

ONE MEDWAY COUNCIL PLAN

2024/28

Proud to be Medway



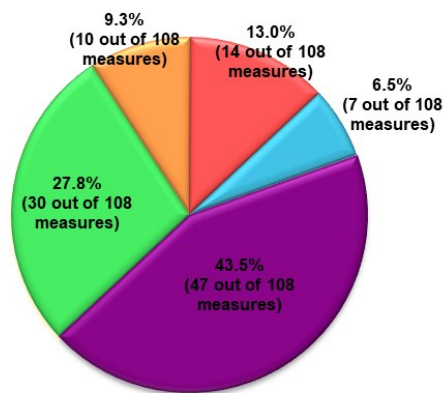
Performance Report

Q3 2024/25 Cabinet

Summary of all performance indicators

There are 108 performance indicators for the One Medway Council Plan 2024/28. We are reporting on 61 performance indicators this quarter.

Performance

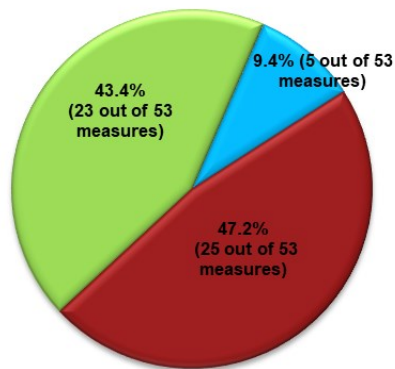


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target
Data means data only. No target set
NA means not available this quarter or annual PI

This chart shows the performance for all the measures:

- 27.8% (30 out of 108 measures) met or exceeded target.
- 9.3% (10 out of 108 measures) were slightly below target (less than 5%).
- 13.0% (14 out of 108 measures) were significantly below target (more than 5%).
- 6.5% (7 out of 108 measures) were data only or status unavailable.
- 43.5% (47 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 53 measures:

- 43.4% (23 out of 47 measures) had an upward long trend.
- 9.4% (5 out of 47 measures) had a static long trend.
- 47.2% (25 out of 47 measures) had a downward long trend.

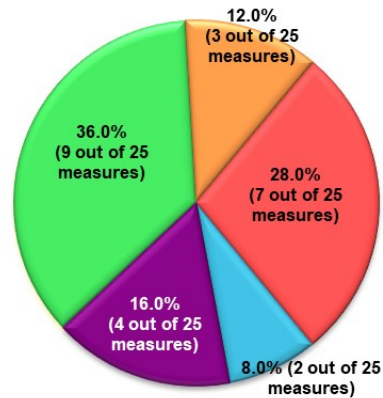
Delivering quality social care and community services

- 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. We are reporting on 21 performance indicators this quarter.

Performance

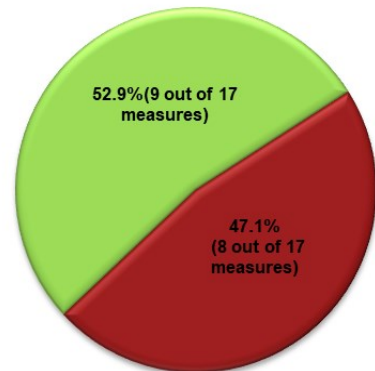


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target
Data means data only. No target set
NA means not available this quarter or annual PI

This chart shows the performance for all the measures:

- 36.0% (9 out of 25 measures) met or exceeded target.
- 12.0% (3 out of 25 measures) were slightly below target (less than 5%).
- 28.0% (7 out of 25 measures) were significantly below target (more than 5%).
- 8.0% (2 out of 25 measures) were data only or status unavailable.
- 16.0% (4 out of 25 measures) were not available or annual PIs.

Direction of Travel

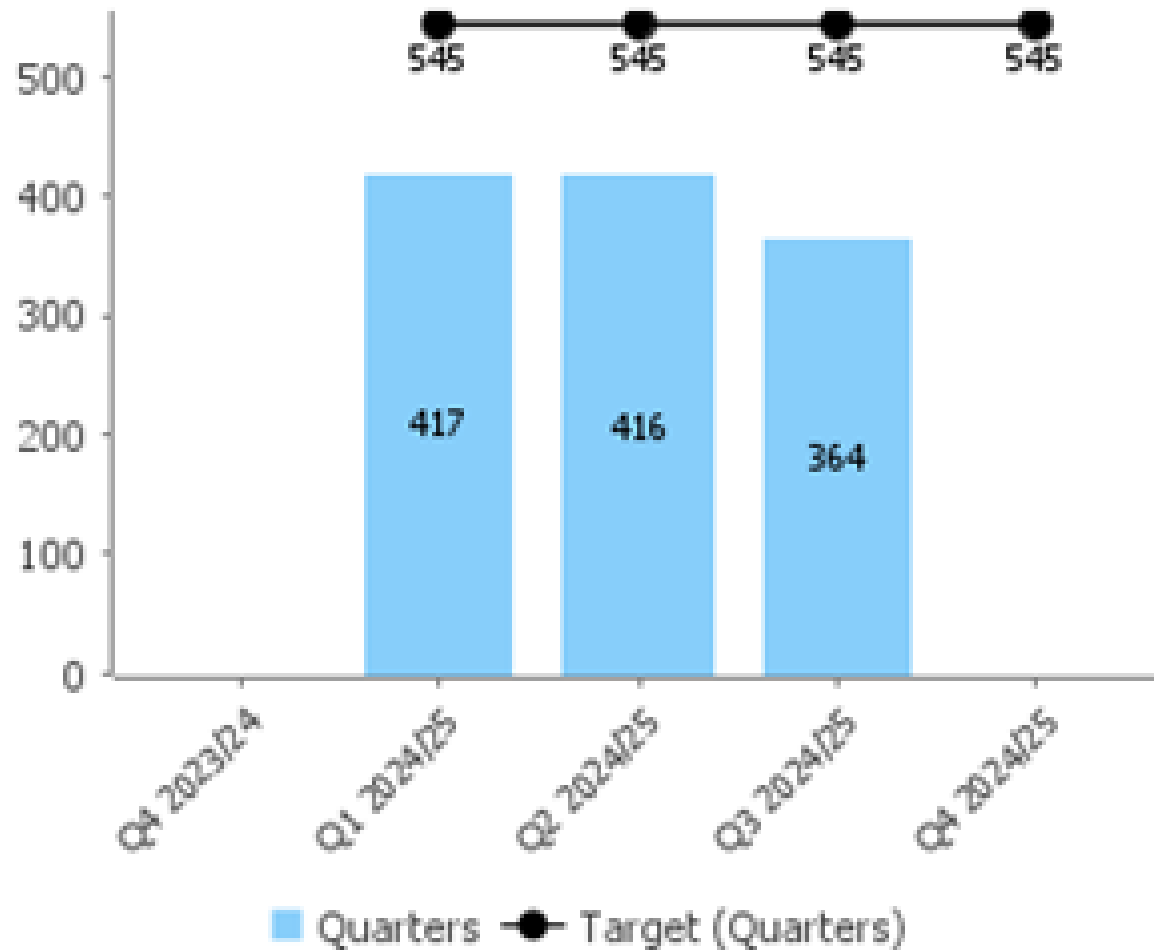


Direction of Travel - key
Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 17 measures:

- 37.5% (9 out of 17 measures) had an upward long trend.
- 0.0% (0 out of 16 measures) had a static long trend.
- 47.1% (8 out of 17 measures) had a downward long trend.

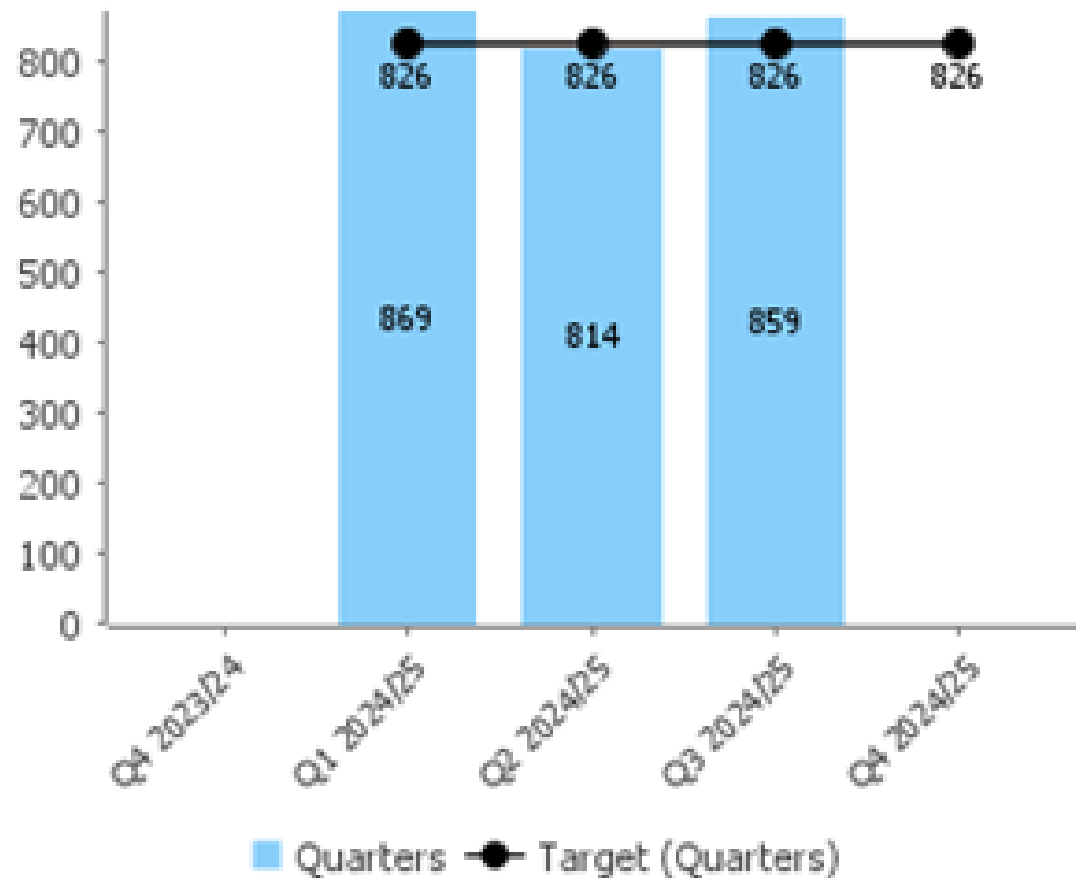
Provide effective, targeted support for our most vulnerable residents to enable them to fulfil their potential and improve their quality of life
- 1.01a By 2027/28 more families are accessing targeted early help provision than at 31/3/24



Aim to Maximise
Red (downward long trend)

Currently there are 364 families with open targeted early help held by the local authority. This is 33% (181 families) below target and 12.5% (52 families) below the Q2 outturn. Since a peak in March 2024, which marked the highpoint of a 6-month upward trend there has been a steady decline. Family Solutions have a lower number of families open at the end of Q3 than in Q2. However, they are meeting the current need in respect of the contacts being assessed as needing targeted early help. Contacts progressing to targeted intervention rose by 50 during this quarter and are now all accessing a service. Further analysis is needed in respect of the targeted invention that is being provided by partners and is therefore being passed to a lead practitioner, and not progressing to family solutions.

**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**

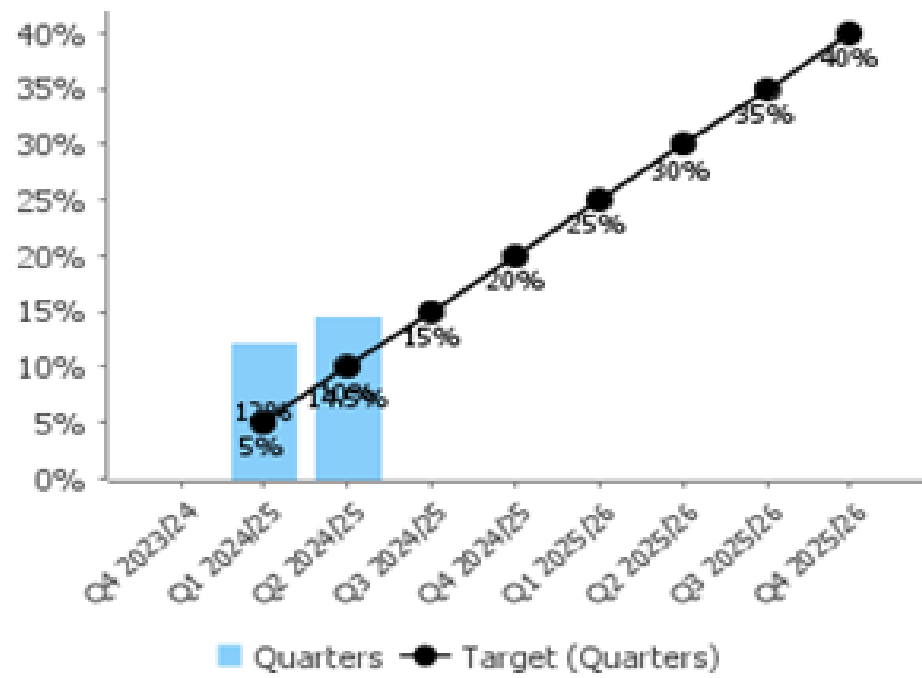


**Aim to Minimise
 Amber (downward long trend)**

At the end of Q3 there were 529 Child in Need (welfare) Plans open, and 330 Child protection plans open. Over the course of the quarter there has been a 5%, (45 children) in the number of children with open plans. The numbers of children on a CIN plan have risen by 2% (12 children) and those on a CP Plan have risen by 11% (33 children). The number of children on CP plans has risen, in part, due to a rise in families with multiple siblings, beginning plans. The rate of CP is 49 per 10,000, which is higher than the 42 per 10,000 National rate and the 36 per 10,000 statistical neighbour rate. National and statistical neighbour rates are falling compared to rising rates in Medway.

Q3 saw an increase of 227 referrals progressing to statutory intervention and this would have a direct impact on our Child in Need and Child protection numbers. The 11% increase in our Child Protection cohort, is in part due to a rise in families with multiple siblings. The Child in Need reviewing officer and Child Protection Service manager continue to work alongside practitioners to ensure that families are open to the right level of intervention.

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 (upward long trend)

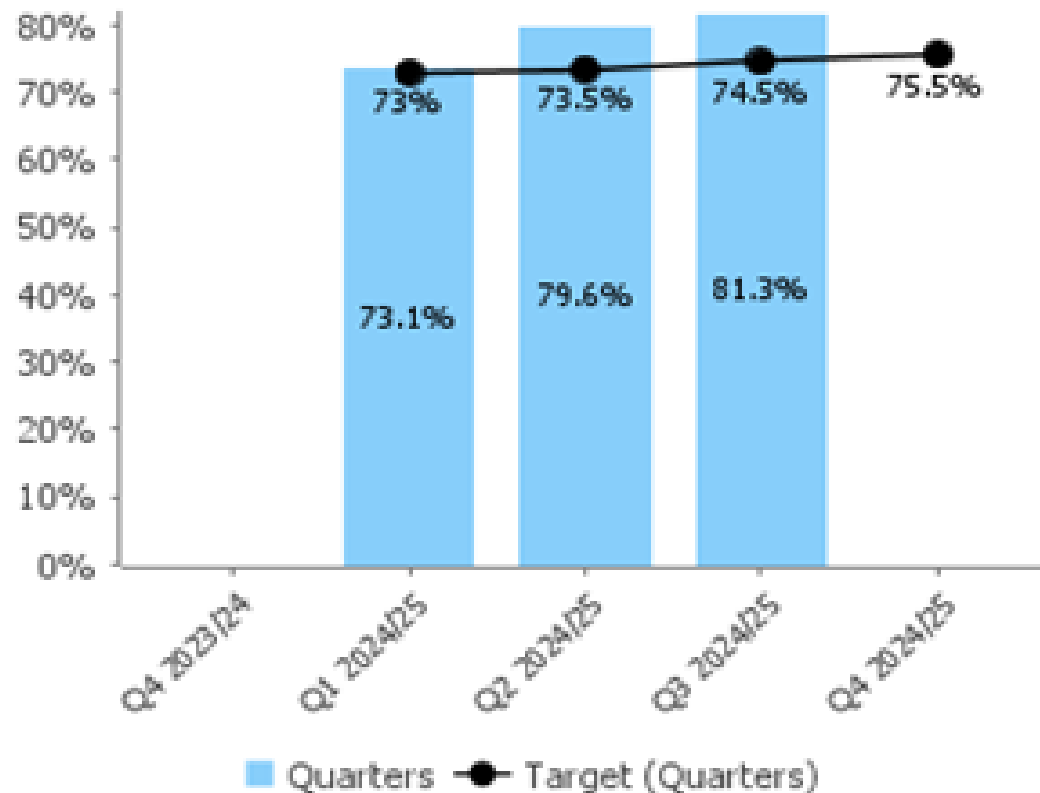
Reported in arrears. By 2027/28, 80% of commissioned domiciliary care workers will have undertaken Making Every Contact Count (MECC) training. The Support to Live at Home Service requires that service providers ensure their employees undertake MECC Training. There are currently 13 Service Providers appointed to the framework who deliver Homecare and 2 Providers across 5 Extra Care Schemes. Combined they employ 517 staff, 75 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 signposting them to different services. MECC training, provided by Public Health, explains the principles of MECC. It covers local services that help people stop smoking, maintain a healthy weight, reduce alcohol related harm, and improve their mental health and wellbeing.

Target
 The contract requires 20% of staff be training in MECC by the end of year one and for each year thereafter giving a total of 80% of staff trained by 2028. There was one training session available for MECC training (July 2024). Each session accommodates 18 people.

Outcome
 During Q2 2024/24, 14.5 % of the providers workforce had undergone MECC training, exceeding the 10% target.

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)

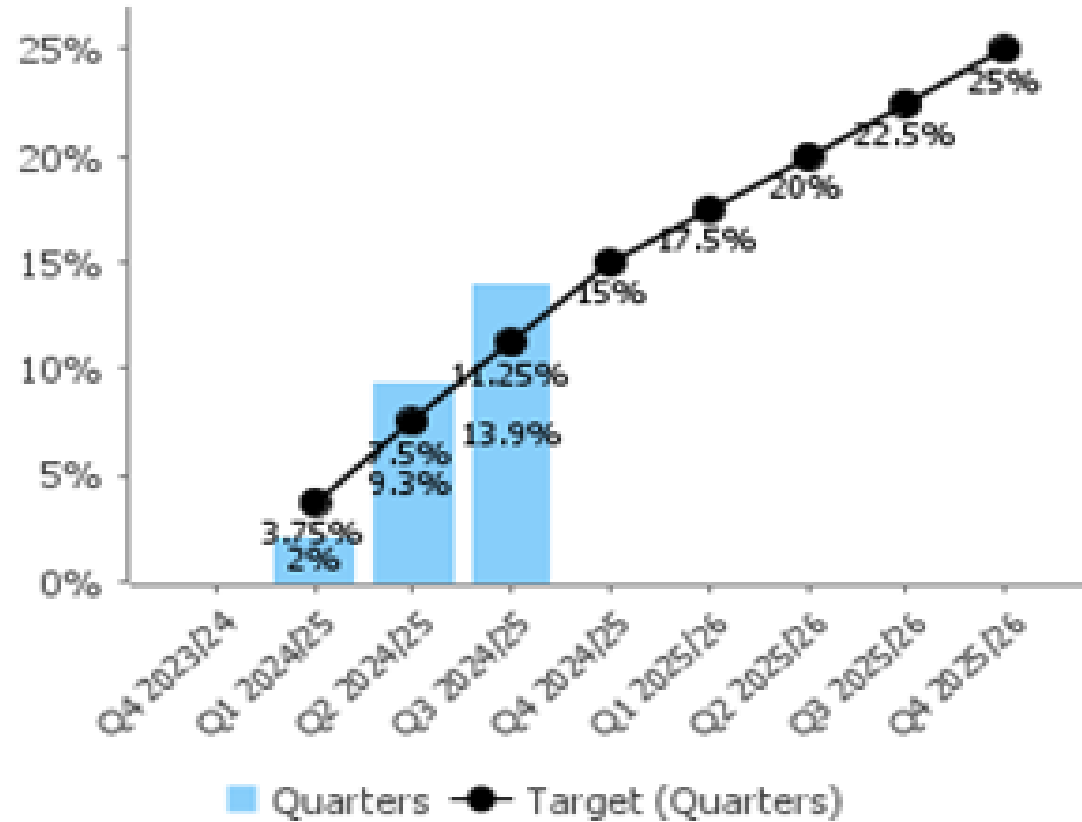
Due to a data incident within MCH the data needed to calculate this measure for December is not available. In November 81.3% of new short-term clients did not receive ongoing services, which exceeds the target and is 0.7pp higher than Q2. However, this figure may be recalculated once the MCH data is resolved.

The 2023-24 National outturn was 79.4% and 80% in the South East.

A Social Work & Occupational Therapy pilot that seeks to triage new work to Adult Social Care has been in place for 6 months. The pilot seeks to identify where joint visits, at the earliest opportunity, can be undertaken in order to provide advice & signposting, equipment or an enablement package of care to maximise independence. This has proved successful in preventing, reducing and delaying the need for ongoing services and has produced positive outcomes. The pilot is currently taking place in Locality 1 and additional resource has been secured via transformation funding to roll this work out across all 3 Localities.

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

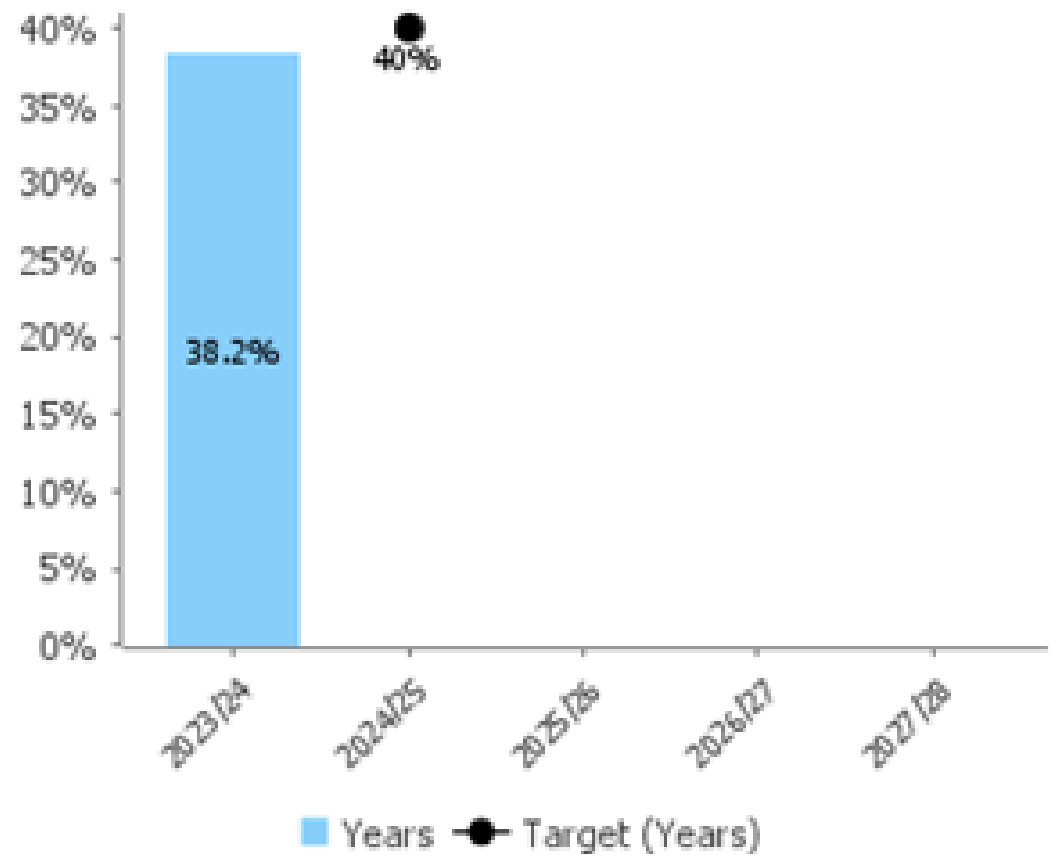
- 1.04 Assistive Technology for long-term care or reablement in adult social care



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 indicator is cumulative. LTC users are clients that use this service to support care packages with no end date. Installations in Q3 2024/25 met and exceeded the target and remain on track to meet the 15% target for the year. Historically, client numbers increase monthly in Q4. The dedicated Assistive Technology champion sits within the Adult Social Care localities and review team. This role looks to increase awareness and referrals for assistive technology by the adult social care work force. ENB is where users are helped to further improve out of the hospital setting for a period of up to six weeks. Numbers in Q3 2024/25 are slightly below target, however expectations are that the final year target will be achieved. The services have met and exceeded the combined target of 11.25% in Q3, with a 13.9% 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.

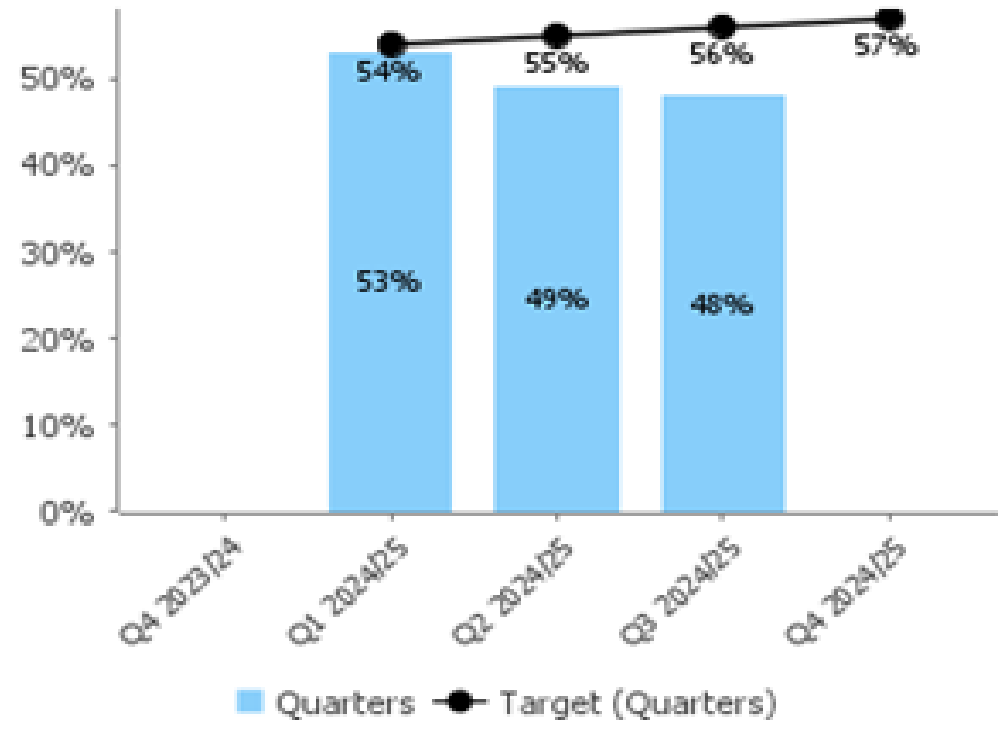
Ensure that services support children in care to thrive, fulfil their potential, build meaningful relationships and make good transitions to adulthood, so that they can live as independent lives as possible in their communities
- 1.05 Children kept close to home and community



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

By 2027/28, the number of children we keep close to their homes and community in Medway will increase. The value for 2024/25 will be available in March. Recent data published by Ofsted highlights challenges faced nationally around the availability of local placements. Ofsted highlighted an overall loss of 765 carers nationally compared to 2021 with 4,820 households resigning from caring. The Fostering Network estimates a further 6,500 fostering families are needed in England. Changes in regulations for children living in supported accommodation have had an impact on availability of placements close to home, we continue to actively work with providers to ensure compliance with Ofsted and grow local provision. The two contributing factors have had an impact on local availability, with the holiday period being one of the busiest and most difficult times of year for availability.

