbeing, making sure everyone has the opportunity to live long, healthy lives
- 4.18b Inequality in life expectancy at birth (Male, 3 year range)



Aim to Minimise
Data unavailable (no long trend)
Annual PI. Due March 2025

By 2027/28, inequalities in life expectancy at birth will have decreased by 2 years for males. This performance indicator is reported 5 years in arrears. Data reported will be for 2019 - 2021. This data is calculated by the Office for Health Improvement and Disparities, using Office for National Statistics and Department for Levelling Up, Housing and Communities data. The COVID-19 pandemic had a significant impact on the data collection which is causing delays in the release of subnational data. Life expectancy is a key measure of population health. Differences in life expectancy are often linked to socioeconomic factors (like income and education), demographic traits (such as ethnicity and gender), geographic regions, or specific population groups. These differences can cause inequalities in life expectancy which can be measured using levels of deprivation. The inequality in life expectancy at birth in Medway for males was 9.4 years, compared to 9.7 years for England in 2018-20. This is in the second worst quintile nationally, suggesting a large gap in life expectancy between more and less deprived areas in Medway. The Public Health team continues to work towards implementing services that promote increased life expectancy in Medway. In 2020 to 2022, this included adapting services to reduce the impact of COVID-19. Medway is also in the process of becoming a 'Marmot Place', an initiative set up by the Institute of Health Equity. This means that Medway will be recognised as placing the reduction in health inequalities and the needs of the community at the centre of their approaches, interventions, and policies.

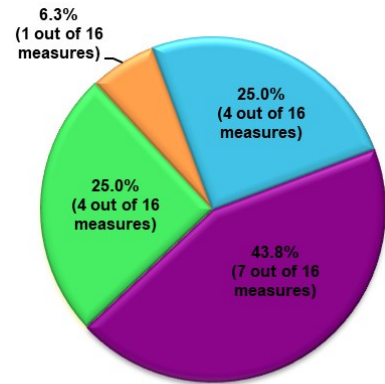
Living in good quality, affordable homes

- Increase the supply of good quality, energy efficient and sustainable homes that reflect the needs of the communities in Medway.
- Implement a Local Plan which reflects the needs of the communities in Medway, supporting a transition to a low-carbon future promoting affordable, energy efficient and sustainable homes.
- Assist people with specific accommodation needs including older people, people with disabilities, people needing specialist support and those who find themselves homeless.
- Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives.
- Ensure the Council's housing stock is good quality, efficient, free from damp and mould and tenants are at the heart of decision making.

Summary of all performance indicators for this priority

There are 16 performance indicators for the One Medway Council Plan 2024/28 which fall under this priority.

Performance



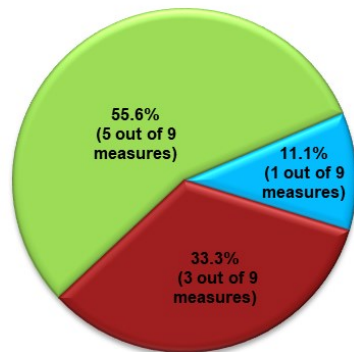
Performance - key

Green means met or exceeded target
Amber means slightly below target
Red means significantly below target
Data means data only. No target set
NA means not available this quarter or annual PI

This chart shows the performance for all of the measures:

- 25.0% (4 out of 16 measures) met or exceeded target.
- 6.3% (1 out of 16 measures) were slightly below target (less than 5%).
- 0.0% (0 out of 16 measures) were significantly below target (more than 5%).
- 25.0% (4 out of 16 measures) were data only or status unavailable.
- 43.8% (7 out of 16 measures) were not available or annual PIs.

Direction of Travel



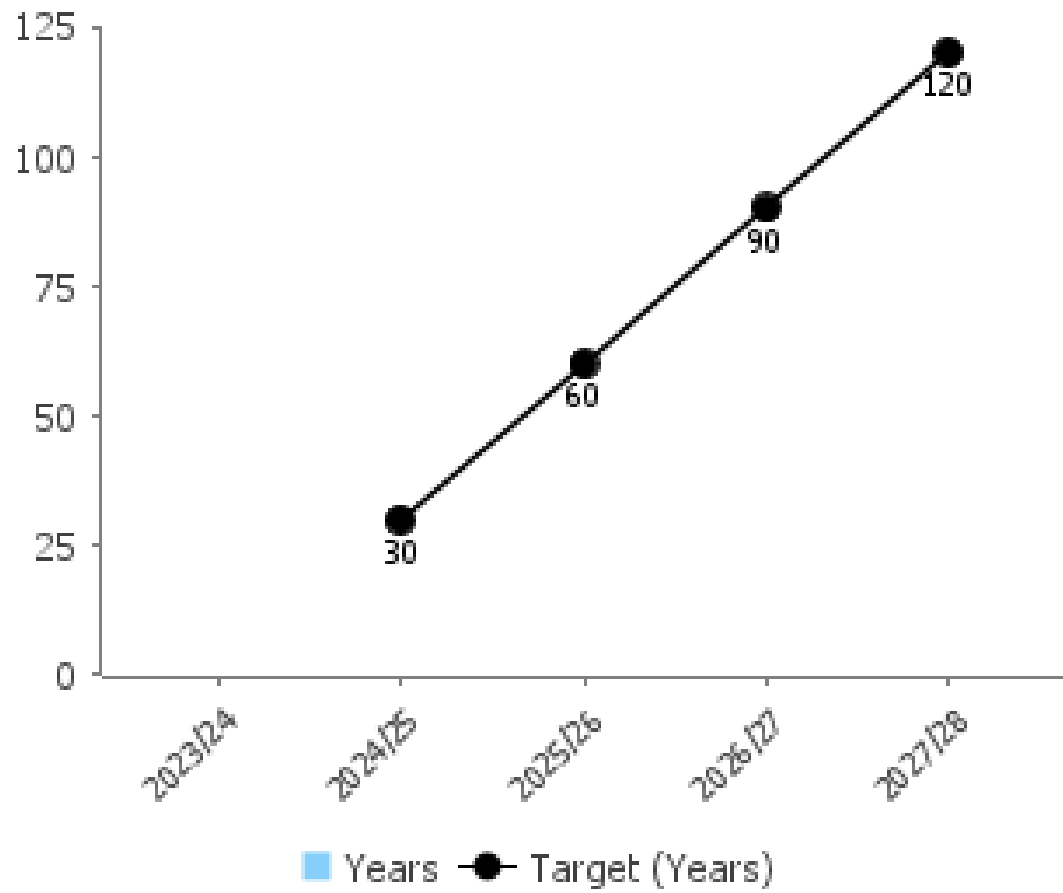
Direction of Travel - key

Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 9 measures:

- 55.6% (5 out of 9 measures) had an upward long trend.
- 11.1% (1 out of 9 measures) had a static long trend.
- 33.3% (3 out of 9 measures) had a downward long trend.

Increase the supply of good quality, energy efficient and sustainable homes that reflect the needs of the communities in Medway
- 5.02 By 2027/28, increase the housing revenue account (HRA) council stock by 4%

