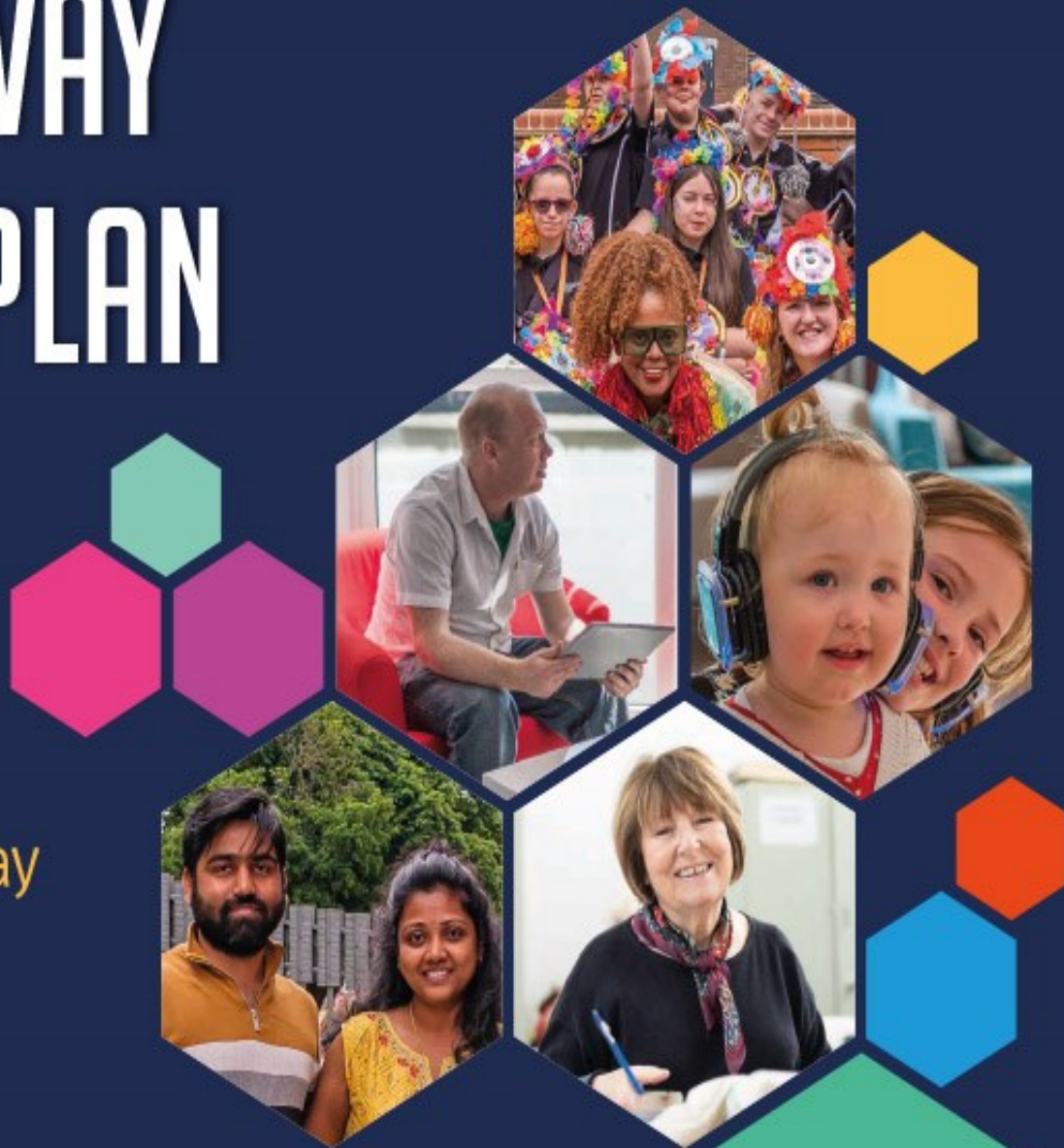


# ONE MEDWAY COUNCIL PLAN

## 2024/28

Proud to be Medway

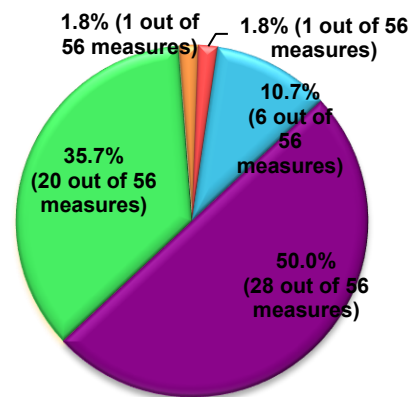


## Q1 & Q2 2024/25 Regeneration, Culture and Environment Overview & Scrutiny Committee

# Summary of all performance indicators

There are 56 performance indicators for the One Medway Council Plan 2024/28 relevant to this committee.

## Performance

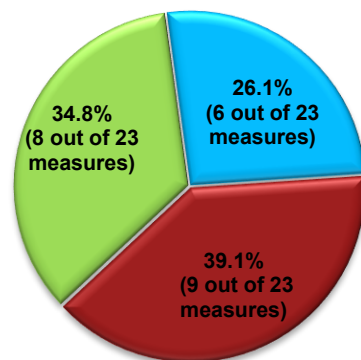


**Performance - key**  
**Green** means met or exceeded target  
**Amber** means slightly below target  
**Red** means significantly below target  
**Data** means data only. No target set  
**NA** means not available this quarter or annual PI

This chart shows the performance for all the measures:

- 35.7% (20 out of 56 measures) met or exceeded target.
- 1.8% (1 out of 56 measures) were slightly below target (less than 5%).
- 1.8% (1 out of 56 measures) were significantly below target (more than 5%).
- 10.7% (6 out of 56 measures) were data only or status unavailable.
- 50.0% (28 out of 56 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 23 measures:

- 34.8% (8 out of 23 measures) had an upward long trend.
- 26.1% (6 out of 23 measures) had a static long trend.
- 39.1% (9 out of 23 measures) had a downward long trend.

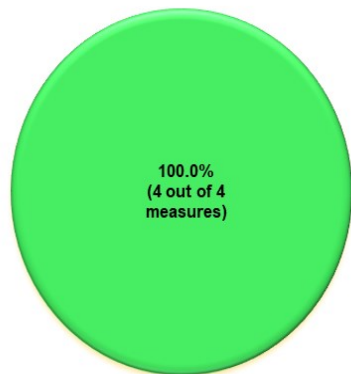
# Delivering quality social care and community services

- 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 4 performance indicators for the One Medway Council Plan 2024/28 which fall under this priority.

## Performance



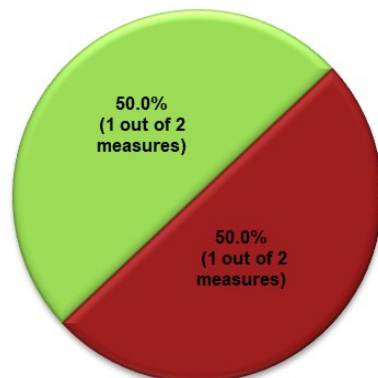
### Performance - key

**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 the measures:

- 100.0% (4 out of 4 measures) met or exceeded target.
- 0.0% (0 out of 4 measures) were slightly below target (less than 5%).
- 0.0% (0 out of 4 measures) were significantly below target (more than 5%).
- 0.0% (0 out of 4 measures) were data only or status unavailable.
- 0.0% (0 out of 4 measures) were not available or annual PIs.

## Direction of Travel



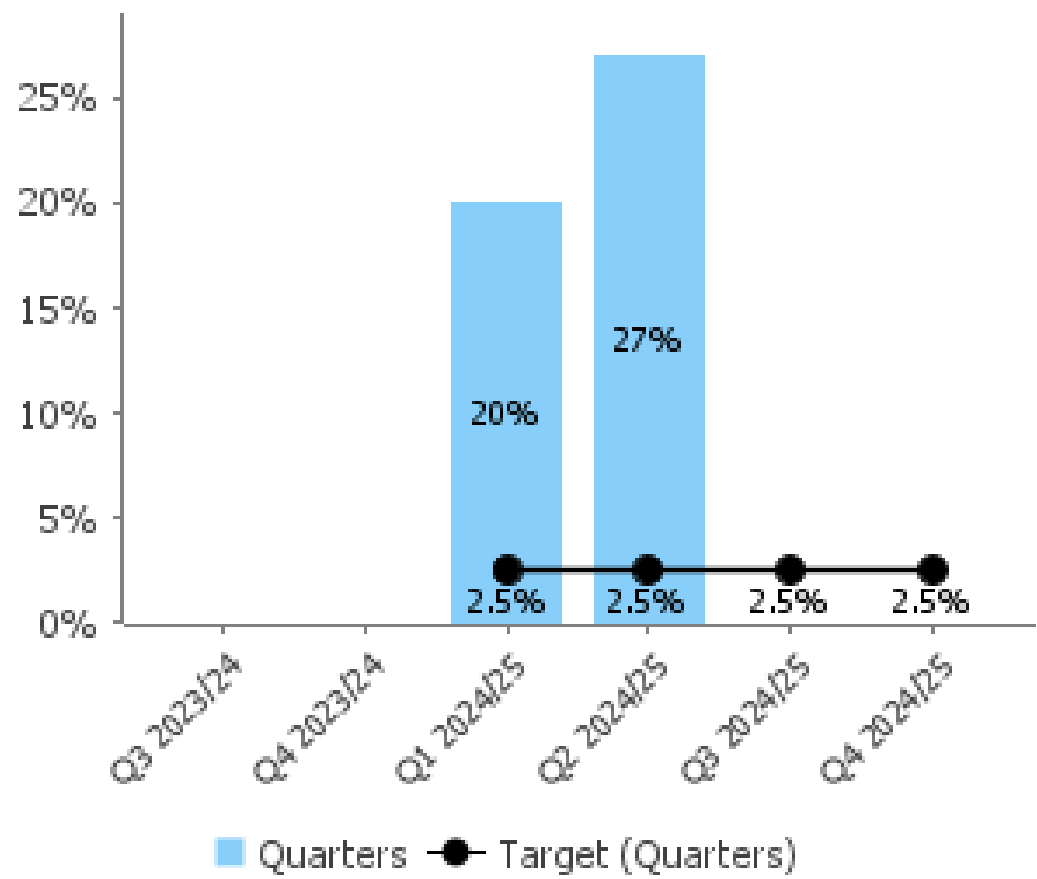
### Direction of Travel - key

**Green** means positive travel  
**Blue** means static  
**Red** means negative travel

This chart shows the direction of travel for 2 measures:

- 50% (1 out of 2 measures) had an upward long trend.
- 0.0% (0 out of 2 measures) had a static long trend.
- 50% (1 out of 2 measures) had a downward long trend.

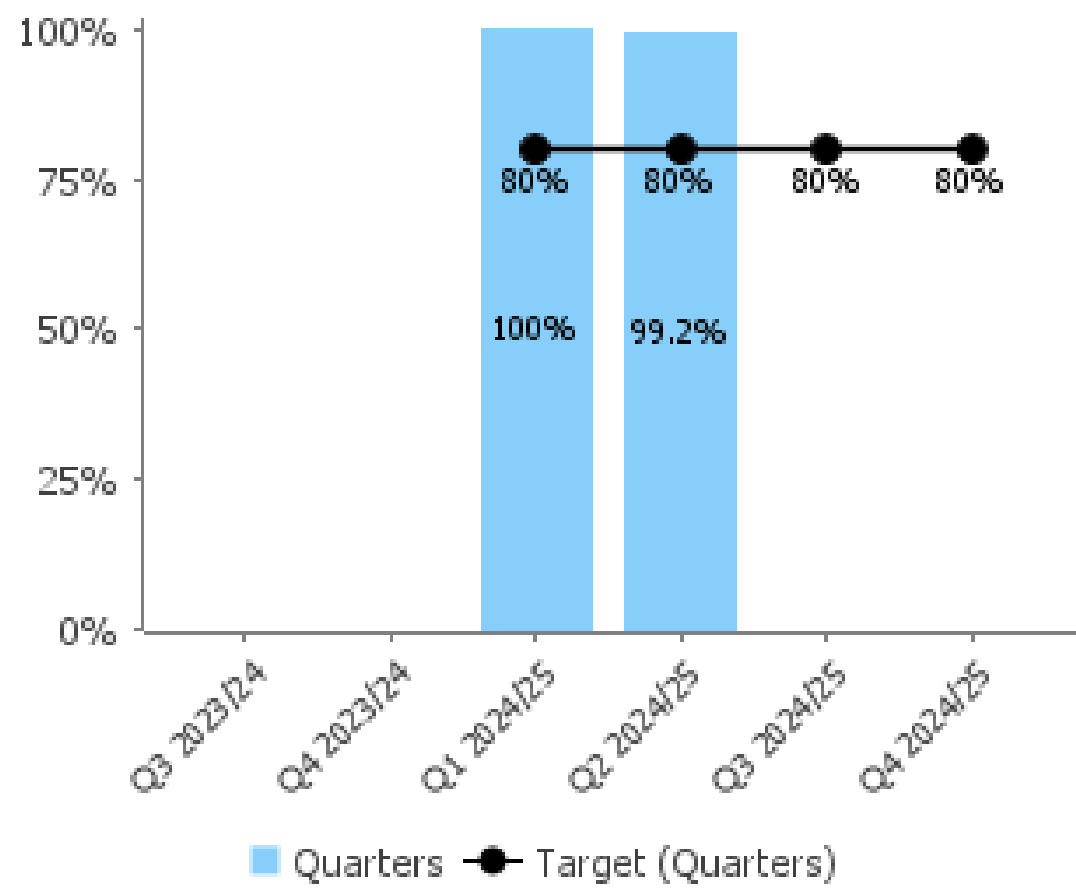
**Provide creative, cultural and community services and facilities across Medway that everyone can access and benefit from  
- 1.08 By 2027/28, 10% of Medway Adult Education’s learners will be new to the service each year, ensuring that access to education is being provided**



**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%**

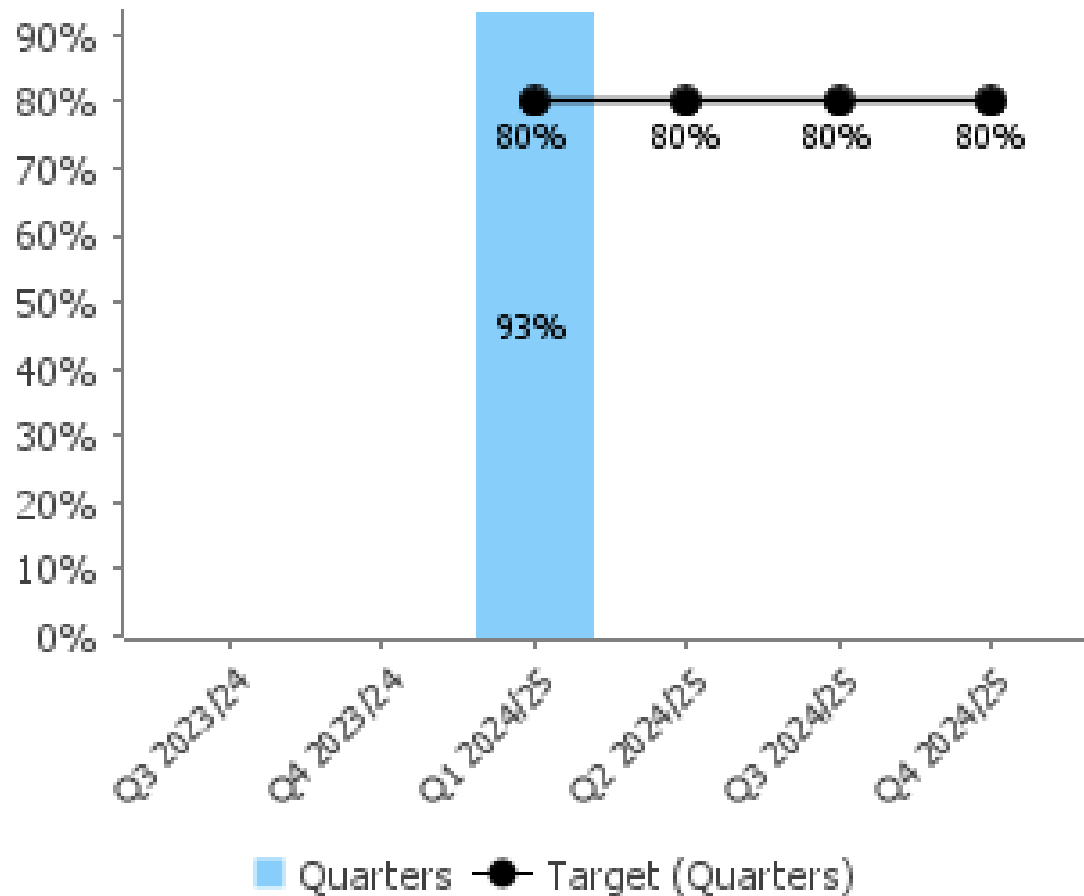


**Aim to Maximise Green (downward long trend)**

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%**

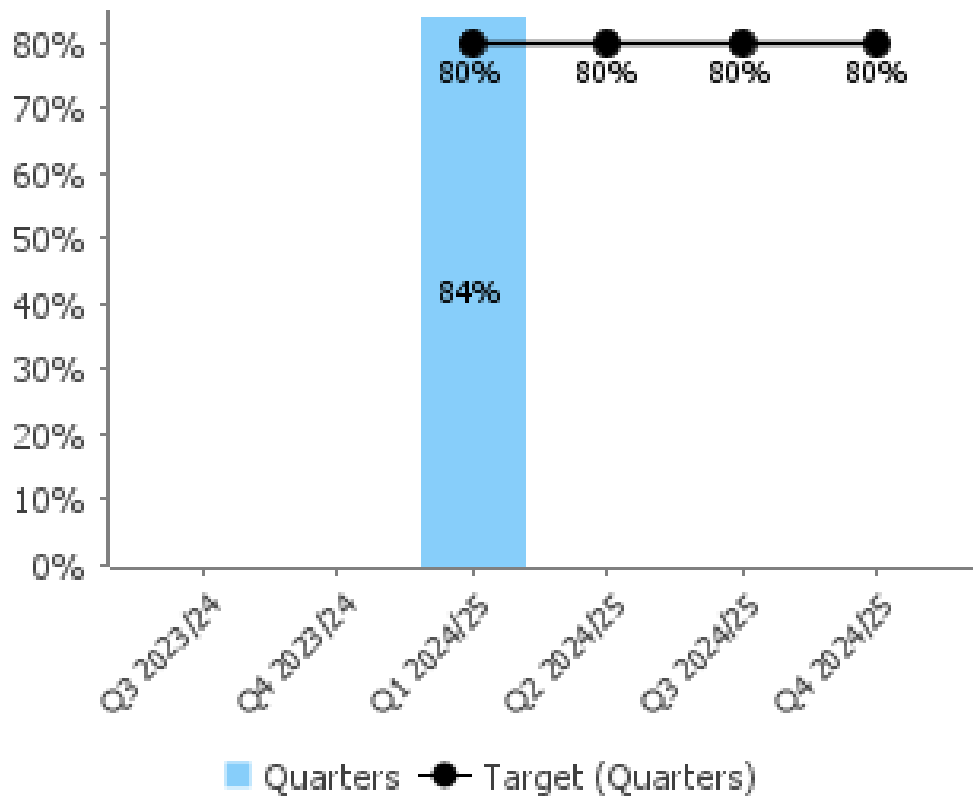


**Aim to Maximise Green (no long trend)**

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.



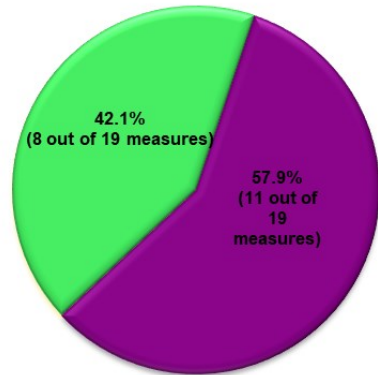
# **Benefitting from good education, quality jobs and a growing economy**

- 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 19 performance indicators for the One Medway Council Plan 2024/28 which fall under this priority.

## Performance

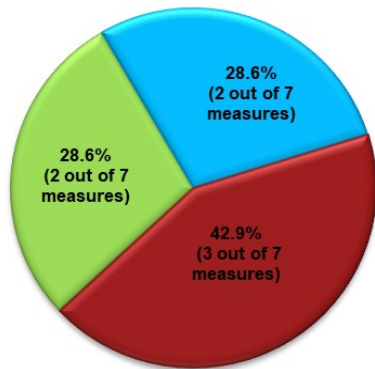


**Performance - key**  
**Green** means met or exceeded target  
**Amber** means slightly below target  
**Red** means significantly below target  
**Data** means data only. No target set  
**NA** means not available this quarter or annual PI

This chart shows the performance for all the measures:

- 42.1% (8 out of 19 measures) met or exceeded target.
- 0.0% (0 out of 19 measures) were slightly below target (less than 5%).
- 0.0% (0 out of 19 measures) were significantly below target (more than 5%).
- 0.0% (0 out of 19 measures) were data only or status unavailable.
- 57.9% (11 out of 19 measures) were not available or annual PIs.

## Direction of Travel

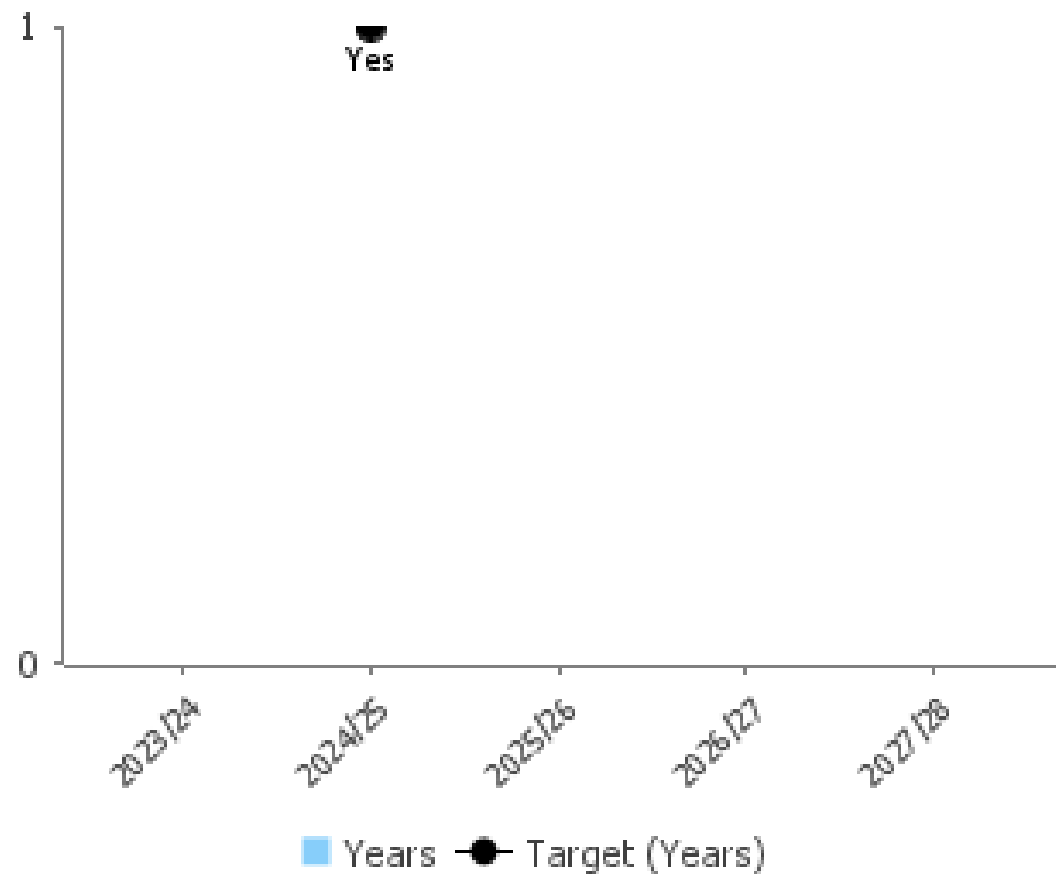


**Direction of Travel - key**  
**Green** means positive travel  
**Blue** means static  
**Red** means negative travel

This chart shows the direction of travel for 7 measures:

- 28.6% (2 out of 7 measures) had an upward long trend.
- 28.6% (2 out of 7 measures) had a static long trend.
- 42.9% (3 out of 7 measures) had a downward long trend.