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

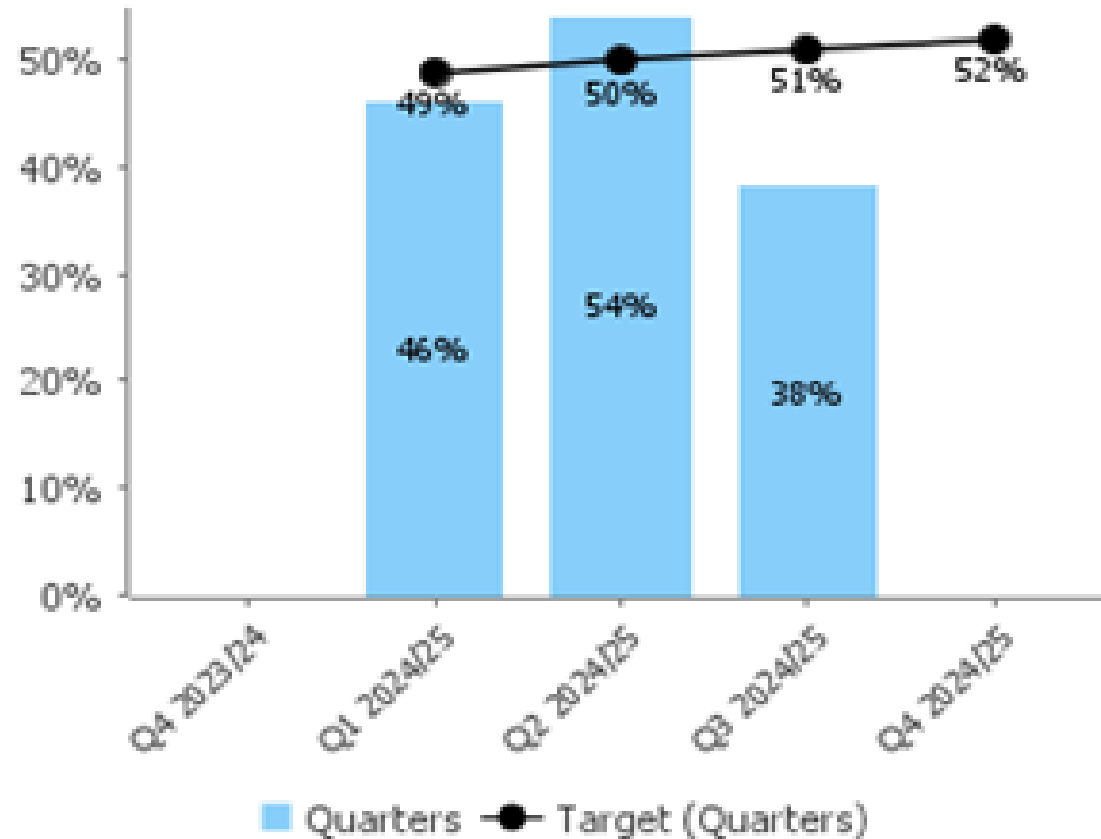


Aim to Maximise
Red (downward long trend)

There has been a 1pp (2%) drop since September 2024 with the outturn now below 50%. Over the course of this year there has been a drop permanence of 5pp, 9%.

The service has now implemented actions to ensure that a timely agreement is gained at fostering matching panels for long-term fostering for children, where this is appropriate. Due to the actions taken, there is expected to be a percentage increase in Q4.

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%



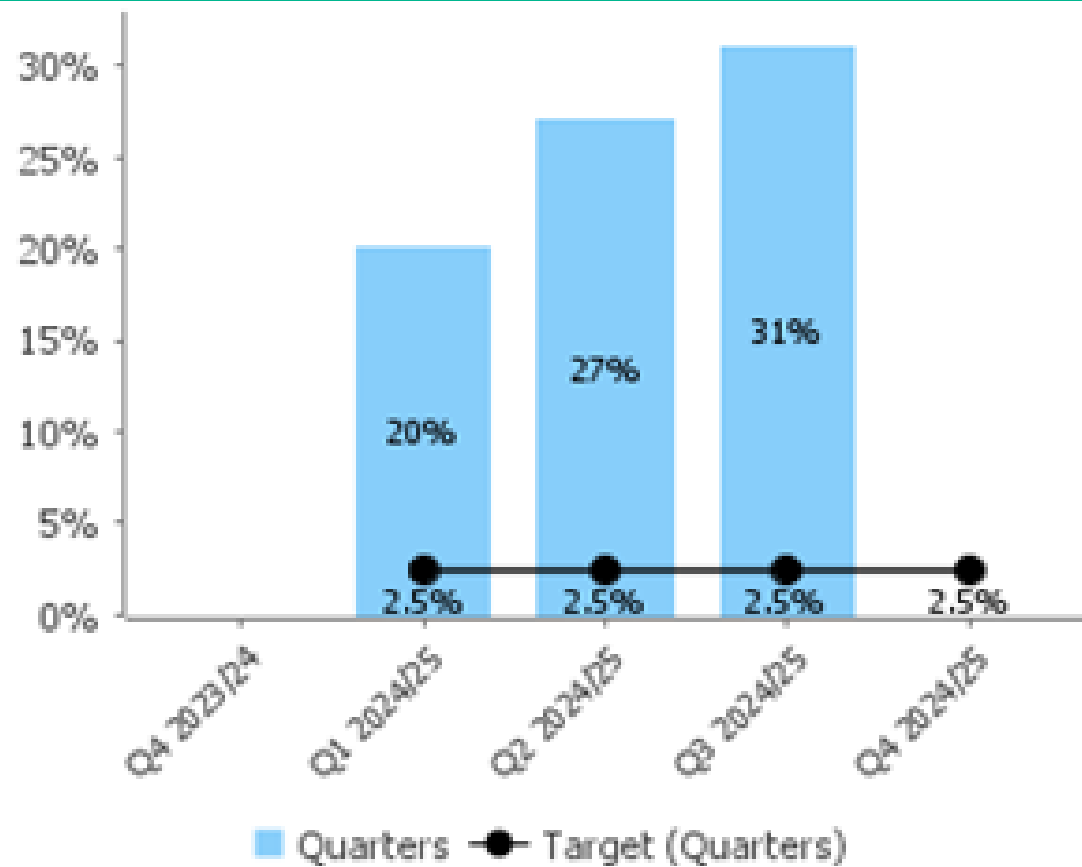
**Aim to Maximise
Red (downward long trend)**

Data is produced a month in arrears so relates to November 2024. Currently 38% of the cohort are in employment, education or training. This is a drop of 16pp.

The most recent national outturn is 64%, 2pp higher than statistical Neighbours at 62%

The service continues to work towards achieving the 60% target, and positive progress continues to be made and the expected outturn for December is expected to be closer to 57%. The service manager continues to provide robust monitoring and scrutiny of this cohort of young people through the EET/Neet Panel.

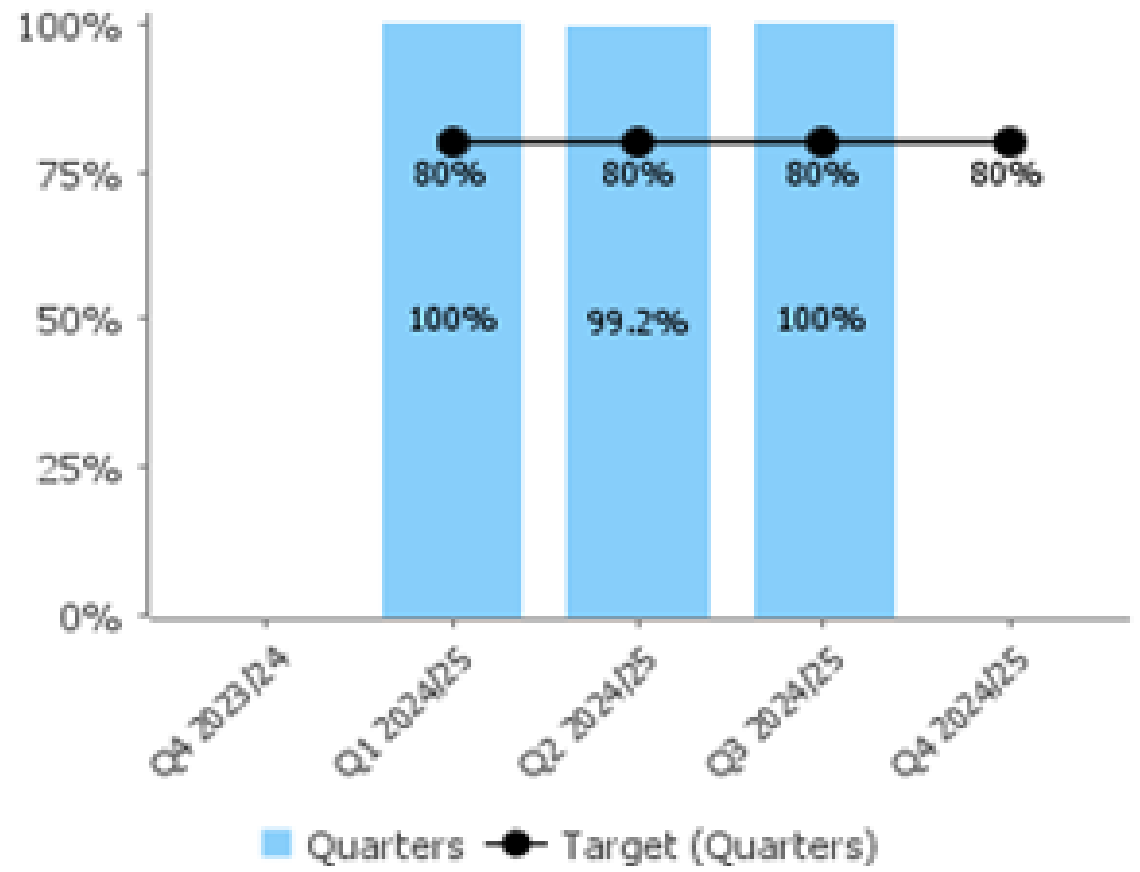
Provide creative, cultural and community services and facilities across Medway that everyone can access and benefit from
- 1.08 By 2027/28, 10% of Medway Adult Education’s learners will be new to the service each year, ensuring that access to education is being provided



Aim to Maximise Green (upward long trend)

Data as at 17 December for Q3 of Financial Year 24/25 (October 2024 – December 2024). Data extracted from Terms Management System. As this period included the beginning of the academic year Adult Education welcomed 283 new enrolments to the services from 918 in total. 104 of these learners enrolled on ESOL courses and 36 of these learners started on Vocational Skills courses which includes digital skills, counselling and supporting teaching and learning. The number of learners enrolled on Multiply courses has reduced from 168 in Q2 to 27 in Q3. The funding for this contract as it is ends at the end of Q4 and Adult Education is on track to achieve therefore enrolments are expected to decrease. Of the remaining 85 new learners, five are new apprentices, 38 on community learning courses, 15 on English courses and 27 on Maths.

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%

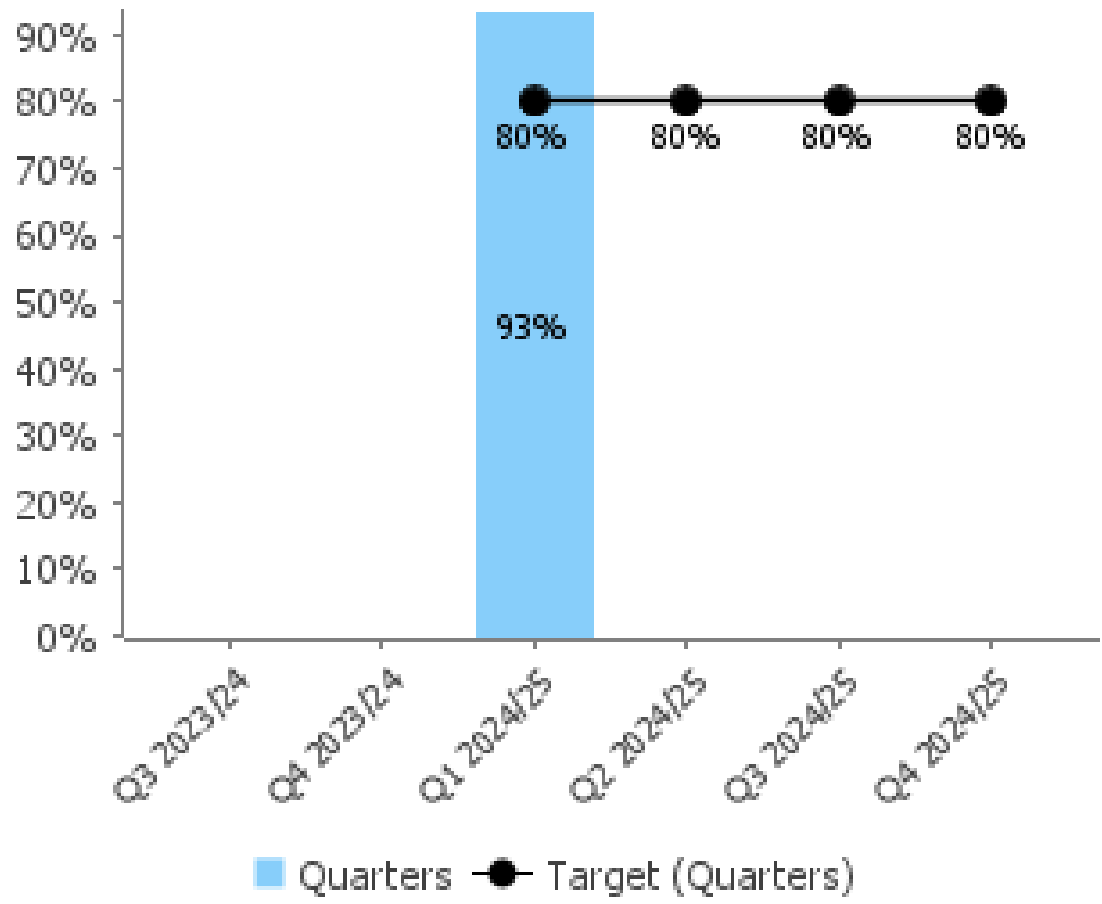


Aim to Maximise Green (upward long trend)

Q3 satisfaction surveys were held in Twydall, Lordwood, Grain and Strood, which have not generally been affected with unscheduled closures as other locations have. Satisfaction rates and customer feedback are representative of the customer service standards upheld by staff and the high quality of the library service offer. Notable feedback in Q3 includes the following:

- "Friendly staff, great activities, helpful, pillar of community, thank you."
- "My happy place. It has been a lifesaver since my husband died as I don't like sitting at home on my own and I come here on a Friday for knitting club."
- "Patient, helpful, friendly, direct, accessible."
- "Today as always it is a pleasure to use the library. Your staff without exemption - are always helpful, polite and professional."

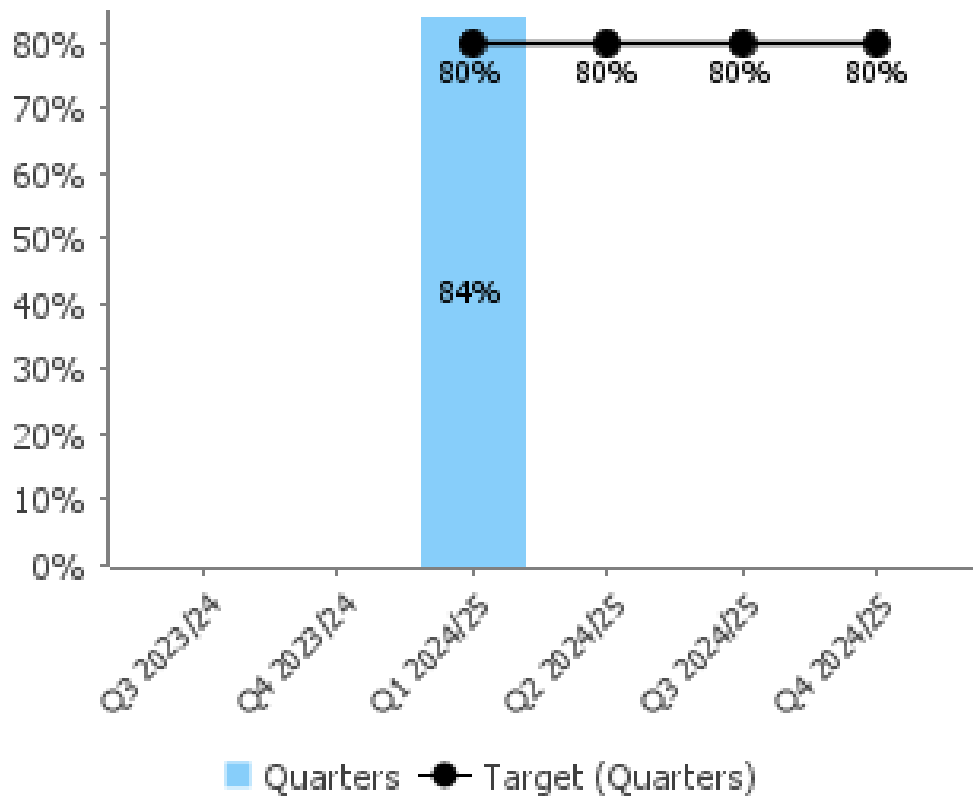
Provide creative, cultural and community services and facilities across Medway that everyone can access and benefit from
- 1.09b By 2027/28, the satisfaction rates across theatres exceeds 80%



Aim to Maximise
Data unavailable (no long trend)

Satisfaction ratings for Q2 and Q3 will be available in Q4

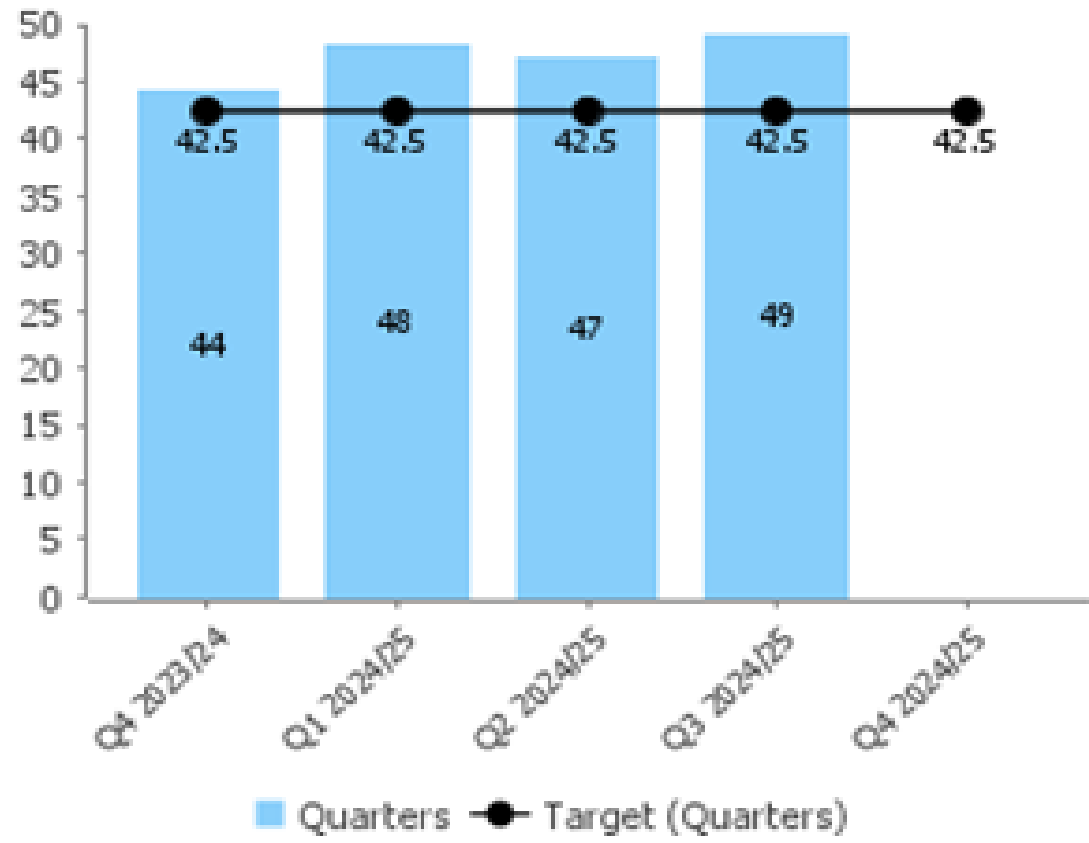
Provide creative, cultural and community services and facilities across Medway that everyone can access and benefit from
- 1.09c By 2027/28, the satisfaction rates across festivals and events exceeds 80%



Aim to Maximise
Data unavailable (no long trend)

This performance indicator is reported a quarter in arrears.
The results of surveys for Rochester Christmas Markets will be available in Q4 2024/25.

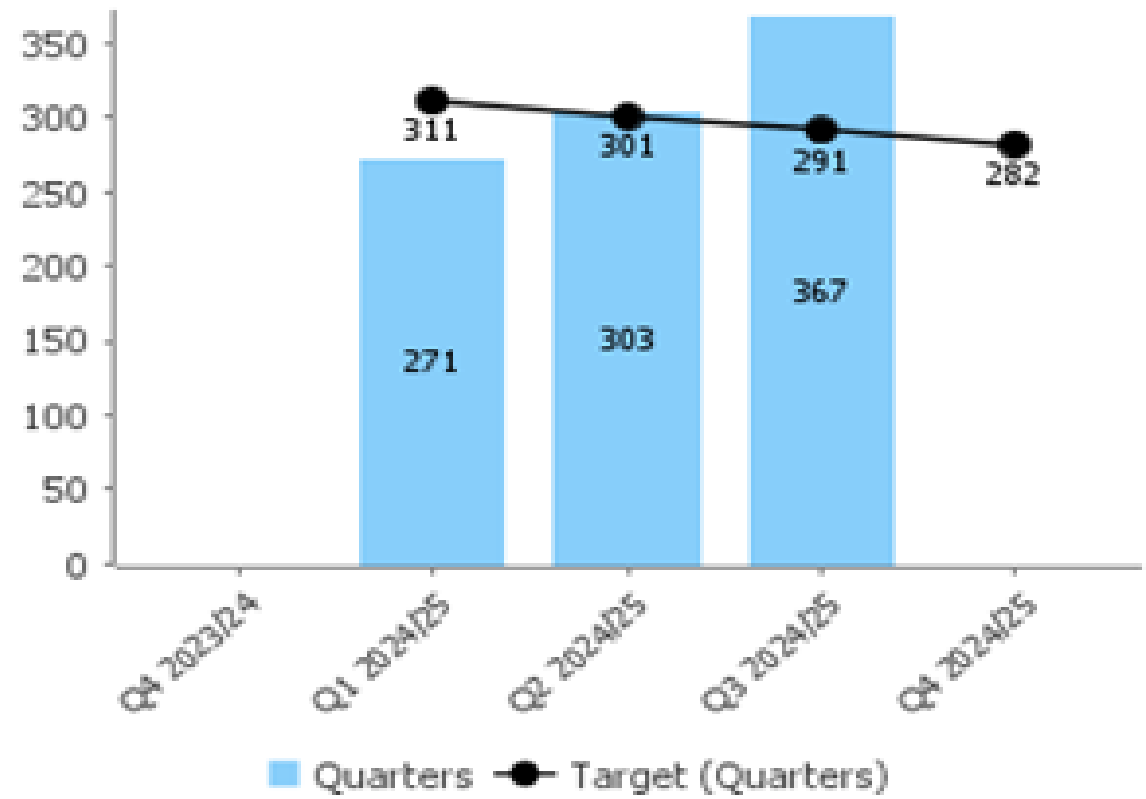
Support our children and young people to ensure they are safe, secure and stable
- 1.10 By 2027/28, the rate of children (0-17 years) subject to a child protection plan is between 40 and 45 per 10,000



Goldilocks
Red (downward long trend)

Child protection numbers and subsequently rates have risen over the quarter. There are now 330 children on a CP plan, pushing the rate up to 49 per 10,000 population. This has been caused, in part by several multi sibling families being put onto plans. Medway's rate is higher than the national (42) and statistical neighbour (36) rates. Both national and neighbour rates are declining, whereas Medway is rising. The Service continue to Review Child protection numbers, which have risen. This has been caused, in part by and increase in referrals leading to statutory intervention and several multi sibling families being put onto plans. Medway's rate is higher than the national (42) and statistical neighbour (36) rates.