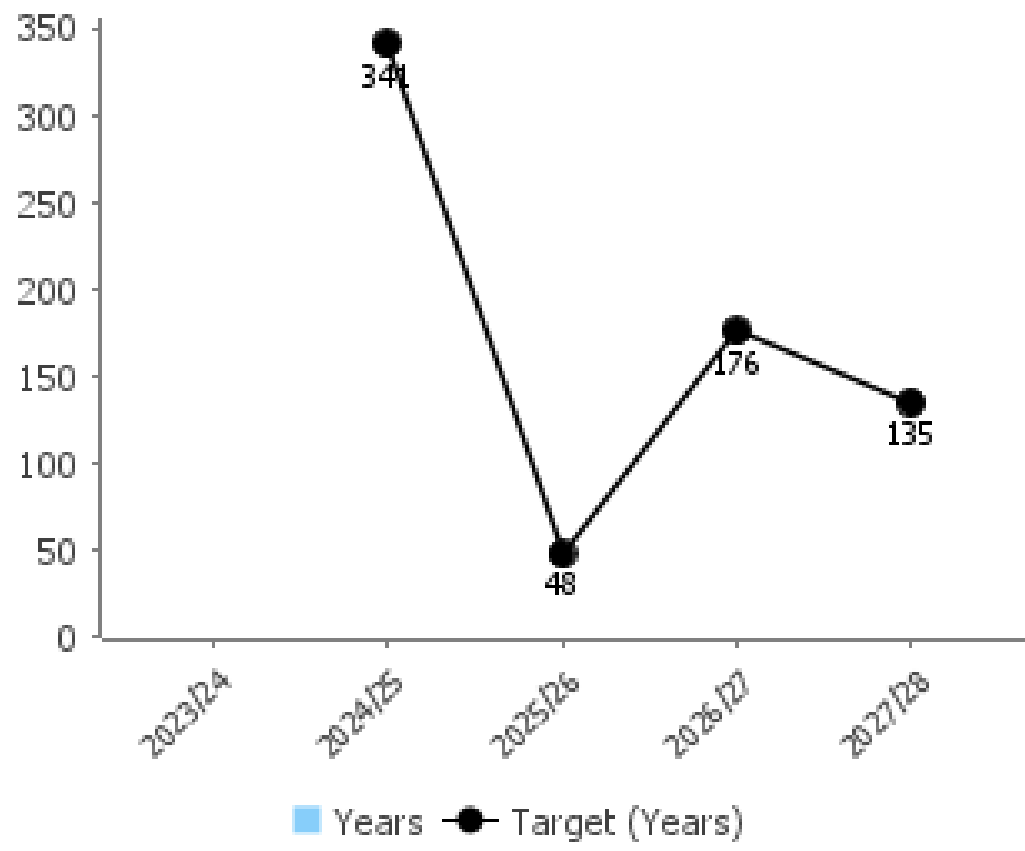


Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data is due in March 2025. During Q2 there was one buyback of a two-bedroom house. The build for Truro Manor (Phase 6) is progressing well and due for completion at the end of March 2025, delivering 44 homes. We also entered into contract for the build of 37 homes across two sites in Gillingham (Phase 5), due for completion in early 2026. Further development and acquisition opportunities are being explored.

Increase the supply of good quality, energy efficient and sustainable homes that reflect the needs of the communities in Medway

- 5.03 By 2027/28, increase the number of new homes built by 600



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

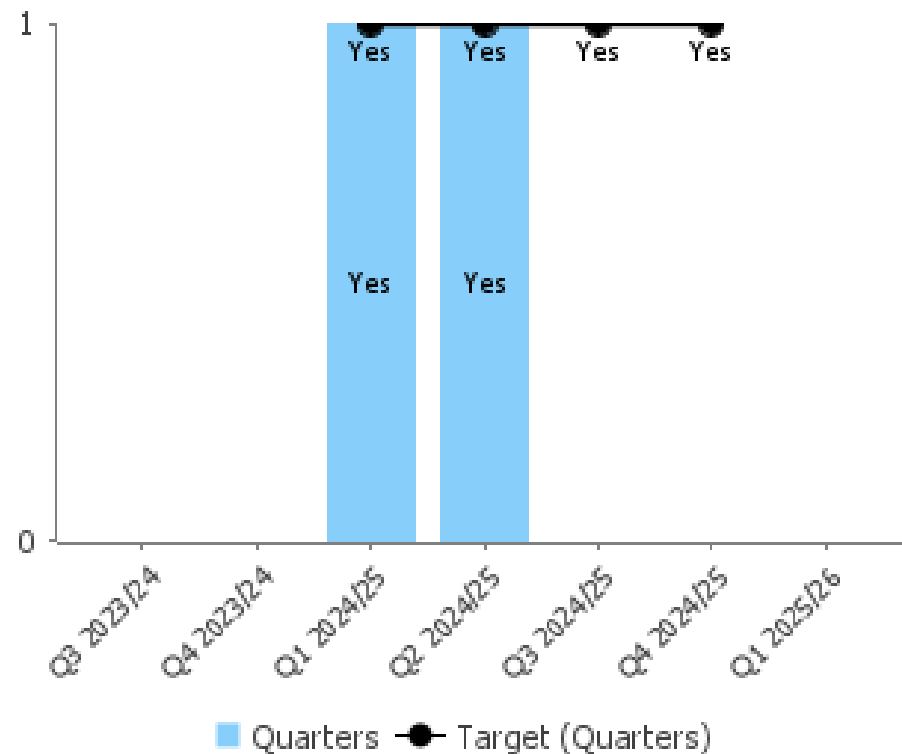
This is an annual performance indicator. Data is due in March 2025.

Delivered as at Q2 24/25:

- Garrison Point - All 115 homes completed.
- Chatham Waterfront - Three blocks have been completed (118 homes), with only two blocks left in the very final stages (64 homes) which are on track to be delivered in Q3 24/25.
- Britton Farm - 44 homes to be delivered. They are on track to be delivered by spring 2025. There has been increased project manager involvement to push the project to be delivered on time.

From 2025/26 onwards, there are two new projects, Mountbatten House and Strood Civic. There have been initial delays with funding and archaeology which means the start has been delayed and therefore works have been reprogrammed to achieve delivery.

Implement a Local Plan which reflects the needs of the communities in Medway, supporting a transition to a low-carbon future promoting affordable, energy efficient and sustainable homes
- 5.01 By June 2025 the Council will submit to Government its draft Local Plan for examination, with the aim that the Local Plan is adopted by summer 2026



**Aim to Maximise
 Yes/No
 Green (static long trend)**

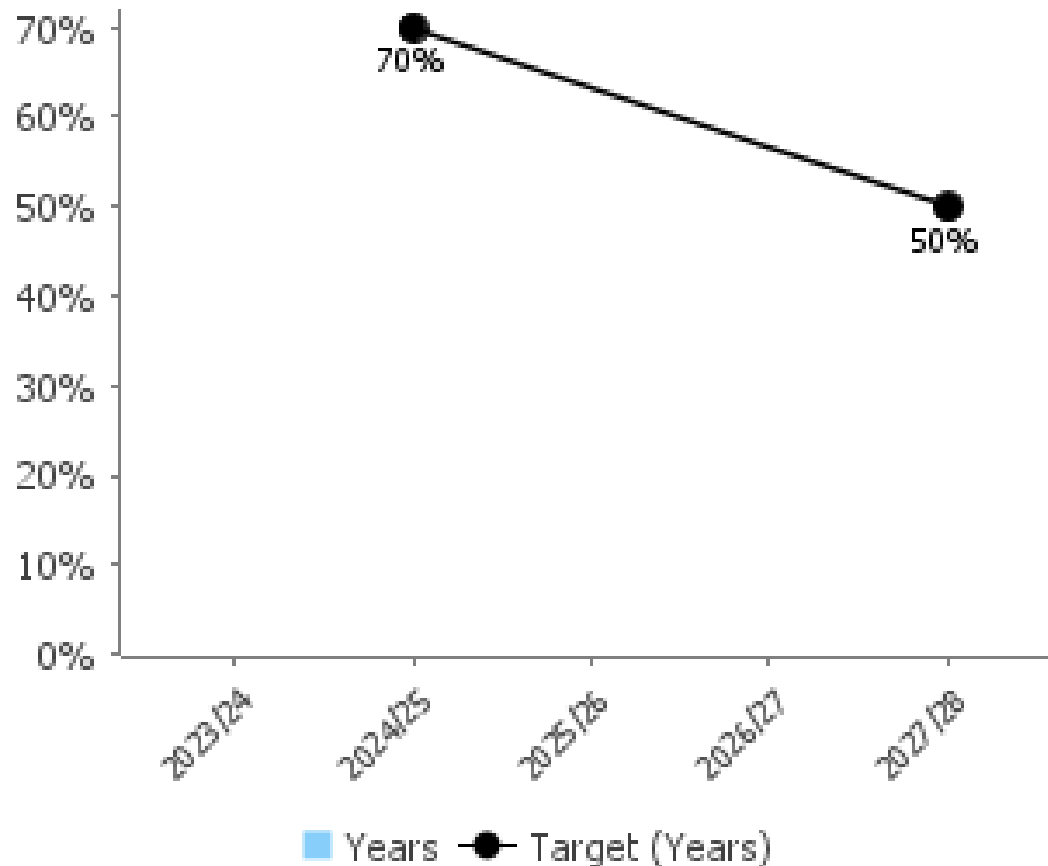
Consultation on Regulation 18b of the Local Plan ran from 15 July to 08 September. This was promoted through a broad programme of activities and resources, including: 10 public exhibitions attended by over 600 people, Medway and Parish Council member briefings, high profile digital resources on the council's website with over 20k visits, 50k views of Local Plan videos commissioned for the consultation, 11k views of the Local Plan podcast with the Portfolio Holder and Chief Planning Officer, and weekly e-bulletins issued to over 3.5k subscribers

Around 500 written responses were submitted to the consultation. Officers are reviewing the comments to inform further work on the Plan.