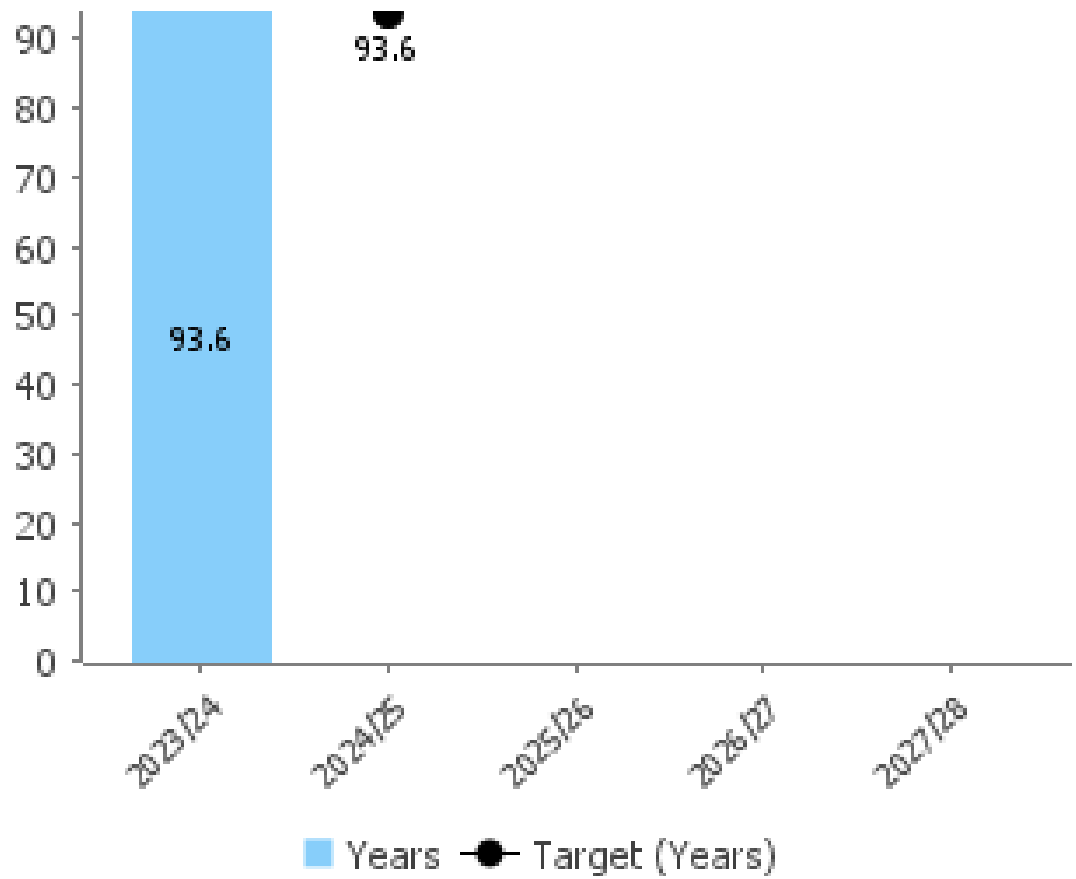
**Ensure all children and young people access a high-quality, inclusive education**  
**- 2.07 By 2027/28 Support high quality education through Medway Adult Education maintaining Good or better Ofsted rating through self-assessment, quality measures and inspection**



**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.

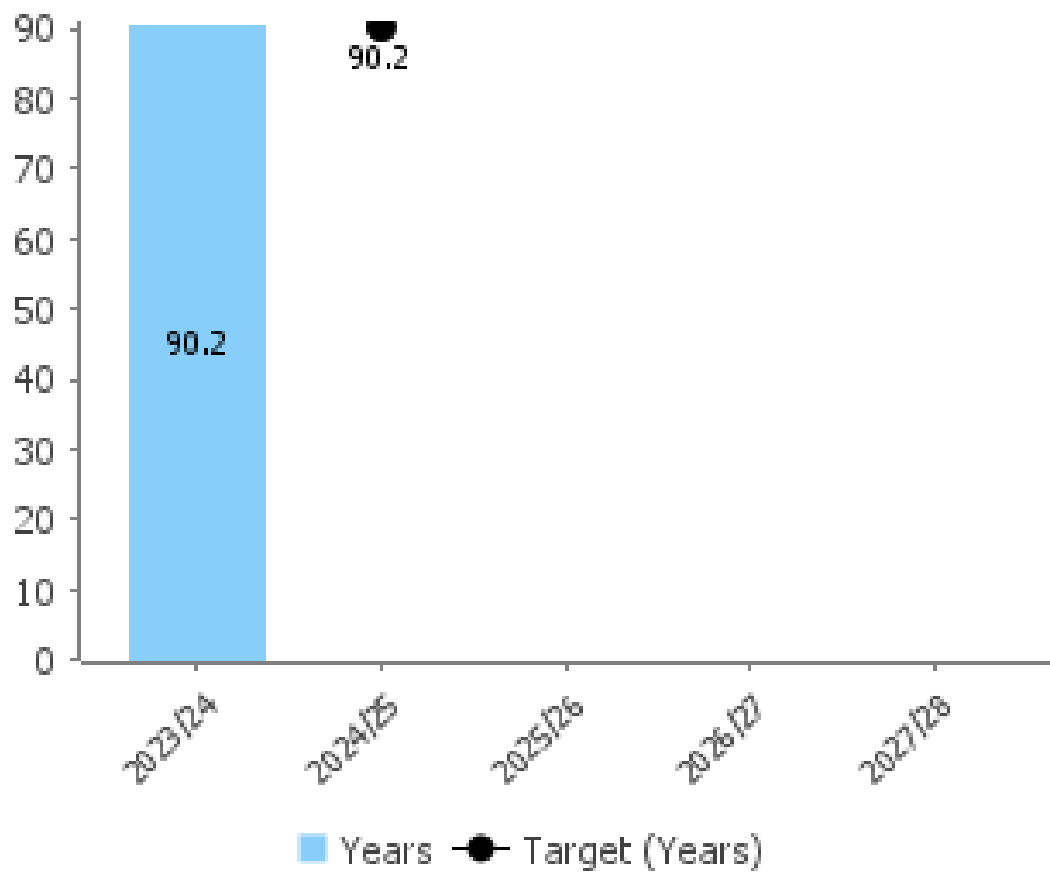
**Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups**  
**- 2.08a By 2027/28, Medway Qualification Level 1 will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

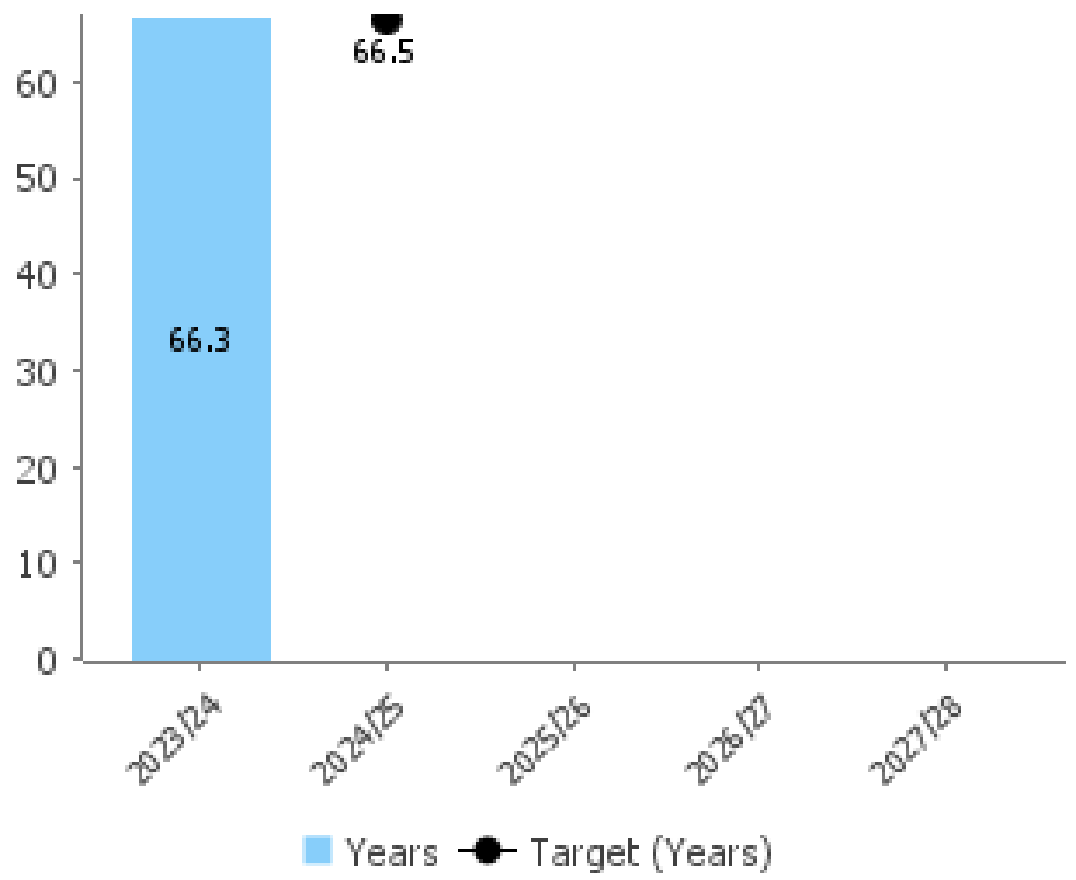
**Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups**  
**- 2.08b By 2027/28, Medway Qualification Level 2 will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

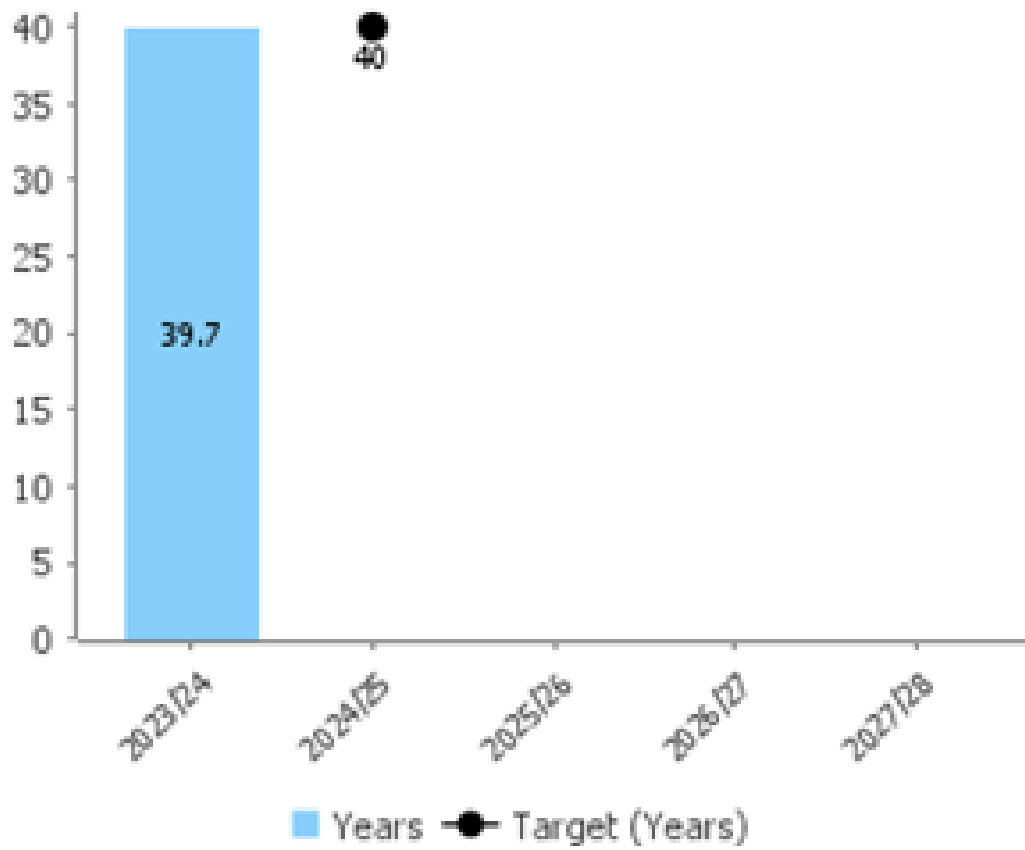
**Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups**  
**- 2.08c By 2027/28, Medway Qualification Level 3 will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

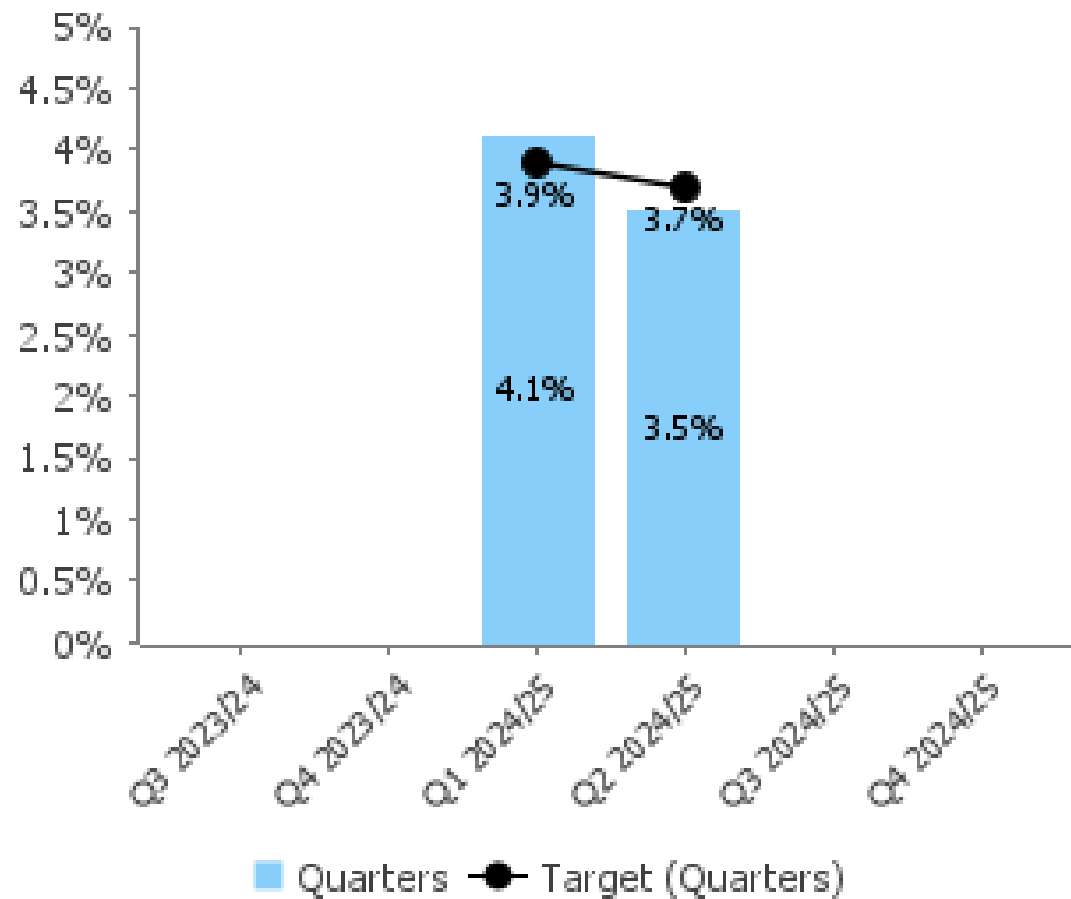
**Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups**  
**- 2.08d By 2027/28, Medway Qualification Level 4 will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