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



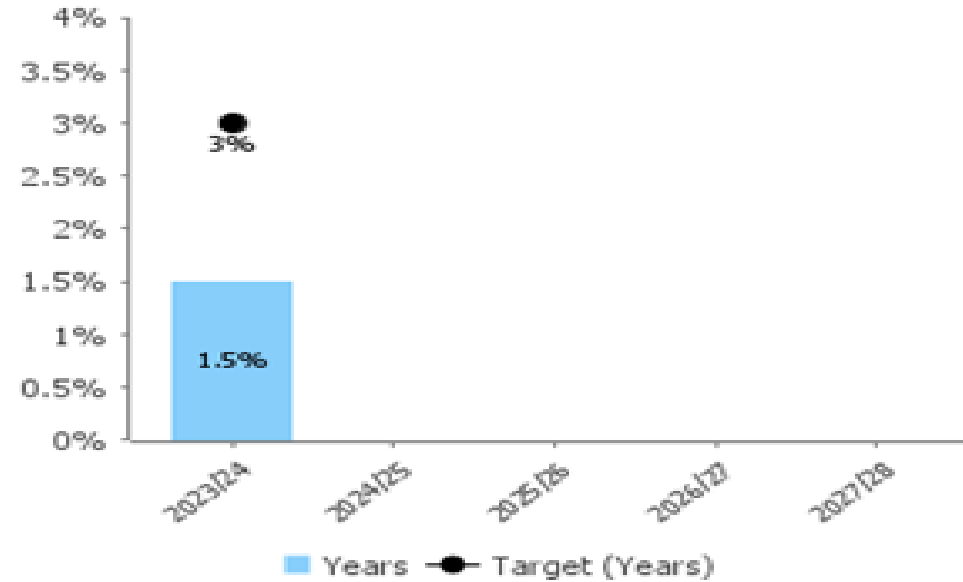
**Aim to Minimise
Red (downward long trend)**

The end of quarter snapshot shows an increase in the rate of S47 enquires, which stand at 367 per 10k of population. This is a 21% rise on the Q2 outturn. Over the quarter there have been 601 S47 enquiries an average of 200 per month, an average rate of 360 per 10k of population. Medway has a higher rate than our comparators and local rates are moving in the opposite direction to benchmarking trends.

The most recent national outturn is 187 and statistical neighbours 165. Both are lower than last year, whereas Medway is rising.

The Service continues to review the quantity of S47 activity, and this remains an area of focus across the service. An independent review of s47s in October evidence that strategy meeting are held at the right time, and that further training is needed with partners to ensure that outcomes from strategy discussions are proportionate. Managers across the service are focussing on the decision making in strategy discussions, which is hoped will achieve a lowering of s47's in Q4.

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
Red (downward long trend)
Annual PI. Due January 2026

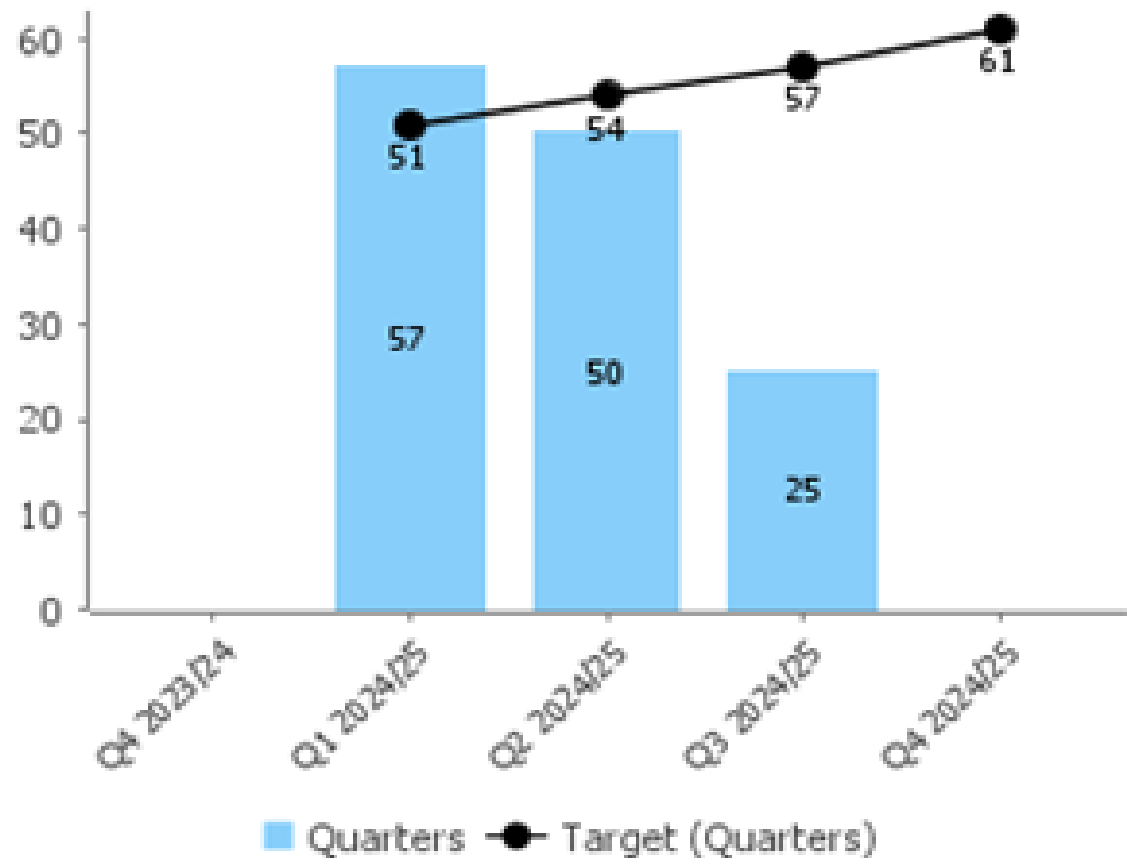
2023/24 data has now been published and shows that 1.5% children assessed by social workers had Child Sexual Exploitation and or Criminal Exploitation identified as a factor in the assessment. This is fewer than last year and lower than the 5.8% nationally and 3.4% in the South East. Whilst national rates remained static, there was a drop in the SE from 3.8%. It is also worth noting that rates in Kent are also an outlier compared to national, at 2.1% having dropped from 2.8%

The Service will review the 2023/24 data. The Medway Contextual Safeguarding Panel continues to meet monthly with good representation from the partnership and 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 and Medway's revised practitioners' exploitation risk assessment/tool has been launched.

Several short training videos have also been created by the Missing & Exploitation Lead and have been made available across the services where relevant these have been shared with partners, the videos cover RHI (return home interviews), 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%



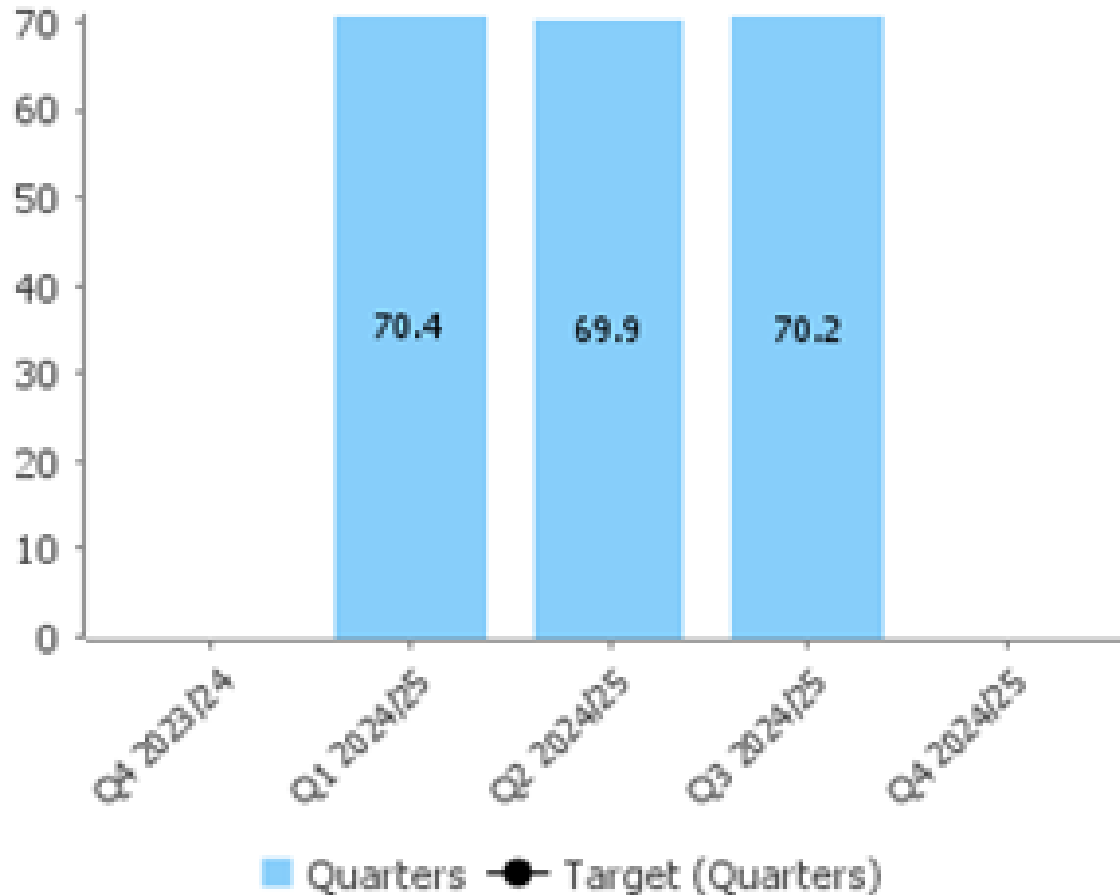
Aim to Maximise
Red (downward long trend)

There has been a large drop in the number of families open to partners. Currently there are 25 families which is a decrease of 50% from Q2. The Q3 outturn is 32 families below target. These are open to 17 partner organisations, 20 fewer than at the end of Q2.

This figure is gained from the number of early help lead practitioners recording on children’s services recording system. Whilst this number has lowered, the number of contacts passed to lead practitioners has doubled from the previous month (Q2 – 31 families) to 68 families in Q3 which is positive. 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 and the above data will be discussed to ensure reporting is as robust as it can be.

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

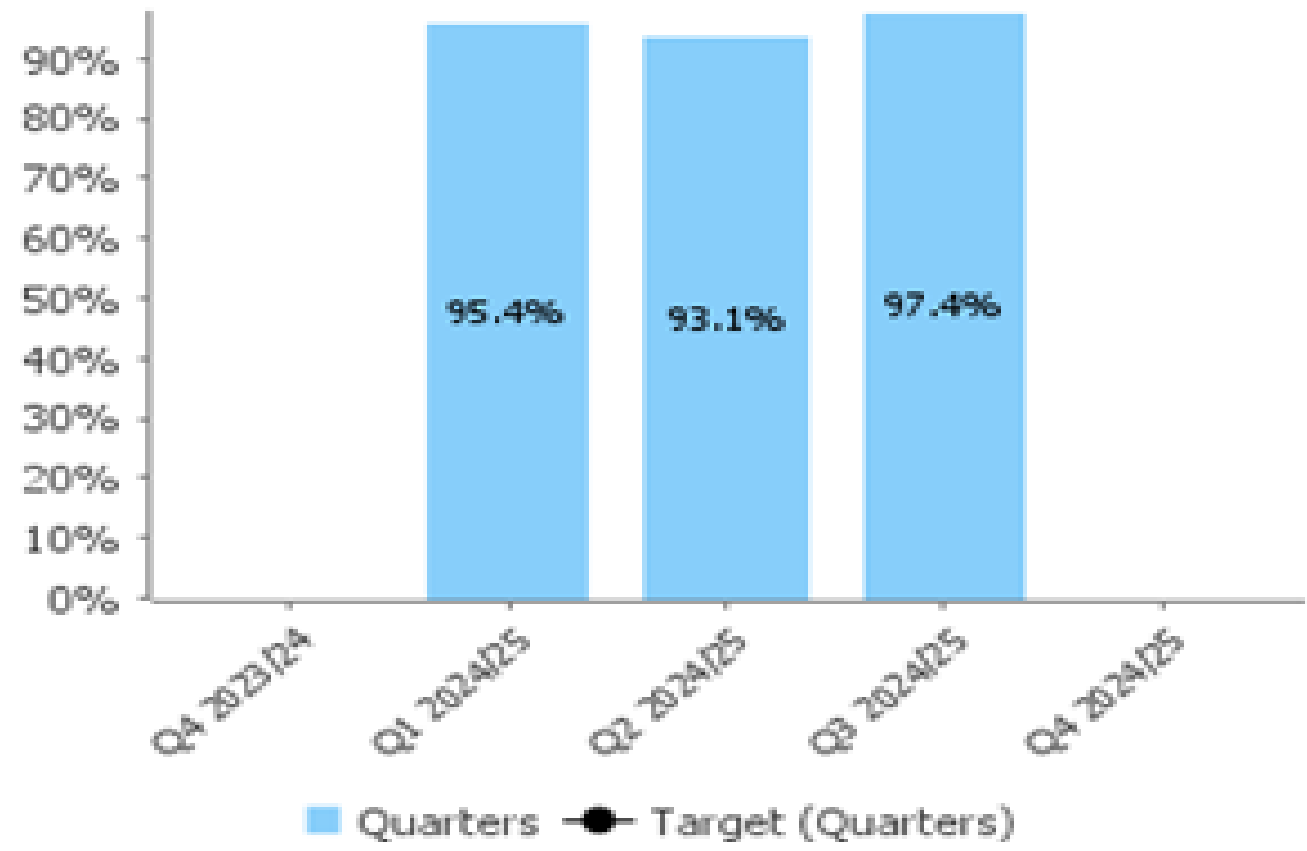
- 1.14 By 2027/28, the proportion of people who receive long-term support who live in their home or with family is similar to the national average



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

This is a new national measure. Targets will be agreed following the publication of the first data set. This was due in the latter half of 2024 but has not been published yet. Local data shows that 2109 out of 3001 clients receive services in the community, a small rise from the Q2 outturn. This should be viewed as indicative as the final national methodology for calculating this metric has not yet been published. The national outturn for adults with a learning disability is 81.6%, with 78.7% in the South East, in Medway this is 62.6% Head of Transformation is actively recruiting for a Project Officer to undertake a review of the Carer's offer. ASC are moving to an allocated model for people who have a learning disability and or Autism. This will enable us to ensure the right support is in place and that we respond to crisis effectively, supporting people to remain at home. We continue to work with partners to run pilots and keep updated with assistive technology and AI to support people's independence. The Transition Service are aiming to start working with young people earlier than 17. This will strengthen well planned transitions to adulthood, including implementing support for young people to remain at home with their families.

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
Data only (upward 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 and be active for the 2025-26 year. Local data shows that there were 190 Safeguarding enquiries closed in quarter 3, of these 185 were resolved with the risk reduced or removed, this is 97.4% which is an increase compared to the Q2 outturn. However, the number of enquires closed in Q3 was 33% lower than in Q2.

The national outturn for 2023-24 is 81%, well below Medway's performance.

We will continue to monitor this area by reviewing the data fortnightly so that we are clear on, in what circumstances risk has not been able to be removed or reduced. We will use these findings to implement both strategic and operational actions to improve the outcome in this area.

Where risk remains due to circumstances beyond ASC control, for example due to lack of resource or provision, ASC will feedback to key stake holders and work collaboratively to devise and deliver strategies with a focus of addressing shortfalls in provision that could remove or reduce risk further.

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

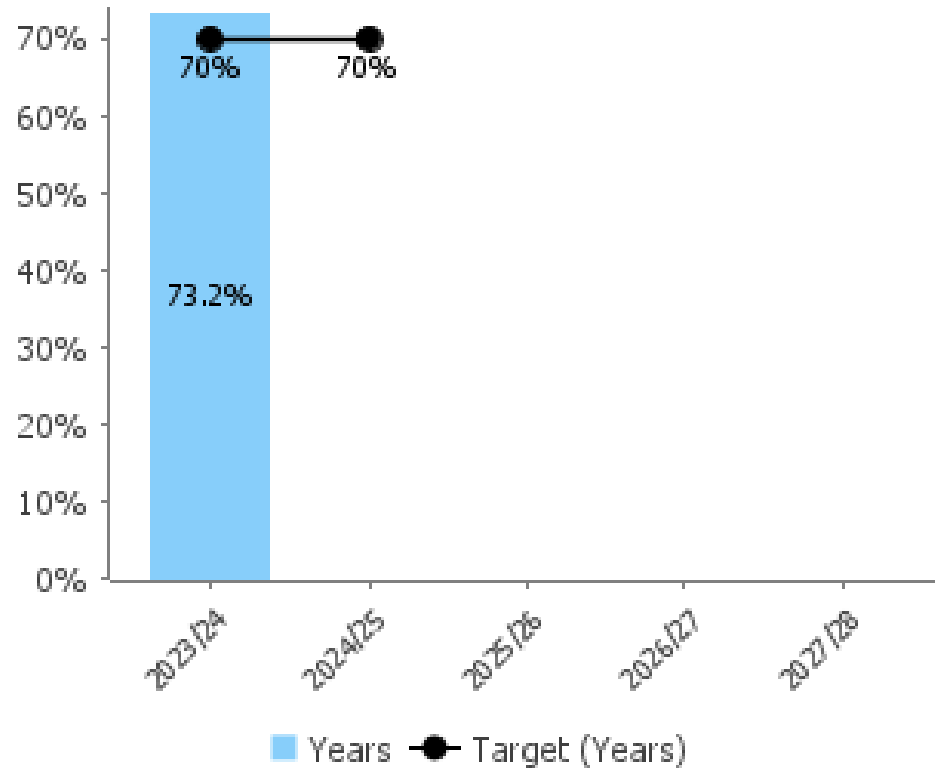


Aim to Maximise Green (upward long trend)

There were 190 closed enquiries in Q3. Of these 145 clients expressed a making safeguarding personal outcome. 98% (142) had outcomes achieved or partially achieved, In Q3 24% of closed enquiries did not have a making safeguarding personal outcome recorded, this was better than the 58% in Q2. National benchmarking is taken from a voluntary collection. The latest data (2022-23) saw 135 out of 152 LAs respond. From this cohort 91.9% saw desired outcome met or partially met. We aim to improve this area further by evaluating data quarterly to understand the themes and trends as to why desired outcomes have not been met. The findings from the data will be utilised to devise actions aimed to improve the outcome in this area. Where outcomes that have not been met are linked to services outside of Adult Social Care, we will work collaboratively with key stakeholders to implement plans focussed on improving achieving desired outcomes.

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**

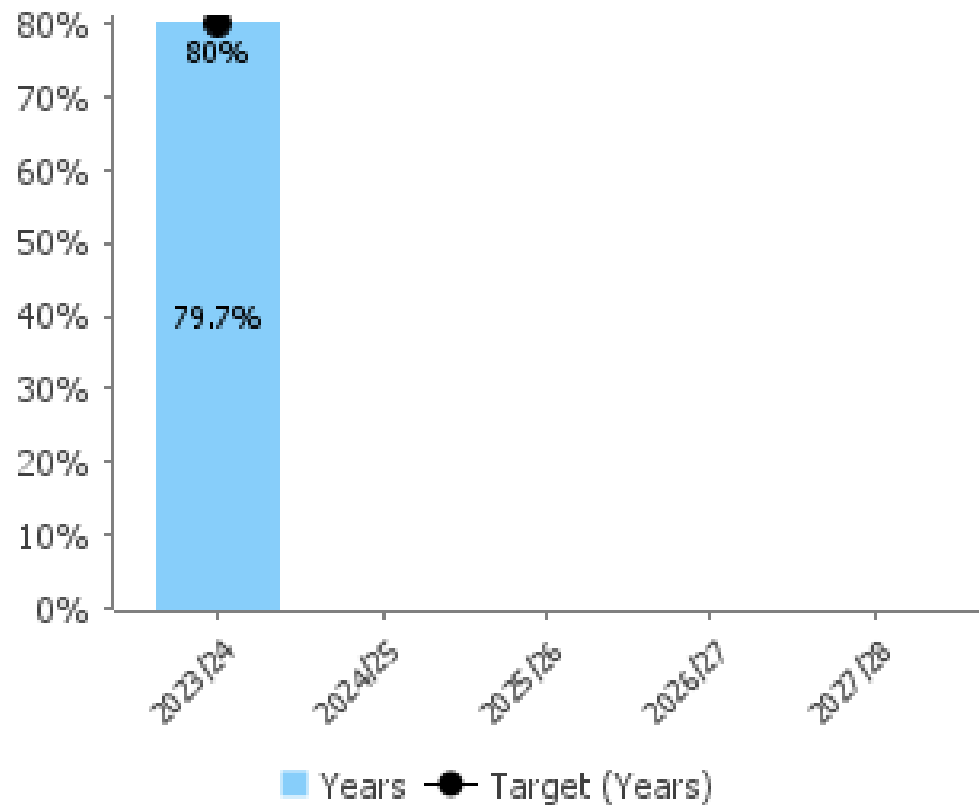
The proportion of users reporting that they feel safe has increased by 7.2%, having fallen by 1.4% in the 2022-23 survey. This rise was greater than the 2.0% seen at national level and as a result, Medway are now 3.0% (2.1pp) above national, having been 2.0% (1.4pp) below in 2022-23. For 2023/4 National was 71.1% and our statistical neighbours 69.9%

We will analyse the reasons that people reported they did not feel safe so steps can be taken to improve.

We will consider introducing mandatory question to ask individuals if they feel safe during our interventions such as safeguarding, My Plan, 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**

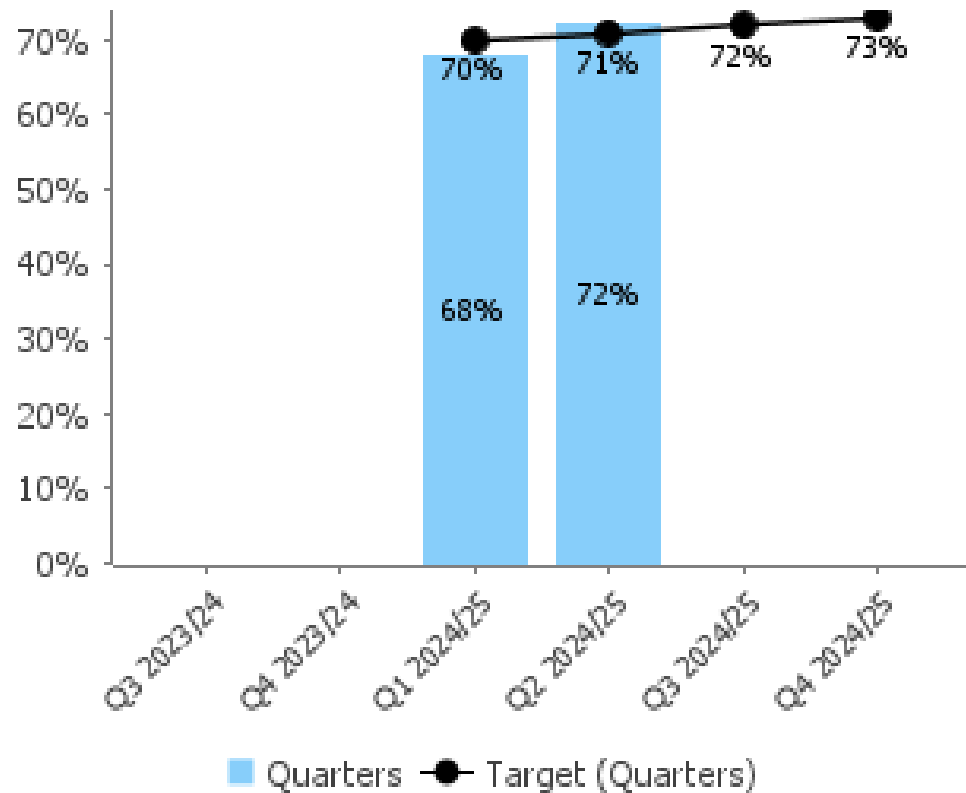
The proportion of users who felt that they had as much control over their daily life as they would want has increased by 0.8% from 79.1% in 2022-23 to 79.7% in 2023-24. Nationally, there was a 0.5% increase over the same period. Medway continues to be above national; the gap has widened slightly from 2.5% above in 2022-23 to 2.7pp above in 2023-24.

It is likely that the difference between Medway and the benchmark results are not statistically significant, however the upward trend in results is noteworthy.

The national outturn was 77.6% and the Statistical neighbour, 78.3%

We will analyse the reasons that people reported they did not feel in control as a result of Adult Social Care interventions and identify what steps can be taken to improve.

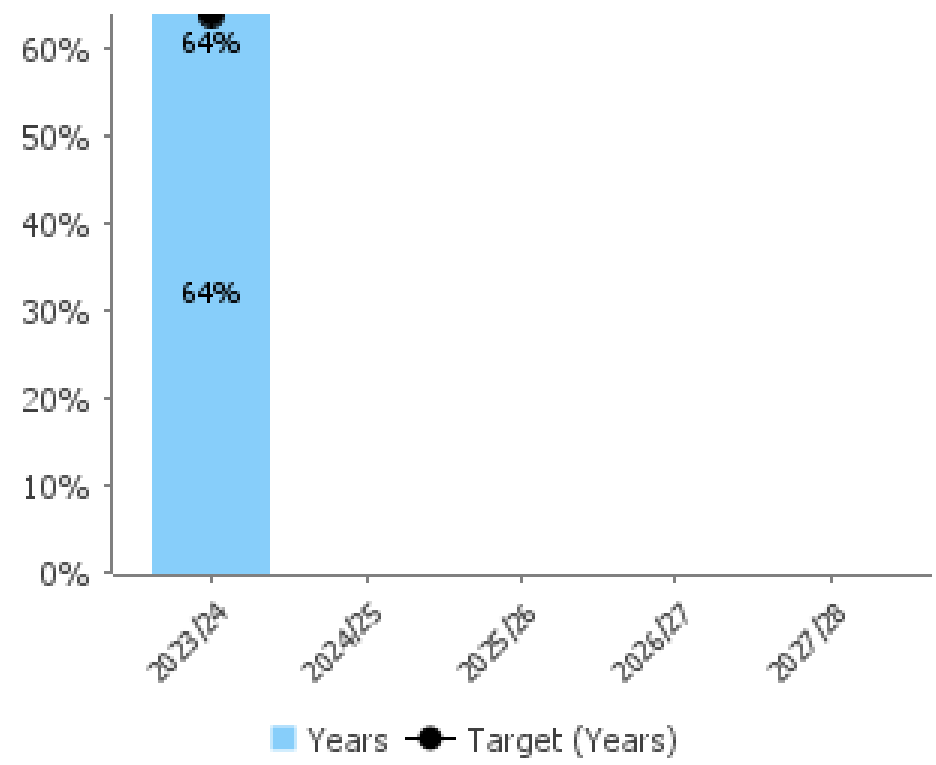
People in Medway live independent and fulfilled lives into an active older age
- 1.19 By 2027/28, the proportion of older people (65 and over) who are still at home 91 days after discharge from hospital into reablement services is similar to, or higher than, our statistical neighbours



Aim to Maximise
Data unavailable (no long trend)

Due to a data incident within Medway Community Healthcare (MCH) the data needed to calculate this measure for Q3 2024/25 is not available.