The emerging Plan needs to consider the current Local Housing Need (as calculated using the Standard Methodology) of 1,658 homes a year which was updated in late March 2024 with the publication of the housing affordability ratio. In July, the government published a proposed change to the methodology, which would have only a minor variation for Medway, but significant uplifts in other parts of Kent.

Work has also been completed and published on evidence base documents, including the Strategic Transport Assessment Forecasting Report, an update to the Gypsy and Traveller Accommodation Assessment, Landscape Character Assessment and Open Spaces Study.

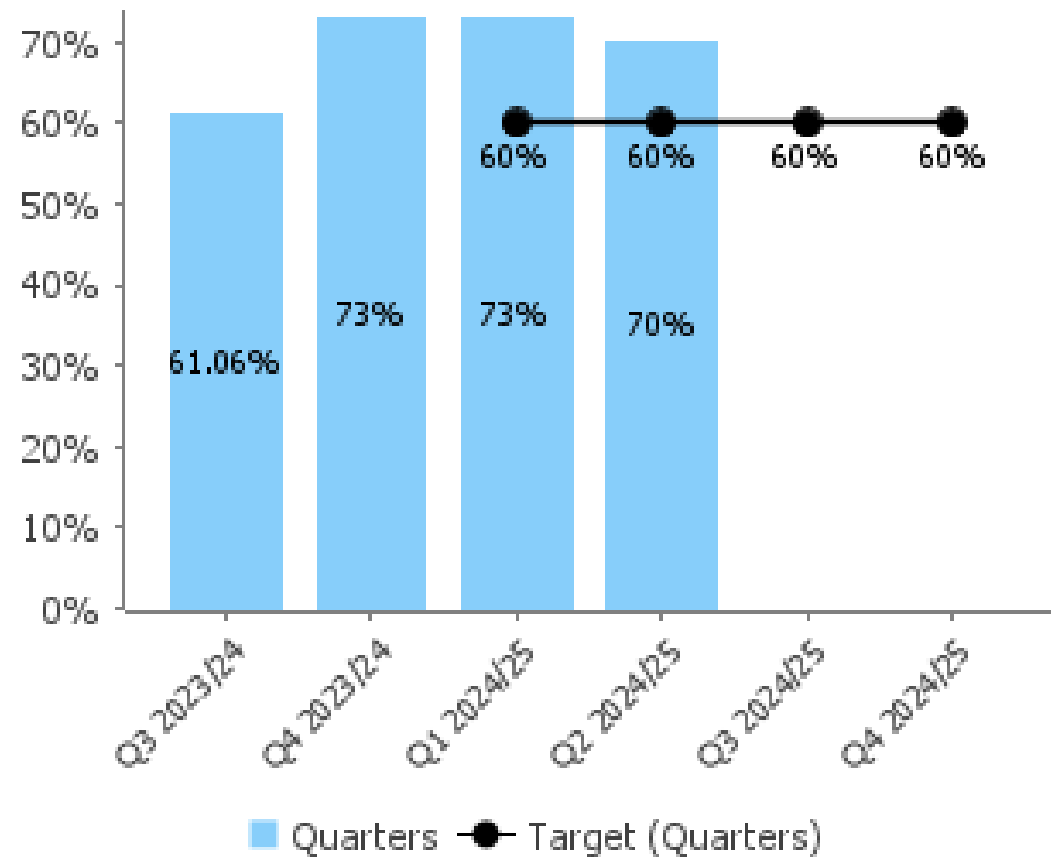
Assist people with specific accommodation needs including older people, people with disabilities, people needing specialist support and those who find themselves homeless
- 5.04 By 2027/28, reduce the amount of temporary accommodation provided in the private sector to a maximum of 50%



Aim to Minimise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data is due in March 2025.
At the end of Q2, 87.85% of those households in temporary accommodation (TA) were placed under nightly paid, private sector arrangements. As of 30 September 2024, there are 626 households in all forms of TA. 550 households are in nightly, paid private sector TA at a cost of £29,329.
Although the average numbers across the month are still increasing, we have seen a slight stabilisation towards the last half of this month. At the end of Q2, 58 households are Housing Revenue Account (HRA) TA in use, 12 corporate in TA use, four owned TA in use and zero Bed and Breakfast TA in use. While there continues to be a high demand on the service, increased resources to support prevention over relief continues to show a positive upward trend over the last quarter. Work continues on One Medway Lettings (Social Lettings Agency) with the scheduled launch in mid-November 2024 to support homeless or risk of homeless households finding affordable private sector accommodation.

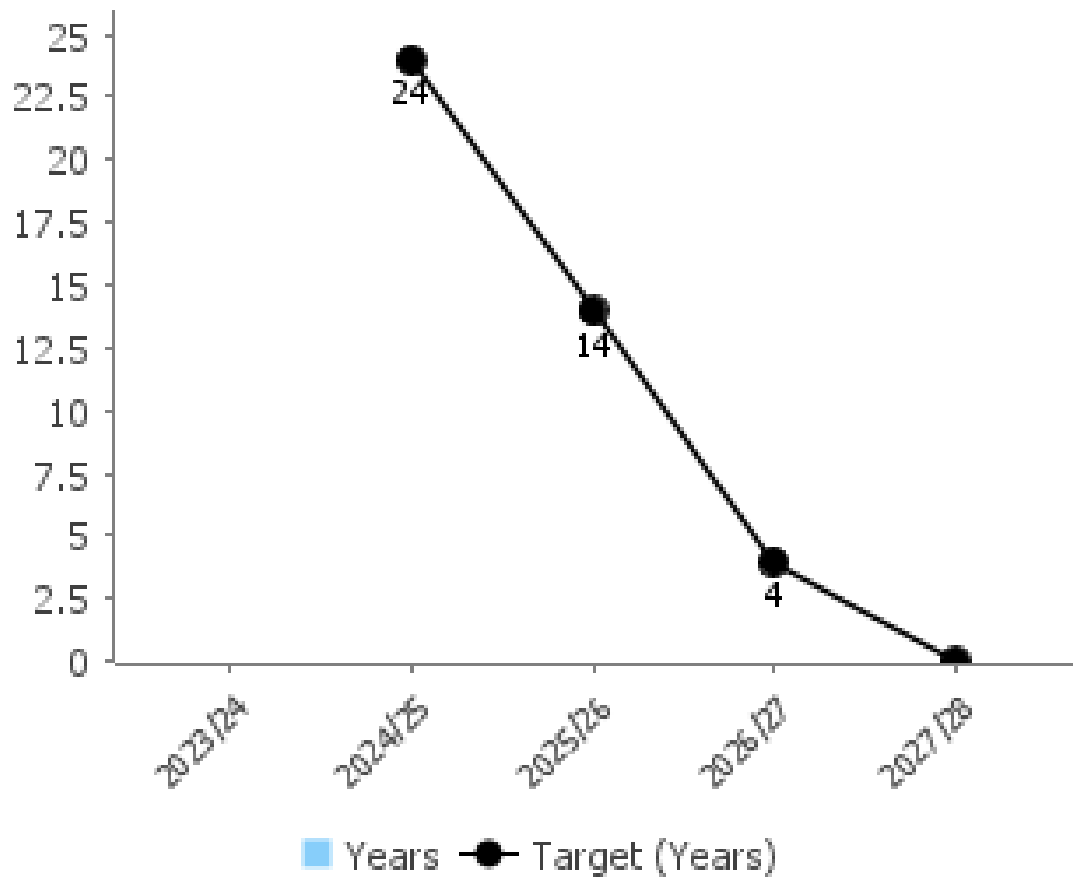
Assist people with specific accommodation needs including older people, people with disabilities, people needing specialist support and those who find themselves homeless
- 5.05a By 2027/28, prevent or relieve more than 60% of homeless households where a homeless duty has been triggered



Aim to Maximise Green (upward long trend)

In Q2, despite the high demand, 70% of households that were presented to the Housing Options team had their homelessness either prevented or relieved where a homeless duty had been triggered. While there continues to be a high demand on the service, increased resources to support have seen a positive increase in the number of households that would have required emergency accommodation with an increase of a further 84 households for Q2 being prevented from homelessness and generating a saving to Medway Council of the region of £101k. This is supported by the Private Rented Sector team who continue to negotiate with local landlords to acquire properties and for Q2 seeing a 20% increase in successful sign ups compared to the same quarter in 2023/24. One Medway Lettings continues to be finalised and although there is a launch delay to October, we are already seeing positive interest in the scheme.