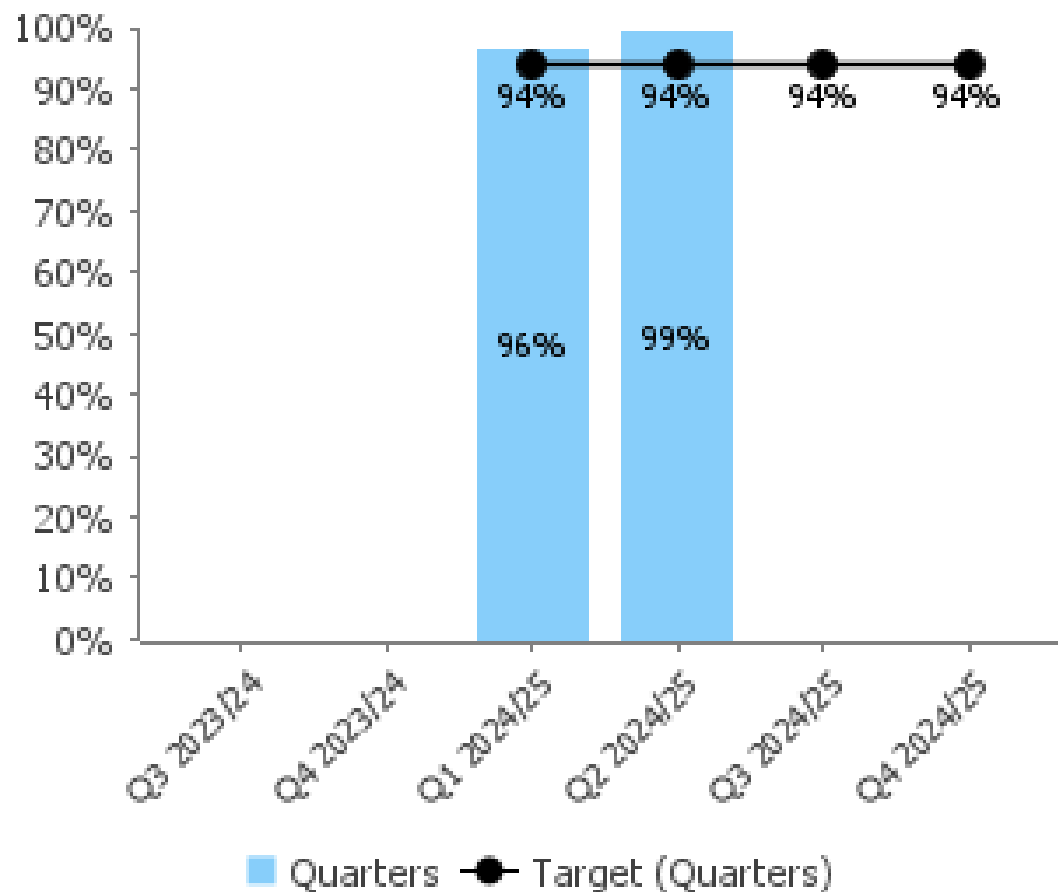


**Aim to Maximise Green (upward long trend)**

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**

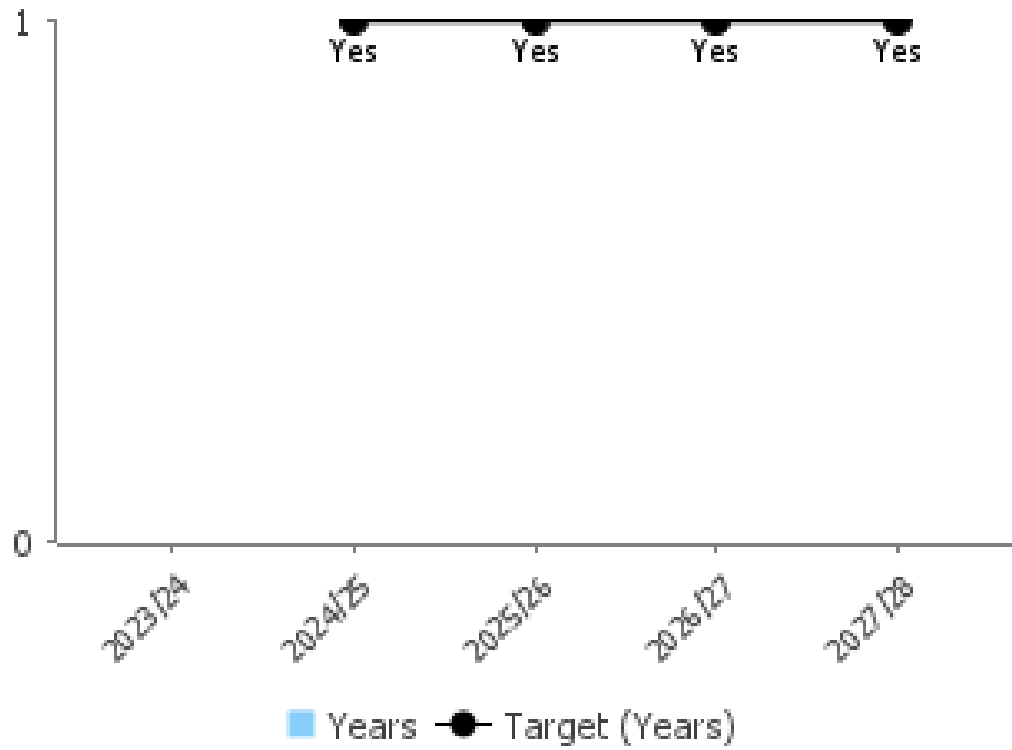


**Aim to Maximise  
Green (upward long trend)**

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**

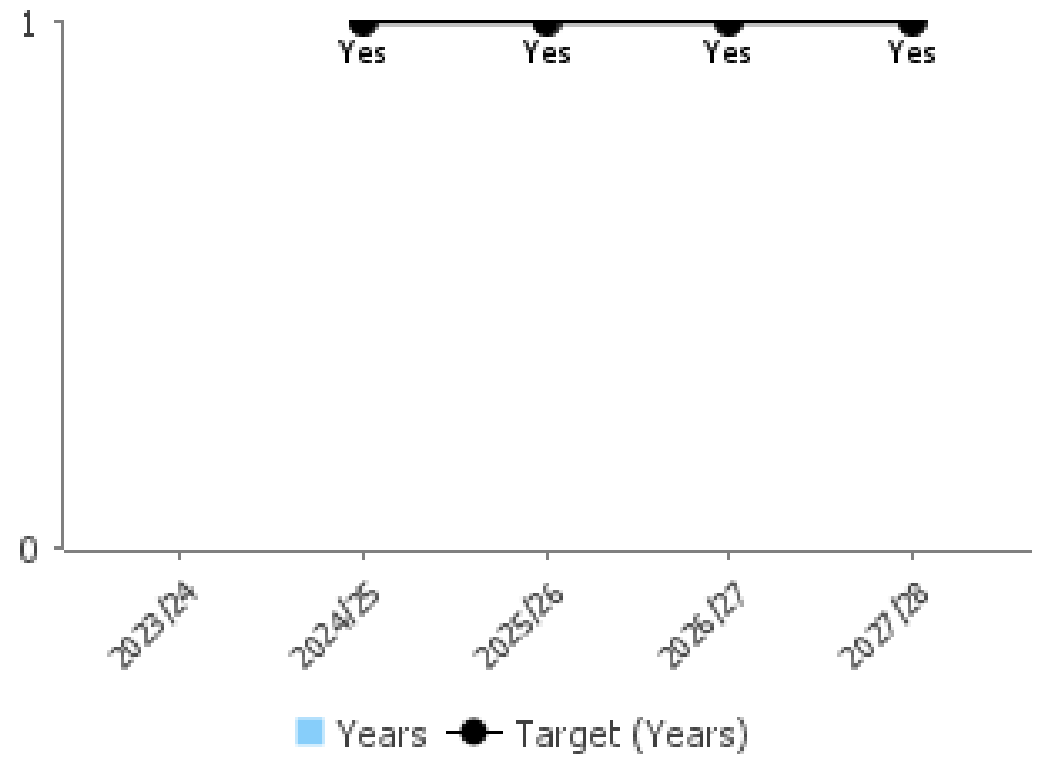


**Aim to Maximise  
Yes/No  
Data unavailable (no long trend)  
Annual PI. Due March 2025**

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**

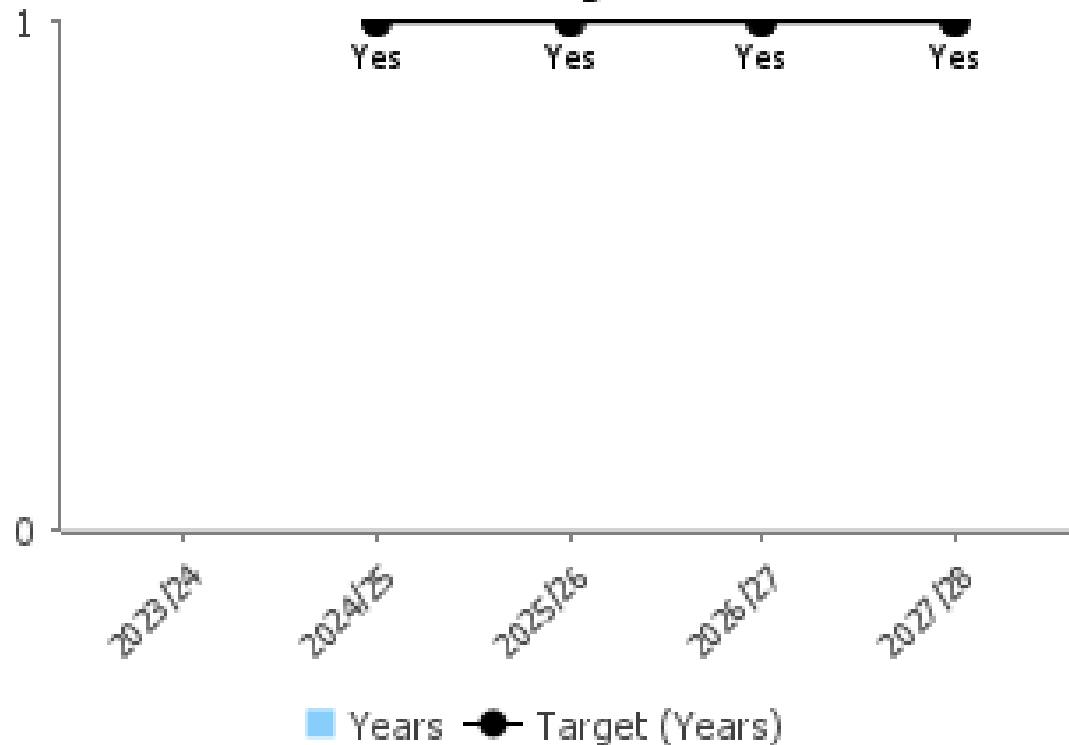
**OMCP 2.12 By 2027/28, maintain gross value added (GVA) per capita above national level**



**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.

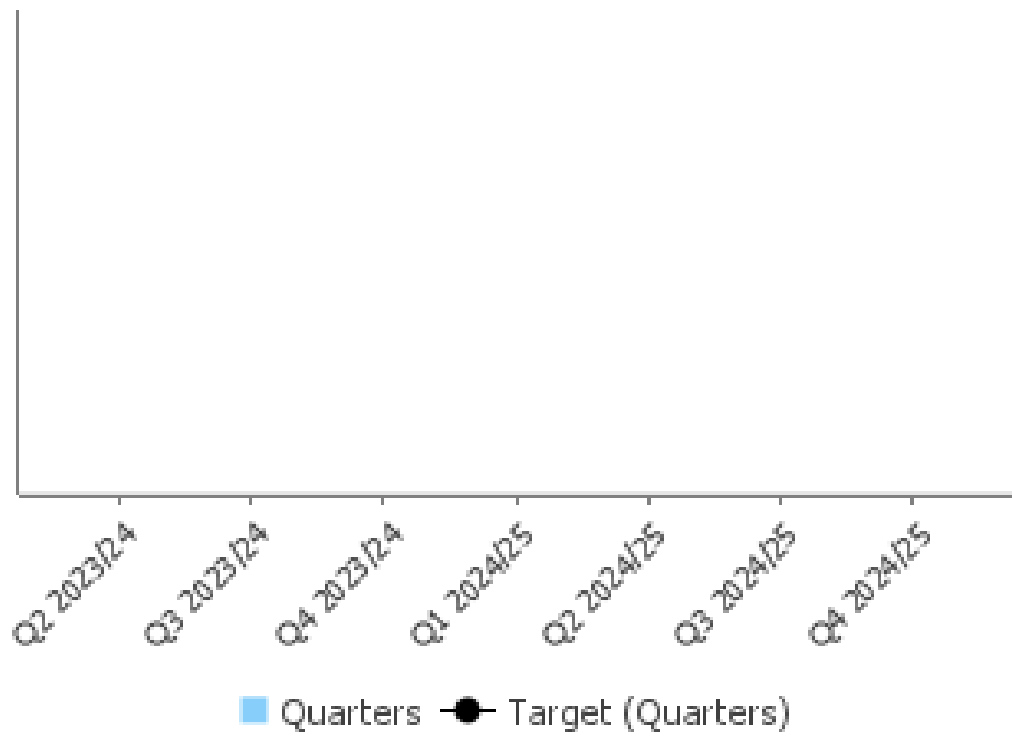
**OMCP 2.13 By 2027/28 maintain Medway average weekly income per hours worked, above national average**



**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.

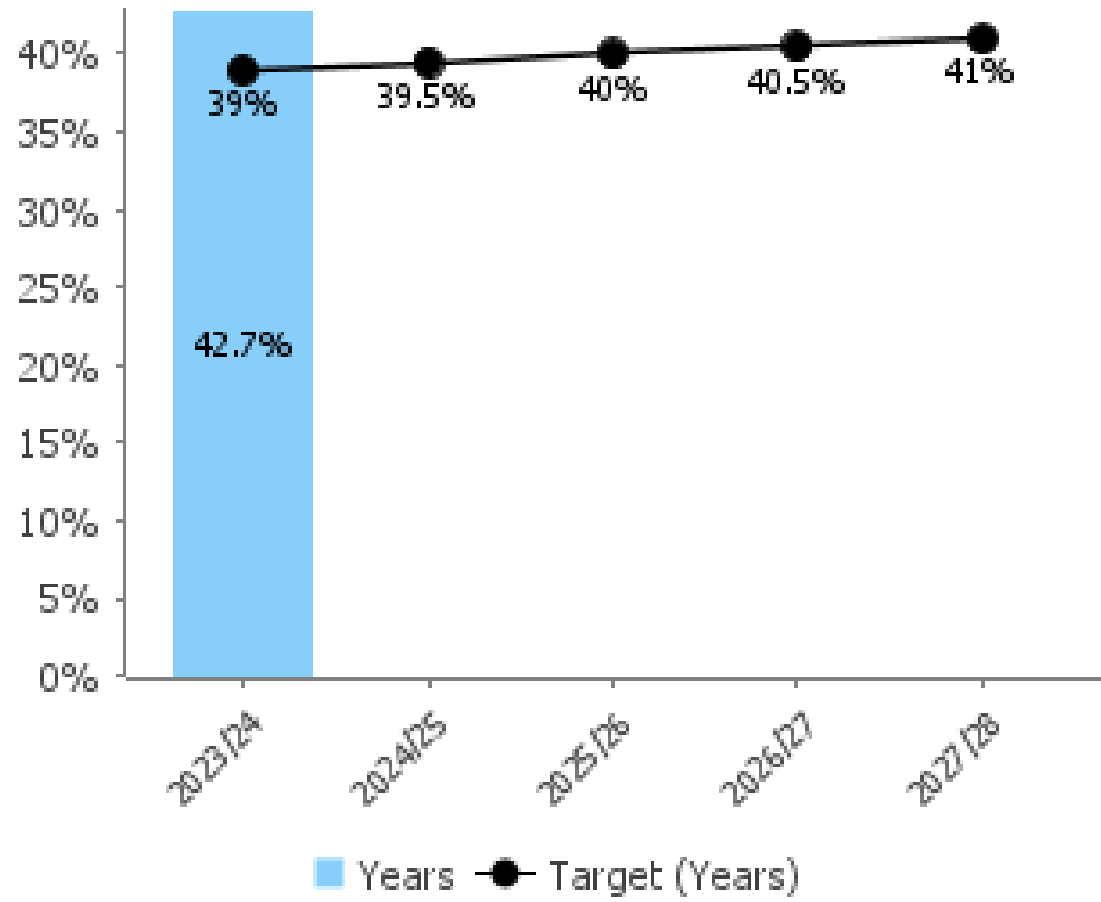
### OMCP 2.14 By 2027/28 reduce the number of most income deprived areas nationally in Medway



**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.

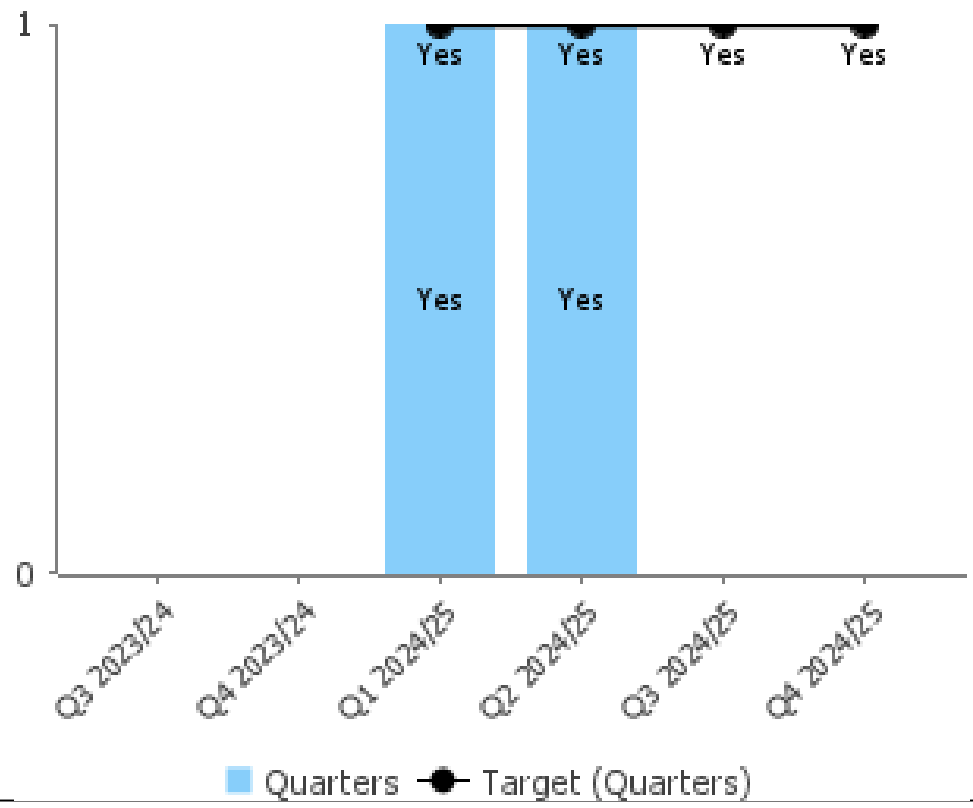
**Develop a strong mixed economy which provides training and work opportunities that support career development, increasing high value businesses and expanding high quality employment**  
**- 2.15 By 2027/28, raise the business survival rate to 41%**



**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**



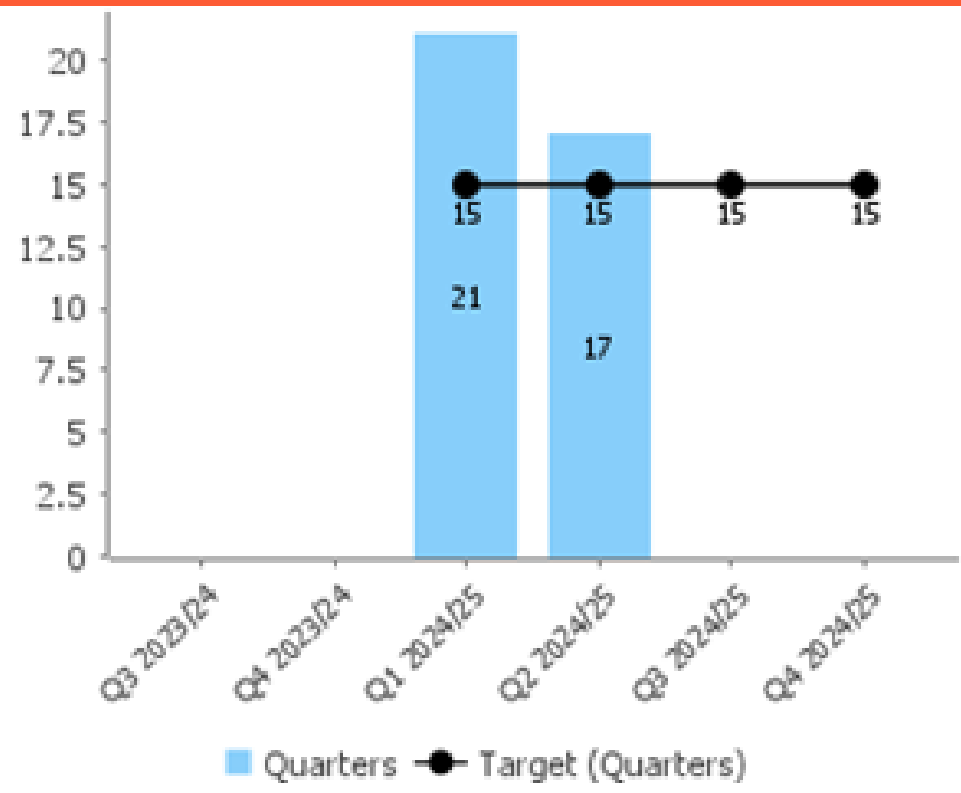
**Aim to Maximise  
 Yes/No  
 Green (static long trend)**

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**

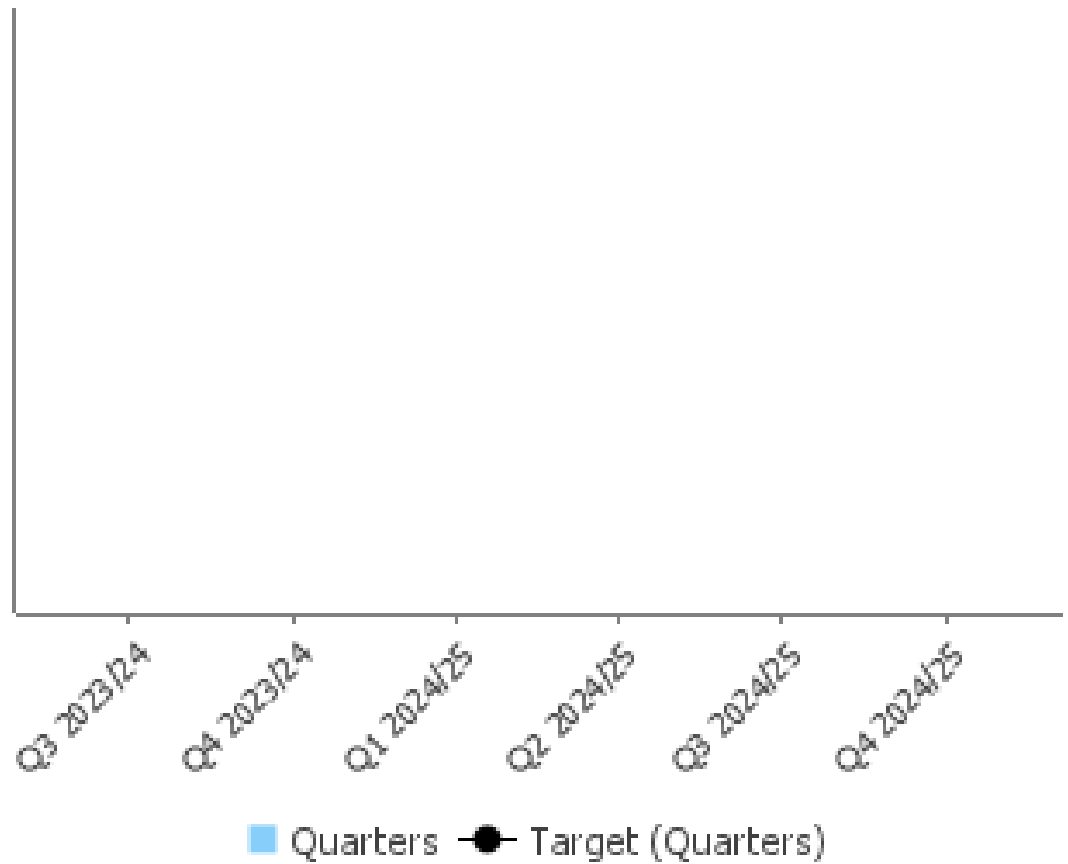


**Aim to Maximise Green (downward long trend)**

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.



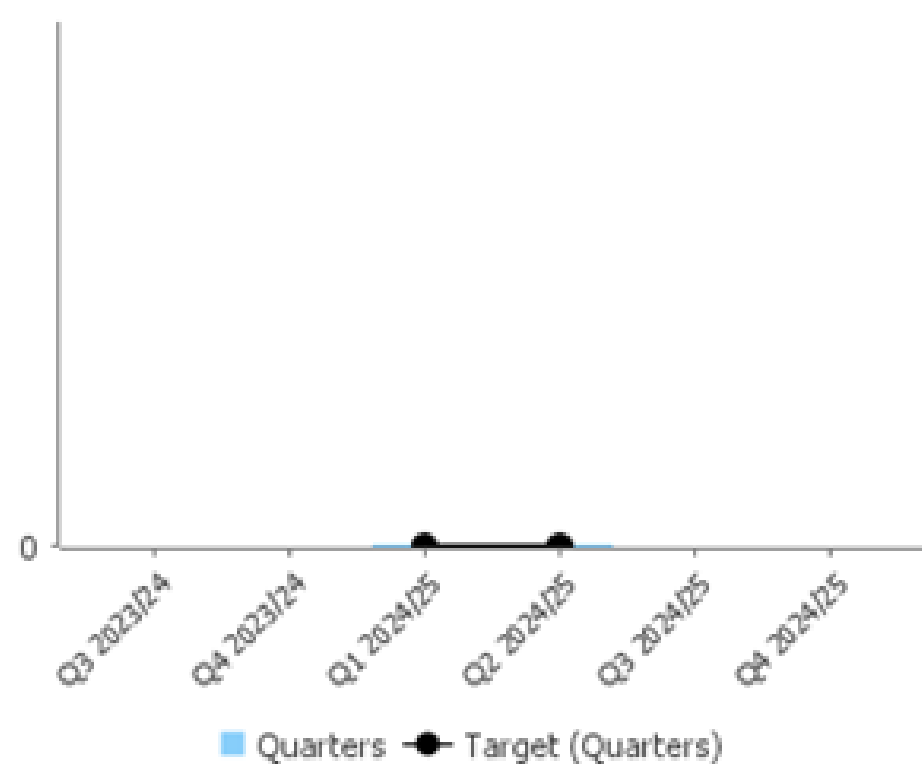
**Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage**  
**- 2.16c Working in partnership to generate positive media coverage and promotion of the creative and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