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

Published data shows that shows a year-on-year rise in the indicative outturn of 2.1pp (3.4%). However, Medway has now dropped below the indicative scores for both national and statistical neighbours having been greater than these in 2022-23.

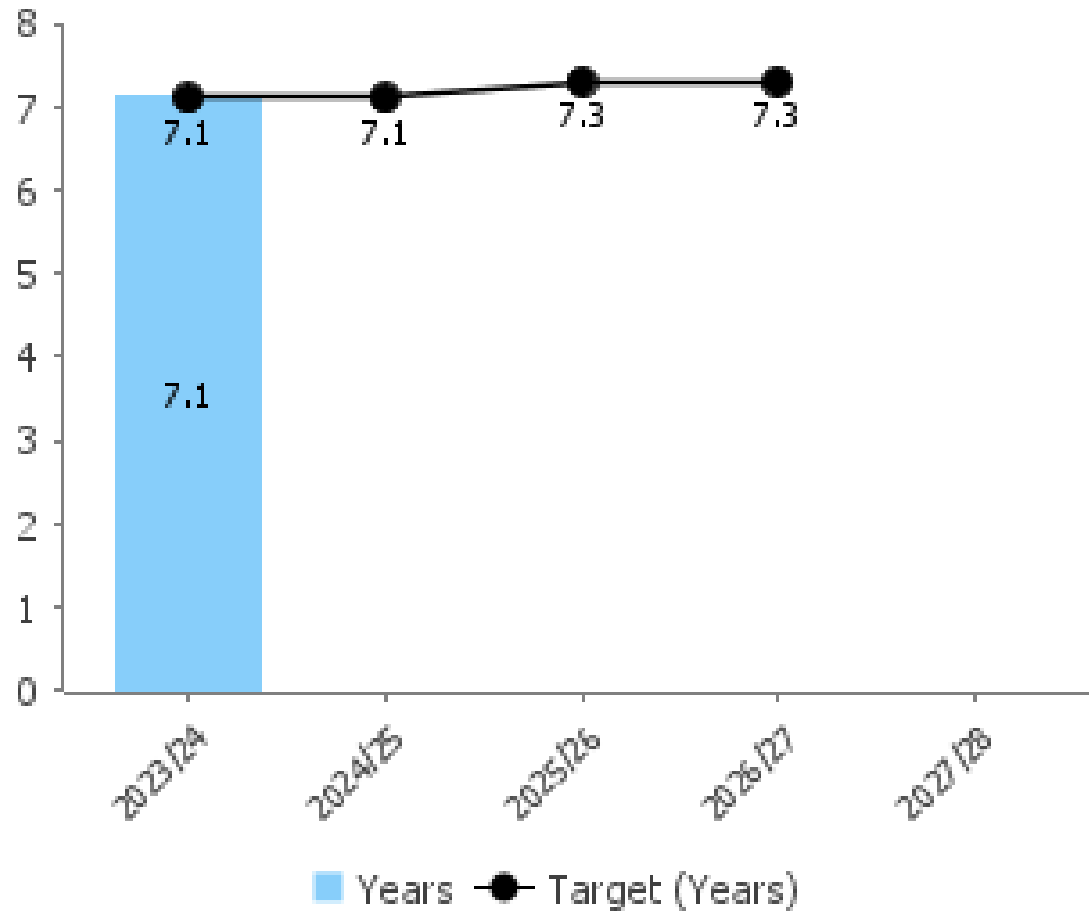
It is likely that the difference between Medway and the benchmark results are not statistically significant. For 2023/24 Medway was 3.9pp lower than national (67.9%) and 4.9pp lower than statistical neighbours (68.9%). Comparator results are improving at a faster rate than in Medway.

The Adult Social Care Engagement Manager will consult with individuals and groups about how they prefer to access information.

Head of Transformation to develop our digital offer and other means of communication.

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

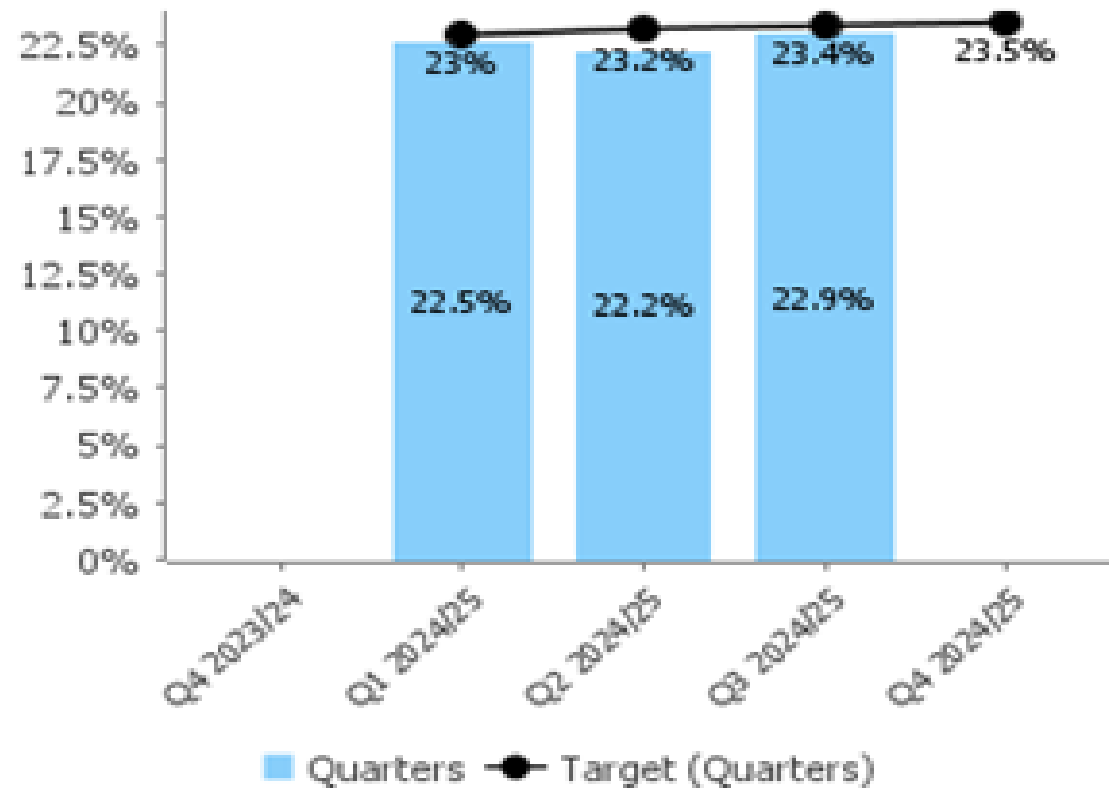
- 1.21 By 2027/28, the carer reported quality of life score is statistically similar to, or higher than, the national average



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

Validated data, shows a year-on-year decline of 0.1 point (1.4%).
For 2023-24 Medway was 0.2 points lower than national (7.3) and 0.1 points lower than the South East (7.2). This would suggest that difference between Medway's outturn and the comparators is not significantly statistically important.
We are developing a Carers offer to support Carers have an improved quality of life. The Head of Transformation will appoint a project officer 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 (upward long trend)**

The ongoing downward trend has been reversed this quarter, with a 0.7pp (3%) increase. Currently there are 487 clients receiving a direct payment, this is an increase on the 471 with an active DP at the end of September.

For 2023-2024 the National outturn was 25.5% and the South East 25%. Both rates are lower than the 2022-23 results.

We have worked with P&I to develop PowerBI dashboards, using these will enable us to identify areas to target in order to increase DP referral and uptake. The DHSC have acknowledged that there is a fall in the take up of direct payments nationally and they are looking at the CASS (Care and Support Statutory guidance in particularly section 12 to see if there is anything that could be included to support good practice and the uptake. The DHSC are working with Think Local Act Personal (TLAP), Independent Living Group (ILG) and the national direct payment forum, of which we are an active member, with a view to revising the statutory guidance to promote the DP uptake. Data cleansing work will continue to ensure all DPs are recorded accurately and counted in the total monthly figure.

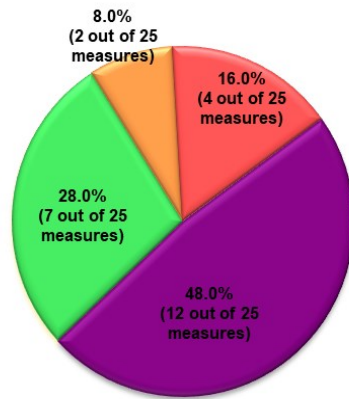
Benefitting from good education, quality jobs and a growing economy

- 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. We are reporting on 13 performance indicators this quarter.

Performance

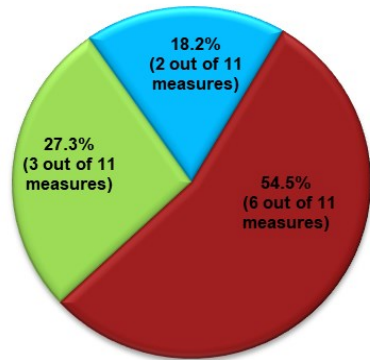


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target
Data means data only. No target set
NA means not available this quarter or annual PI

This chart shows the performance for all the measures:

- 28.0% (7 out of 25 measures) met or exceeded target.
- 8.0% (2 out of 25 measures) were slightly below target (less than 5%).
- 16.0% (4 out of 25 measures) were significantly below target (more than 5%).
- 0.0% (0 out of 25 measures) were data only or status unavailable.
- 48.0% (12 out of 25 measures) were not available or annual PIs.

Direction of Travel

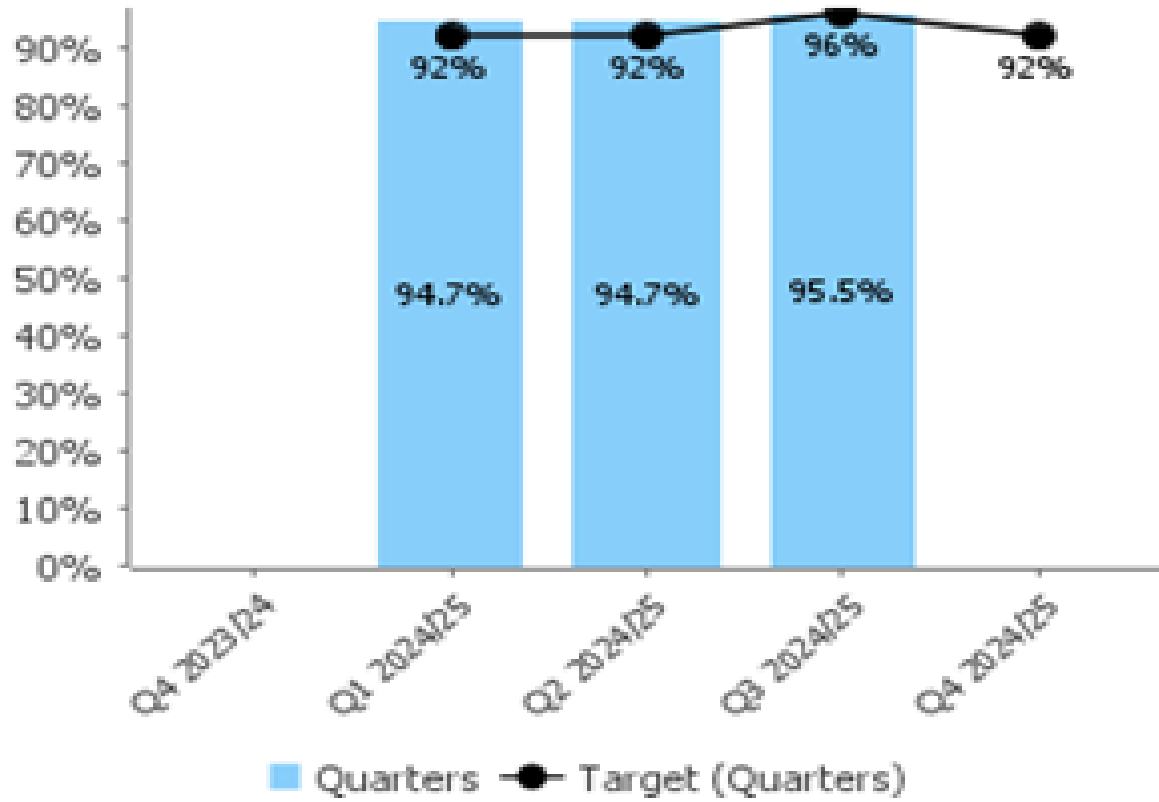


Direction of Travel - key
Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 11 measures:

- 27.3% (3 out of 11 measures) had an upward long trend.
- 18.2% (2 out of 11 measures) had a static long trend.
- 54.5% (6 out of 11 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
Amber (upward long trend)**

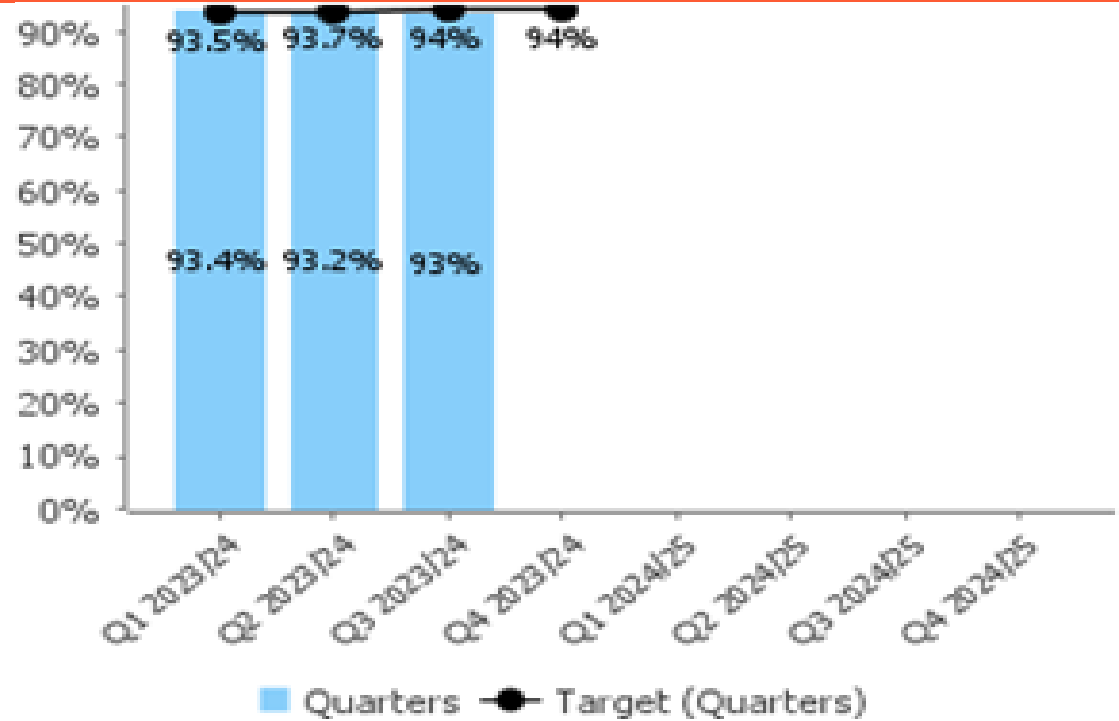
The counting cohort is 90 schools. Of these seven are either graded outstanding or under the new non single word judgment system “remain outstanding”. 79 schools are good or “remain good”. This means that out of 90 schools 86 (95.5%) are good or better. Two schools require improvement and two are inadequate. Four schools currently have an ungraded, No Overall Outcome grade.

Of the outstanding schools five are primaries (one LA maintained) and two are secondary (both Academies). Of the good schools 66 are Primary (18 LA maintained) and 13 Secondary (one LA maintained).

Benchmarking data is no longer current as it has been affected by the change in Ofsted reporting and has not been updated since September 2024.

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, 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)

Attendance is reported in arrears. The most recent (full data set) is for the full 2023-24 academic year. Medway’s attendance has reduced by 0.2pp to 93.0%. This is 0.1pp better than the national rate.

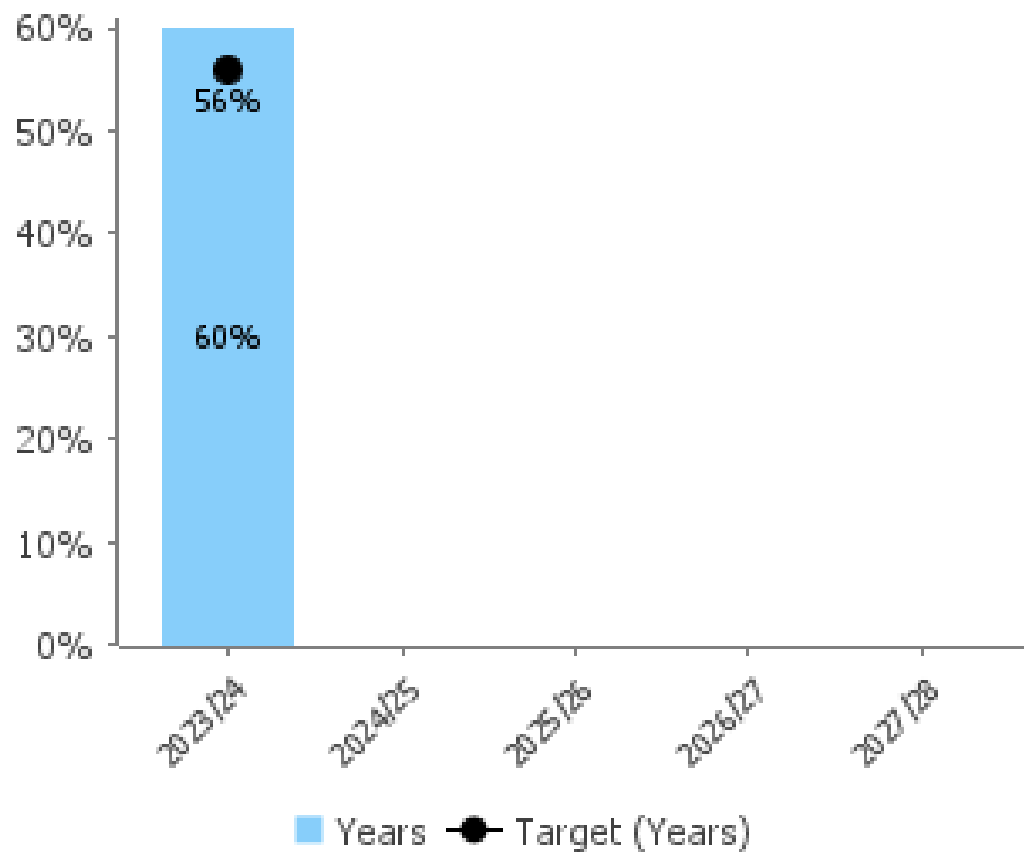
Despite the small drop in attendance Medway has risen two places in the LA ranks to 52nd, out of all LAs, having been 54th at the end of Q2. At the same point in 2022/23 Medway was ranked 52nd with an attendance rate of 92.7%

Persistent absence (PA) has risen to 20.9%, 1pp higher than the Q2 outturn. National persistent absence has also risen, increasing by 0.6pp to 19.8%. Medway is 1.1pp adverse to national PA performance. PA is better in Medway and nationally than at the end of the 2022/23 academic year when rates were 21.6% (Medway) and 20.5% (national).

Schools are being both supported and challenged to adhere to 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

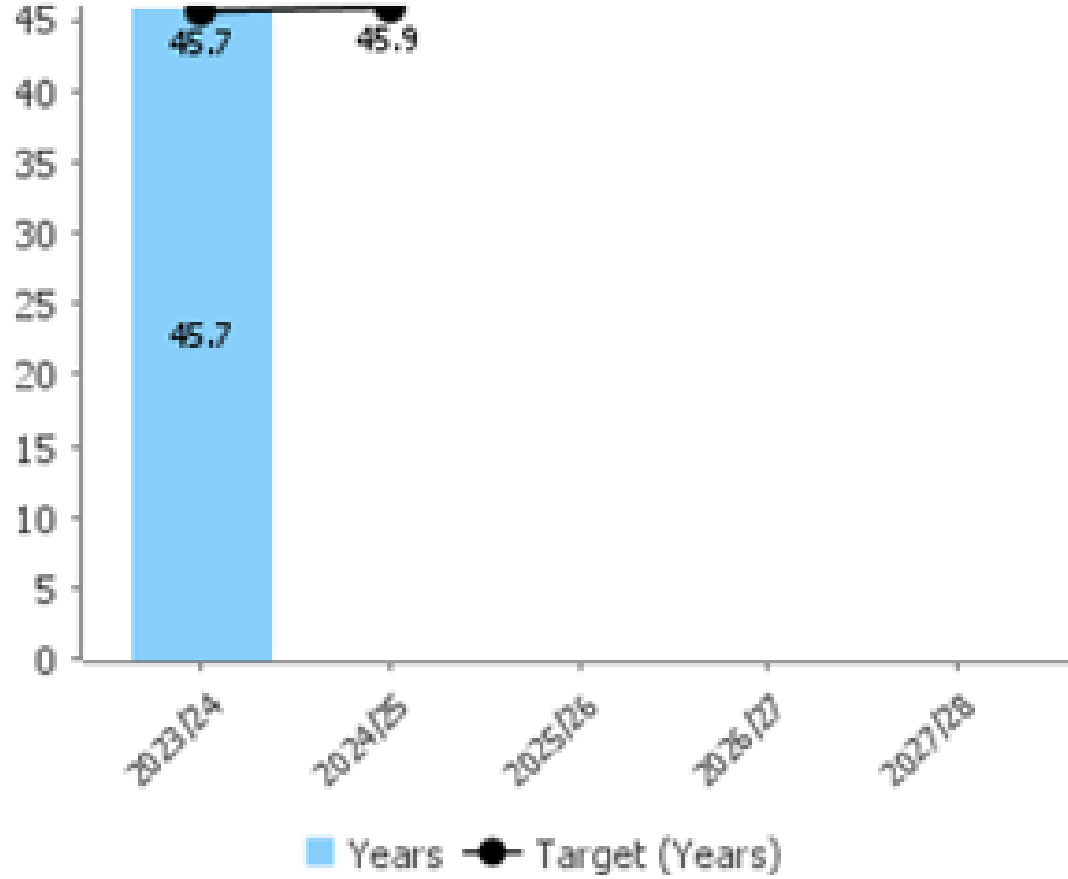


Aim to Maximise
Data unavailable (no long trend)
Annual PI 2024/25 data due September 2025

Provisional 2023/24 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
Green (no long trend)
Annual PI.**

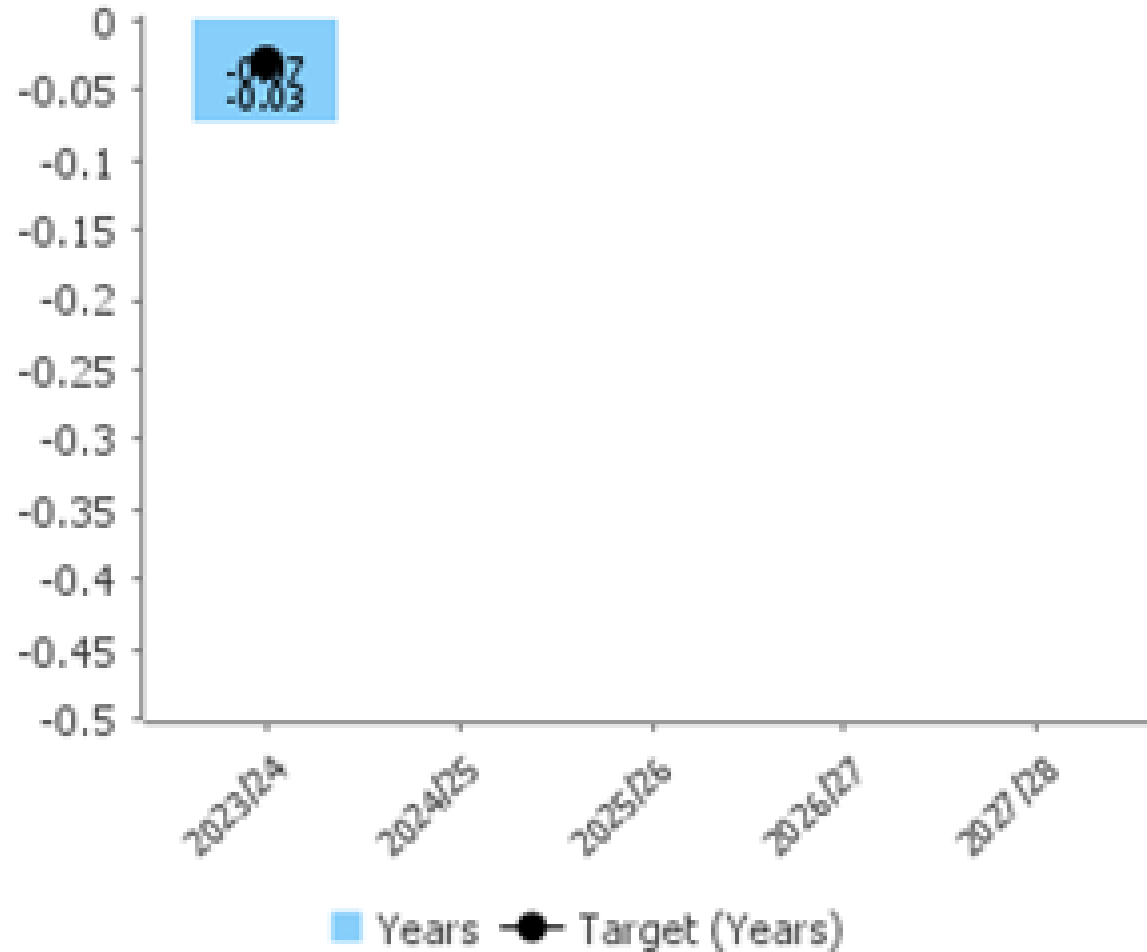
Provisional data for the 2023/24 academic year has now been published. The average attainment 8 scores have risen in Medway but have fallen in the South East and nationally. In Medway the rate of improvement is 0.7%, contrasting the 0.4% fall in the South East and the 0.6% national decline. This means the gap between Medway and national has narrowed, from 2.2% worse in 2023 to 0.9% worse in 2024. Medway have seen a 12-place rise in the LA rankings. National and Regional Attainment 8 scores have reduced to 46.1 and 47.2 respectively.

The service shared the data with schools and developed a secondary school dashboard. An education symposium is scheduled for March 2025 which is being co-run with Headteachers. This will be an opportunity for the system leadership to discuss further possible actions to improve attainment.