Assist people with specific accommodation needs including older people, people with disabilities, people needing specialist support and those who find themselves homeless
- 5.05b By 2027/28, reduce the number of rough sleepers to 0



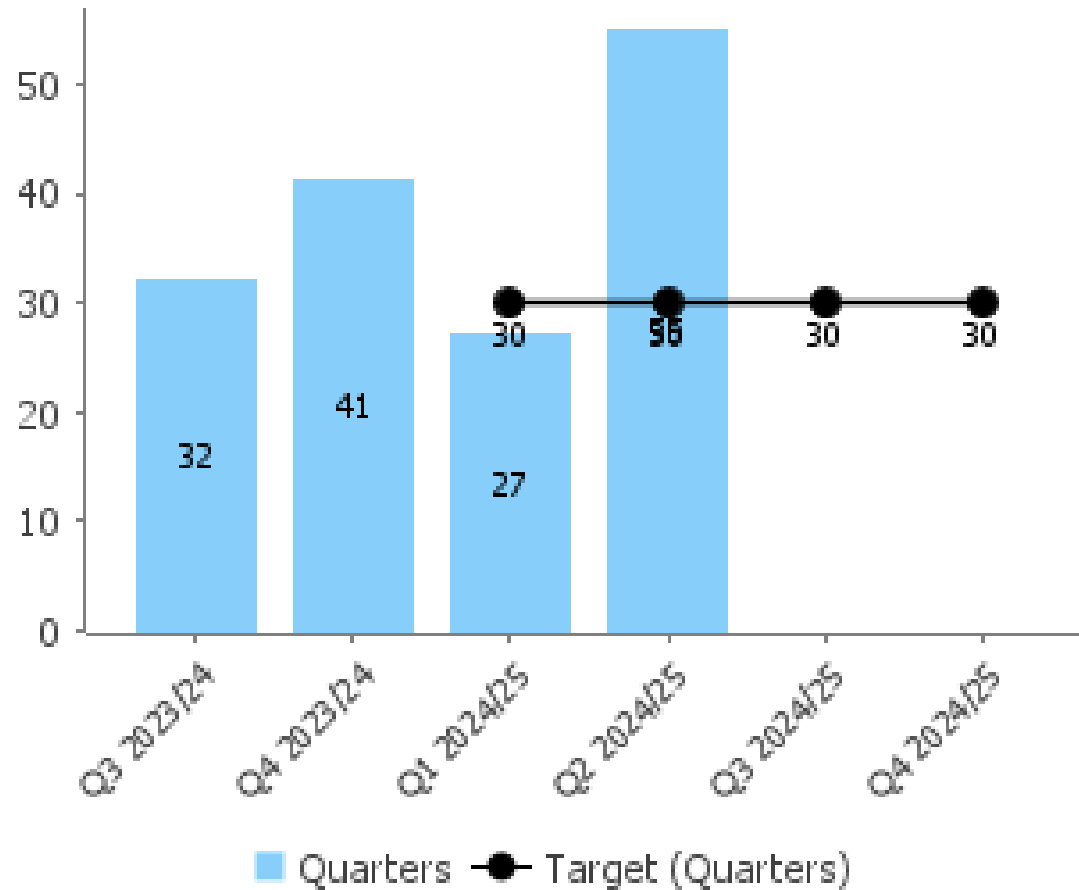
Aim to Minimise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data is due in March 2025. During Q2, it was estimated by the Rough Sleeping Initiative Team (RSI) that there were between 20 and 25 people sleeping rough at any one time. There was an organised count, from 12.00 midnight to 4.00am in late September and the number of people found over the course of the night was 19.

The current caseload that the team is working with is 45 people, on the street or in immediate short-term accommodation, by the Outreach team, with a further 52 people in longer term accommodation settings receiving visiting support from the Navigators team.

Over the course of Q2, 17 people, who were formerly sleeping rough, moved into settled accommodation. There is still a flow of people into sleeping rough, which is keeping the numbers high.

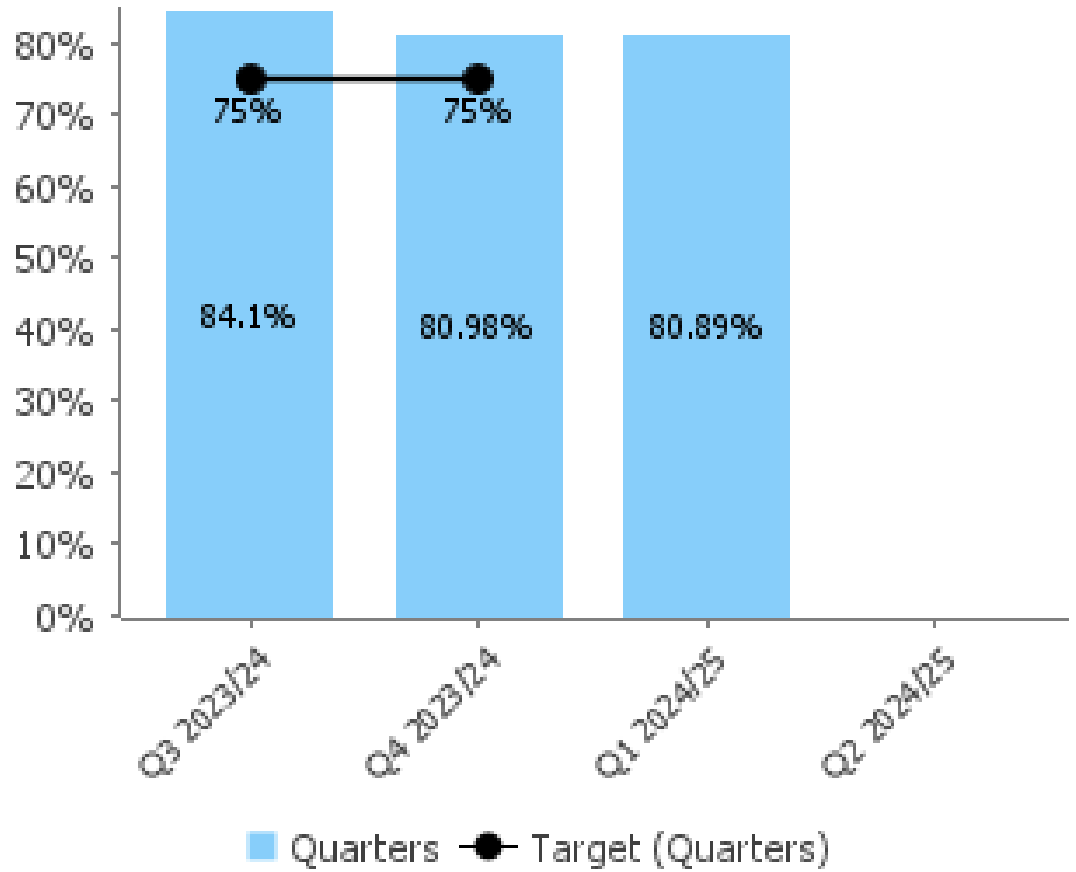
Assist people with specific accommodation needs including older people, people with disabilities, people needing specialist support and those who find themselves homeless
- 5.05c By 2027/28, 480 people have been assisted to remain in their homes by utilising the disabled facilities grant



**Aim to Maximise
Green (upward long trend)**

During Q2, 55 Disabled Facilities Grants (DFG) have been completed. The DFG team continues to support individuals to enable them to develop solutions to have active, healthy and independent lives. The team continue work to deliver the required adaptations necessary and appropriate to meet the needs of the individual and to ensure that individuals can remain within the community providing an array of benefits including stability through the maintaining of local support networks. The team adopt a person-centred approach to prevent an individual escalating into hospital services.