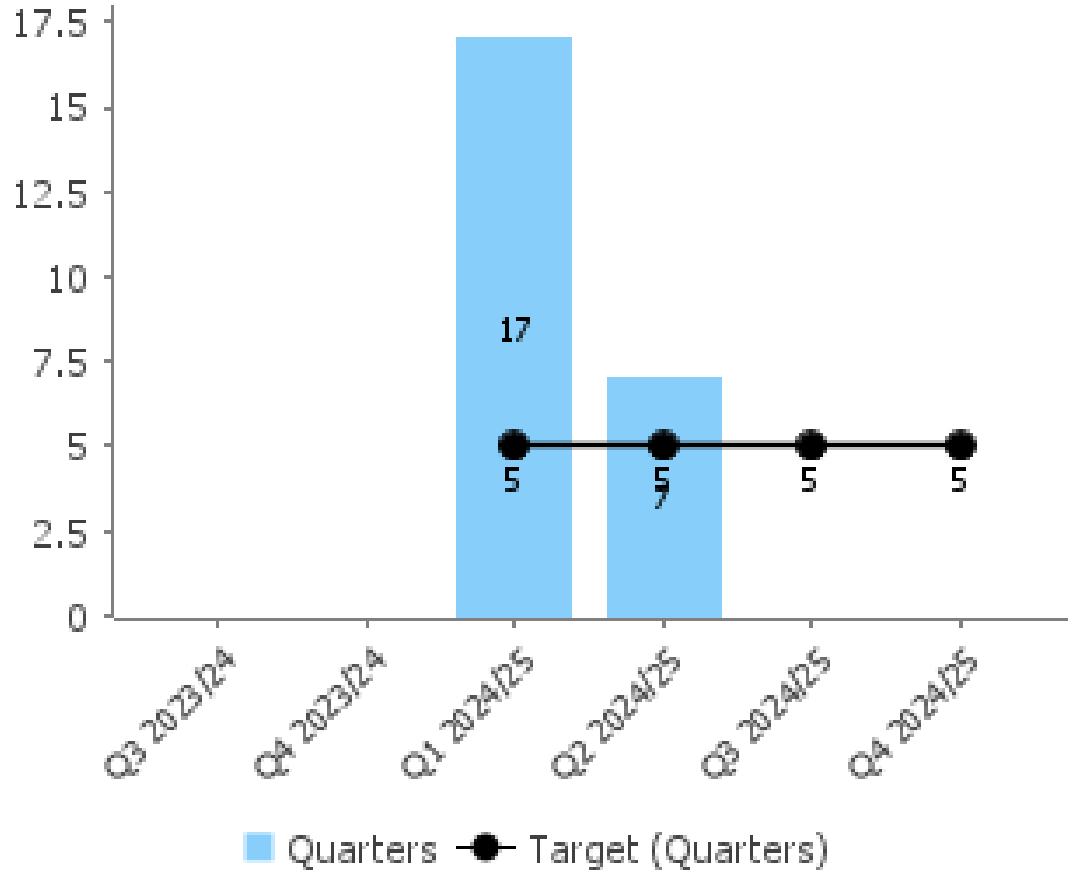


**Aim to Maximise Green (static long trend)**

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**

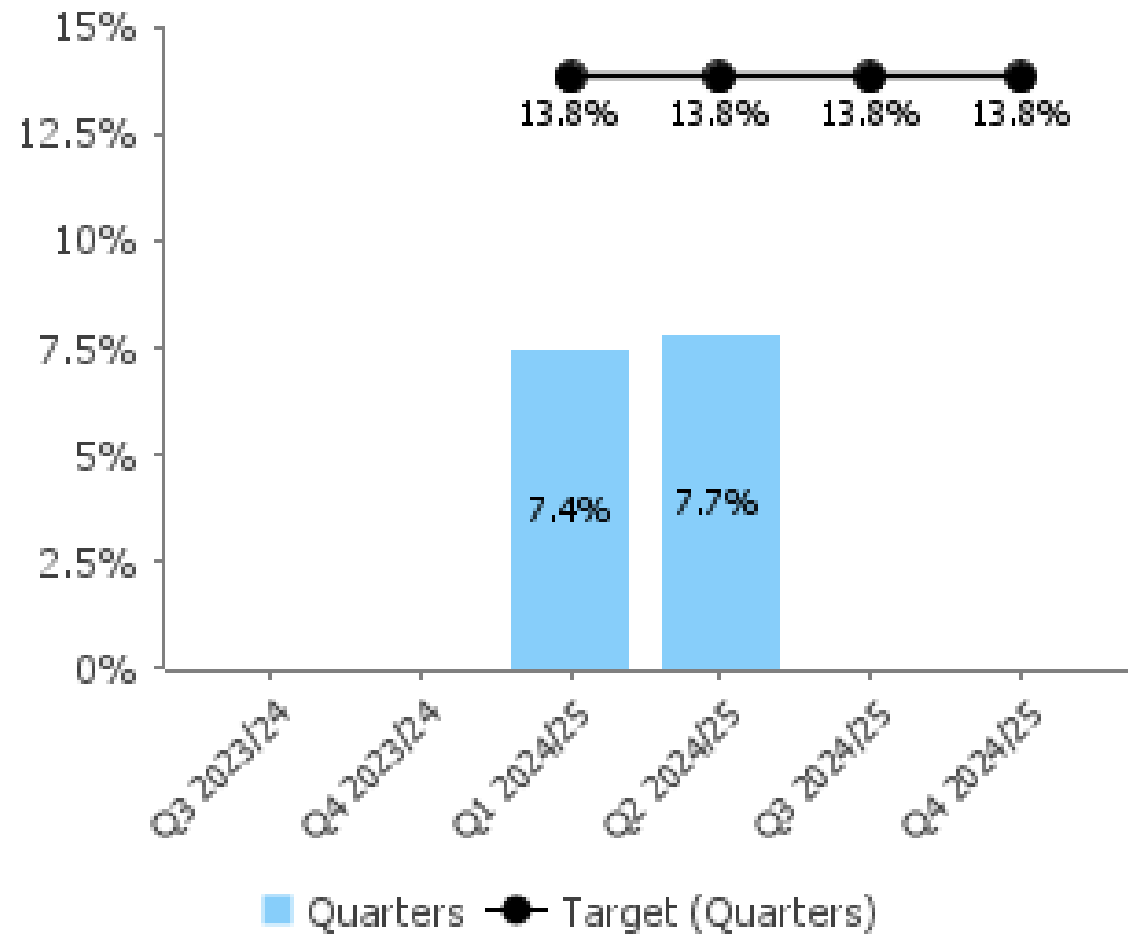


**Aim to Maximise Green (downward long trend)**

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**

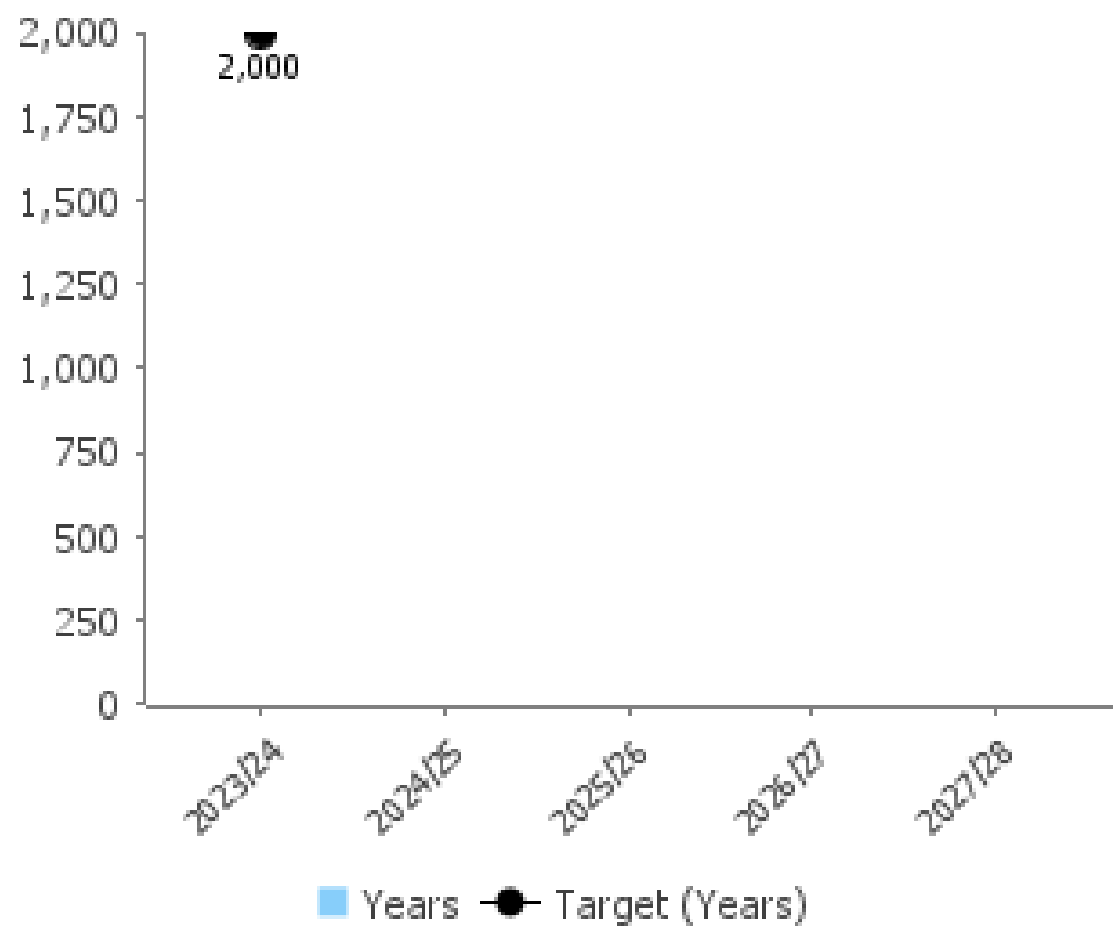


**Aim to Minimise Green (downward long trend)**

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.

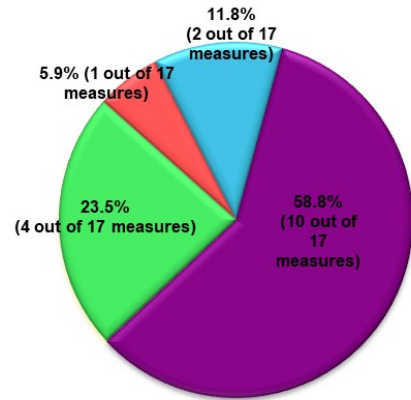
# Enjoying clean, green, safe and connected communities

- 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 17 performance indicators for the One Medway Council Plan 2024/28 which fall under this priority.

## Performance

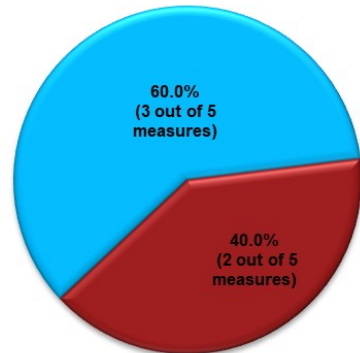


**Performance - key**  
**Green** means met or exceeded target  
**Amber** means slightly below target  
**Red** means significantly below target  
**Data** means data only. No target set  
**NA** means not available this quarter or annual PI

This chart shows the performance for all the measures:

- 23.5% (4 out of 17 measures) met or exceeded target.
- 0.0% (0 out of 17 measures) were slightly below target (less than 5%).
- 5.9% (1 out of 17 measures) were significantly below target (more than 5%).
- 11.8% (2 out of 17 measures) were data only or status unavailable.
- 58.8% (10 out of 17 measures) were not available or annual PIs.

## Direction of Travel



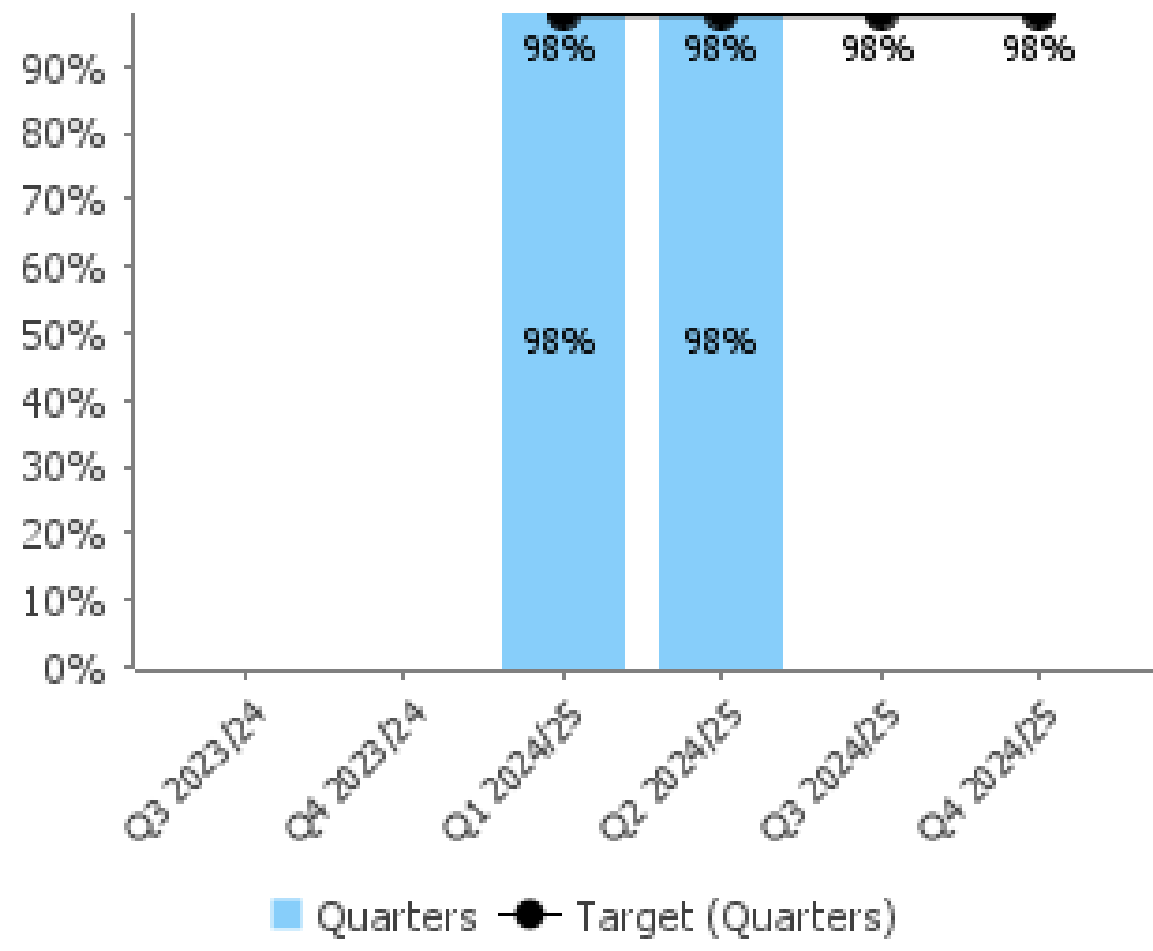
**Direction of Travel - key**  
**Green** means positive travel  
**Blue** means static  
**Red** means negative travel

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

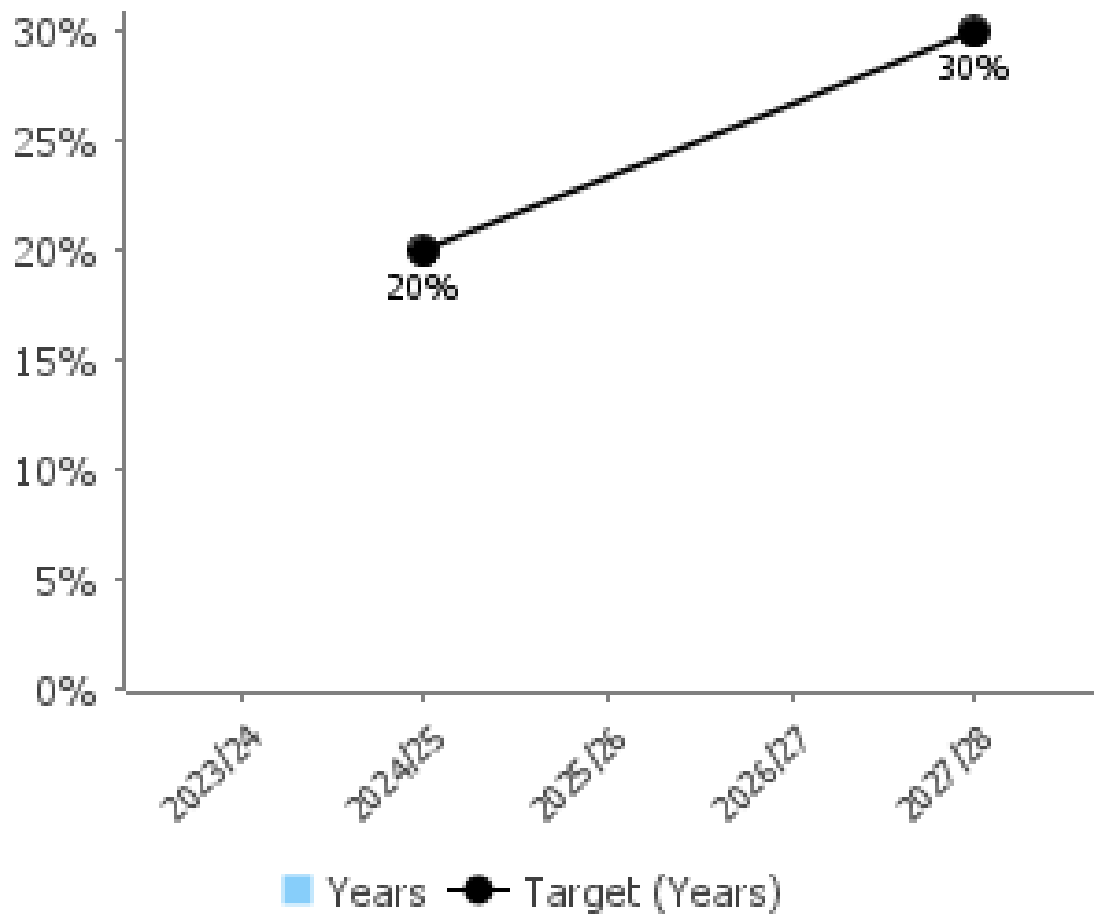


**Aim to Maximise Green (static long trend)**

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.



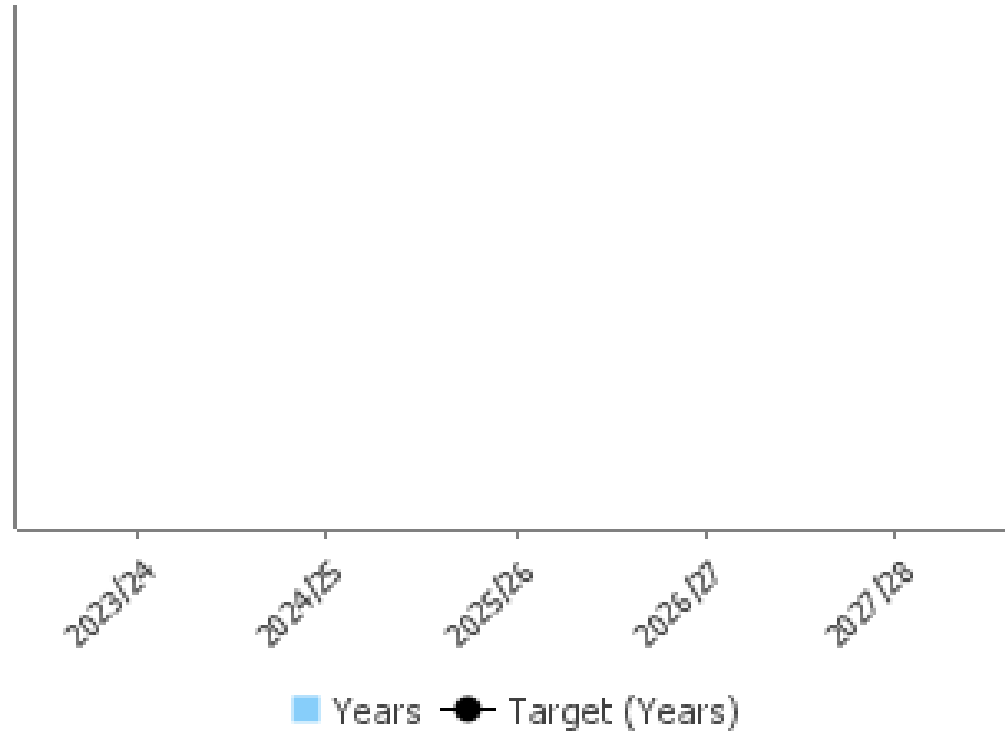
**Create child-friendly communities which ensure all people in Medway will feel safe and live free from harm and abuse**  
**- 3.02 By 2027/28, 30% of roads where maintenance should be considered are actioned**



**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 7,626m<sup>2</sup>. The remaining sites will be completed throughout Q3 and Q4.

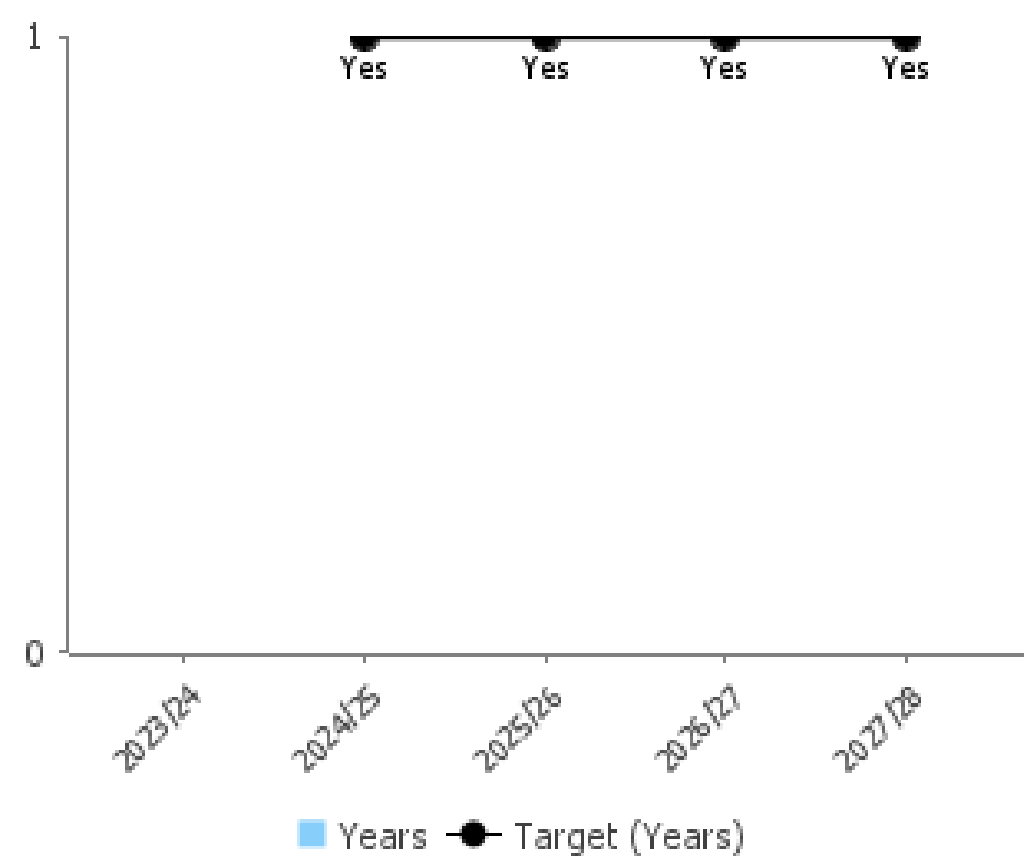
**OMCP 3.03 By 2027/28, increase the community satisfaction survey levels in Medway**



**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.

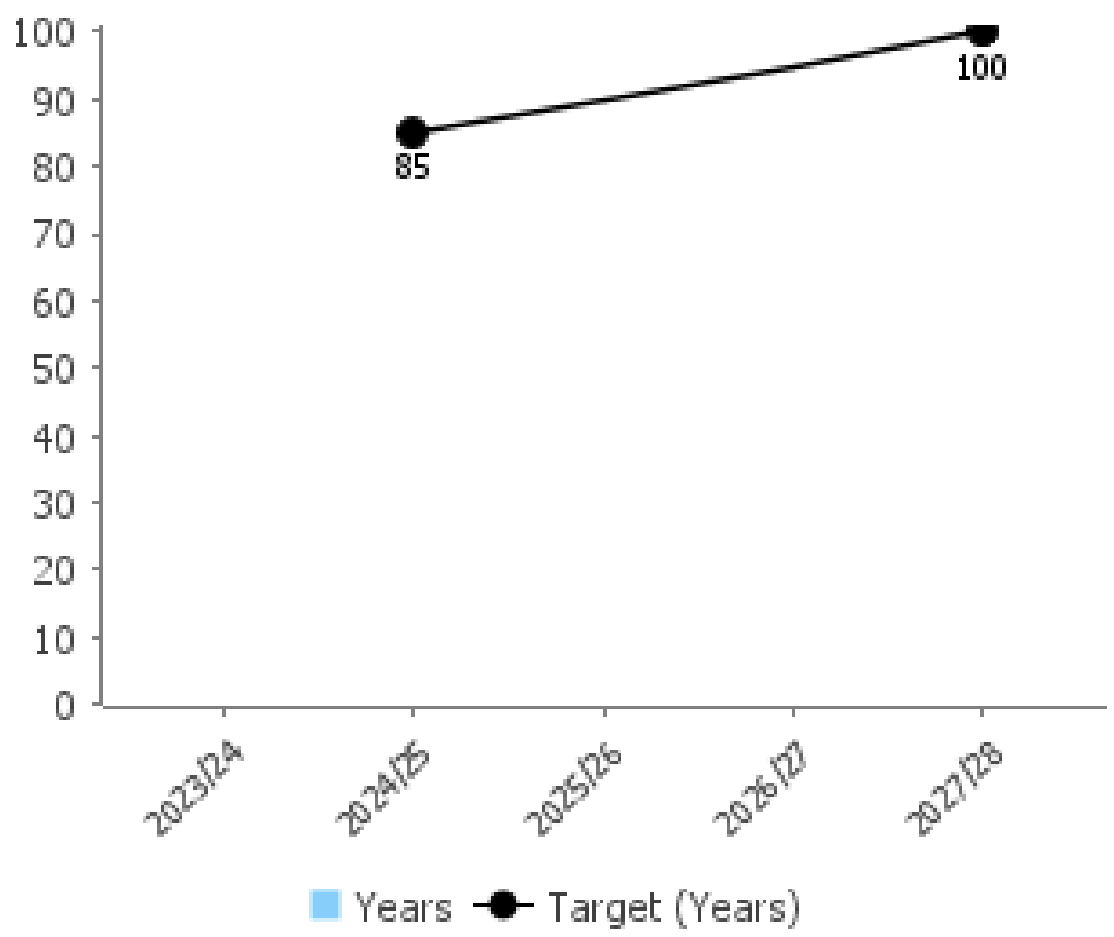
**Celebrating the individuality of all parts of the Medway community, ensuring services, events and activities reflect and support the diverse communities of Medway**  
**- 3.04 By 2027/28, the participation in service led and service funded events and activities match the demographic profile of Medway 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.