In addition, the portfolio holder and senior officers are meeting with the regional director. We await further communication on who Medway's dedicated RISE (Regional Improvement for Standards and Excellence) partners will be following the development of the work by the DFE.

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

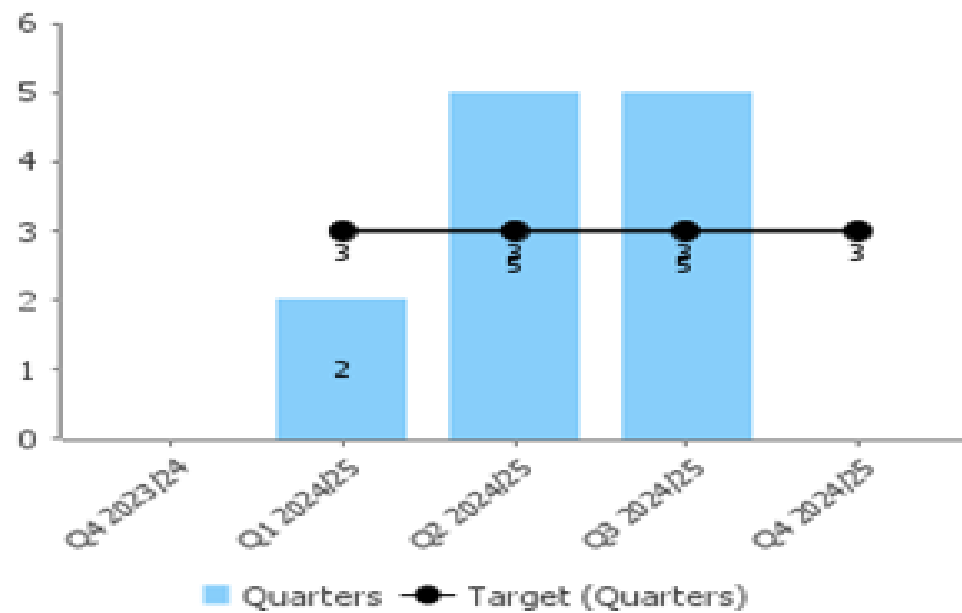
- 2.05 By 2027/28, the Average Progress 8 (Key Stage 4, 14-16-year-olds) are the same as or above the national outcome



**Aim to Maximise
Red (no long trend)
Annual PI.**

Provisional data for the 2023/24 academic year has now been published. Medway's average Progress 8 score has improved by 36.4% from 2023 to 2024, (-0.11 to -0.07) contrasting the national and regional figures which have remained constant over the same period. This improvement has led to an 11-place rise in the LA rankings, to 83rd. National and Regional Progress 8 scores have stayed static at -0.03 and -0.02 respectively. Following Covid no Progress 8 data will be published for academic years 2024/25 and 2025/26.

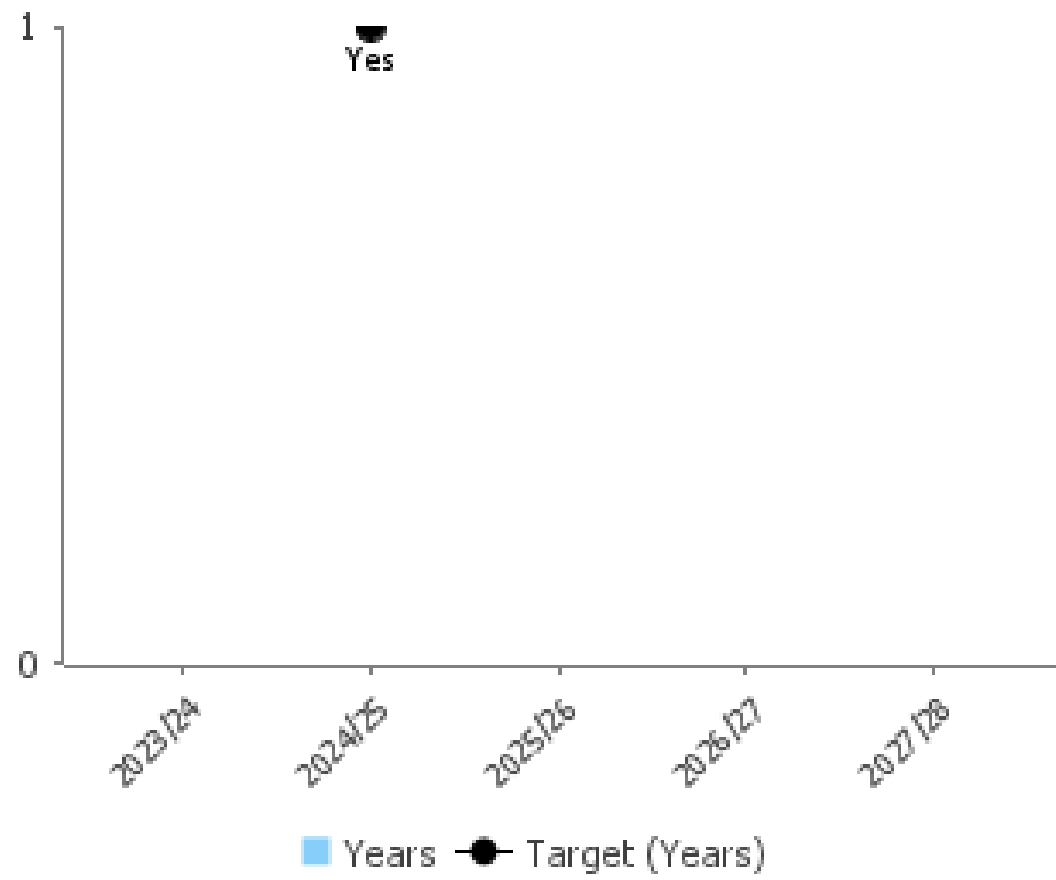
Ensure all children and young people access a high-quality, inclusive education
- 2.06 By 2027/28, the proportion of 16/17 year olds who are not in education, employment or training, or whose status is 'not known' has been reduced, such that Medway is ranked in the top 2 quintiles nationally for participation



Aim to Minimise Red (downward trend)

Data is to November 2024.
 Medway has fallen to the 5th quintile, having 12.4% of the cohort either Not in Employment, Education or Training (NEET) (439) or whose activity is Not Known (491).
 The NEET cohort has risen since Sept. 2024
 National & Regional performance is better than Medway (8.6% & 11%).
 Medway had 248 self-referrals in the last 3 months. This is high. There has been a rise in those not being offered places at their chosen 16+ provision due to not achieving GCSE grades.
 Medway 6th forms offer Level 3 and above courses. Mid-Kent College, with which we hold regular meetings, is the largest provider of sub level 3 courses, these were full early in the application processes.
 Throughout the period, 111 people were supported into work, education or training.
 Tracking activity was delayed due to late receipt of data from Mid-Kent College, this increased pressure on the IAG Team in managing the support requests.
 Inward LA migrations have also put pressure on places.
 Work has begun with the Elective Home Education team to support the improvement of outcomes for these young people.
 The IAG Team is evaluating service delivery to maintain the quality of support. IAG is funding short courses, Maths & English Functional Skills & programmes to support the development of education. Work has started with schools to support awareness of the situation amongst staff & pupils.

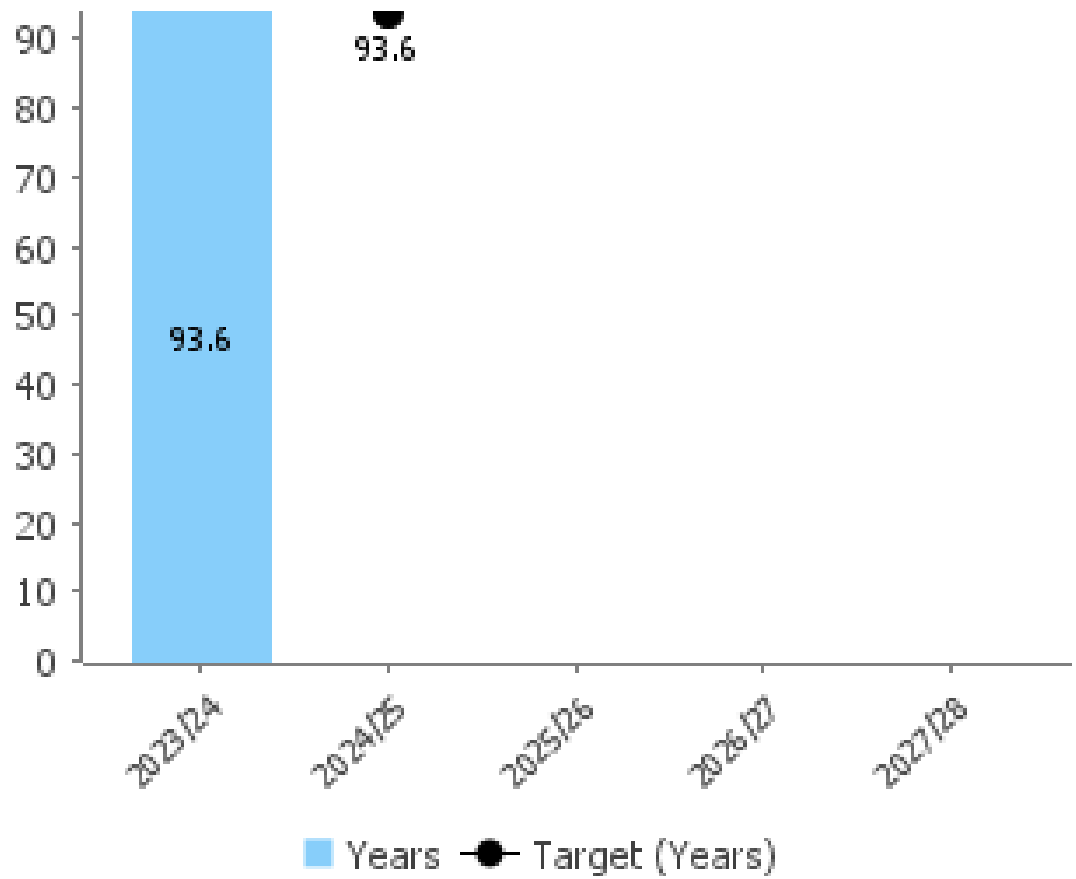
Ensure all children and young people access a high-quality, inclusive education
- 2.07 By 2027/28 Support high quality education through Medway Adult Education maintaining Good or better Ofsted rating through self-assessment, quality measures and inspection



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

Medway Adult Education (MAE) has begun a programme of observation of teaching, learning, and assessments (OTLA) in several curriculum areas to evaluate the quality and identify areas of good practices and opportunities for improvement. The OTLA programme will continue into the summer of 2025. The OTLAs are supportive in nature. They foster reflective practices and encourage open discussions on how staff can develop their skills and improve learners' outcomes. They have helped managers signpost staff to continuous professional development activities and information on current research on pedagogical practises. During the OTLAs, managers engage with learners to obtain insight from their perspective and assess learner satisfaction. This information guides decision-making and curriculum planning. Importantly, this process is significantly contributing to MAE maintaining and securing a "Good" Ofsted inspection grade or better, enhancing our reputation and commitment to quality.

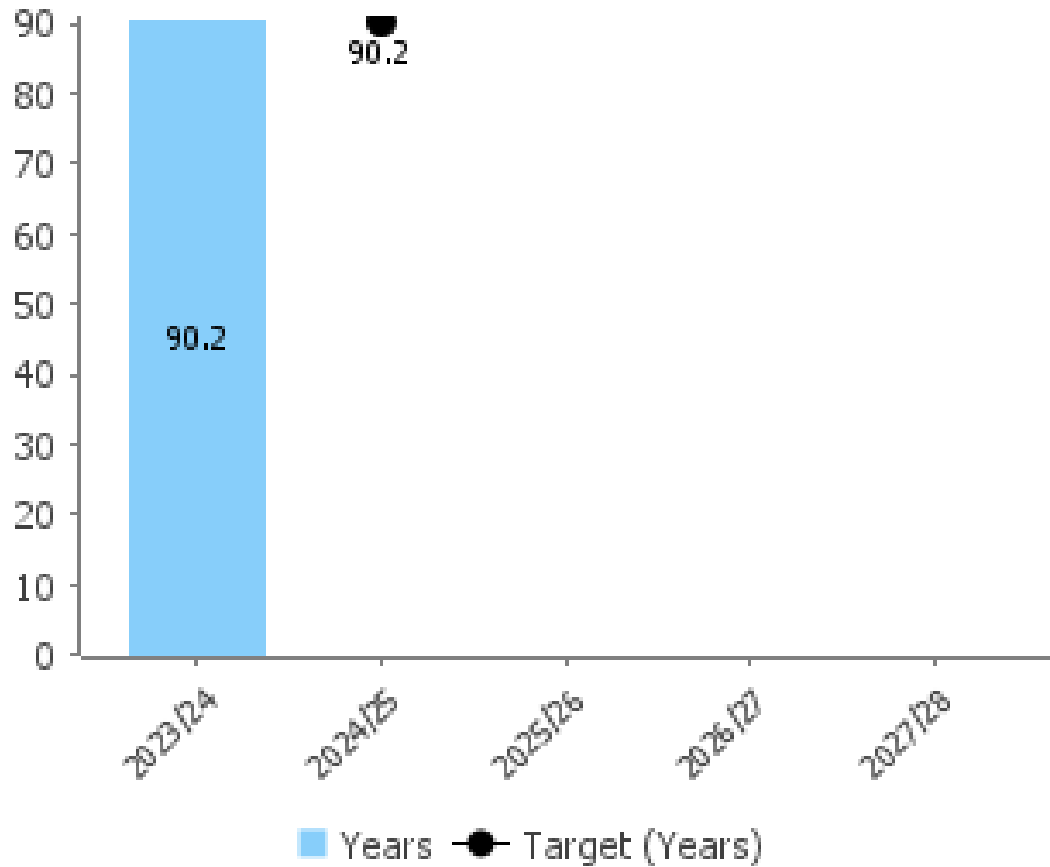
Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups
- 2.08a By 2027/28, Medway Qualification Level 1 will be the 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 had 175 learners achieve at least a level 1 qualification. Successful Shared Prosperity Fund bids include a project to support people into a level 1 construction qualification. We have introduced the Shared Prosperity Fund project, Volunteer it Yourself to the Kent & Medway Careers Hub in the hope they have funds to run more courses to support people to work towards a level one qualification in construction.

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



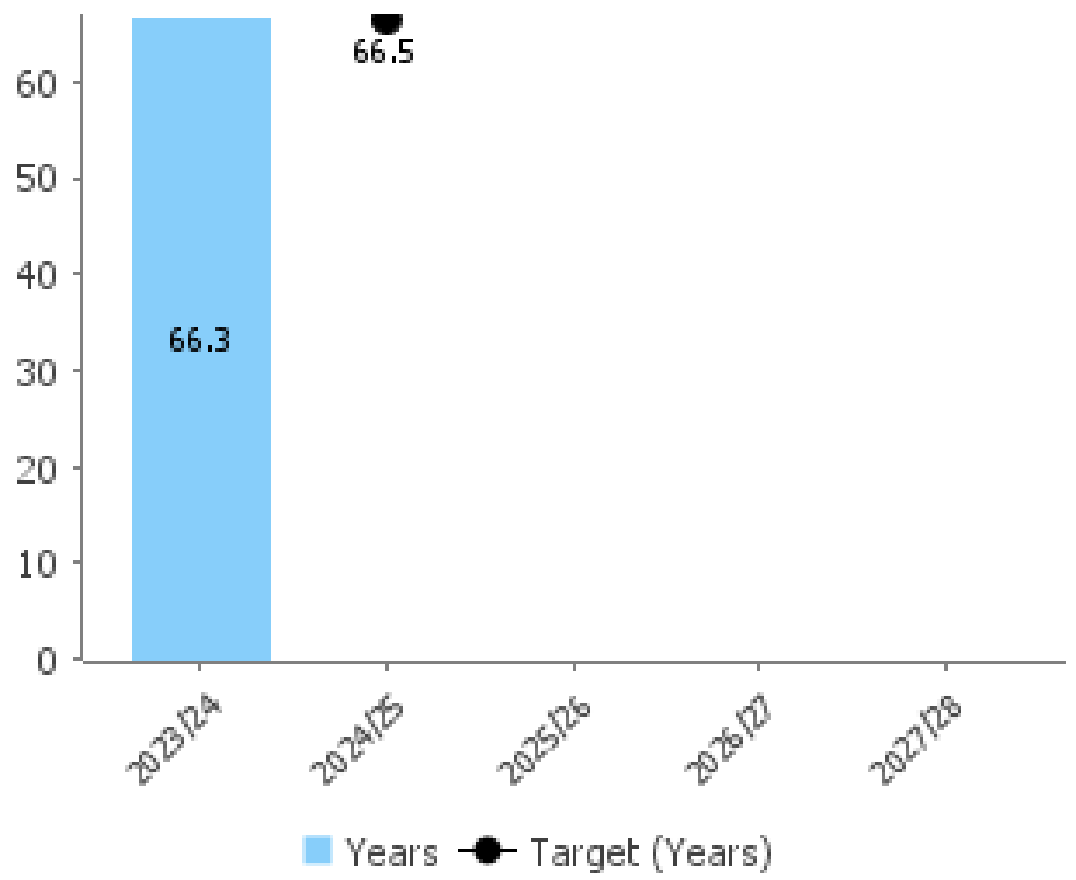
Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

Schools provide level 2 courses promoting pathways to level 3 qualifications including GCSEs and more vocational course 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 bids include a project to support people into a level 2 construction qualification. We have introduced the Shared Prosperity Fund project, Volunteer it Yourself to the Kent & Medway Careers Hub in the hope they have funds to run more courses to support people to work towards a level 2 qualification in construction.

Apprenticeships are available at level 2.

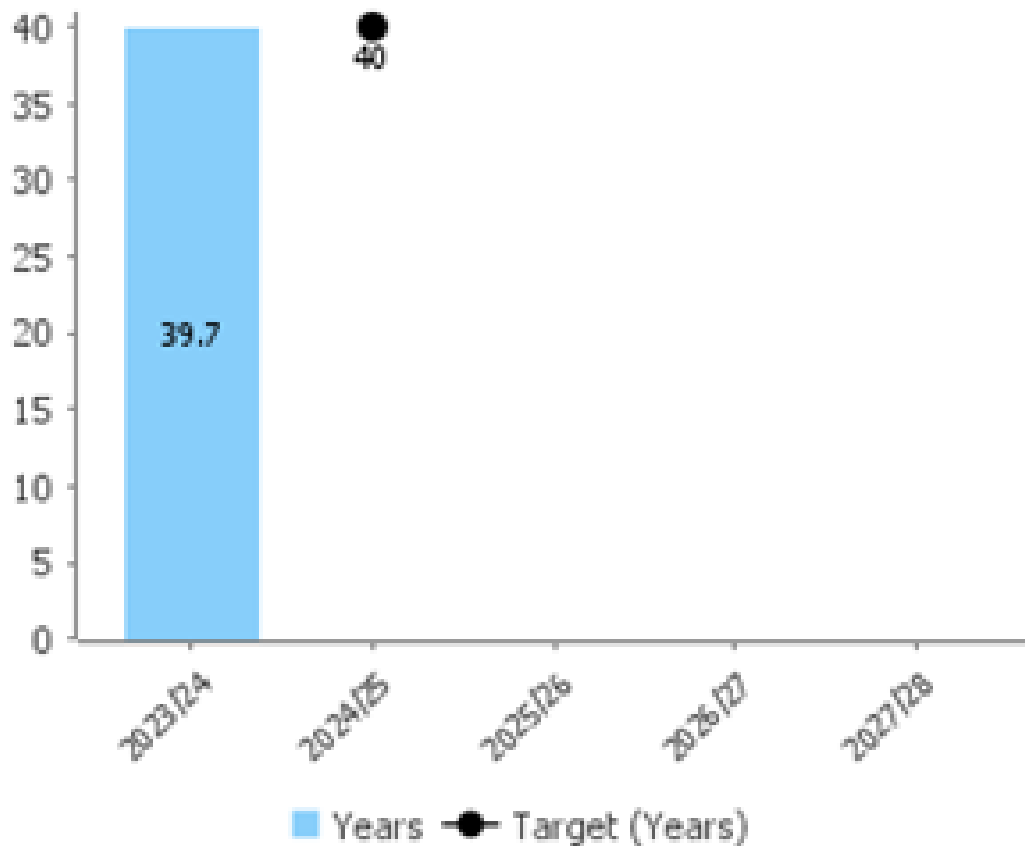
Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups
- 2.08c By 2027/28, Medway Qualification Level 3 will be the 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, IAG 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 5 grade 4s and above 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 are also level 3 qualifications, most will still set the entry requirements for 5 grade 4s and above including English and Mathematics. Medway will be launching Kent Choices, a platform for young people, parents/carers, teachers etc. to access information and ways to apply for all the available provision to support schools to help their students find positive destinations at level 3 for their students.

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

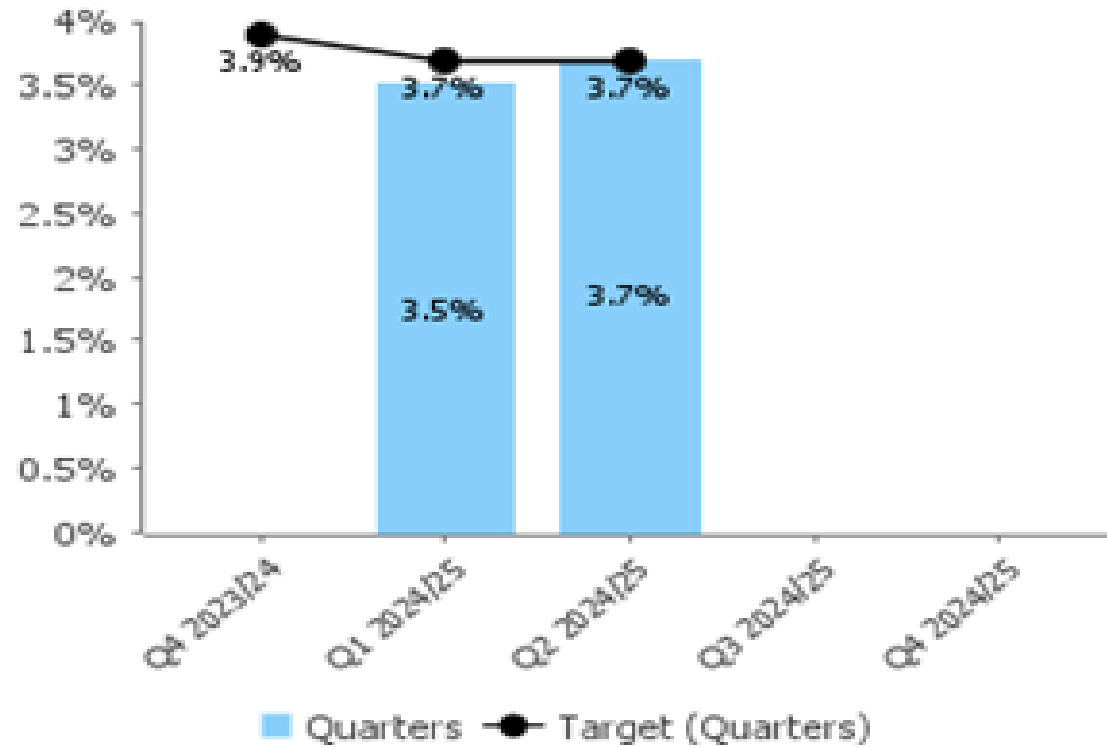


Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

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. University of Greenwich and University of Kent have offers of level 3 foundation courses which can then help the students to be able to access level 4 qualifications to create positive pathways on to level 4 courses. University of Greenwich are also looking at accepting level 3 T levels within their entry requirements for the level 4 courses.

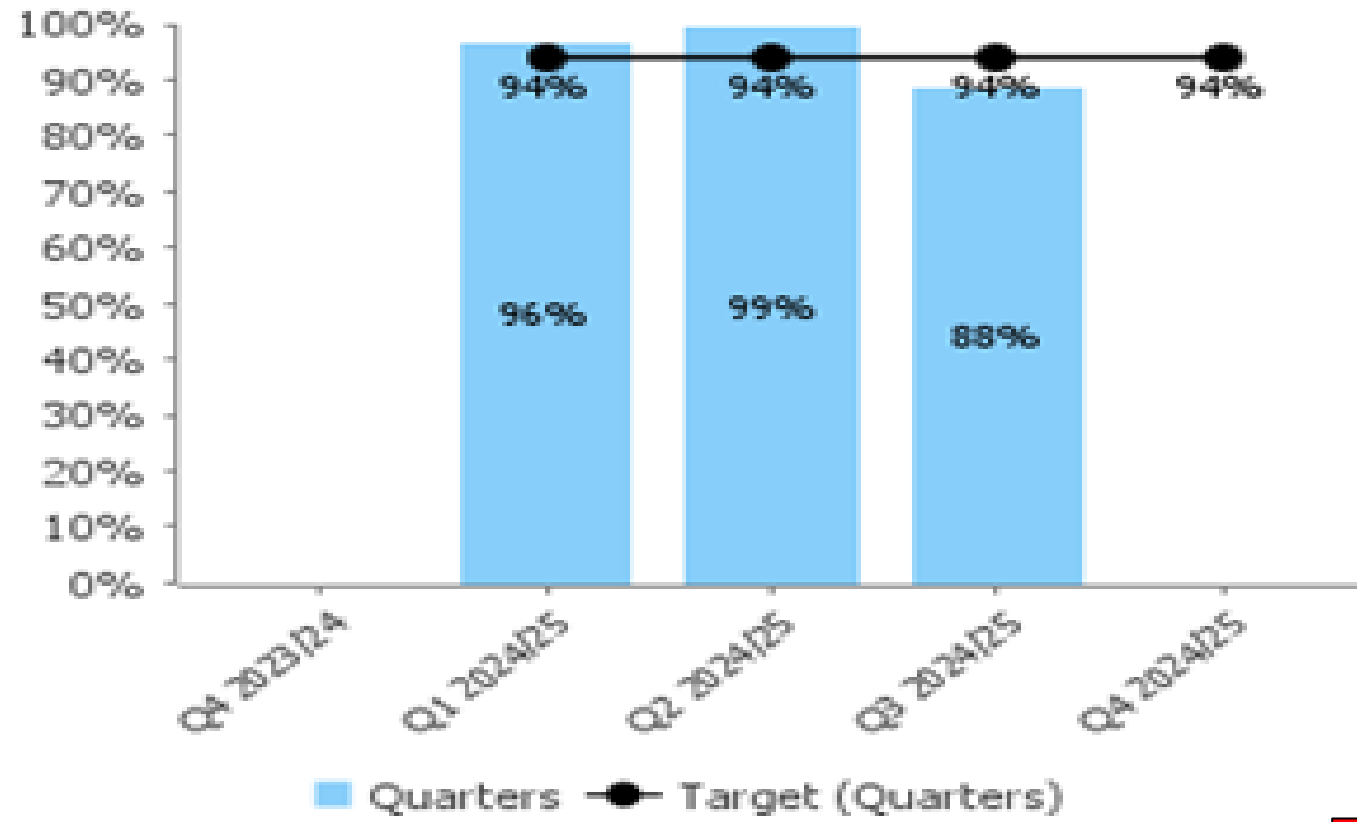
Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups
- 2.09 By 2027/28 unemployment levels will return to 2019 levels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



Aim to Minimise Green (downward long trend)

Measured a quarter in arrears. Unemployment rate has increased from 3.5% to 3.7% as of June 2024. National figure and our target remains at 3.7% Connect to Work programmes hoping to start in Spring 2025 to support people back to work.