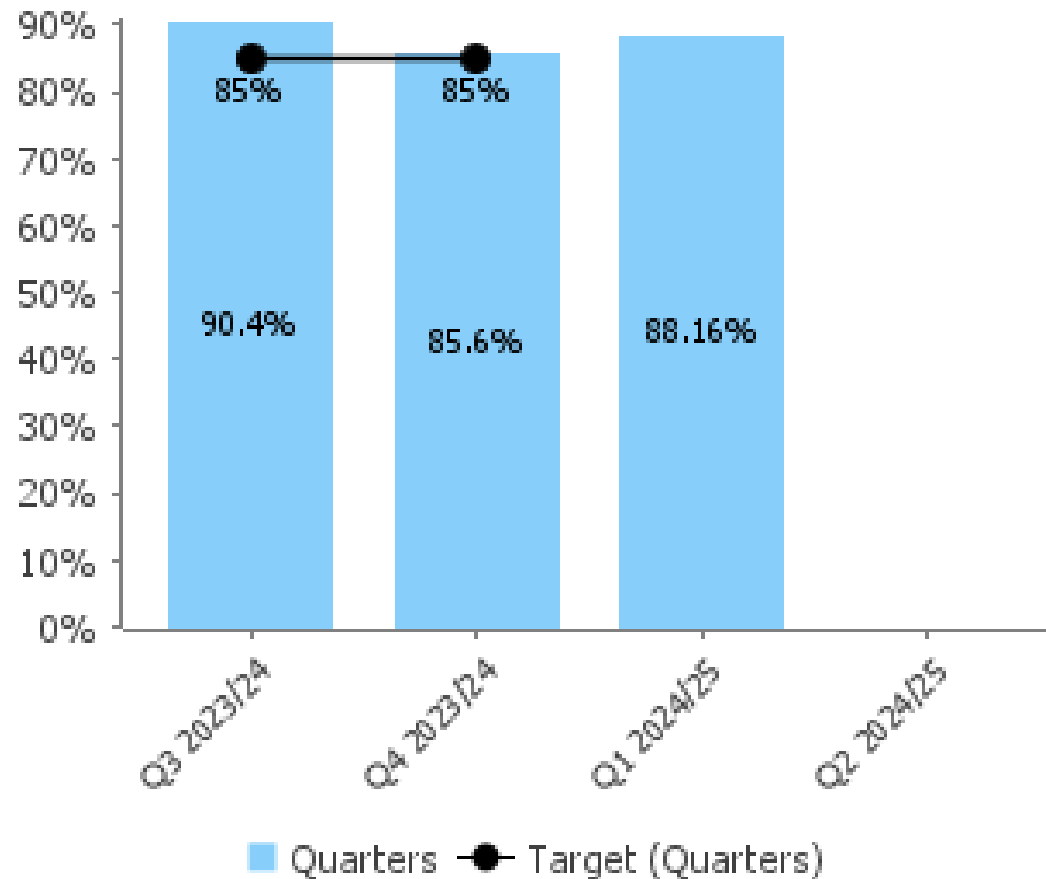
Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives
- 5.06a Satisfaction with parks and green spaces - direct users CP



Aim to Maximise
Data only. Status unavailable (downward long trend)

This performance indicator is reported quarterly in arrears. Q1 update - Satisfaction amongst users of parks and open spaces was 80.89% in Q1 24/25, 0.09 percentage points less than the 80.98% figure seen in Q4 23/24.
More users were neutral about the service (10.1% of respondents, down from 12.7% in Q4) than dissatisfied (6.18%, down from 6.34% in Q4).
These results are based on the 178 users of parks and open spaces from the 228 respondents to the Q1 24/25 Citizens' Panel, giving a margin of error of +/-7.3%, meaning the change in satisfaction is not statistically significant.

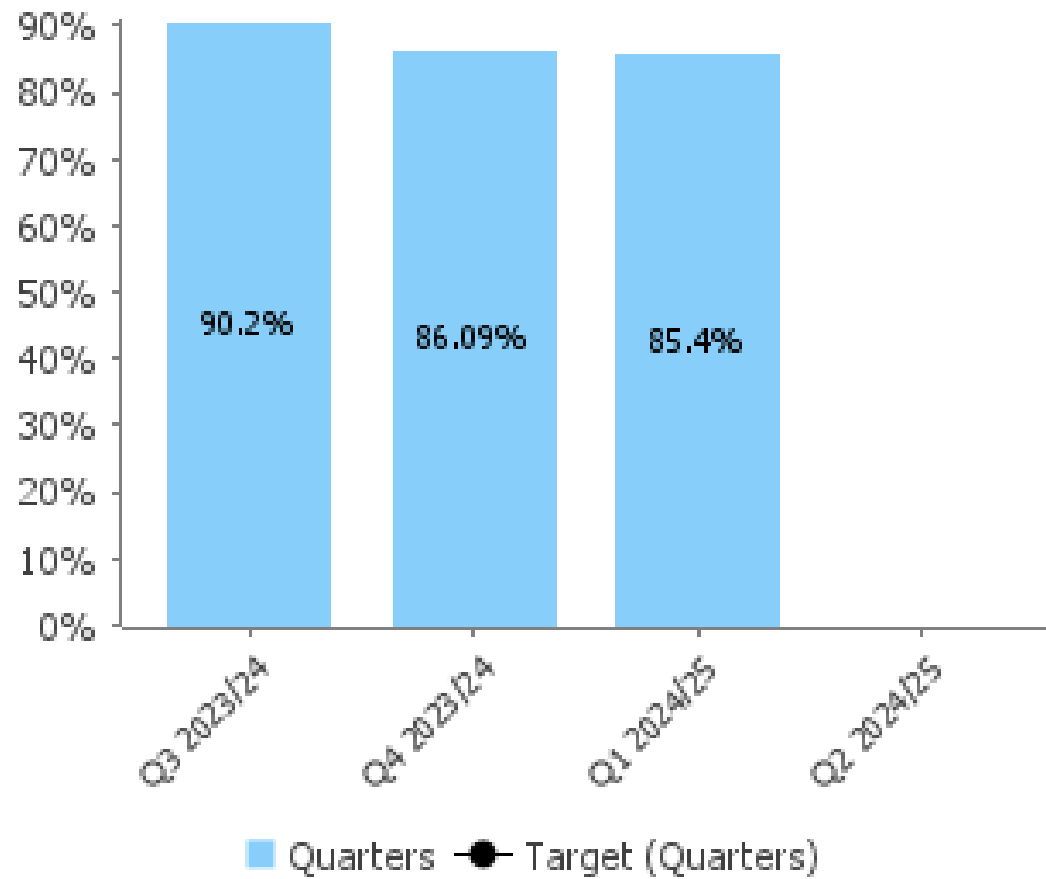
Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives
- 5.06b Satisfaction with refuse collection - Citizens Panel result



Aim to Maximise
Data only. Status unavailable (upward long trend)

This performance indicator is reported quarterly in arrears. Q1 update - Satisfaction with refuse collection increased to 88.16% in Q1 24/25 (up from 85.6% in Q4 23/24). 3.9% of respondents were neutral about the service (down from 5.9% previously) and 6.5% were dissatisfied (higher than the 4% seen in the previous quarter). A further 1.3% did not know or gave no response (down from 4.5% in Q4). The results are based upon 228 respondents to the Q1 24/25 Citizens' Panel giving an overall margin of error of +/-6.5%, meaning the changes are not statistically significant.