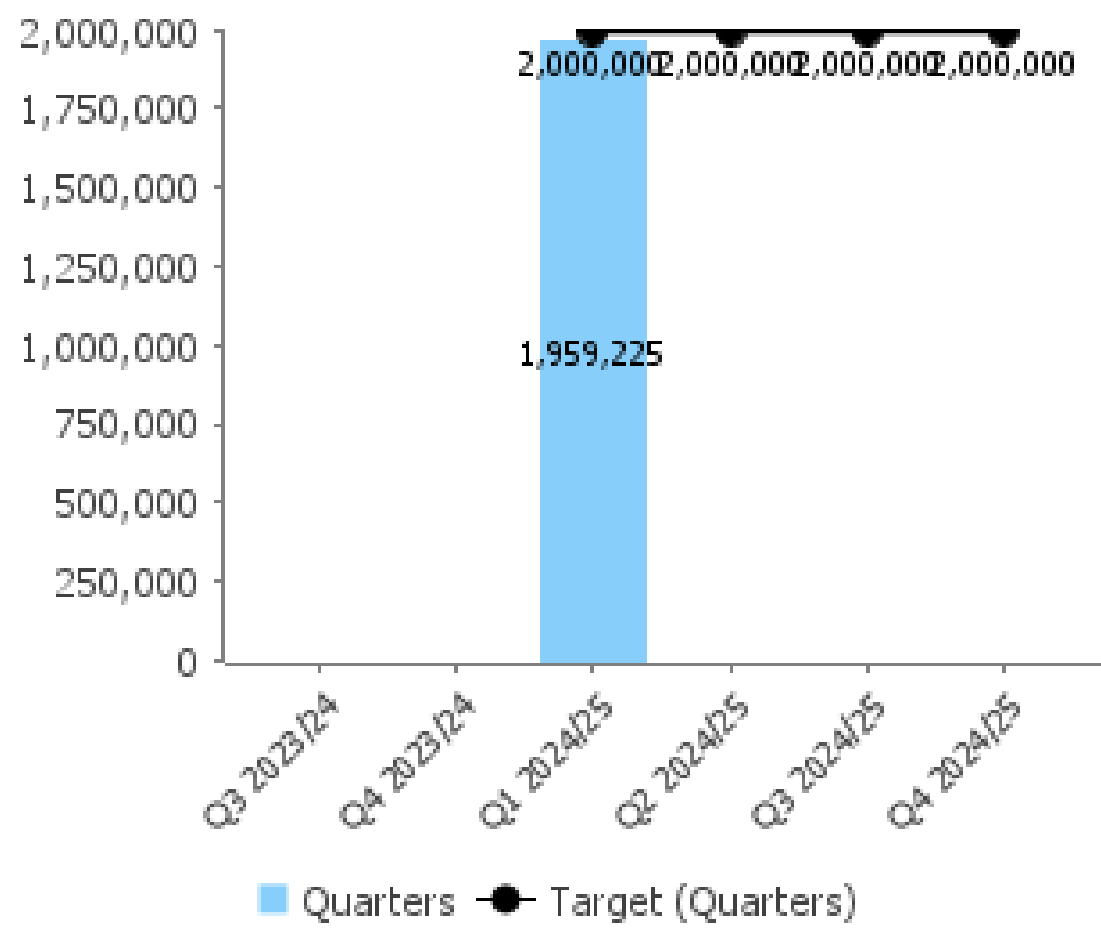
**Provide improved opportunities to walk, cycle, use public transport and electric vehicles, reducing carbon emissions and improving air quality - 3.05 By 2027/28, residents and visitors have access to 100 miles of signed cycle routes in Medway**



**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.

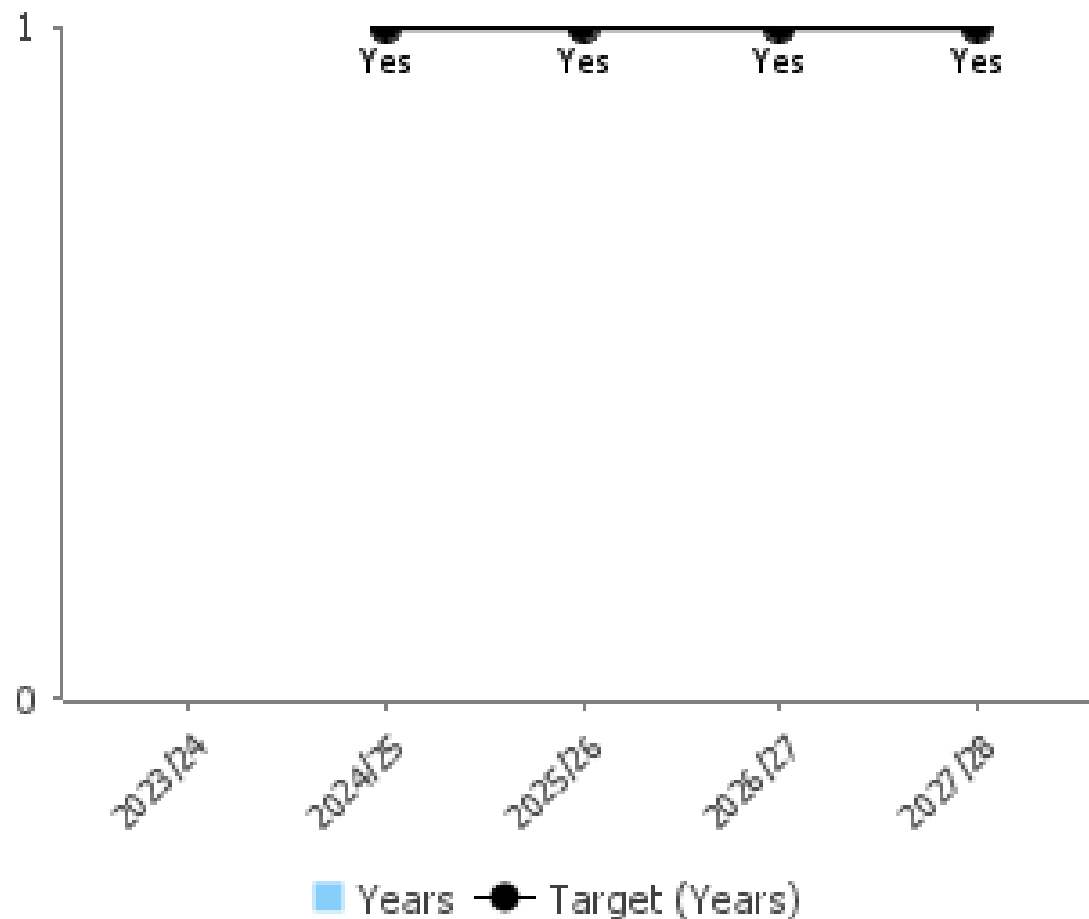
**Provide improved opportunities to walk, cycle, use public transport and electric vehicles, reducing carbon emissions and improving air quality**  
**- 3.06 By 2027/28, increase the number of bus passengers on local services to 9 million journeys per year**



**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.

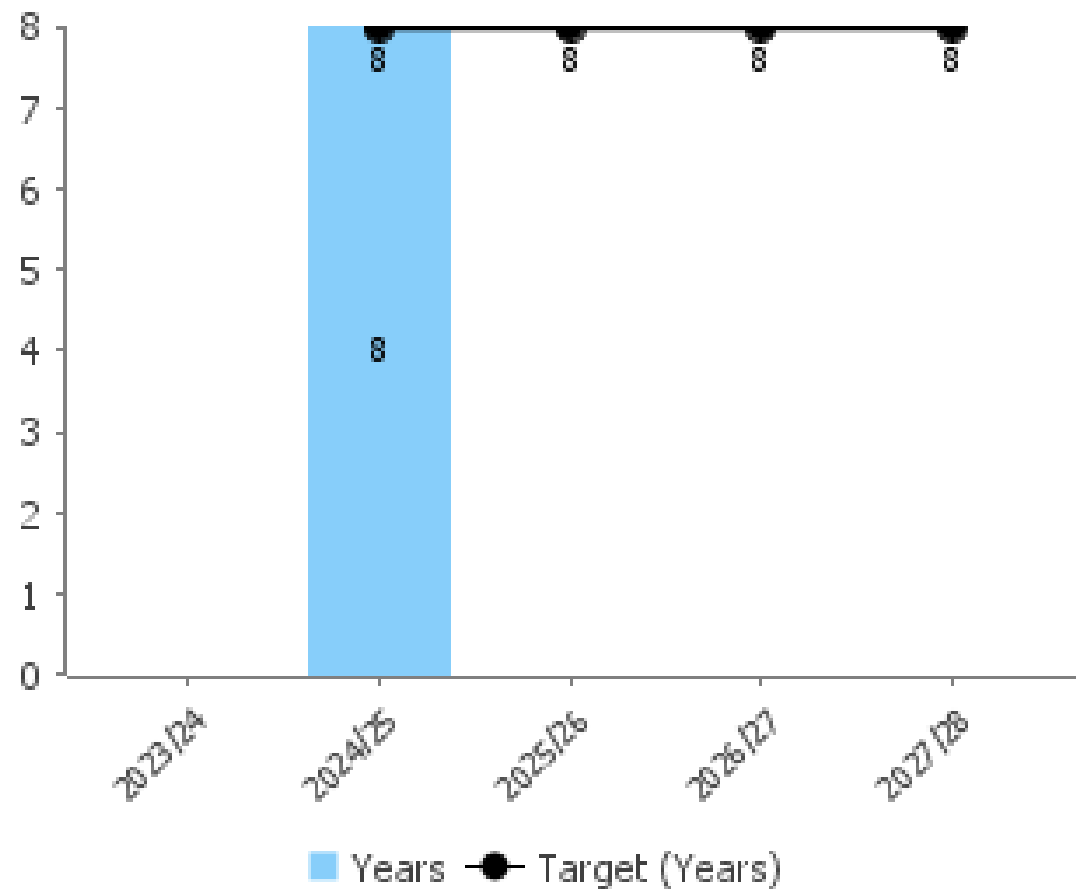
# Provide improved opportunities to walk, cycle, use public transport and electric vehicles, reducing carbon emissions and improving air quality - 3.07 Progression of the Authorities Air Quality Act Plans (AQAP)



**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](https://www.medway.gov.uk/info/200140/environment/416/air_quality/2)

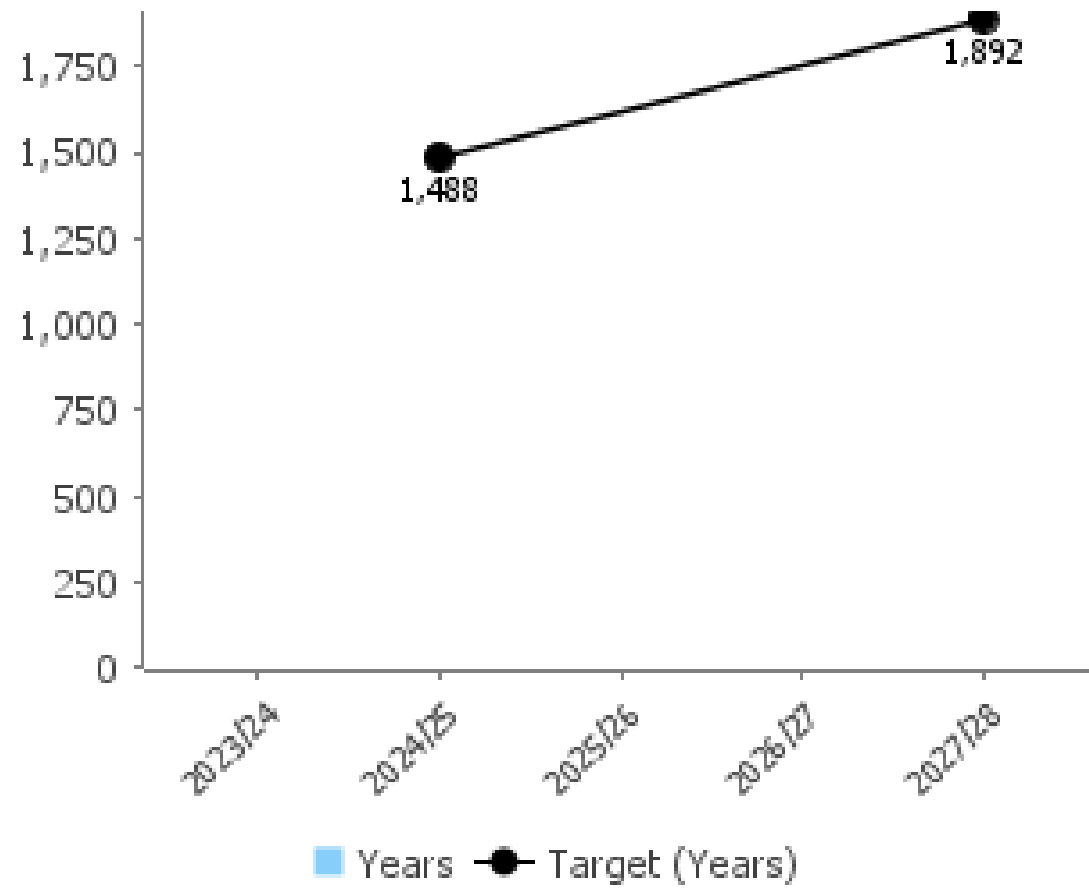
**Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change**  
**- 3.08 By 2027/28, maintain the Green Flag accreditation of 8 parks**



**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**

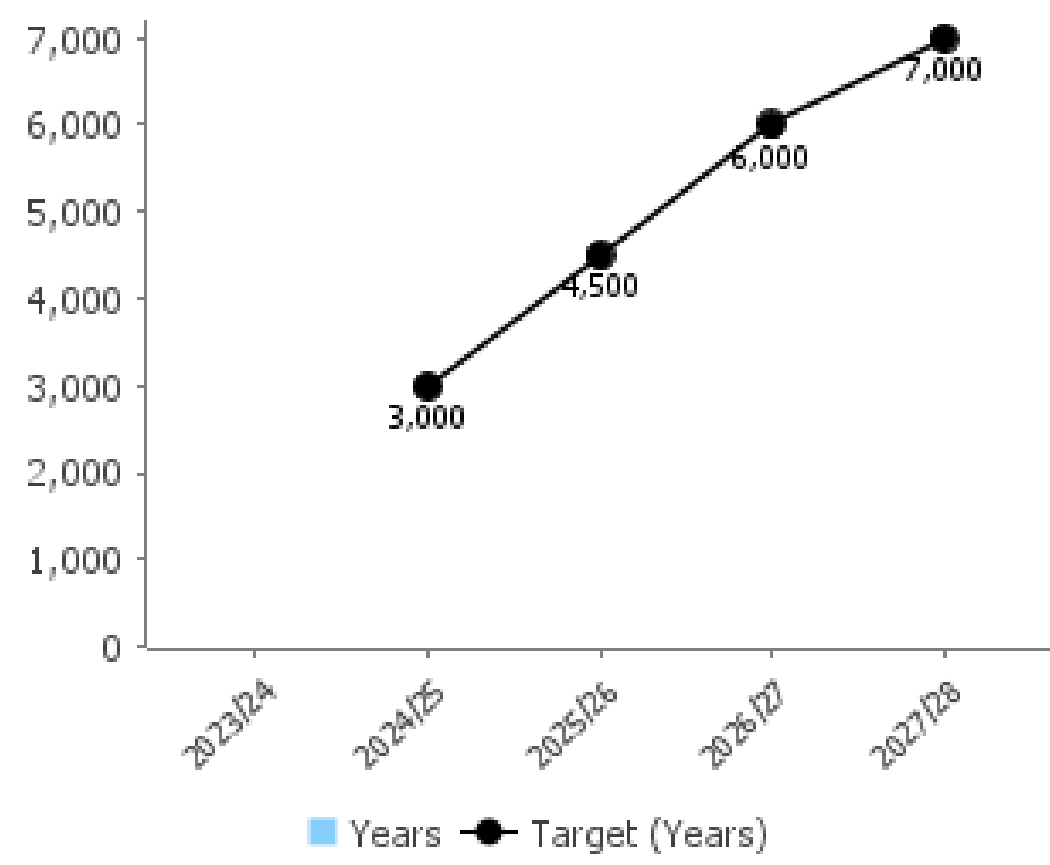


**Aim to Maximise**  
**Data unavailable (no long trend)**  
**Annual PI. Due March 2025**

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.



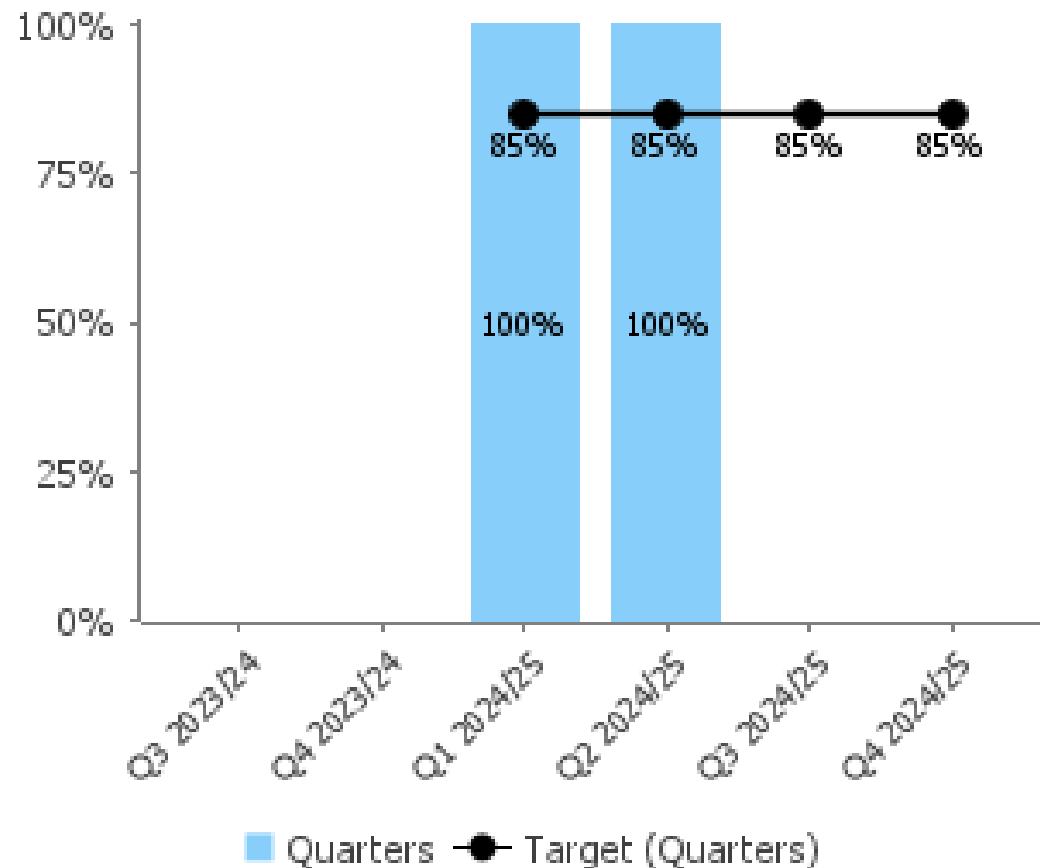
**Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change**  
**- 3.10 By 2027/28, increase the annual river tour boat visitors to 7,000**