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

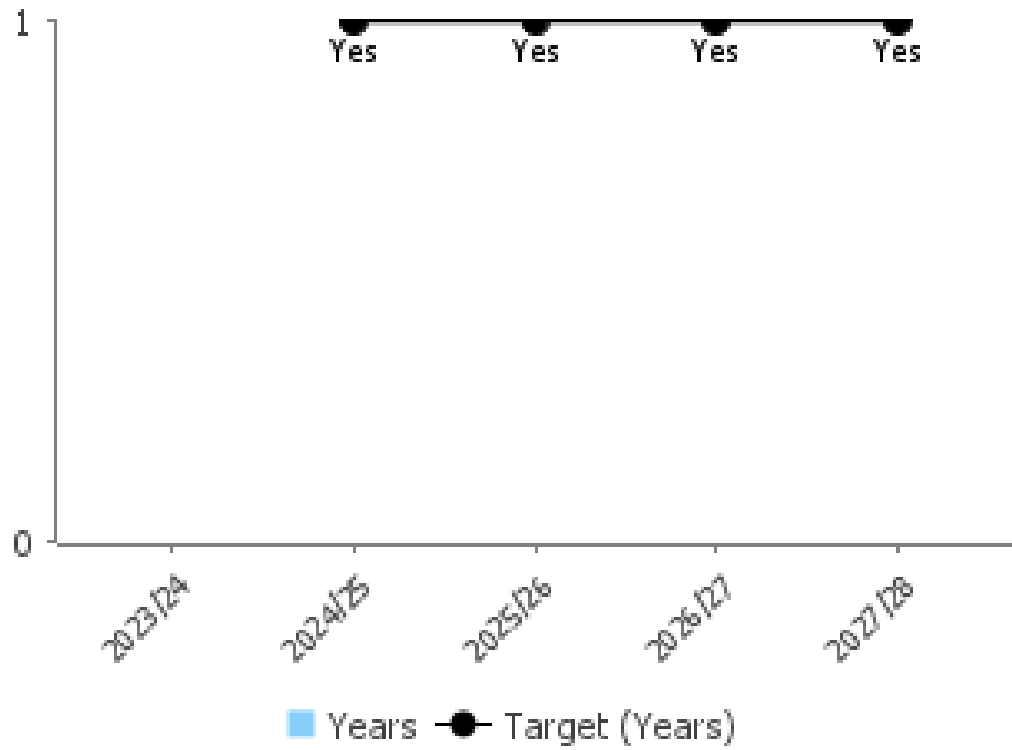


Aim to Maximise
Red (downward long trend)

Data as of 17 December for Q3 Financial Year 24/25 (October 2024 – December 2024). Data extracted from Terms Management System for Medway Adult Education (MAE). Retention for learners on courses has decreased from 99% in Q2 to 88% in Q3. The Community Learning department has a retention rate of 93%, English and Maths has a retention rate of 82%, ESOL’s retention rate is 85% and Vocational Skills is 90%. All departments are under the 95% target for the service. For the past two years MAE has noticed learners are more likely to withdraw in Q3. This is due to learners starting their course in September and commitments such as work and childcare take precedence and in October and November learners decide to withdraw due to the pressure. MAE has implemented a new process, all learners that withdraw or have been withdrawn due to no attendance are emailed a short survey to provide feedback. The return on these emails is much higher than letters which were previously sent. From the responses received 28% withdrew due to sickness. Other reasons were work, family illness or the course not being as expected and were already waiting for an alternative. Furthermore, 17% of learners that responded wanted a member of staff to contact them regarding an alternative.

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

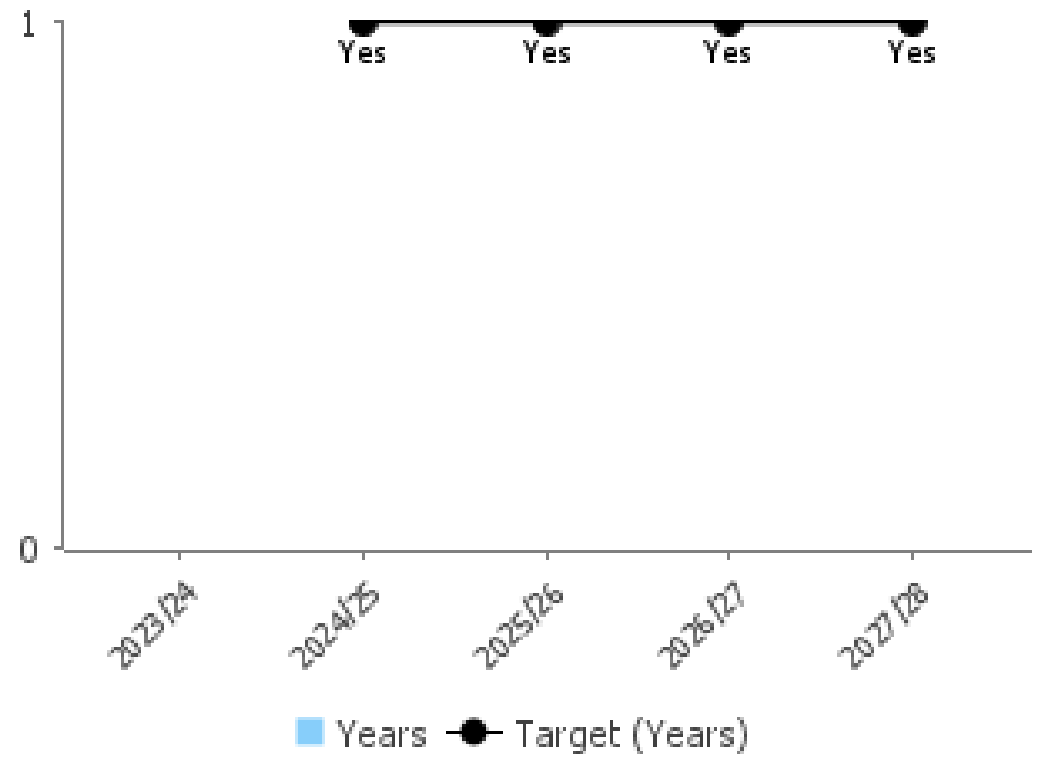


**Aim to Maximise
Yes/No
Data unavailable (no long trend)
Annual PI. Due March 2025**

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

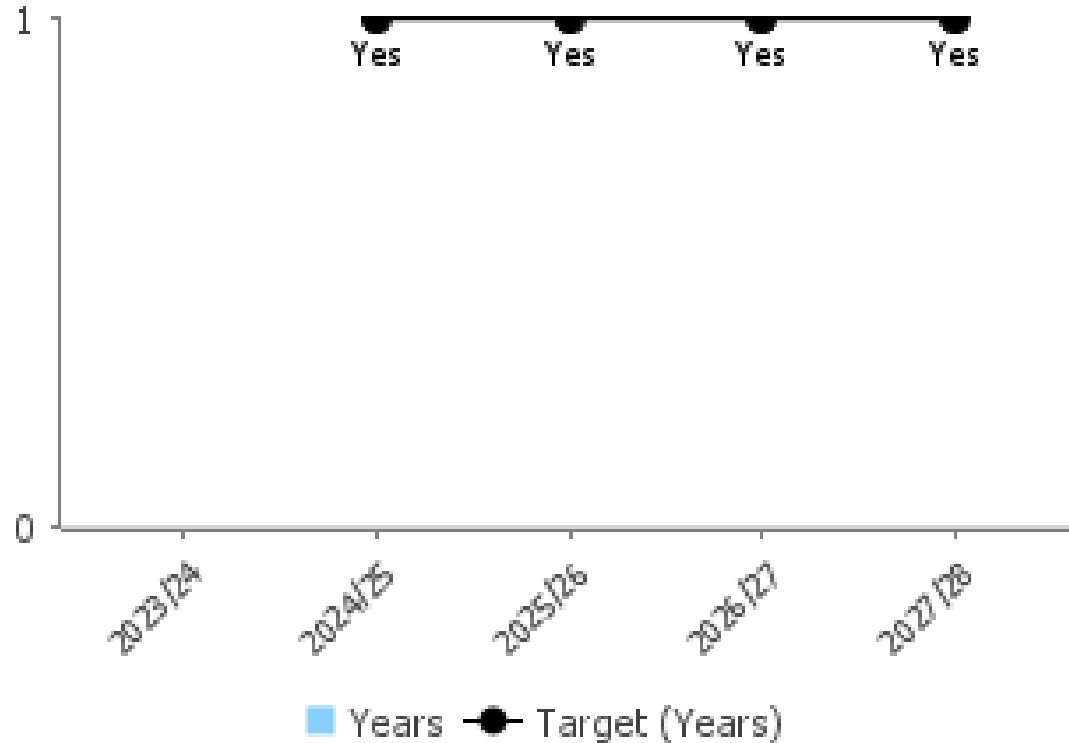
OMCP 2.12 By 2027/28, maintain gross value added (GVA) per capita above national level



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.

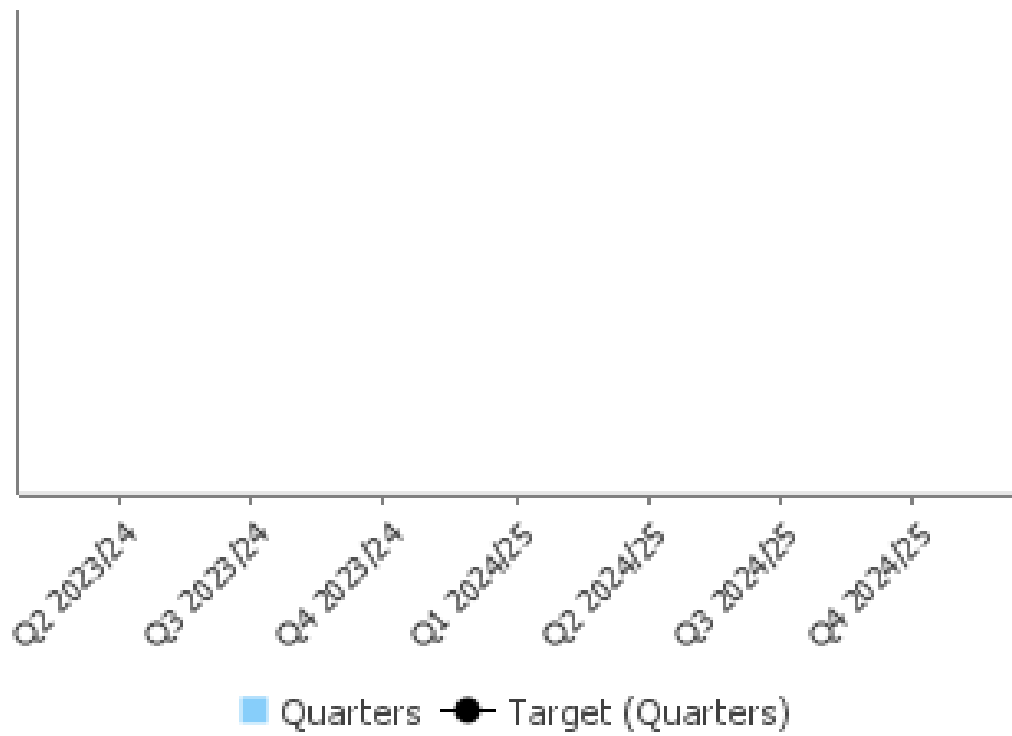
OMCP 2.13 By 2027/28 maintain Medway average weekly income per hours worked, above national average



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.

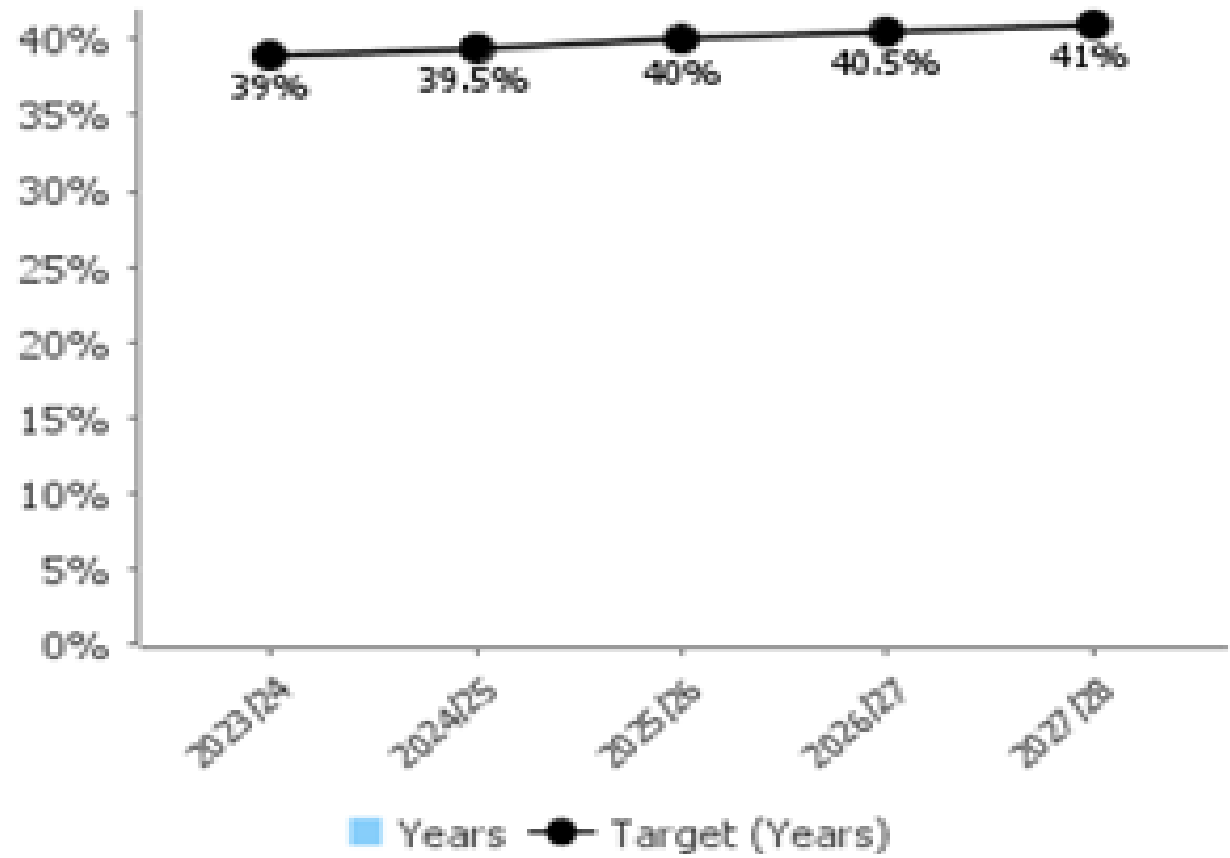
OMCP 2.14 By 2027/28 reduce the number of most income deprived areas nationally in Medway



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.

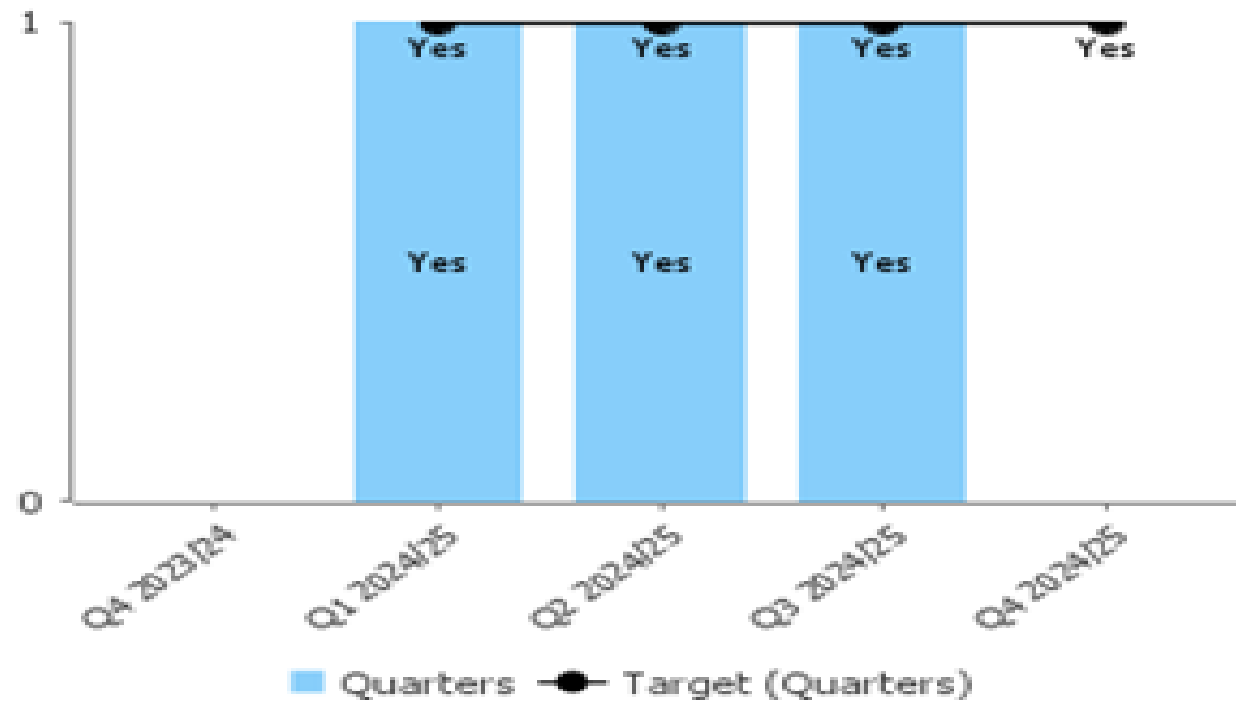
Develop a strong mixed economy which provides training and work opportunities that support career development, increasing high value businesses and expanding high quality employment
- 2.15 By 2027/28, raise the business survival rate to 41%



Aim to Maximise
Data unavailable (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%.

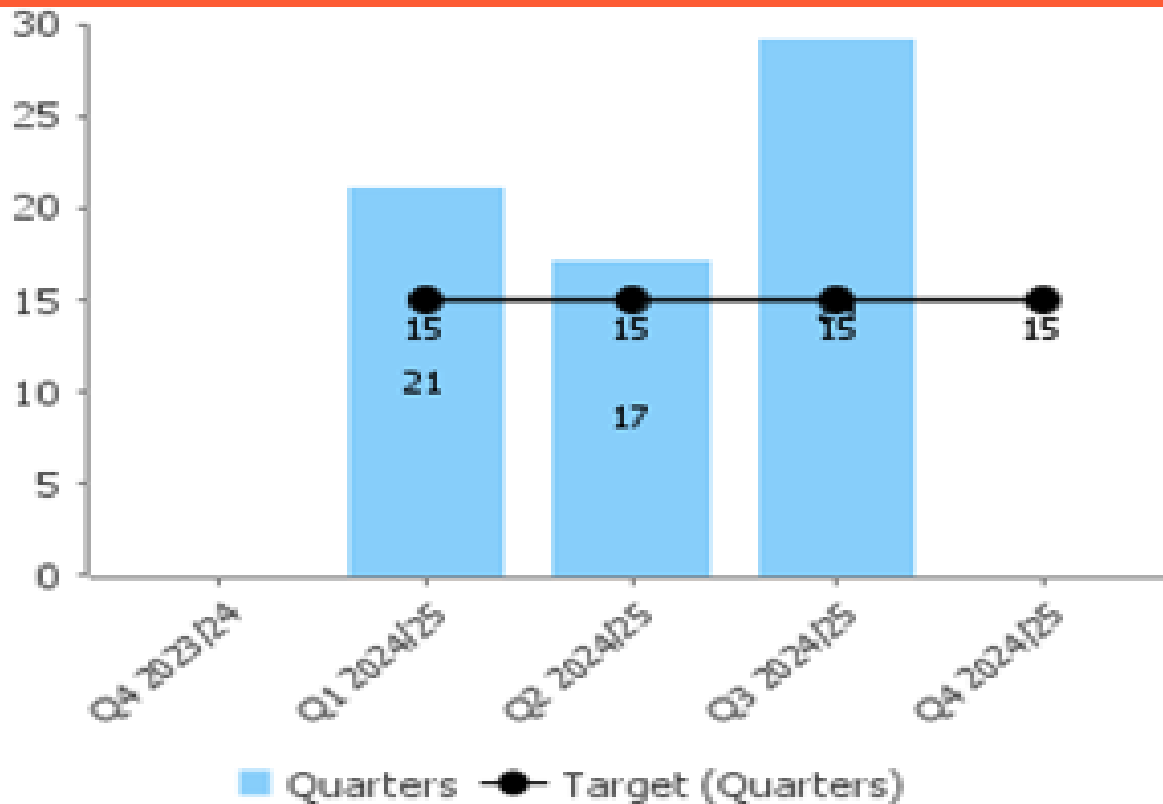
Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage
- 2.16a By 2027/28 Support Creative Medway Compact and partners to deliver four quarterly board meetings and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



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

Creative Medway delivered its annual open event in September. 90 members attended with representatives of the education, health and voluntary sectors to explore opportunities and challenges facing creativity and culture. The Creative Access Pledge, developed with national access champions Attitude is Everything, was launched. The pledge supports events makers and venues to be clear about the access they offer and supports access improvements. Creative Medway has agreed three focuses for the next 12 months and is recruiting working group members to carry out activities around the following 2025/2026 focuses: youth engagement across the sector, supporting diversity across the creative community and creative sector business skills. Creative Medway finalised plans to constitute as a CIC and welcomed new champions representing business and the voluntary sector and appointed its first Youth Champion. Creative Medway monthly meet ups continue offering formal networking and sector updates. Attendance has diversified and grown by 20% over the year. The Masterclass Programme continues with sessions focused on supporting music studio and events businesses to explore Arts Council funding and charities to take part in the Arts For Impact Philanthropy programme. An event on how to engage the press delivered by ITV Meridian has 45 attendees engage in an exceptionally well-reviewed workshop. Creative Medway is working to better connect and influence regional creative industries decision making via the Kent and Medway Economic Partnership and South East Creative Economy Network.

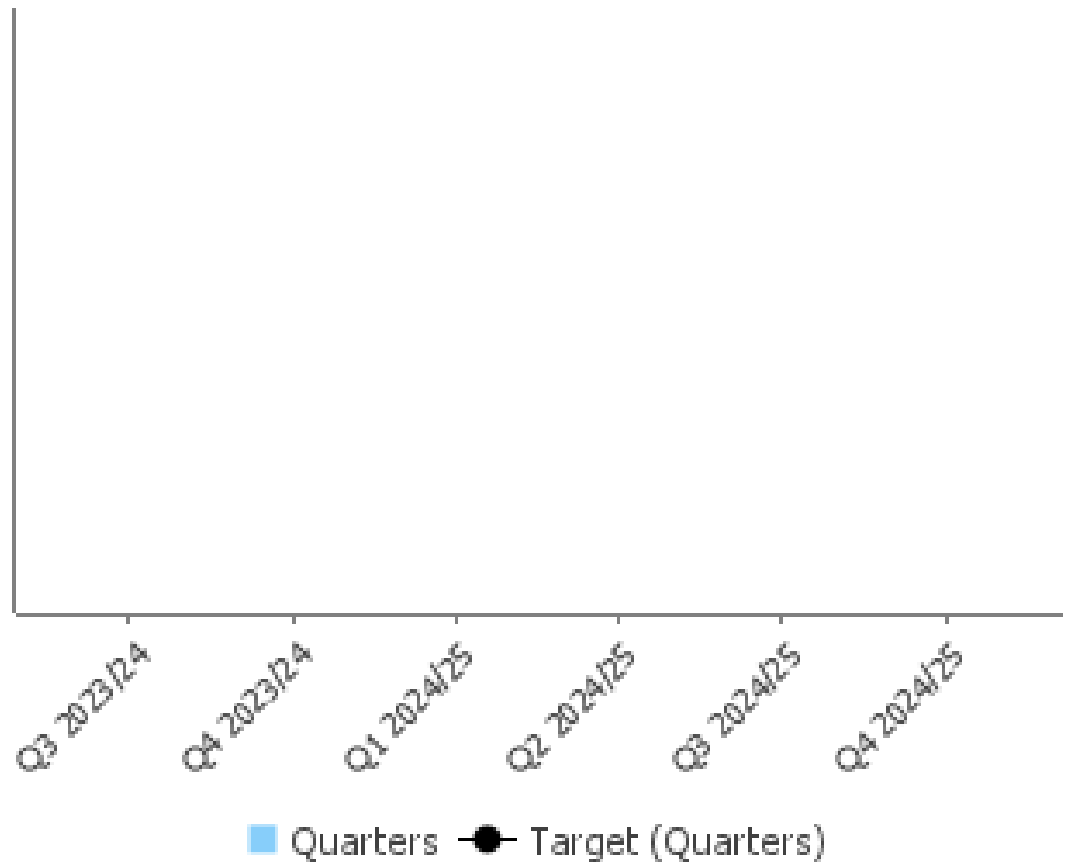
Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage
- 2.16b By 2027/28 Undertake 5 monthly sector surgeries, 60 a year, 240 by 2027/28



Aim to Maximise Green (upward long trend)

Q3 has seen 29 advice and support meetings: Advice on funding - Rochester City Centre Forum, Abolore Sobayo, Eddy Bond, House of Stars, Upside Down Dance Company, Medway Culture Club, Az Mumin, Temple of Kulture.
 Robina Yasmin– new artist to area, networking advice, Theo Allotey-Papoe – Exhibition advice, Wordsmithery – events and programme support, Estuary Festival – advice and networking session, Rikard Osterlund – advice on networking and on funding, Angela Kennedy – advice on developing a theatre production, Loop Dance Company – advice on a partnership project, Steven Keevil – advice on developing a programme, Joph Martin Bowtell – advice on working in cultural sector, LV21 – supporting with their return to Medway, Historic Dockyard – sharing plans & advice on local people and programmes, Francis Knight – support on development project, Medway Open Studios and Arts Festival – advice on future programme, Creative Medway – attended compact meetings, Mess Room – advice on future plans, Grassroots Music – supported Arts Council to deliver development event, Dill Tasker – advice on developing creative activity for young people, Jon Schwochert – advice on creating on co-designed interactive game, Photoworks – advice on delivering funded work in Medway, Short Brothers Aviation Heritage Group – advice on commissioning public art, Town Centre Management – advice on public art.