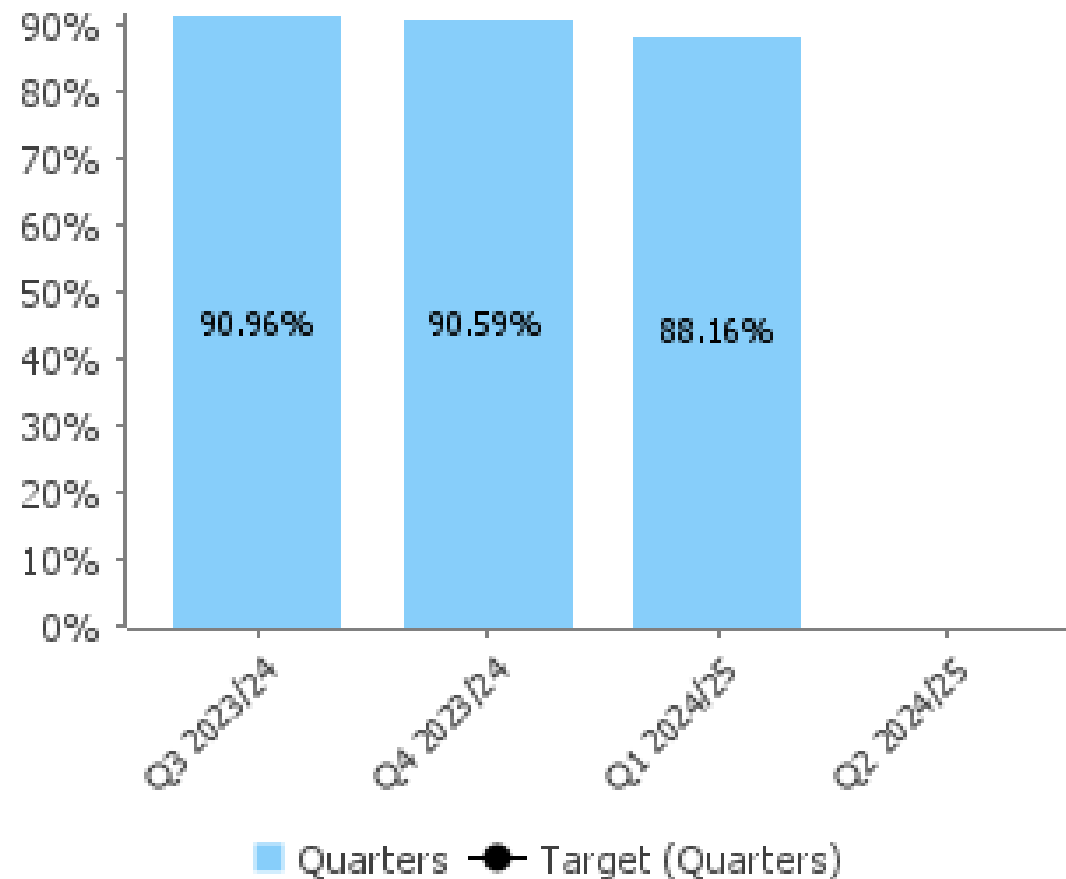
Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives
- 5.06c Satisfaction with HWRC services – Citizens' Panel result



Aim to Maximise
Data only. Status unavailable (downward long trend)

This performance indicator is reported quarterly in arrears. Q1 update - Satisfaction amongst users of the tip (household waste and recycling centre - HWRC) was 85.4% in Q1 24/25. 6.6% of users were neutral about the service and 7.3% were dissatisfied. These results are based on the 137 users of the tip from the 228 respondents to the Q1 24/25 Citizens' Panel, giving a margin of error of +/-8.4%.

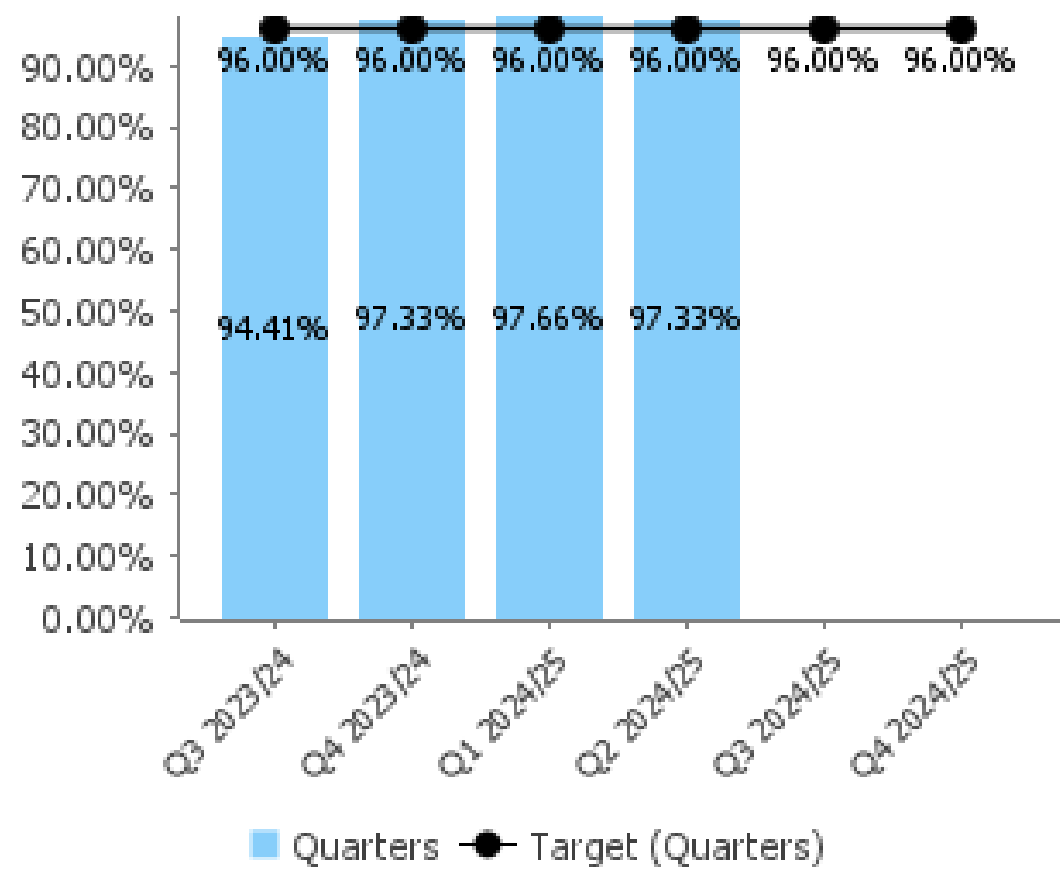
Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives
- 5.06d Satisfaction with kerbside recycling collections – Citizens' Panel result



Aim to Maximise
Data only. Status unavailable (downward long trend)

This performance indicator is reported quarterly in arrears. Q1 update - Satisfaction with recycling collections (brown bin, blue/white bag and clear sacks) was 88.16% in Q1 24/25, down from 90.59% in Q4 23/24. The number of respondents who were neutral about the facilities was 3.9% (down from 5.4% in Q4). 6.5% of respondents were dissatisfied (up from 3.5% in Q4). A further 1.3% of respondents did not know or did not give a response. The results are based upon 228 respondents to the Q1 24/25 Citizens' Panel giving an overall margin of error of +/-6.5%. None of the changes are statistically significant.

Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives
- 5.06e Improved street and environmental cleanliness: Litter



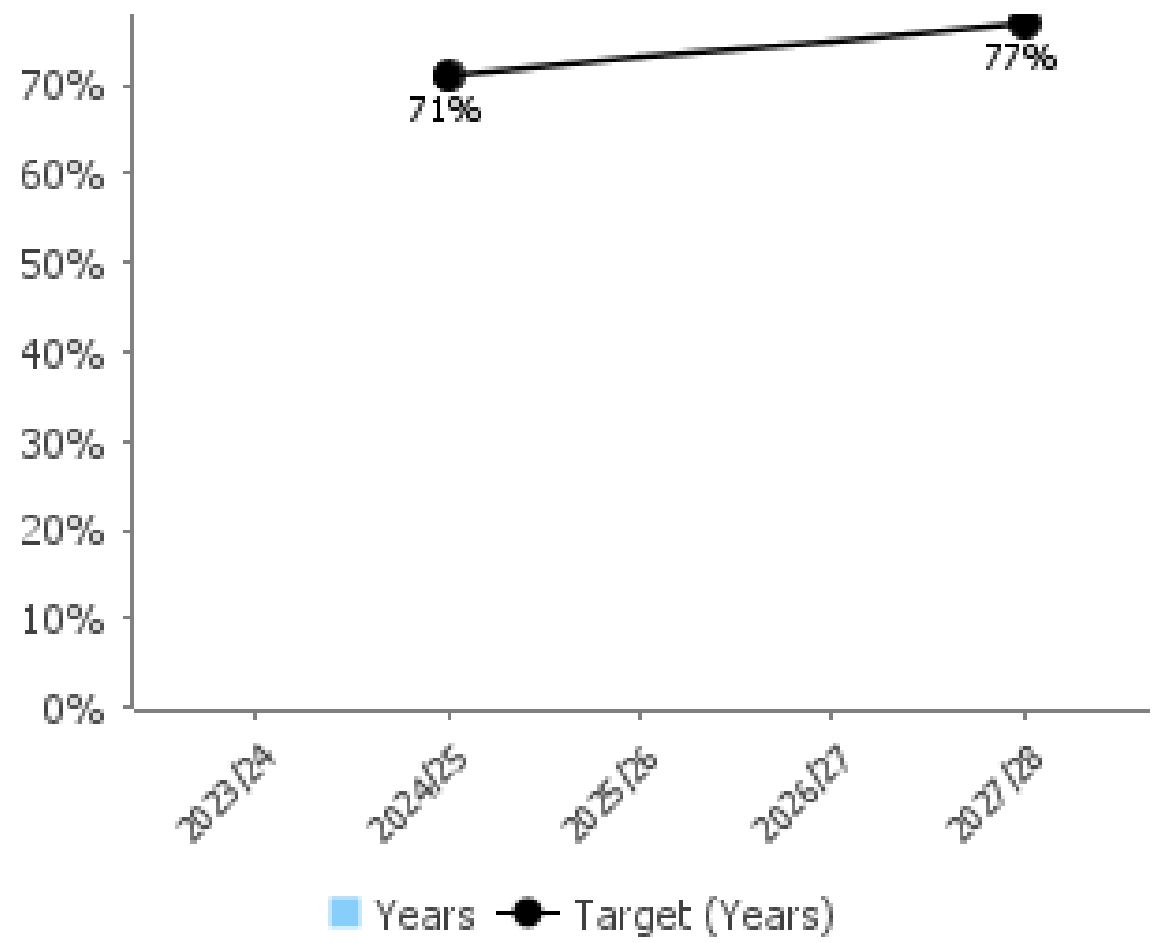
Aim to Maximise Green (upward long trend)

Medway is split into 22 wards which are inspected yearly with a total of 1,200 sites being inspected (100 sites x 12 months = 1,200 sites per year). Sites are different land classes: Main Retail and Commercial, Local Shopping areas, Residential streets, Main Roads, Waste Bins (litter, canine and combined), Rural Roads, Alleyways, Footbridge and Subways.

During Q2 24/25, 97.33% of streets surveyed were free from litter at the time of inspections. Any issues are reported to Medway Norse to take action to restore to A grade standard in line with the Code of Practice on Litter and Refuse 2006 (modified 2019). There were 292 satisfactory inspections of A and B grades in Q2 requiring no further action; this is due to a robust contract monitoring programme and a high standard of cleanse being achieved by Medway Norse.

A visual inspection of 50 metres is reviewed for the amount of litter present and graded. This is a transect. A to B assessed grades are acceptable for litter. C to D assessed grades are unacceptable. The number of sites that are at an acceptable standard at the time of inspection (grades A to B) are then reported as an overall percentage of good standard sites. For example, 97 sites at grades A to B / 100 x 100 = 97% of areas inspected were at an acceptable standard for litter.

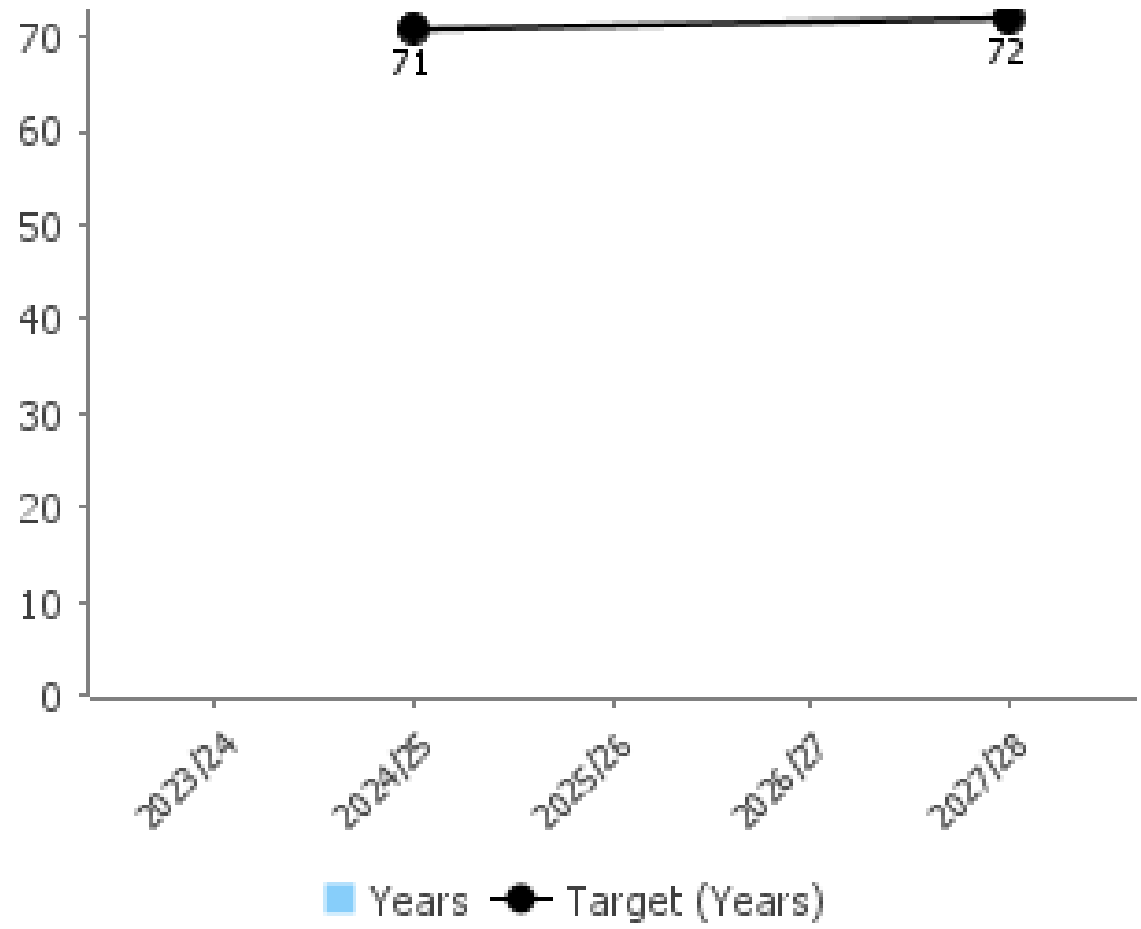
Ensure the Council's housing stock is good quality, efficient, free from damp and mould and tenants are at the heart of decision making
- 5.07 By 2027/28, tenant satisfaction of overall landlord services has increased to 77%



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator, and the figure will be confirmed in March 2025. The team are currently working with an external provider to carry out the annual tenant satisfaction measures (TSM) survey. It is anticipated that the survey will be carried out during September and October 2024 with preliminary results expected in December 2024.