**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.

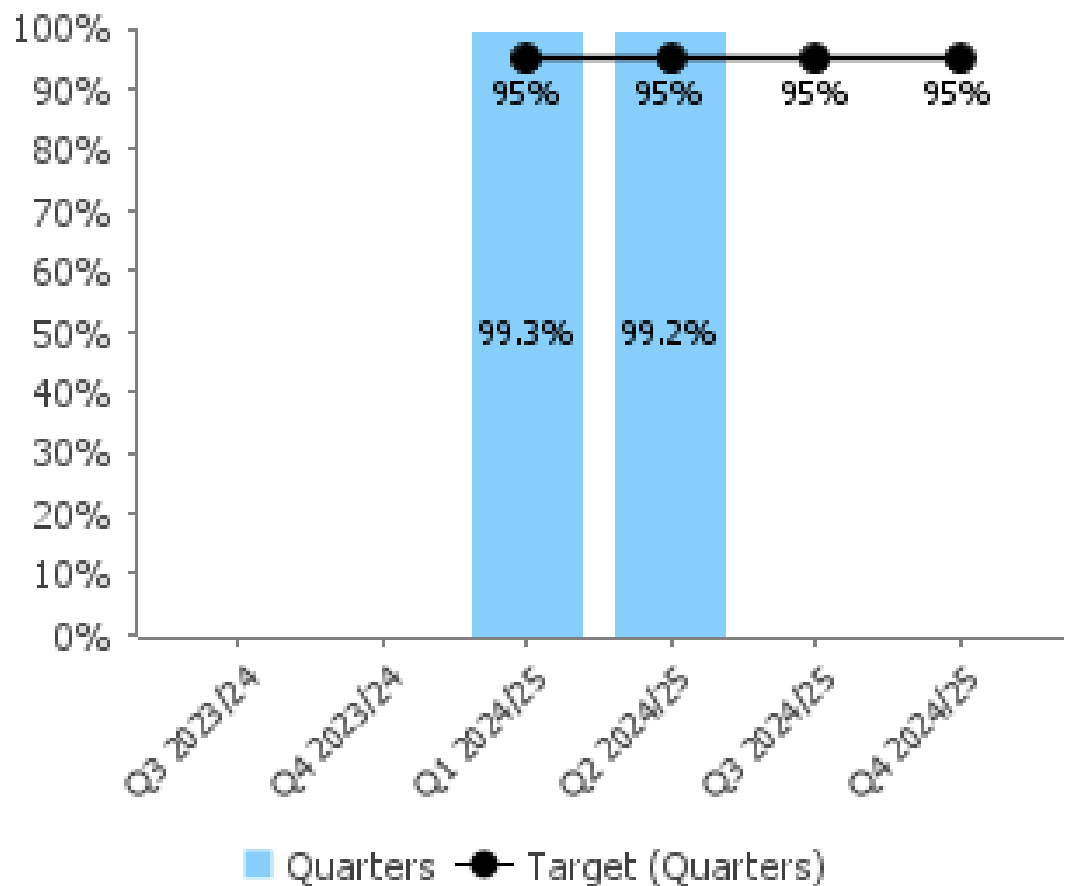
**Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change**  
**- 3.11a By 2027/28, 100% of highway network inspections are carried out on time**



**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.

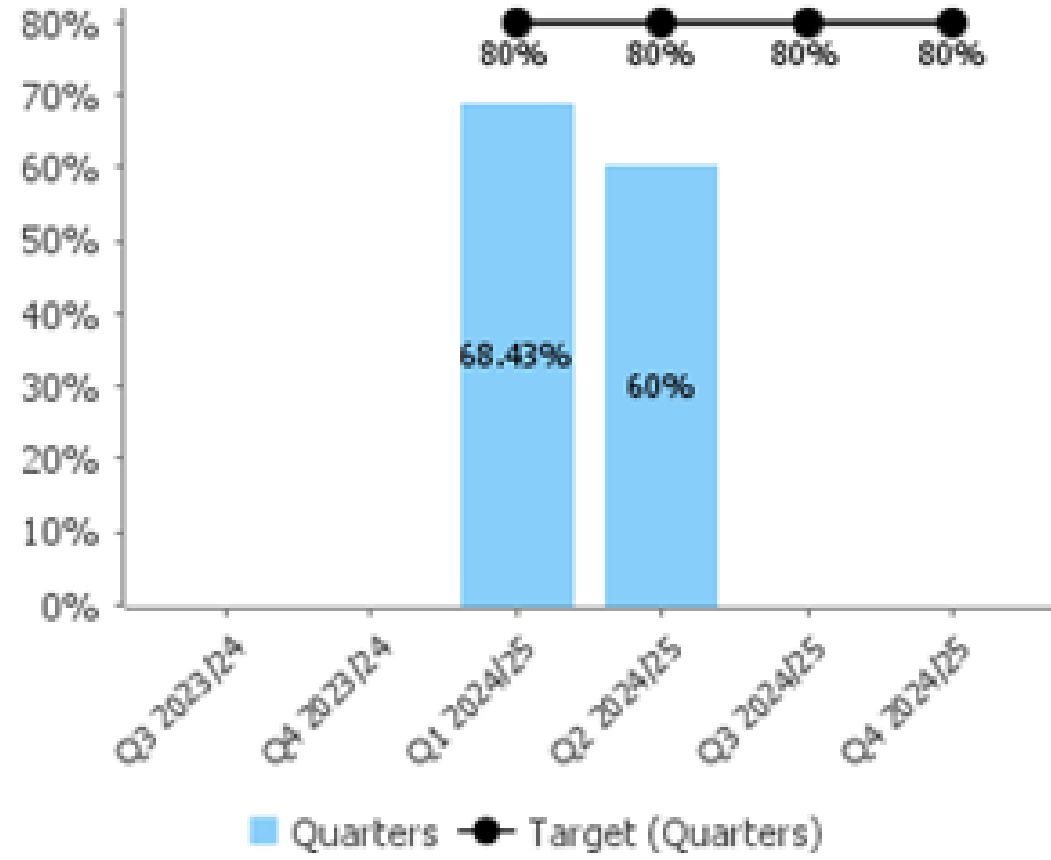
**Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change**  
**- 3.11b By 2027/28, 95% of identified highway network defects are repaired within the priority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

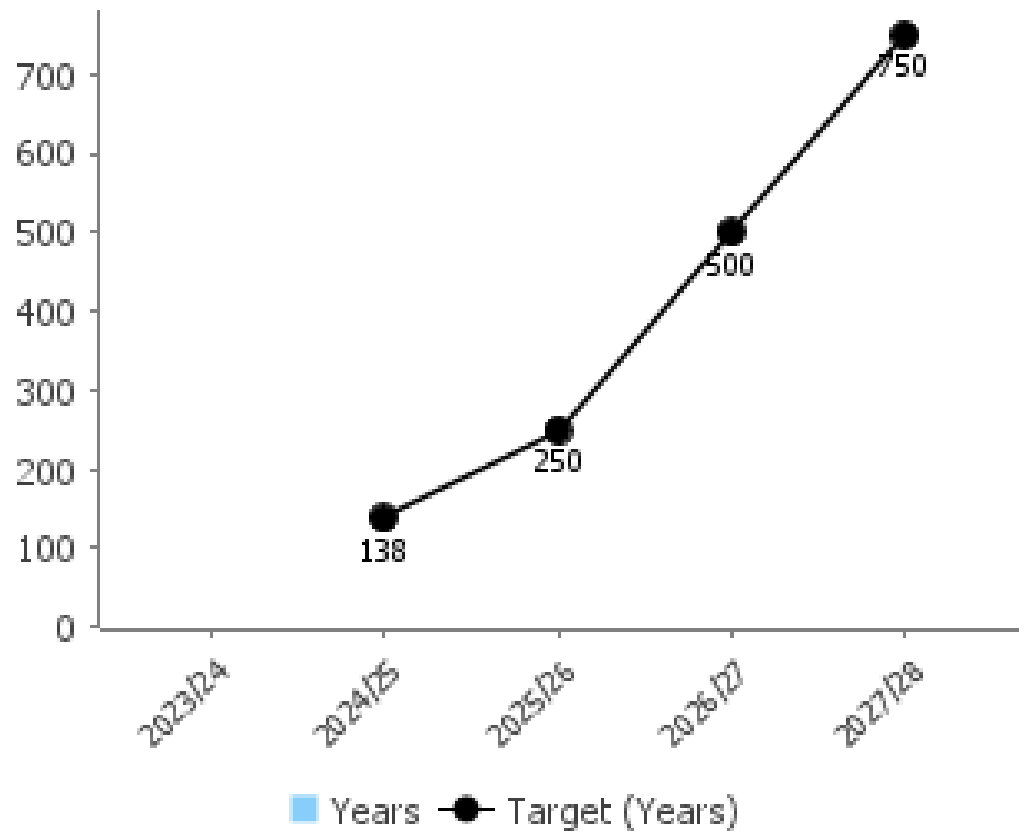
**Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change**  
**- 3.12 By 2027/28, 95% of roadworks are completed on time**



**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.

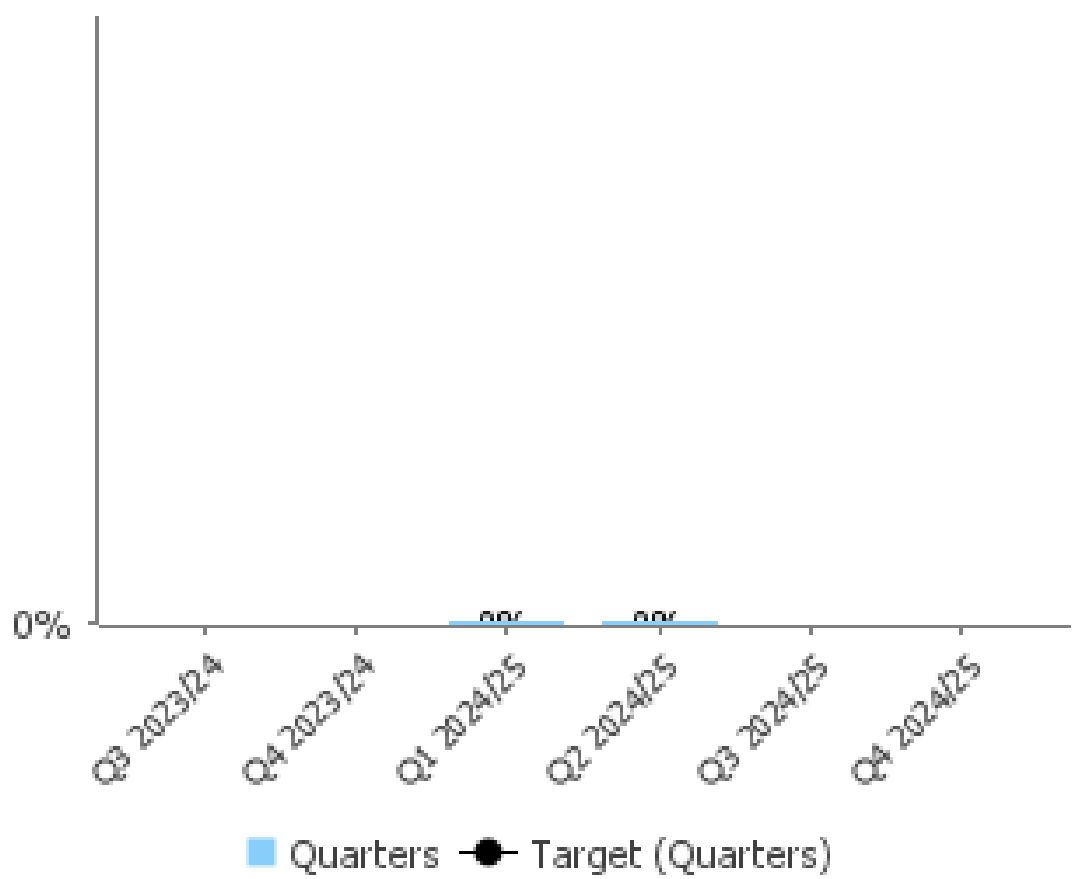
**Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change**  
**- 3.13a By 2027/28, residents and visitors have access to 750 publicly available electric vehicle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

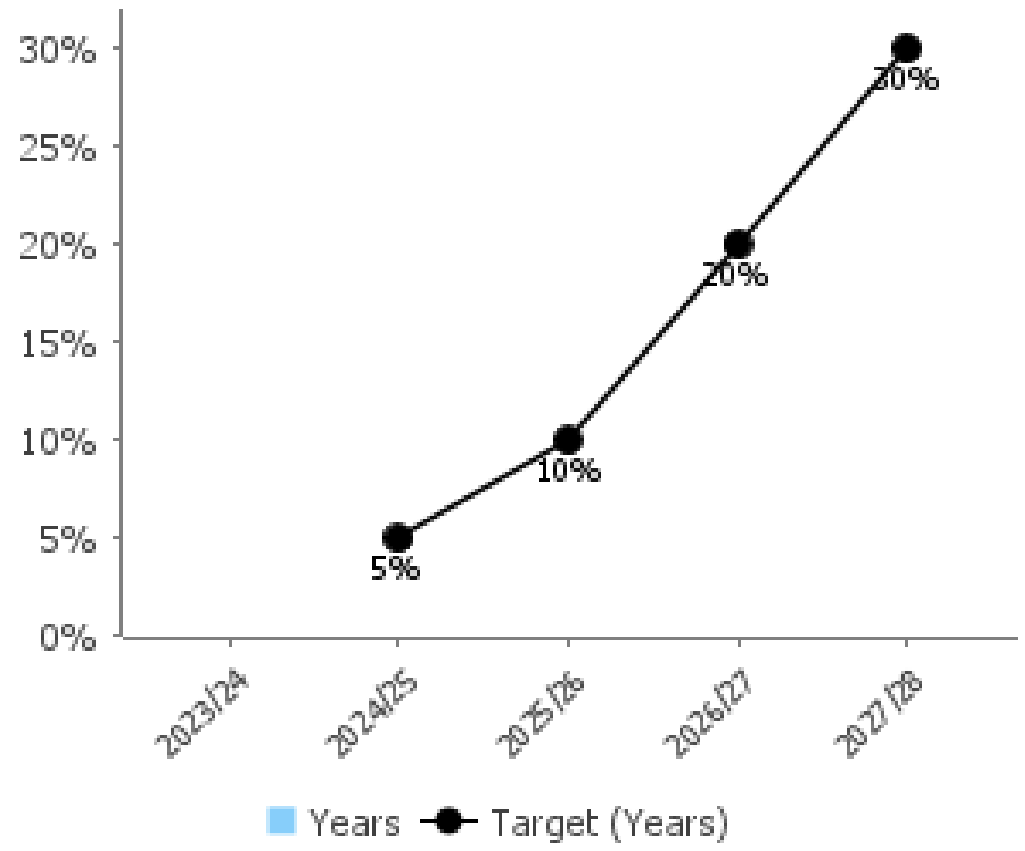
**Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change**  
**- 3.13b By 2027/28, on-street electric vehicle chargers achieve 100% utilisation**



**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.

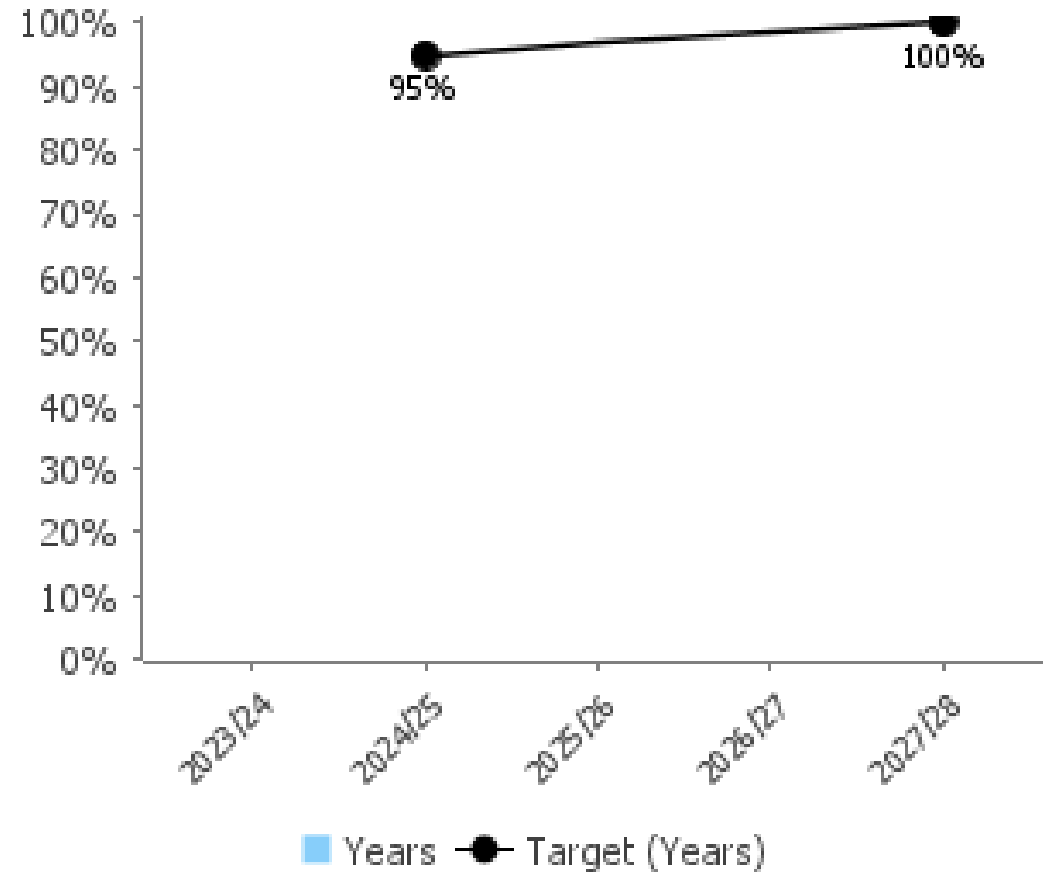
**Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change**  
**- 3.14a By 2027/28, use at least 30% recycled material on highway maintenance schemes**



**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 7,262m<sup>2</sup>. 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.



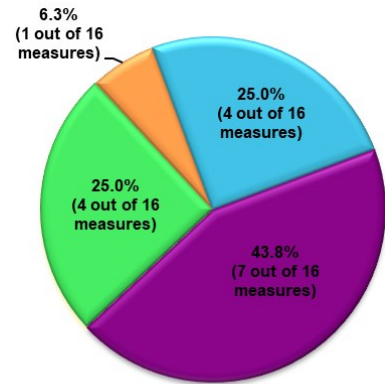
# Living in good quality, affordable homes