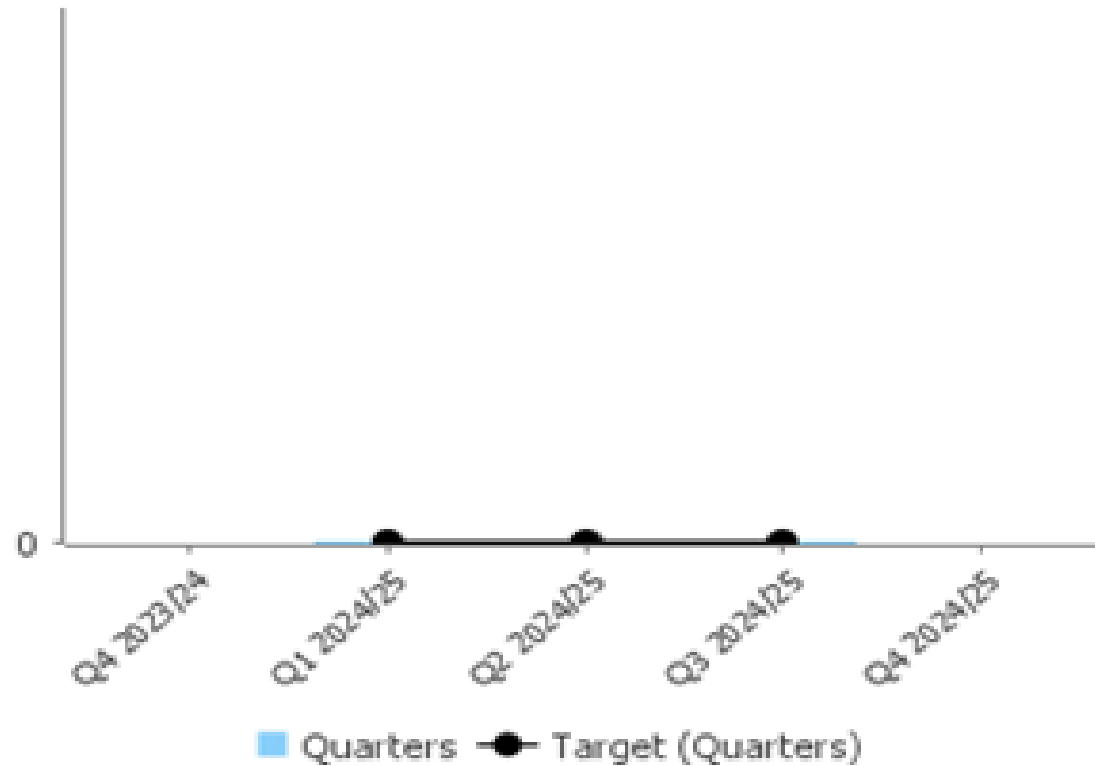
Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage
- 2.16c Working in partnership to generate positive media coverage and promotion of the creative and cultural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

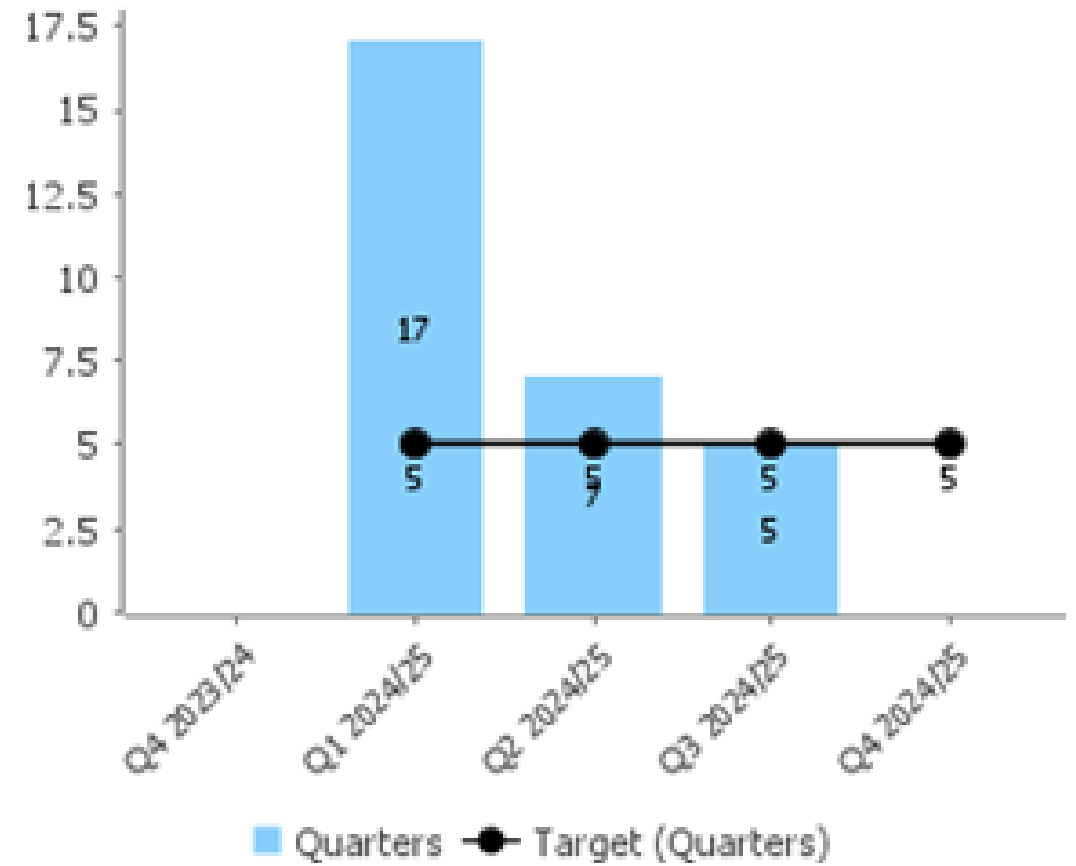
Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage
- 2.17 By 2027/8 implement a minimum of five community led pilot projects which showcase heritage- driven regeneration



Aim to Maximise Green (static long trend)

Following a significant programme of targeted engagement and publicity, the second and final round of the Medway Heritage Place grant funding programme saw 83 applications representing a good geographic spread, range of subject matter and proportion of diverse applicants. 14 applications were funded bringing the total number of grants awarded to 23 and the total funding distributed to £165,000.00. All these projects are expected to be delivered by the end of Q4

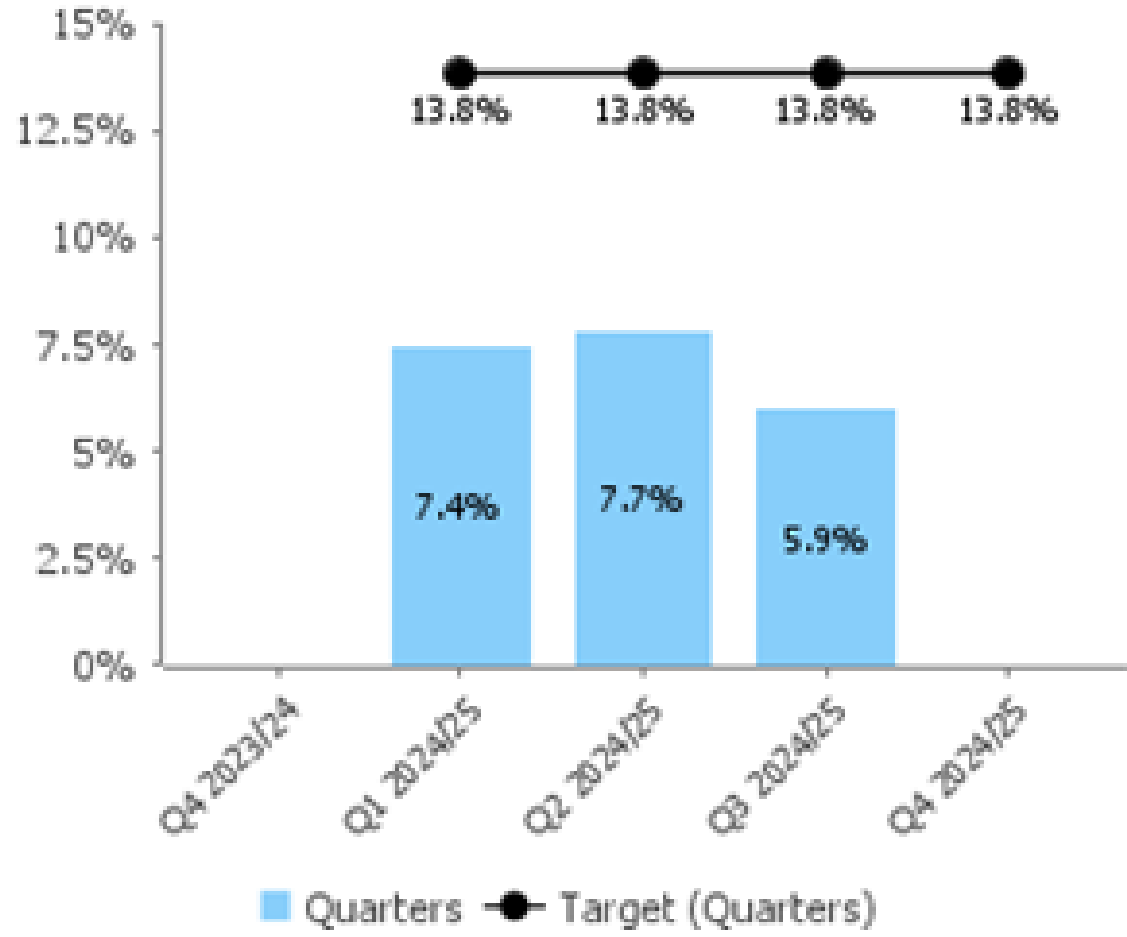
Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage
- 2.18 By 2027/28 increase the number of Medway businesses to become green by 80



Aim to Maximise Green (downward long trend)

A green business prioritises environmental sustainability, reduces carbon emissions, uses resources efficiently, and aligns with eco-friendly practices. A major green business is determined by the scale of its operations, impact on reducing carbon emissions, and significant contributions to sustainability goals in Medway. Completing a net zero audit indicates the business is progressing towards reducing emissions, but ongoing sustainable practices are key for the business to count as a 'green business'. In Q3 five businesses were awarded green grants in a joint bid. One business completed a net zero audit.

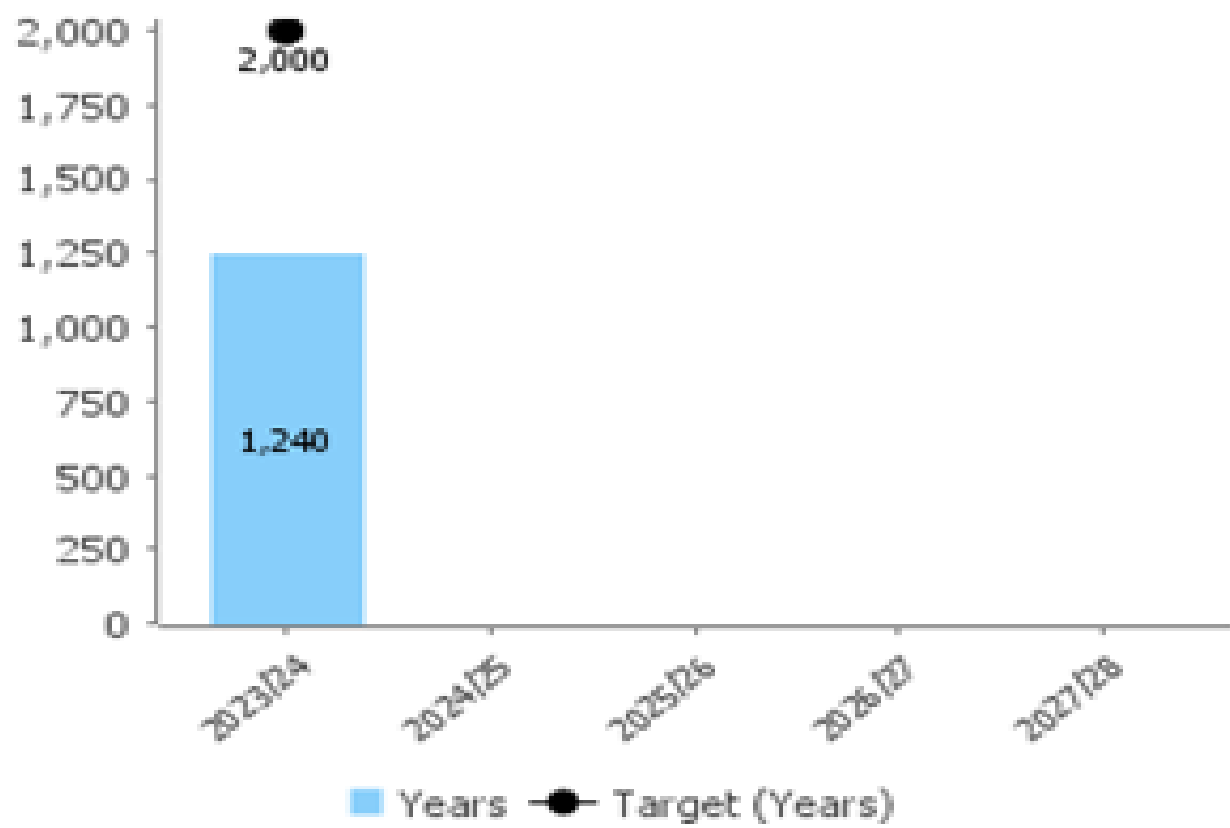
Support the growth and diversification of business in our town centres, reflecting the importance of placemaking and regeneration
- 2.19 By 2027/28, vacancy rates are below the national average across Medway's town centres



Aim to Minimise Green (upward long trend)

Average vacancy rate for Medway's town centres is 5.9% in Q3. This has fallen from Q2 as is expected in the 'Golden Quarter' for retail. Rates continue to be measured each quarter and although our ability to influence vacancy rates is limited if the current trend continues, we will 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
Red (downward long trend)
Annual PI. Due November 2025

Data for 2023 new business births released November 2024 - 1,240 total. Number of business births lower in years following Covid19 pandemic and 'the great resignation' reflected at the time with business support programmes targeting scale up and growth rather than start up support. This was revised in 2024 business support provision with an increased focus on start up support as numbers increased with an expectation that figures will increase to meet the overall target of 8000 over the period.

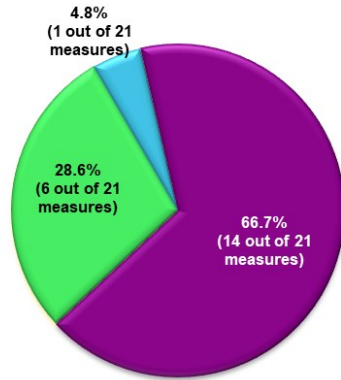
Enjoying clean, green, safe and connected communities

- 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. We are reporting on 7 performance indicators this quarter.

Performance



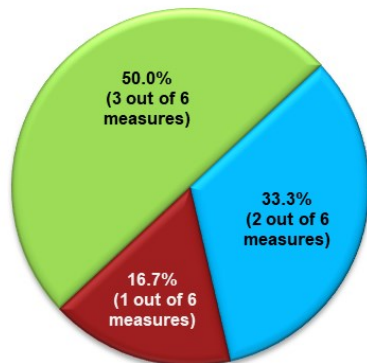
Performance - key

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:

- 28.6% (6 out of 21 measures) met or exceeded target.
- 0.0% (0 out of 21 measures) were slightly below target (less than 5%).
- 0.0% (0 out of 21 measures) were significantly below target (more than 5%).
- 4.8% (1 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

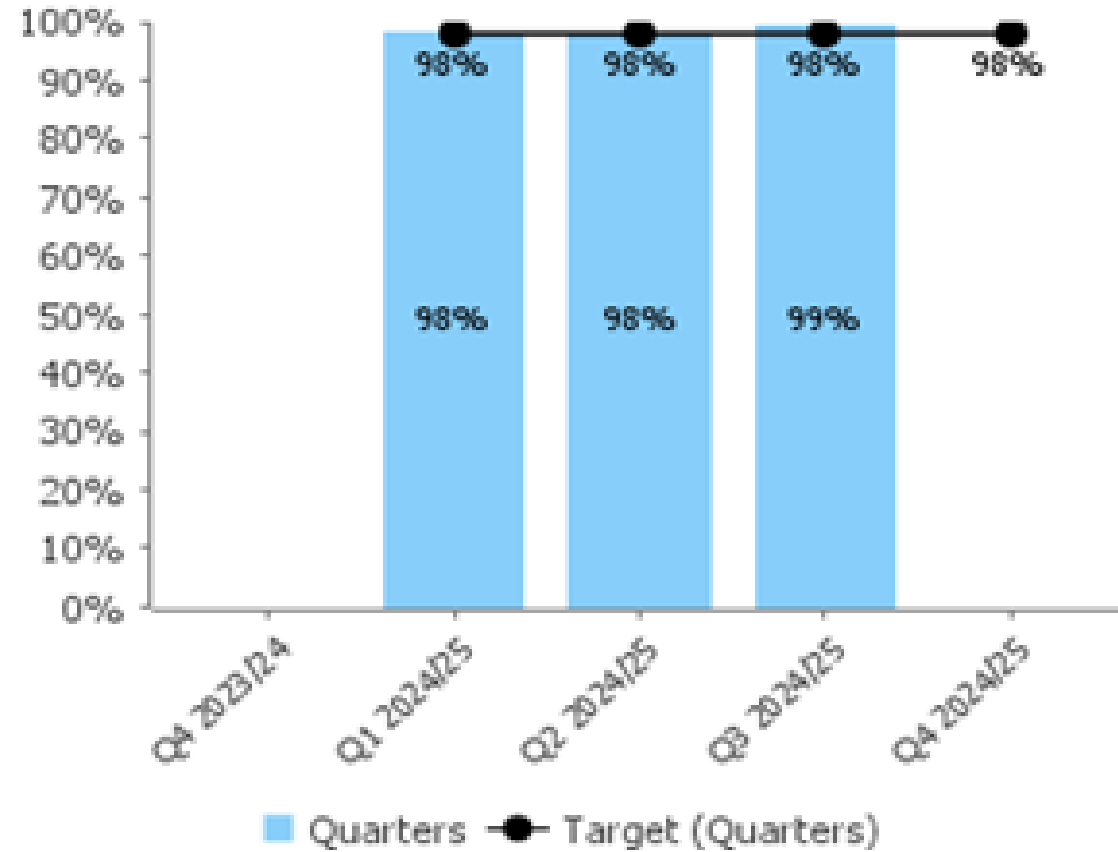
Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 6 measures:

- 50.0% (3 out of 6 measures) had an upward long trend.
- 33.3% (2 out of 6 measures) had a static long trend.
- 16.7% (1 out of 6 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

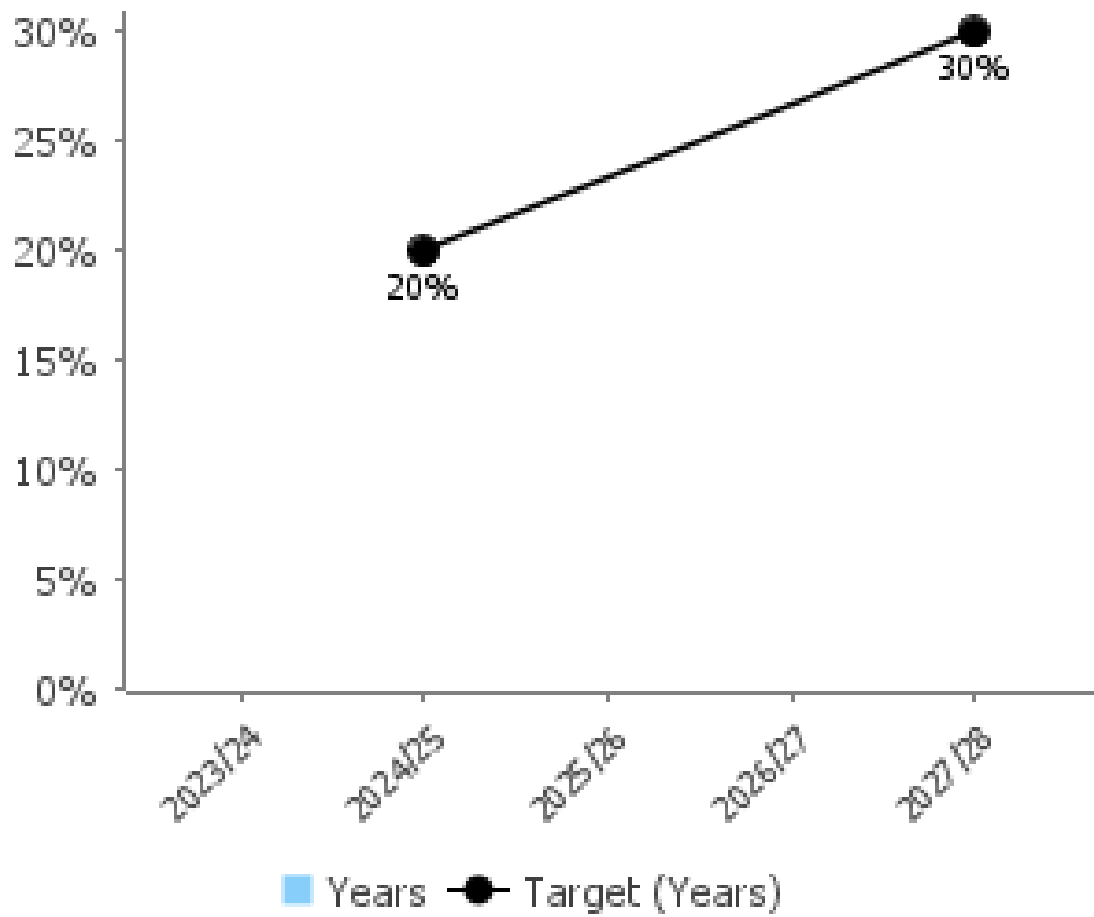
- 3.01 By 2027/28, 99% of streetlights are in illumination



Aim to Maximise Green (upward long trend)

During Q3, 99% 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.

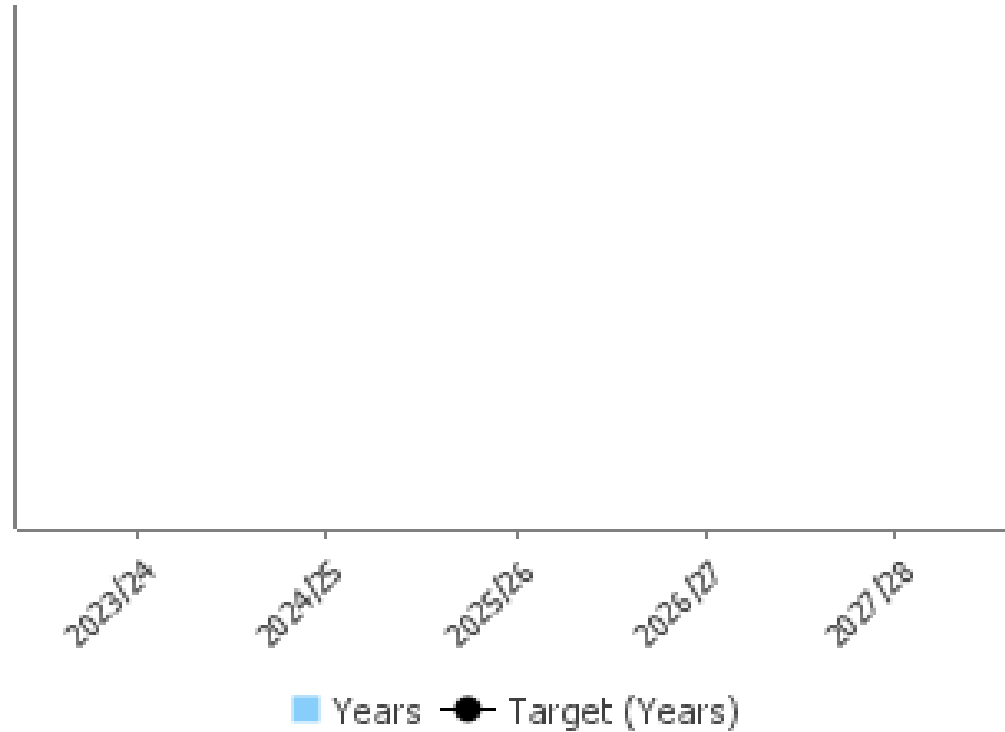
Create child-friendly communities which ensure all people in Medway will feel safe and live free from harm and abuse
- 3.02 By 2027/28, 30% of roads where maintenance should be considered are actioned



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 Q3 a total of 12 sites have been resurfaced. This equates to 23,700m². The remaining sites will be completed throughout Q4.