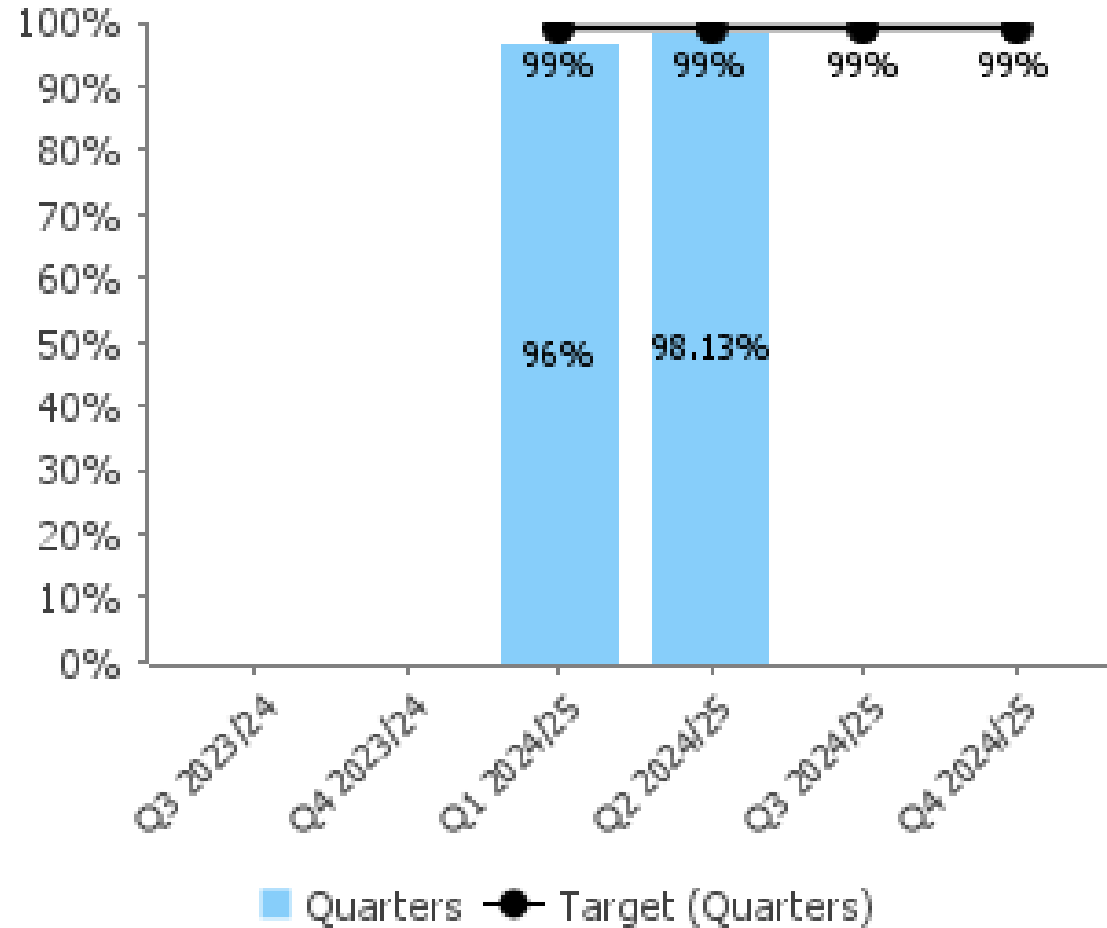
Ensure the Council's housing stock is good quality, efficient, free from damp and mould and tenants are at the heart of decision making
- 5.08 By 2027/28, increase the Housing Revenue Account (HRA) Housing stock's average energy efficiency score (referred to as SAP) to 72



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator, and the final figure will be confirmed in March 2025.
At the end of Q2 the average energy efficiency score (SAP rating) for the Housing Revenue Account (HRA) housing stock was 71.23. Surveys are routinely carried out to ensure all property records are up to date and accurate.

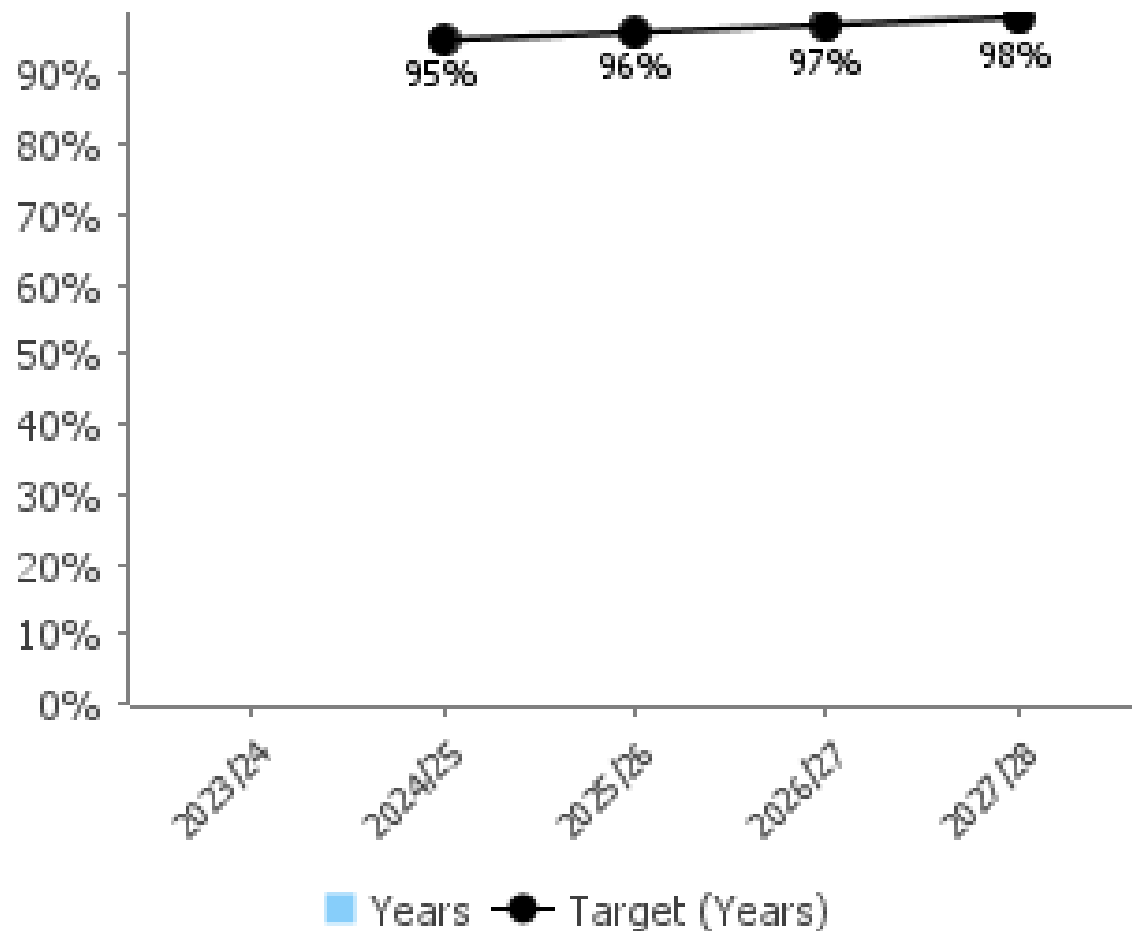
Ensure the Council's housing stock is good quality, efficient, free from damp and mould and tenants are at the heart of decision making
- 5.09 By 2027/28, the overall Housing Revenue Account (HRA) property compliance is 99%



Aim to Maximise
Amber (upward long trend)

At the end of Q2, average compliancy was 98.13% across the six main streams (Fire Risk Assessments, Asbestos reinspections, water safety, lifts, annual gas servicing and five-year electrical testing). This data is a snapshot taken on 27.9.24 and due to daily updates - the data will change daily. Reduction in compliance can be attributed to several factors including (but not exclusively) no access and delay in certification (the tracker will not be updated until evidence is provided). No access continues to be the main reason for reduction in compliance. All contractors work with Housing Revenue Account (HRA) officers to increase access, however legal remedies are only available at present for properties gas safety checks and domestic electrical checks.

Ensure the Council's housing stock is good quality, efficient, free from damp and mould and tenants are at the heart of decision making
- 5.10 By 2027/28, the Housing Revenue Account (HRA) stock will be 98% compliant with the Decent Homes Standard



Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual performance indicator. Data is due in March 2025.
At the end of Q2 (September 2024), 92% of the stock meets the Decent Homes Standard. This is up from 88.24% the end of Q1, this performance indicator is on trend for Q2 and on target to be at 95% by year end. This figure is expected to rise as planned worked replacement programmes continue throughout 2024/25.