- 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



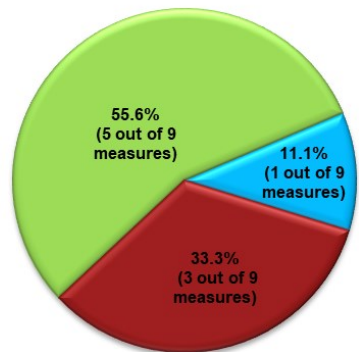
### Performance - key

**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



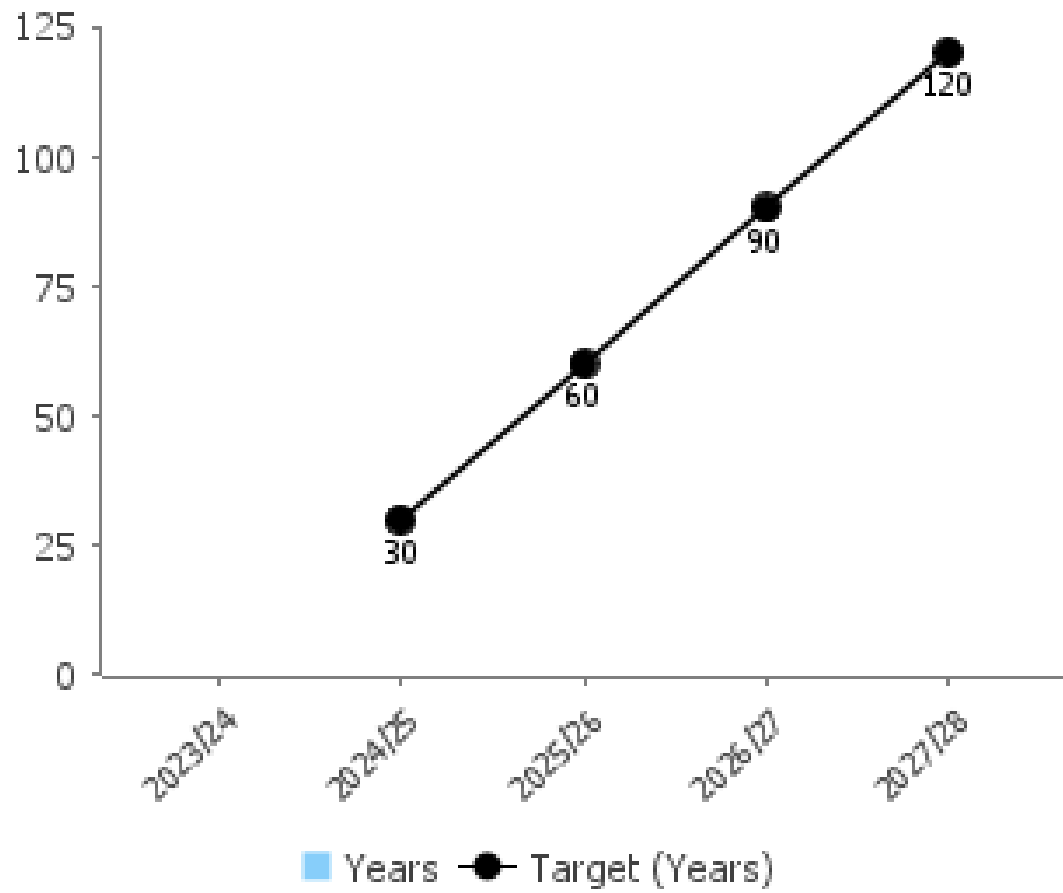
### Direction of Travel - key

**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%**

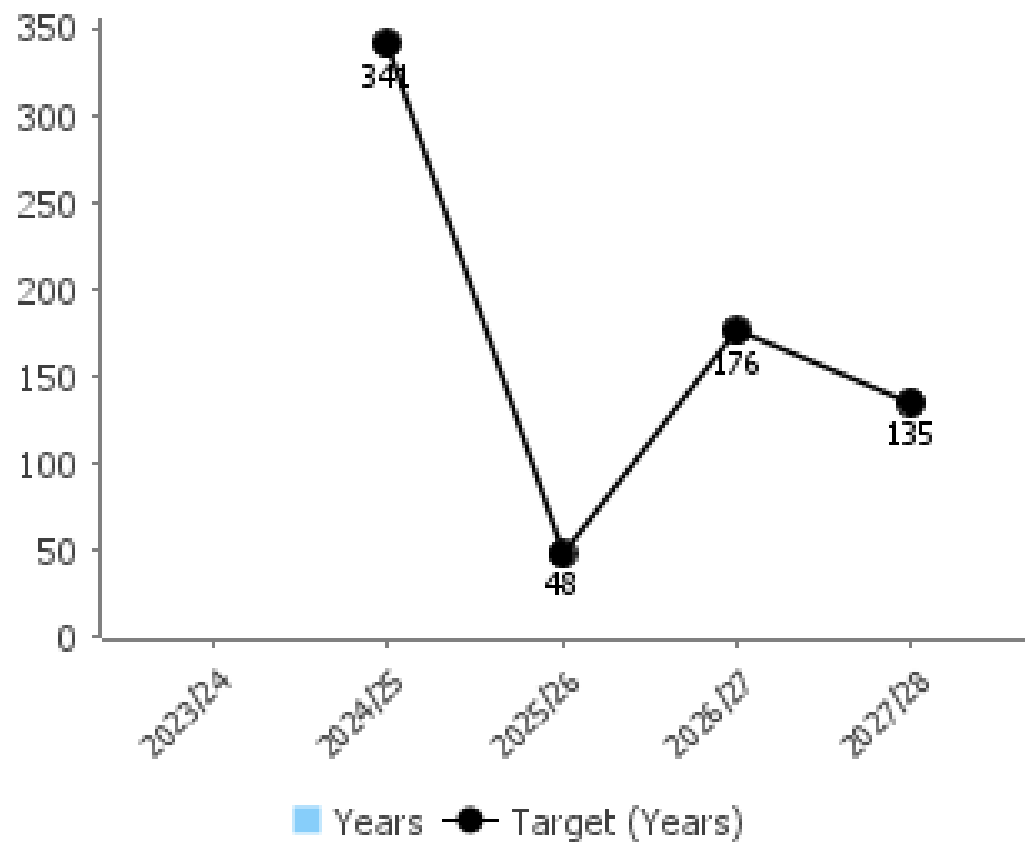


**Aim to Maximise**  
**Data unavailable (no long trend)**  
**Annual PI. Due March 2025**

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**

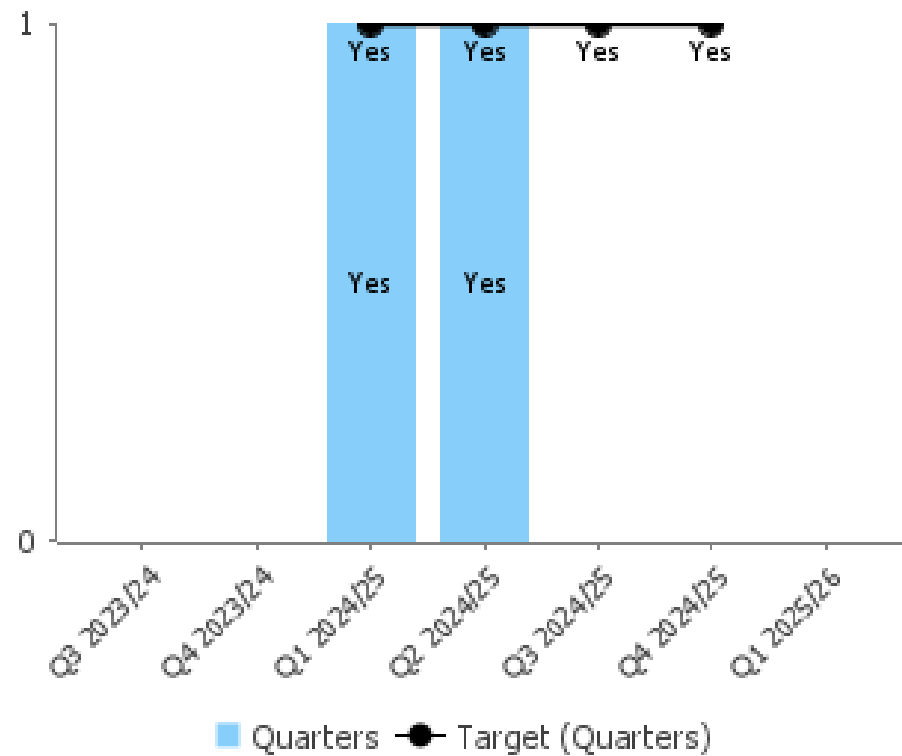
This is an annual performance indicator. Data is due in March 2025.

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)**

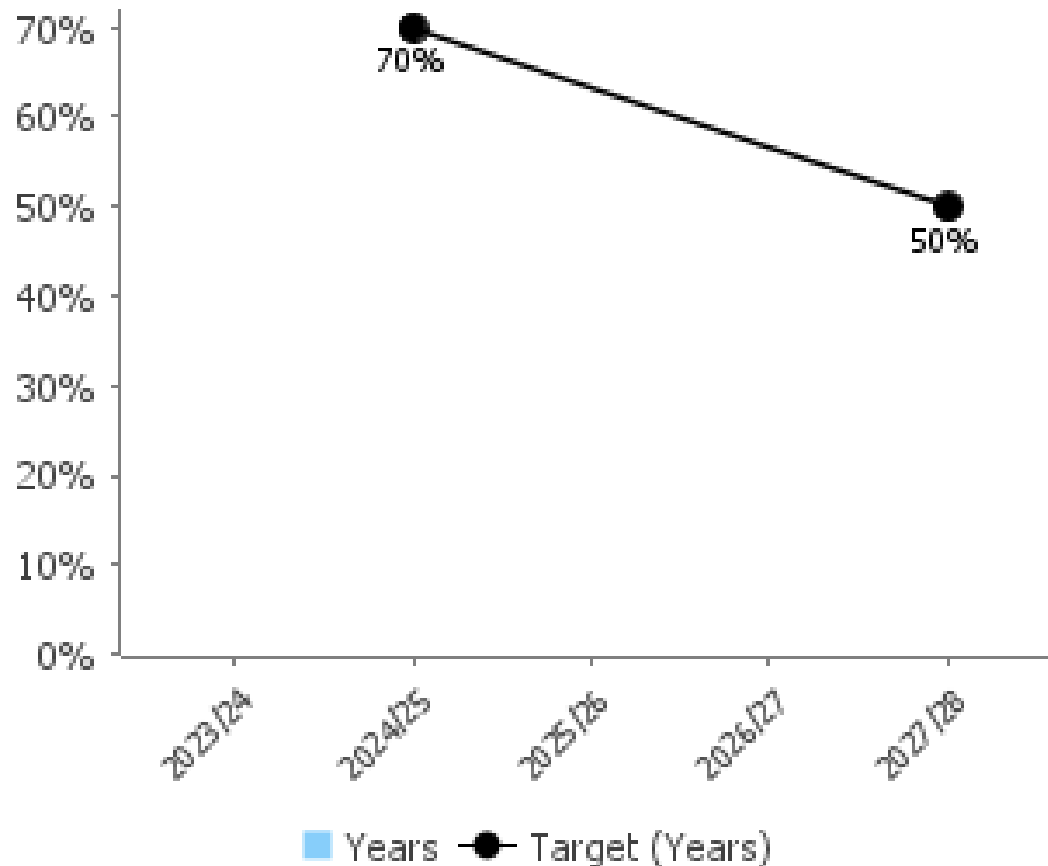
Consultation on Regulation 18b of the Local Plan ran from 15 July to 08 September. This was promoted through a broad programme of activities and resources, including: 10 public exhibitions attended by over 600 people, Medway and Parish Council member briefings, high profile digital resources on the council's 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.

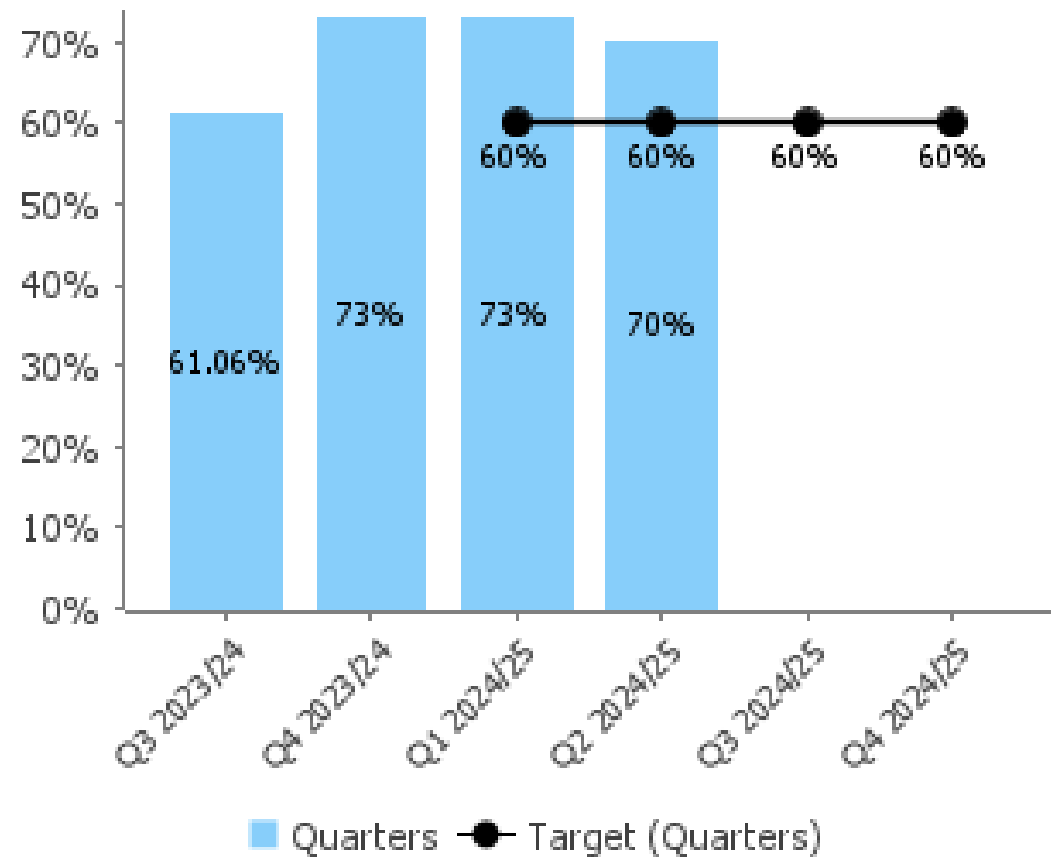
**Assist people with specific accommodation needs including older people, people with disabilities, people needing specialist support and those who find themselves homeless**  
**- 5.04 By 2027/28, reduce the amount of temporary accommodation provided in the private sector to a maximum of 50%**



**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**



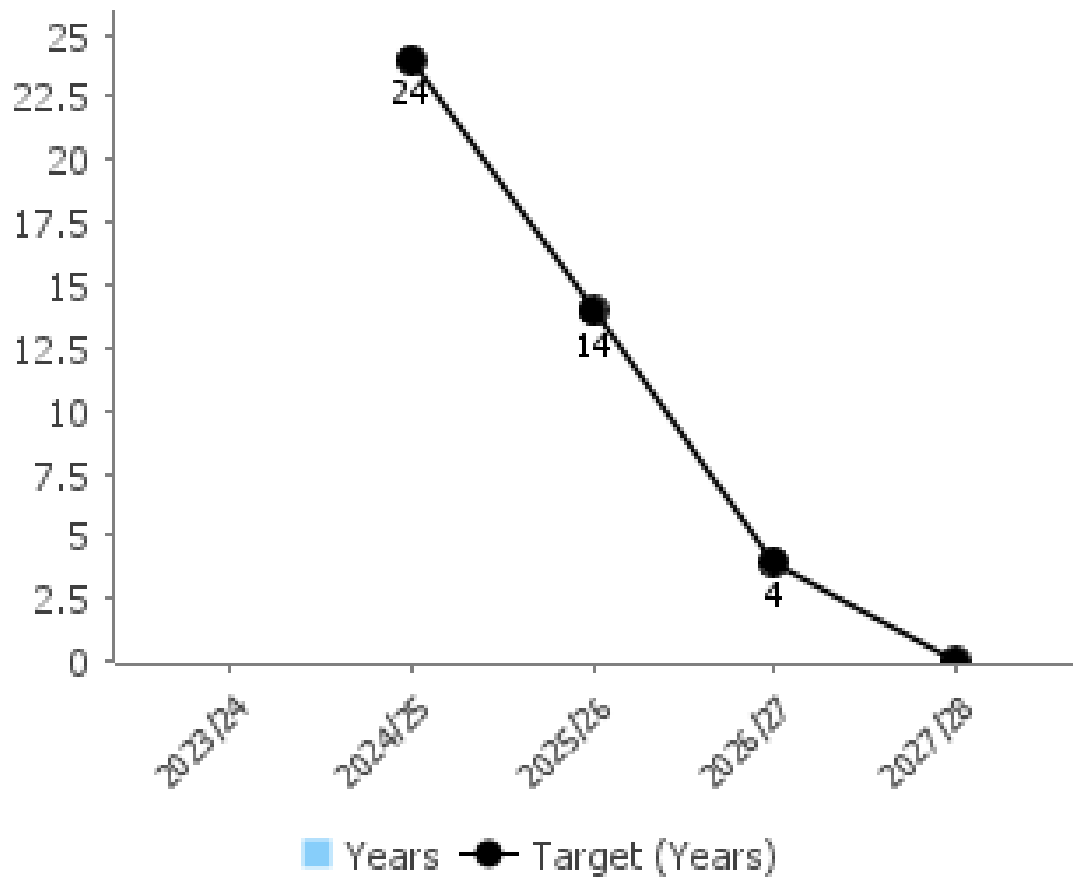
**Aim to Maximise Green (upward long trend)**

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**

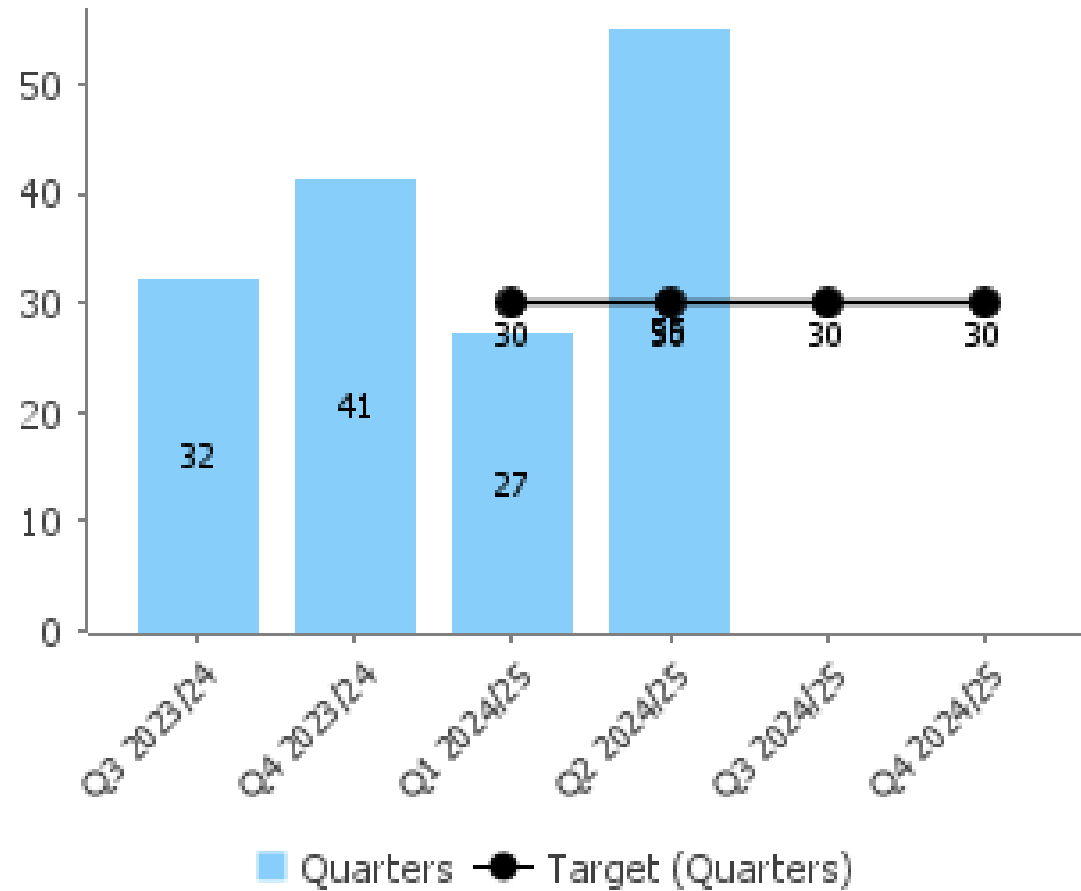
This is an annual performance indicator. Data is due in March 2025. During Q2, it was estimated by the Rough Sleeping Initiative Team (RSI) that there were between 20 and 25 people sleeping rough at any one time. There was an organised count, from 12.00 midnight to 4.00am in late September and the number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



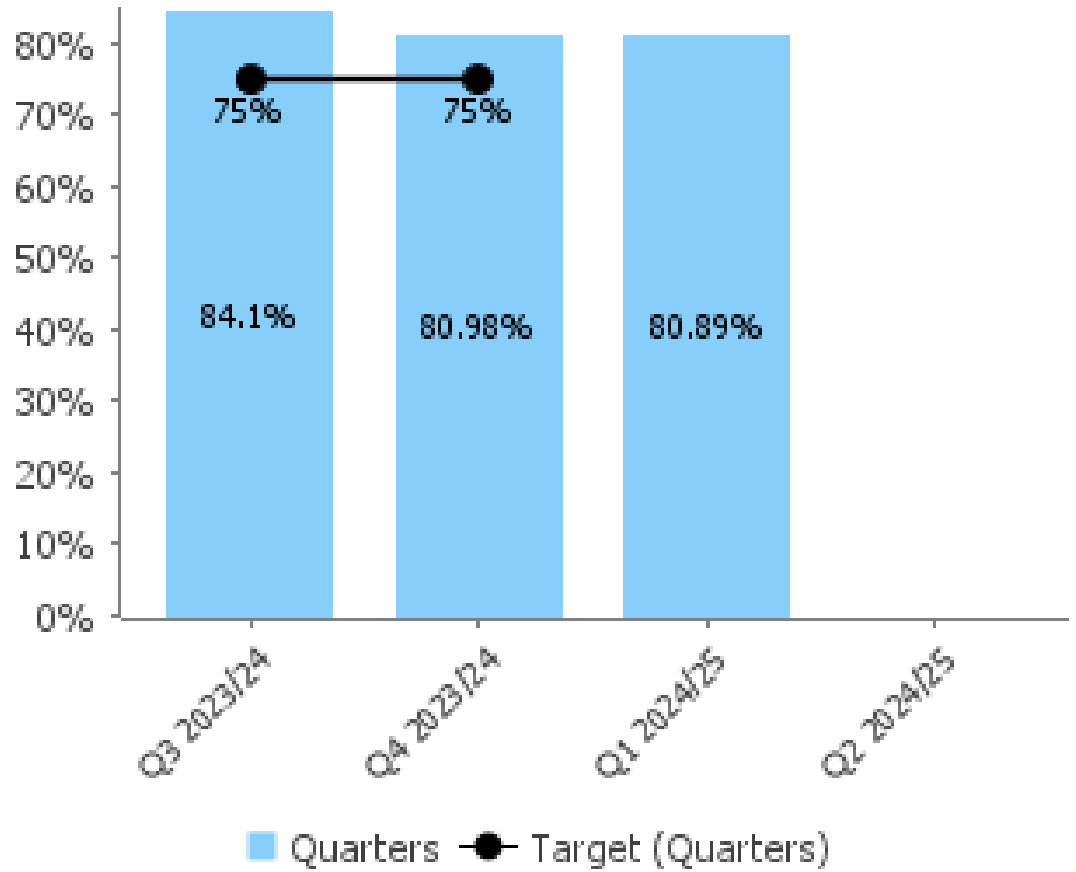
**Assist people with specific accommodation needs including older people, people with disabilities, people needing specialist support and those who find themselves homeless**  
**- 5.05c By 2027/28, 480 people have been assisted to remain in their homes by utilising the disabled facilities grant**



**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.

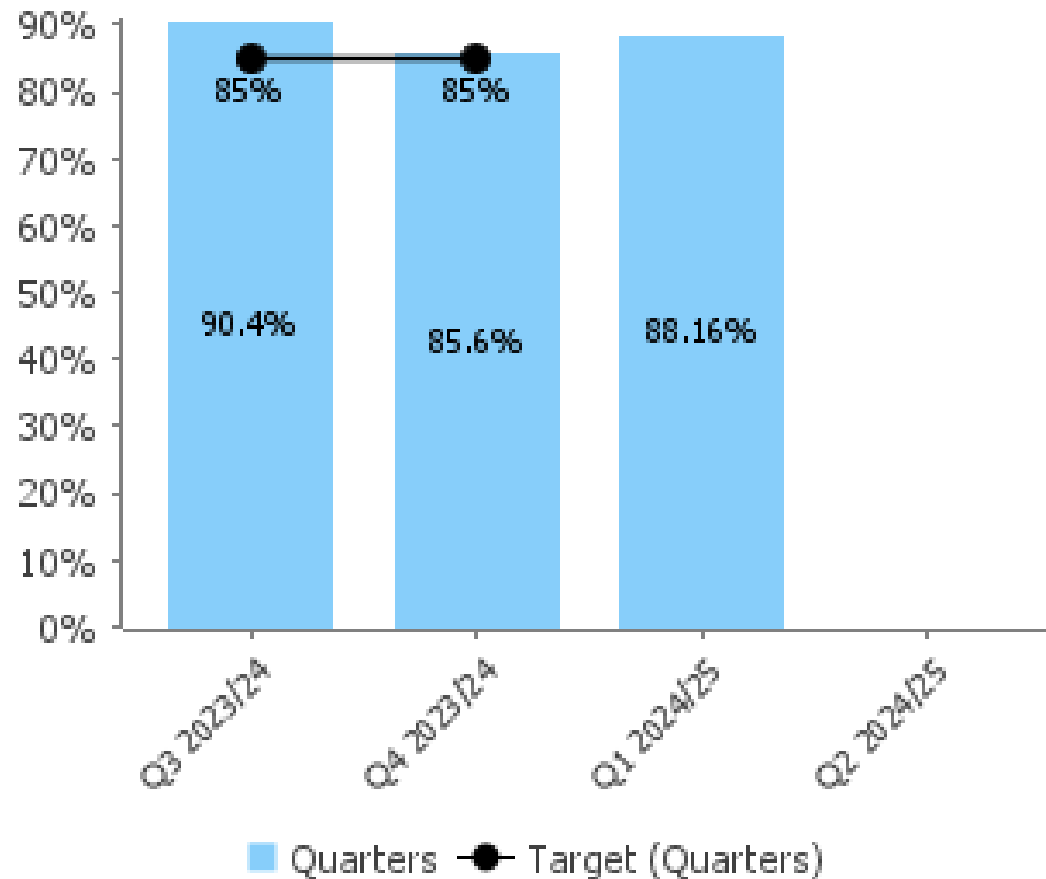
**Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives**  
**- 5.06a Satisfaction with parks and green spaces - direct users CP**



**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.

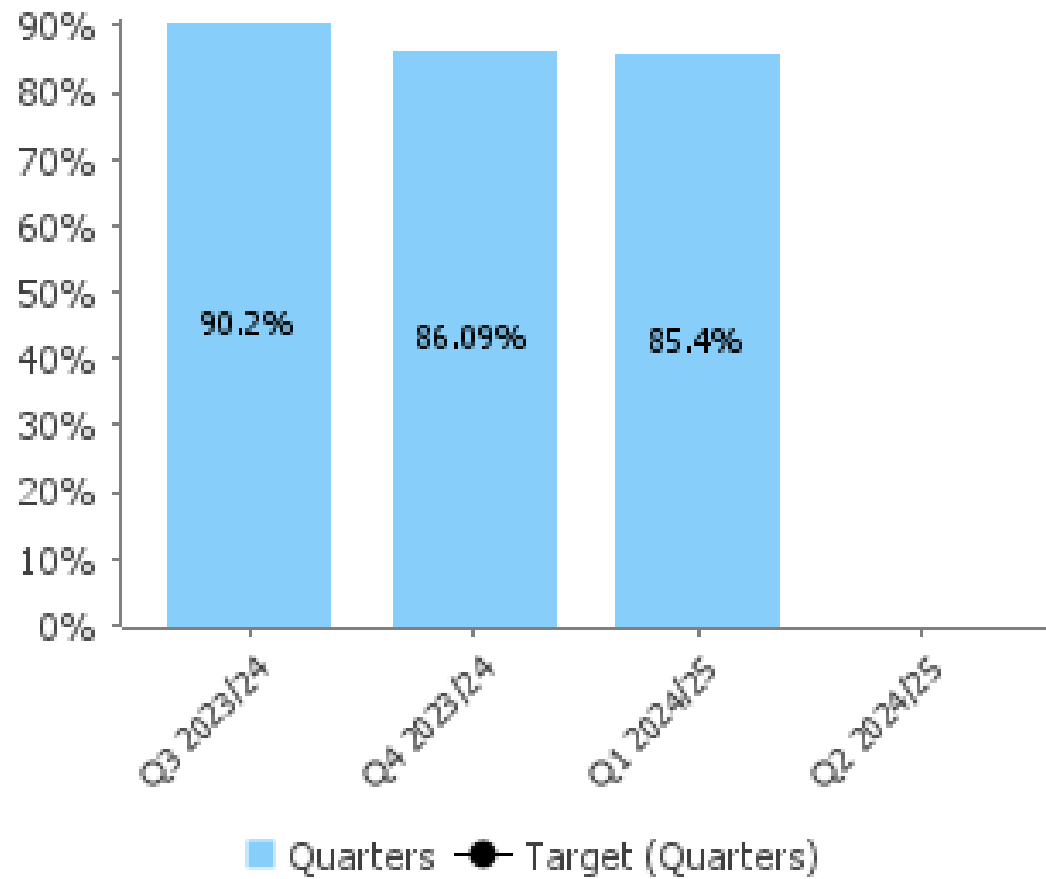
**Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives**  
**- 5.06b Satisfaction with refuse collection - Citizens Panel result**



**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.

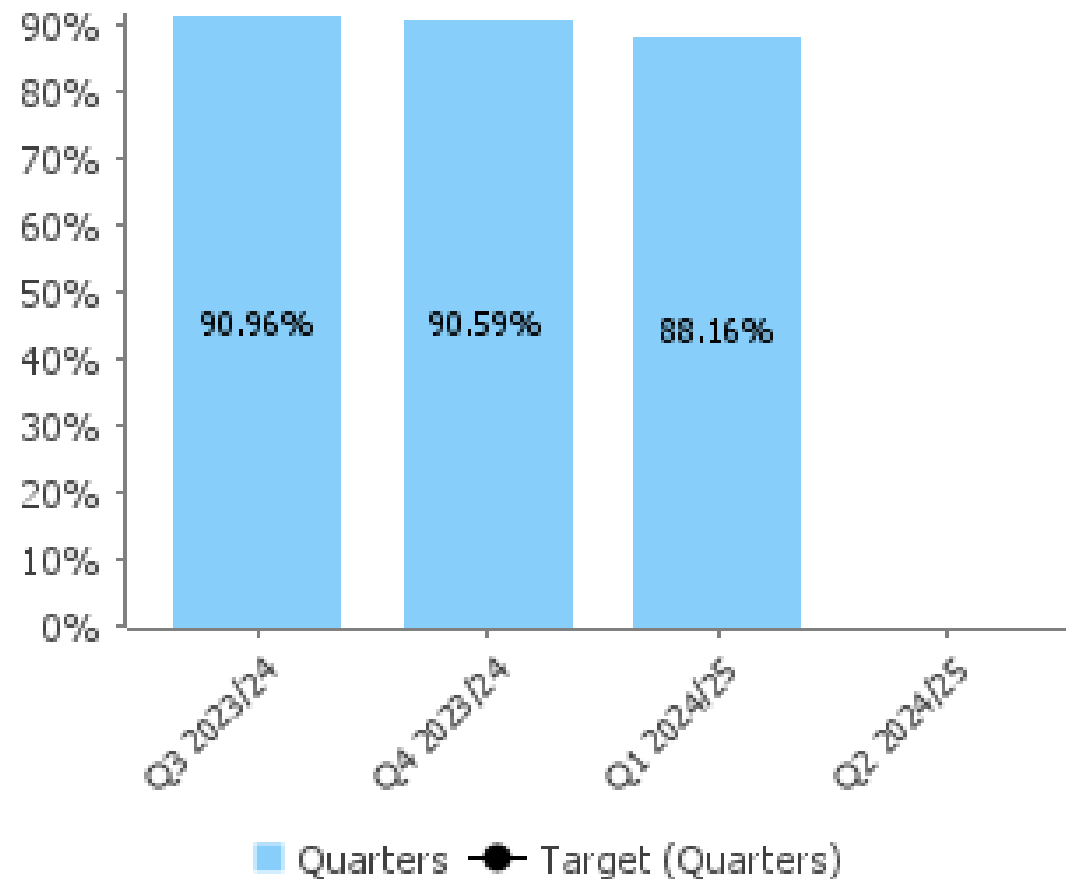
**Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives**  
**- 5.06c Satisfaction with HWRC services – Citizens' Panel result**



**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%.

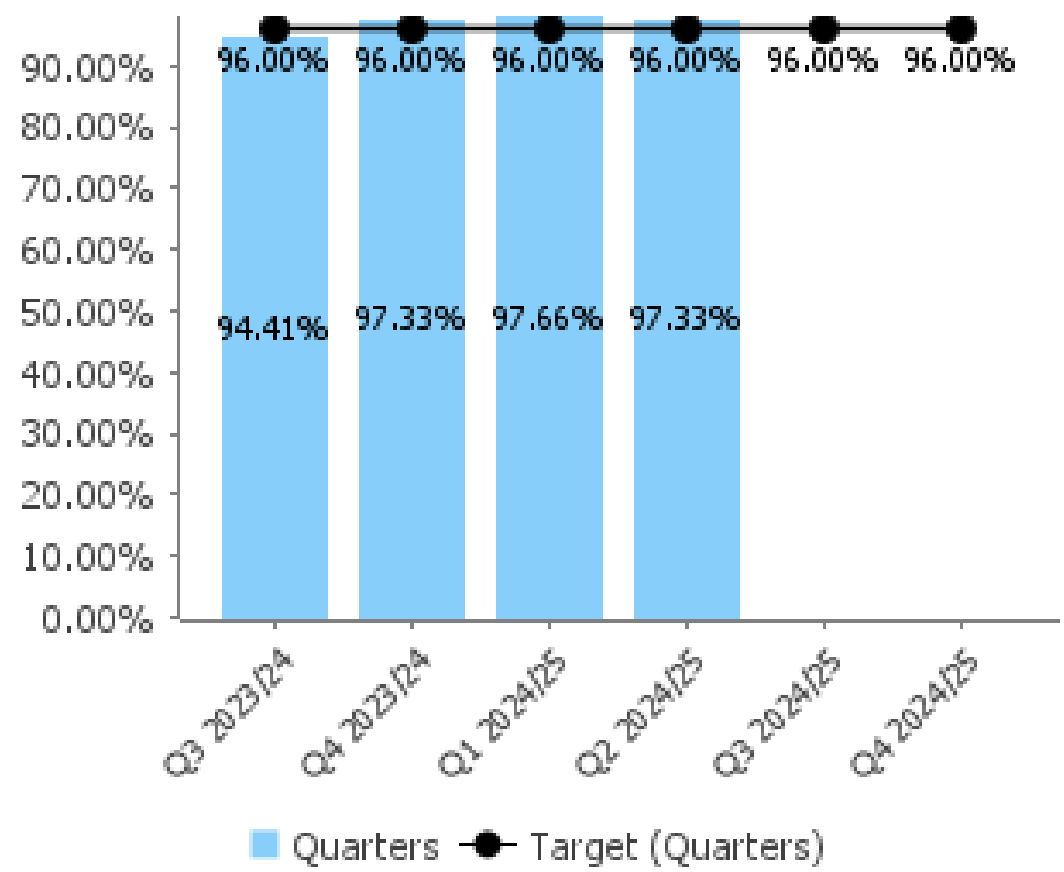
**Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives**  
**- 5.06d Satisfaction with kerbside recycling collections – Citizens' Panel result**



**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**



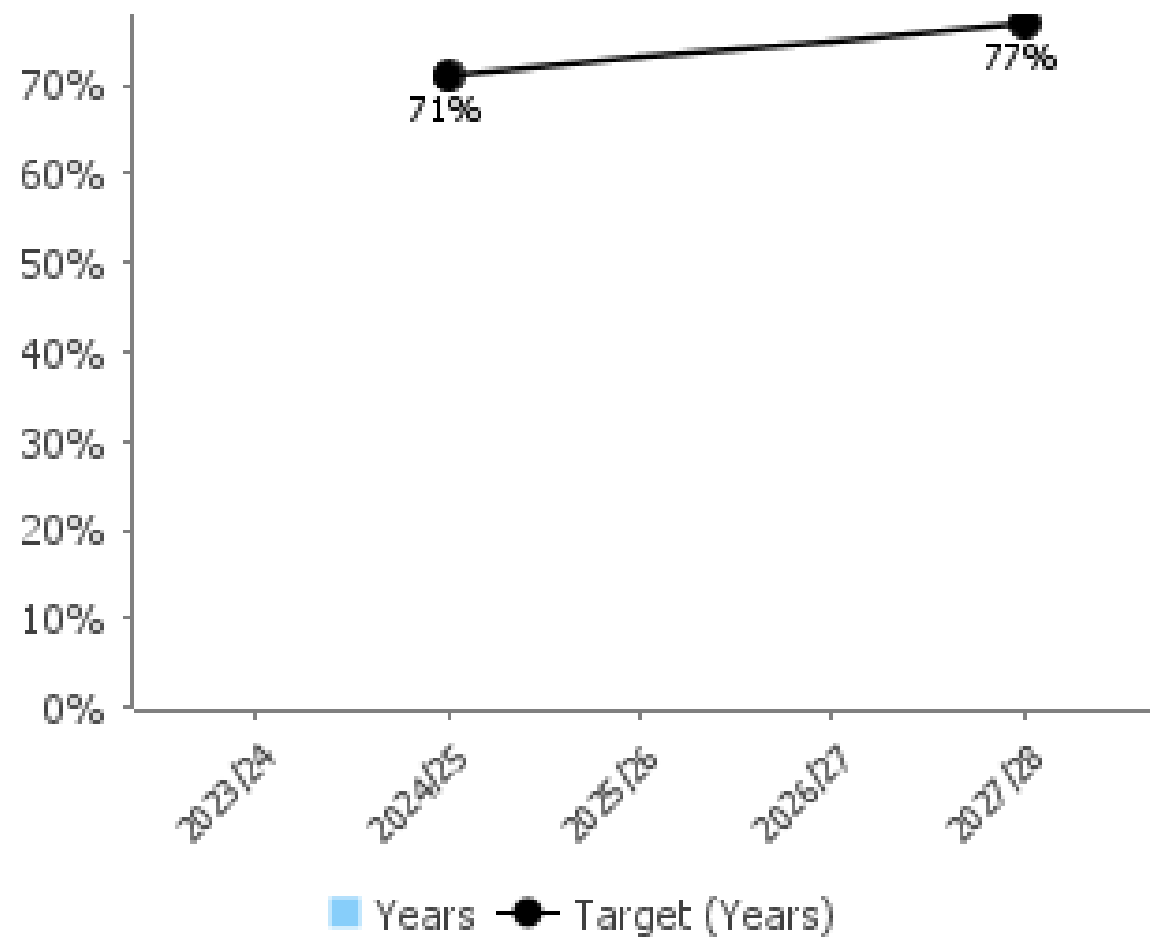
**Aim to Maximise Green (upward long trend)**

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.

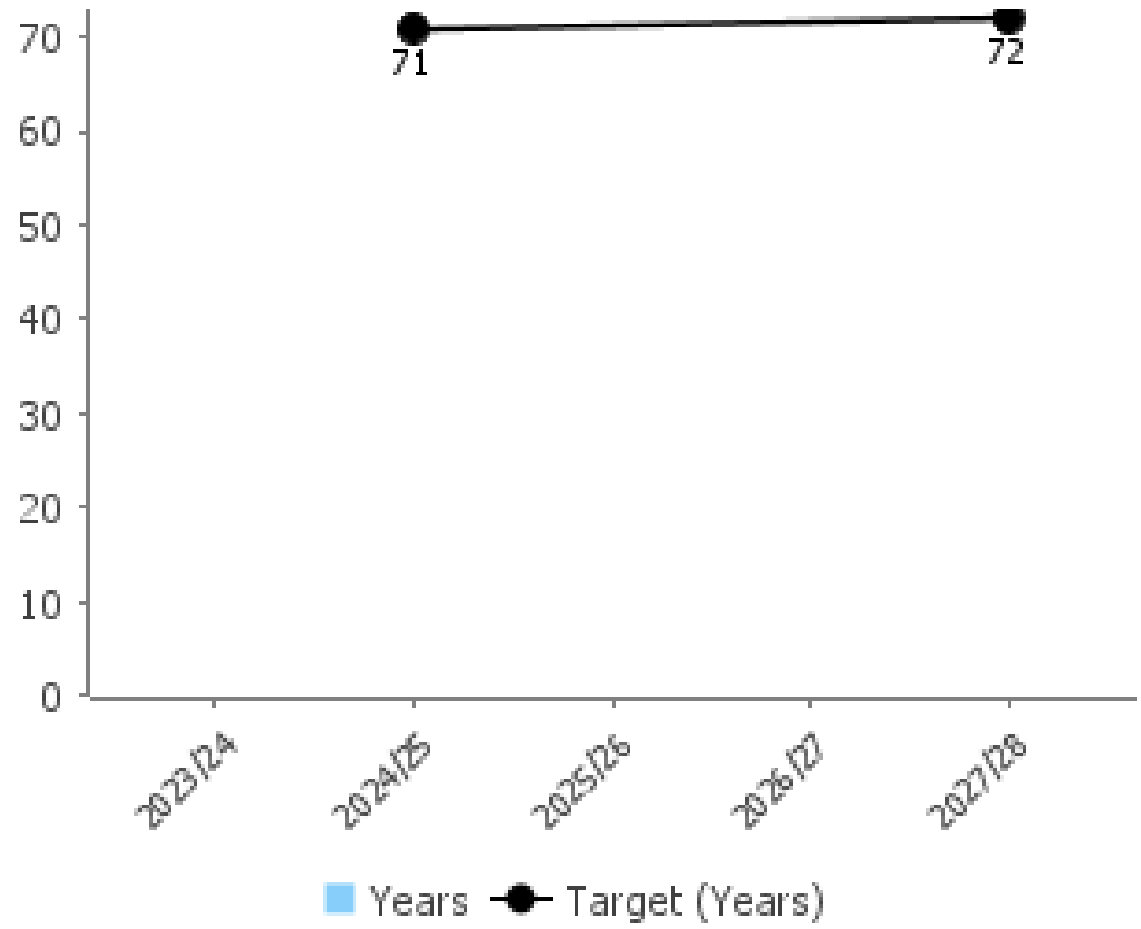
**Ensure the Council's housing stock is good quality, efficient, free from damp and mould and tenants are at the heart of decision making**  
**- 5.07 By 2027/28, tenant satisfaction of overall landlord services has increased to 77%**



**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**

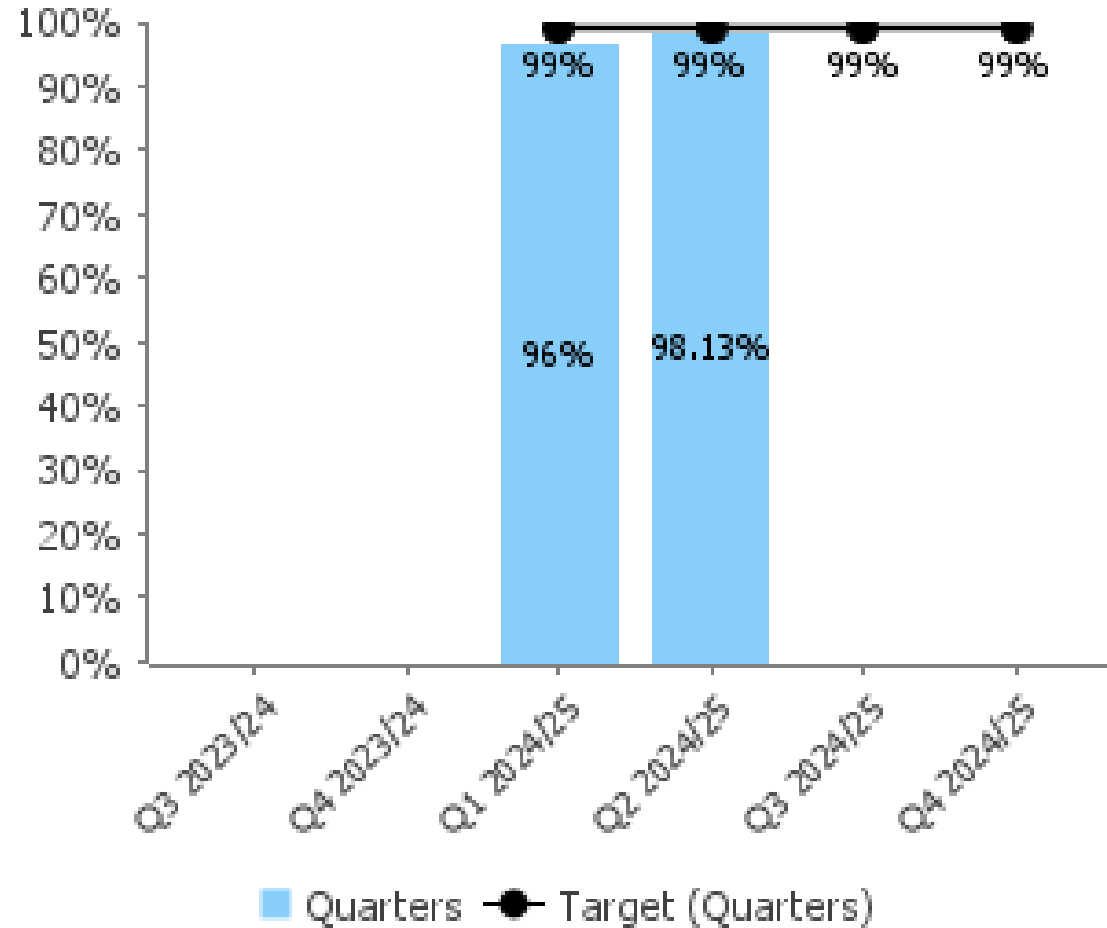


**Aim to Maximise**  
**Data unavailable (no long trend)**  
**Annual PI. Due March 2025**

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.



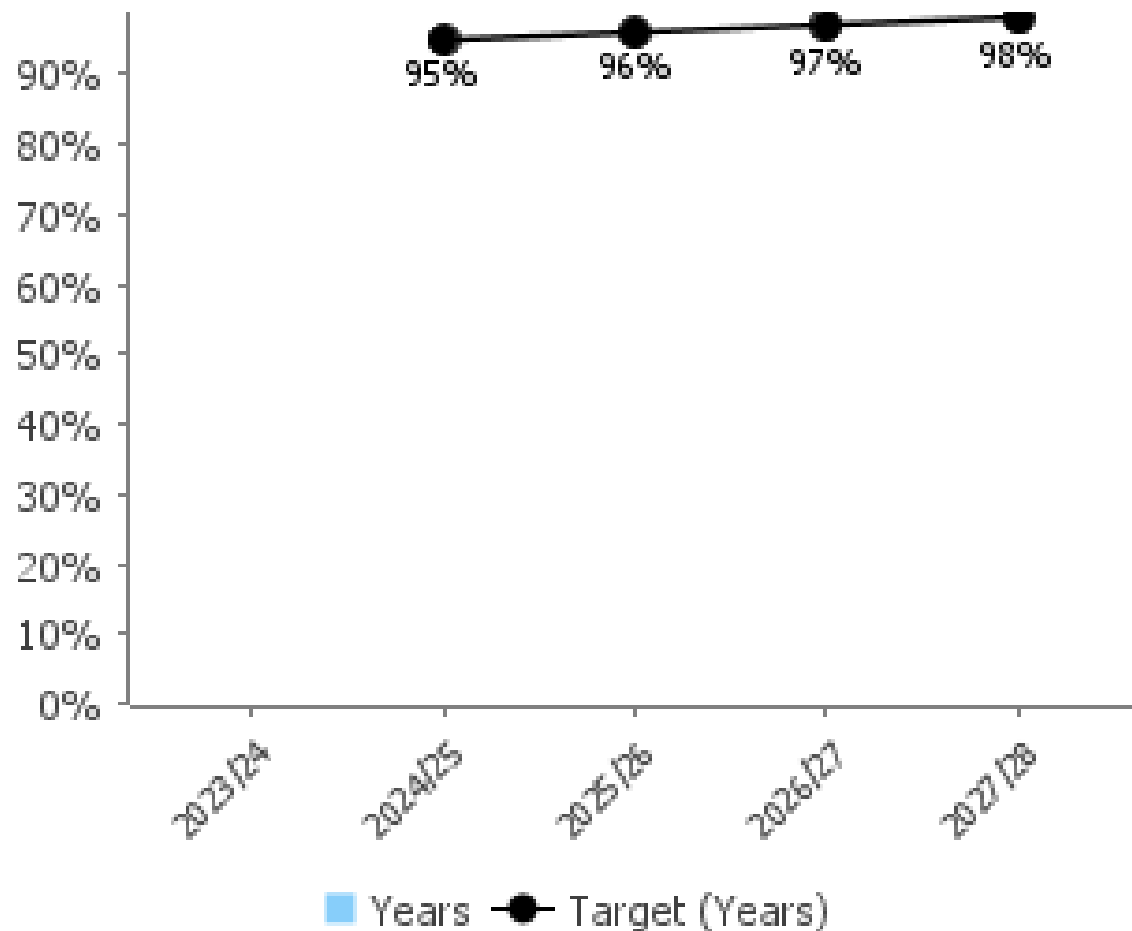
**Ensure the Council's housing stock is good quality, efficient, free from damp and mould and tenants are at the heart of decision making**  
**- 5.09 By 2027/28, the overall Housing Revenue Account (HRA) property compliance is 99%**



**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.