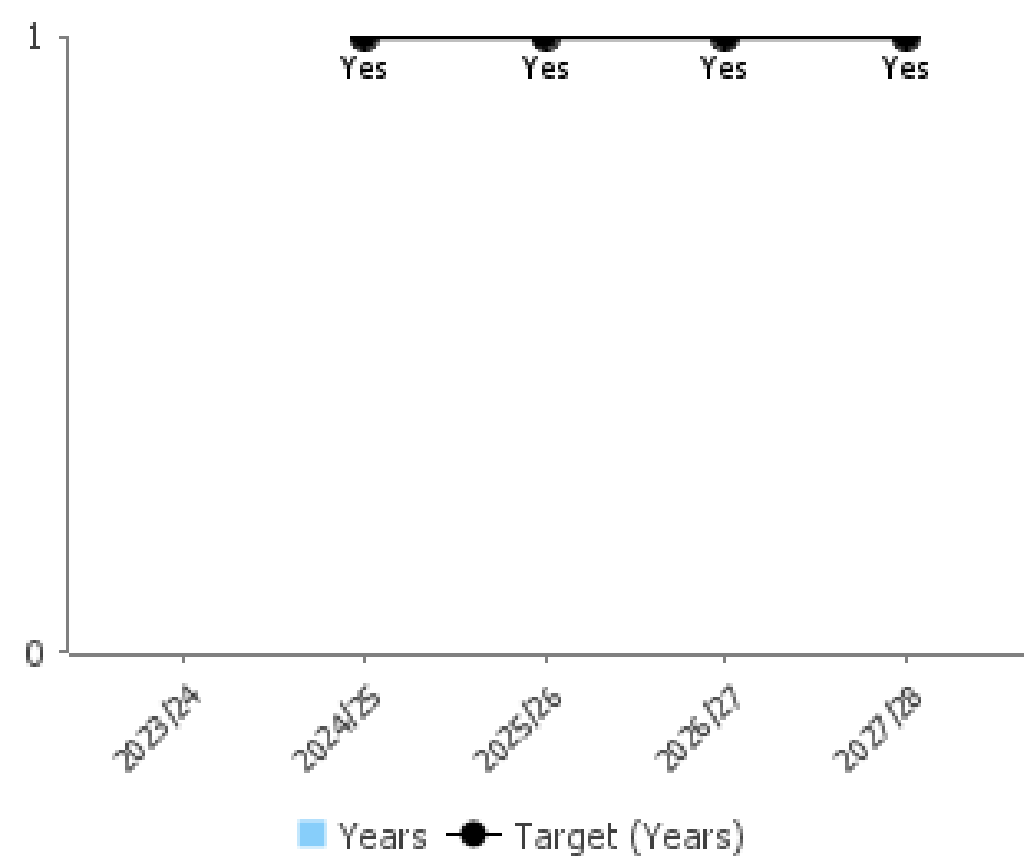
OMCP 3.03 By 2027/28, increase the community satisfaction survey levels in Medway



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

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.

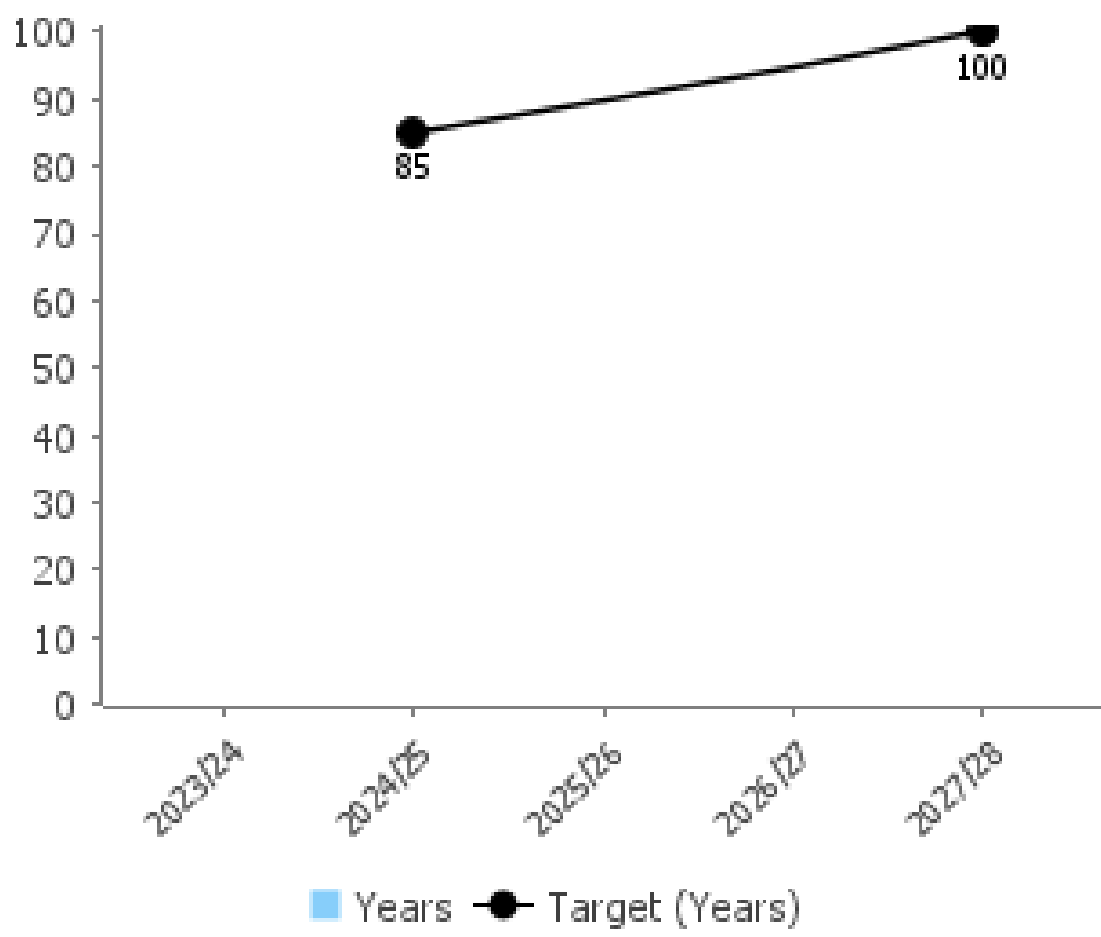
Celebrating the individuality of all parts of the Medway community, ensuring services, events and activities reflect and support the diverse communities of Medway
- 3.04 By 2027/28, the participation in service led and service funded events and activities match the demographic profile of Medway as determined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



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

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.

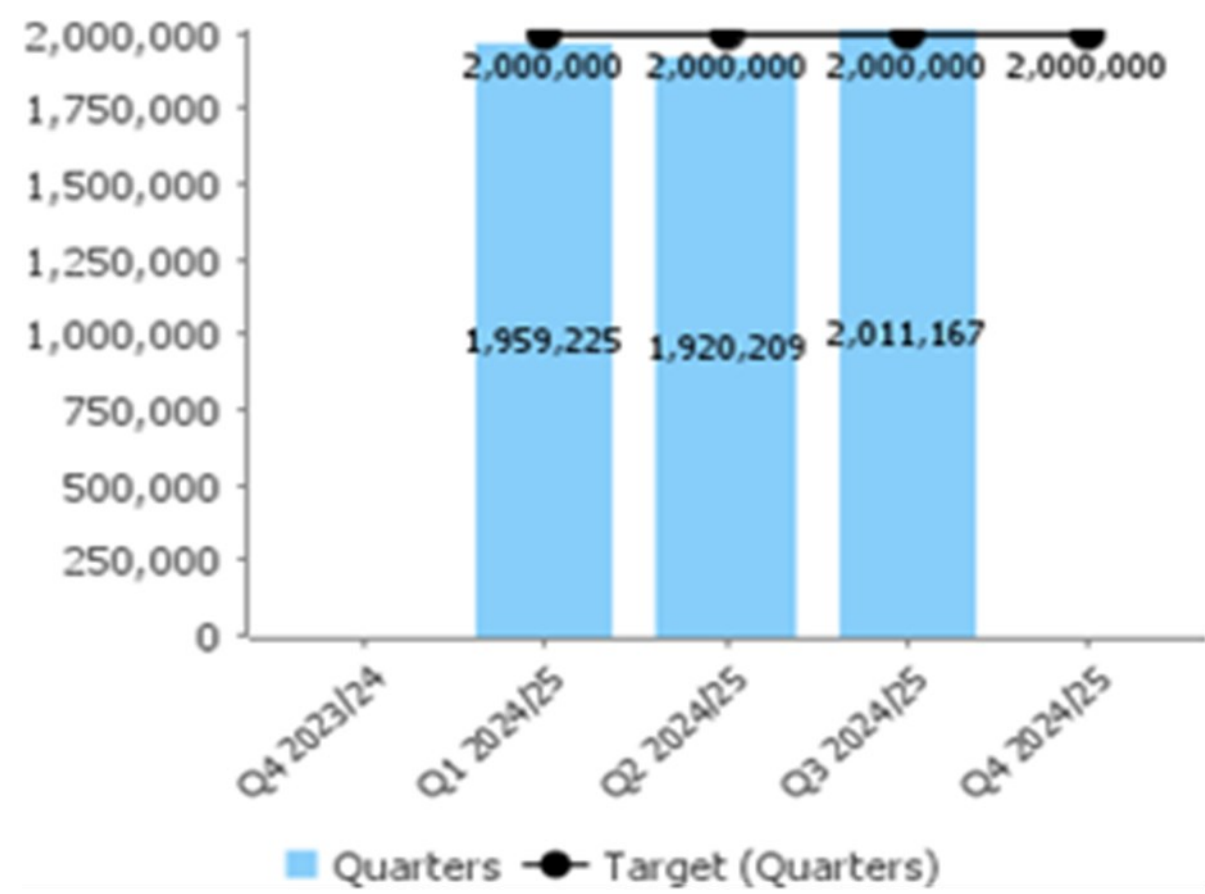
Provide improved opportunities to walk, cycle, use public transport and electric vehicles, reducing carbon emissions and improving air quality - 3.05 By 2027/28, residents and visitors have access to 100 miles of signed cycle routes in Medway



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

During Q3 the draft of the Local Cycle and Walking Infrastructure Plan (LCWIP) and accompanying detailed technical report was finalised, ready to take to RCE Overview & Scrutiny meeting early in Q4. If this is approved the proposed LCWIP will then be presented to Cabinet in March 2025. Officers also commenced work on high-level concepts and proposals for possible cycling schemes to be delivered in conjunction with the Active Travel Fund and Capability revenue grant allocations.

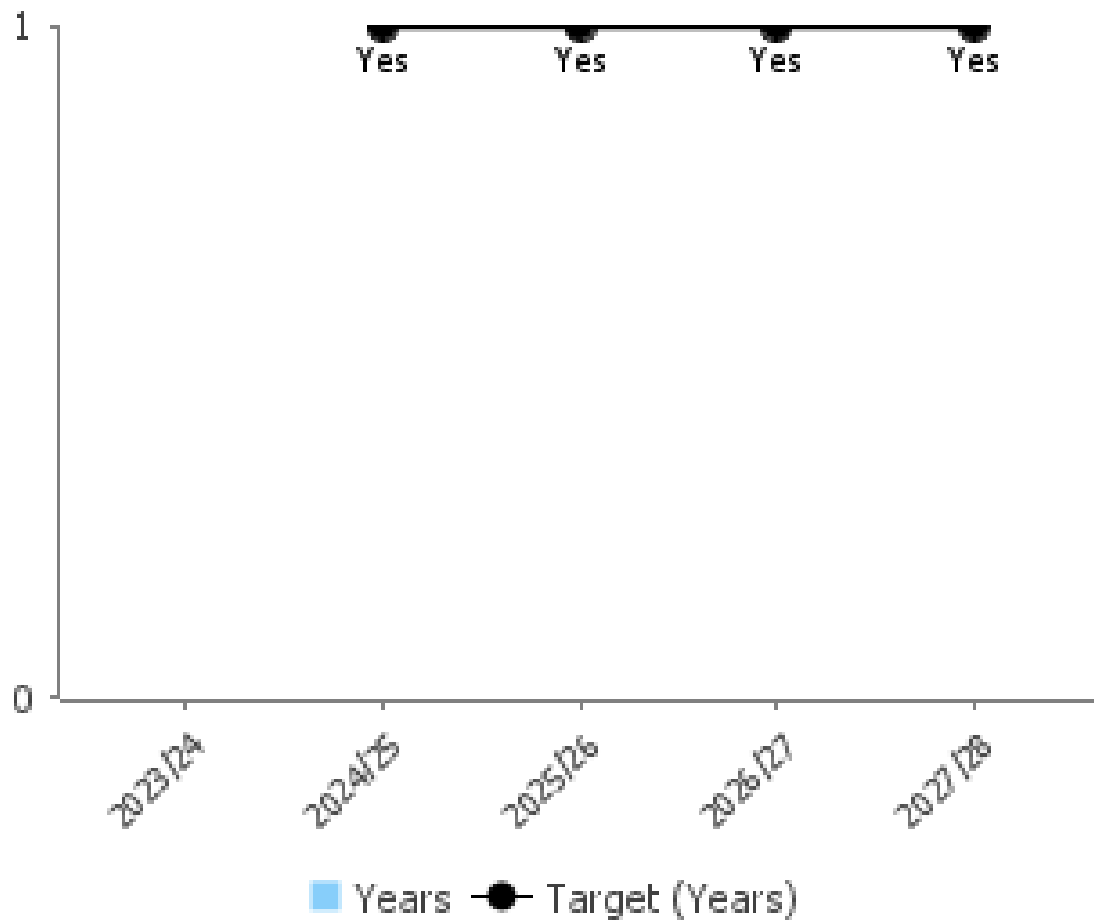
Provide improved opportunities to walk, cycle, use public transport and electric vehicles, reducing carbon emissions and improving air quality
- 3.06 By 2027/28, increase the number of bus passengers on local services to 9 million journeys per year



Aim to Maximise Green (upward long trend)

The number of bus journeys undertaken in Medway during Q3 was 2,011,167. This is the highest Q3 figure since 2019/20 and shows an excellent increase on bus patronage from the previous few years. Projects undertaken to increase the number of bus journeys include improvements to bus infrastructure and the bus station, free bus travel weekends to promote Medway bus services, and closer working with bus operators to help develop services where possible.

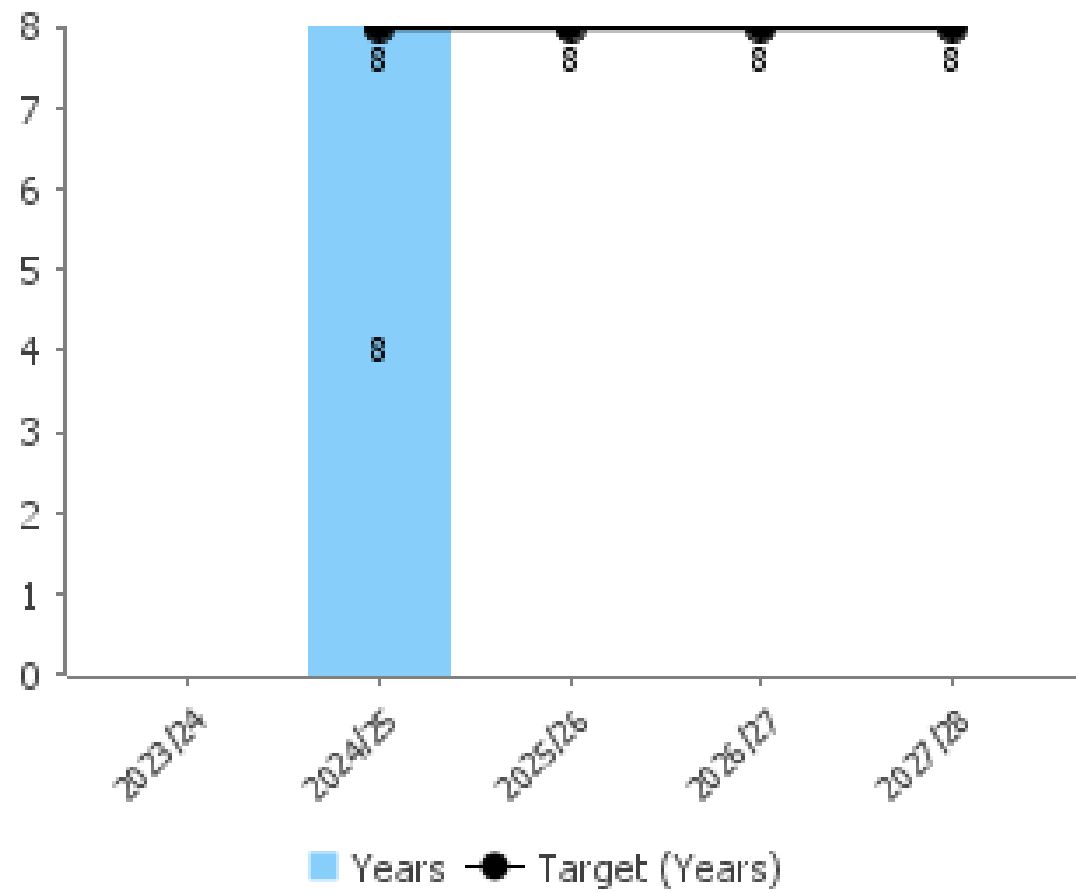
Provide improved opportunities to walk, cycle, use public transport and electric vehicles, reducing carbon emissions and improving air quality - 3.07 Progression of the Authorities Air Quality Act Plans (AQAP)



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. Statutory Consultation on the draft Air Quality Action Plan (to replace the 2015 action plan was undertaken as planned). The consultation was promoted via social media digital newsletters and direct emails to statutory consultees. The engagement rate across social media channels was 3.33% which is an excellent/significantly above average performance. A total of 80 completed responses to the survey were received as well as a written response from the UK Health Security Agency in its capacity as a statutory consultee. Consultation responses will be evaluated during Q4 24/25 prior to finalisation of the action plan.

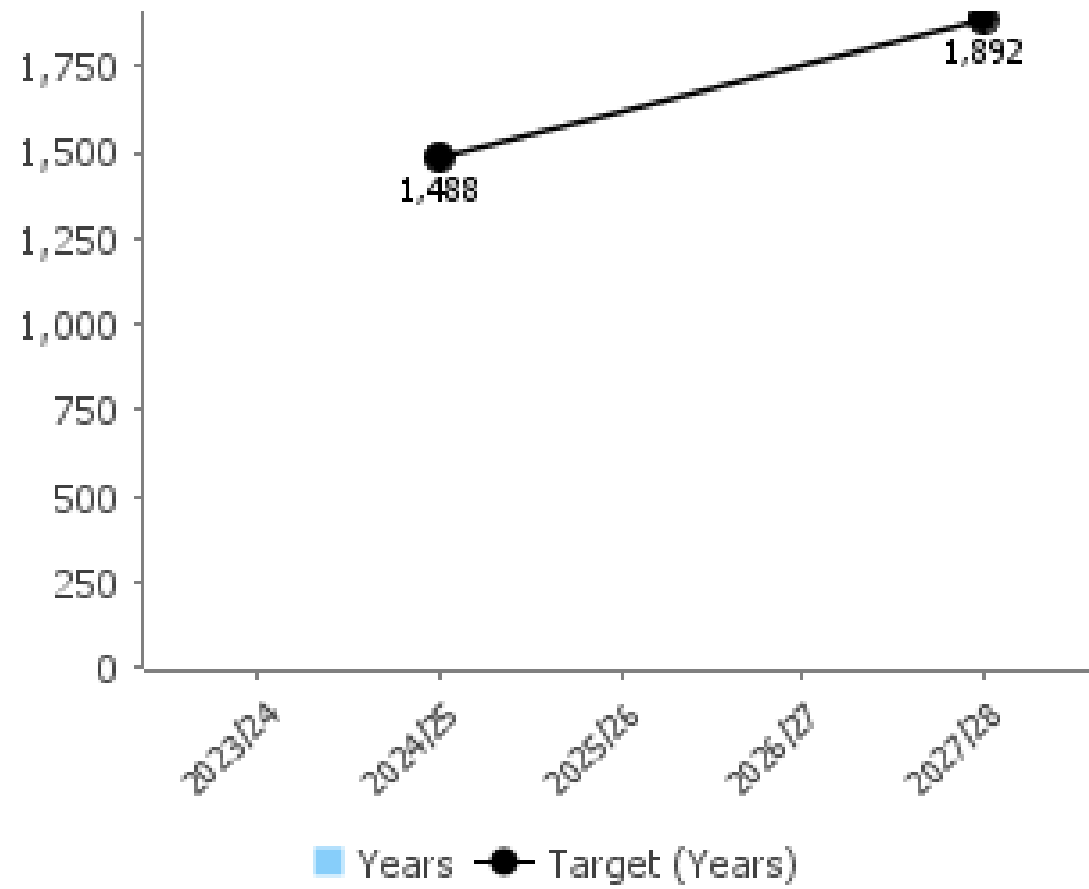
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.08 By 2027/28, maintain the Green Flag accreditation of 8 parks



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

The decision was made in November 2024 to continue applying for the Green Flag Awards for next calendar year. Management plan updates in progress to be ready for submitting the application for all 8 sites in January 2025. Mystery shop results all now received for this year's sites.

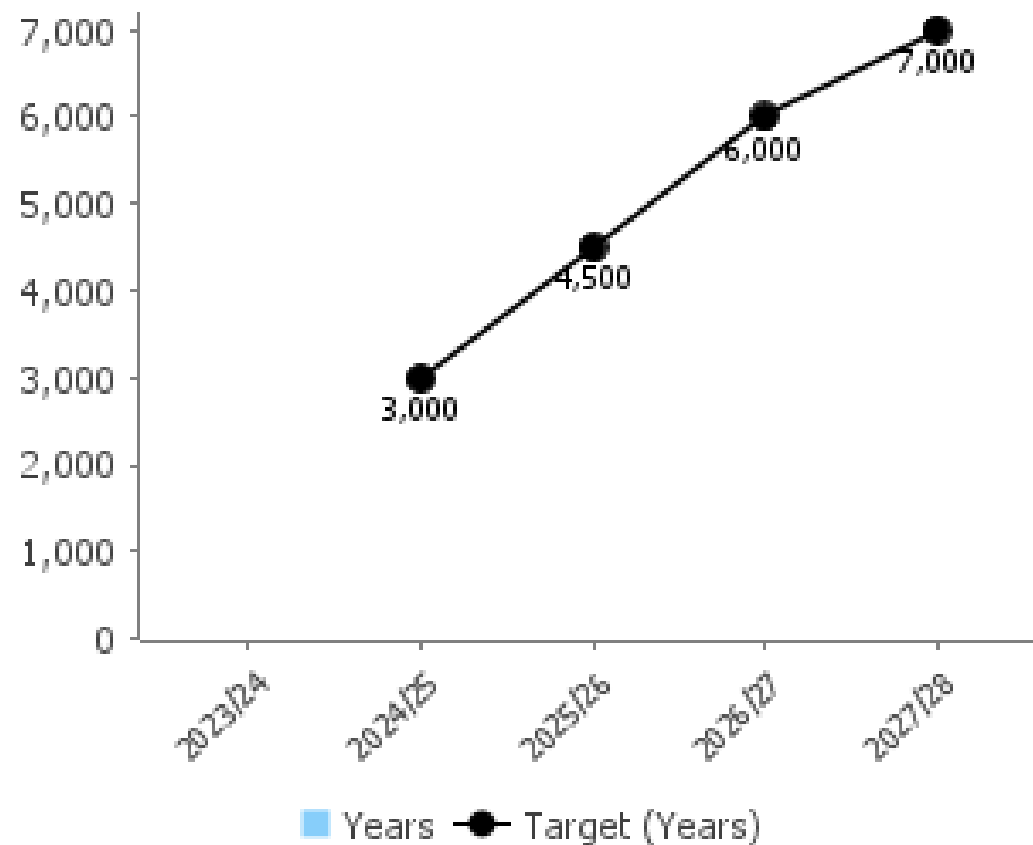
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.09 By 2027/28, increase the annual river leisure traffic (yacht club members) visiting Medway as part 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. Funding secured for dry docking Sun Pier pontoons. The Tender is still being written pending professional advice on job specification. Date of works - March 2025

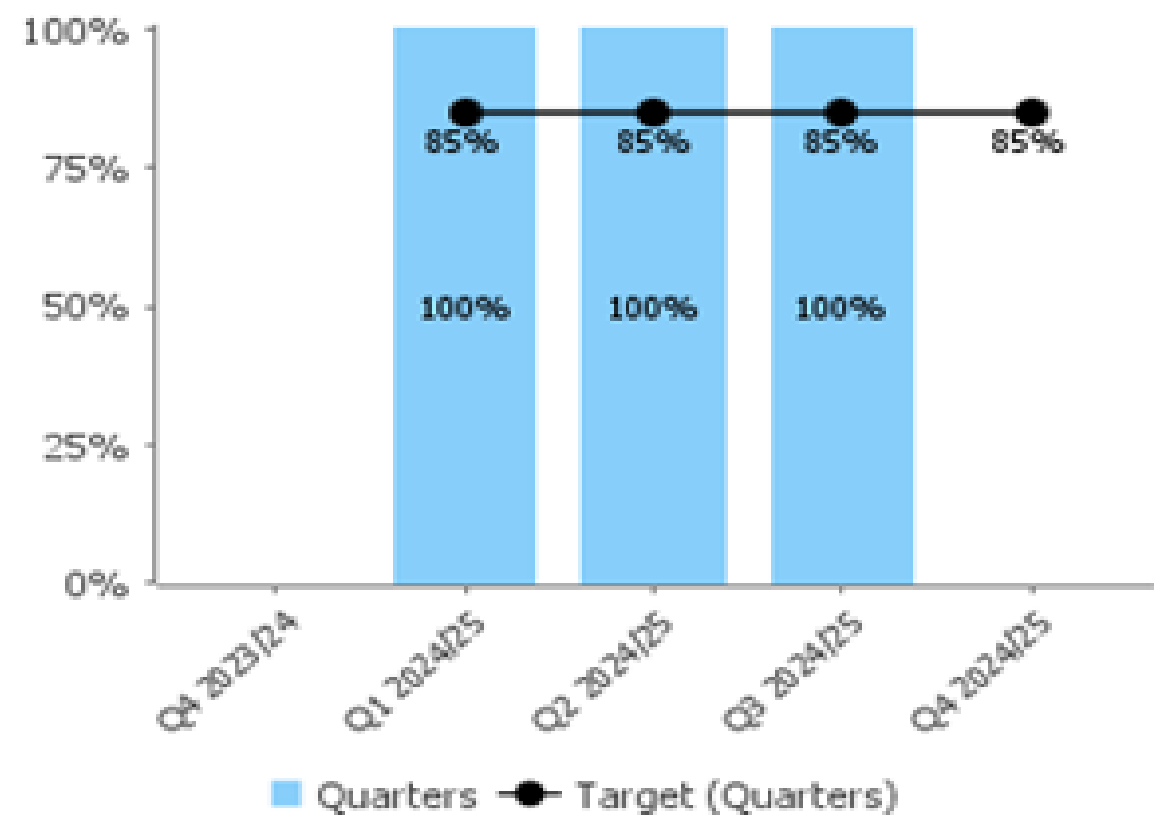
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.10 By 2027/28, increase the annual river tour boat visitors to 7,000



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. Planning permission for the platform has been secured. Foundations have been laid. Construction is due to commence in January 2026

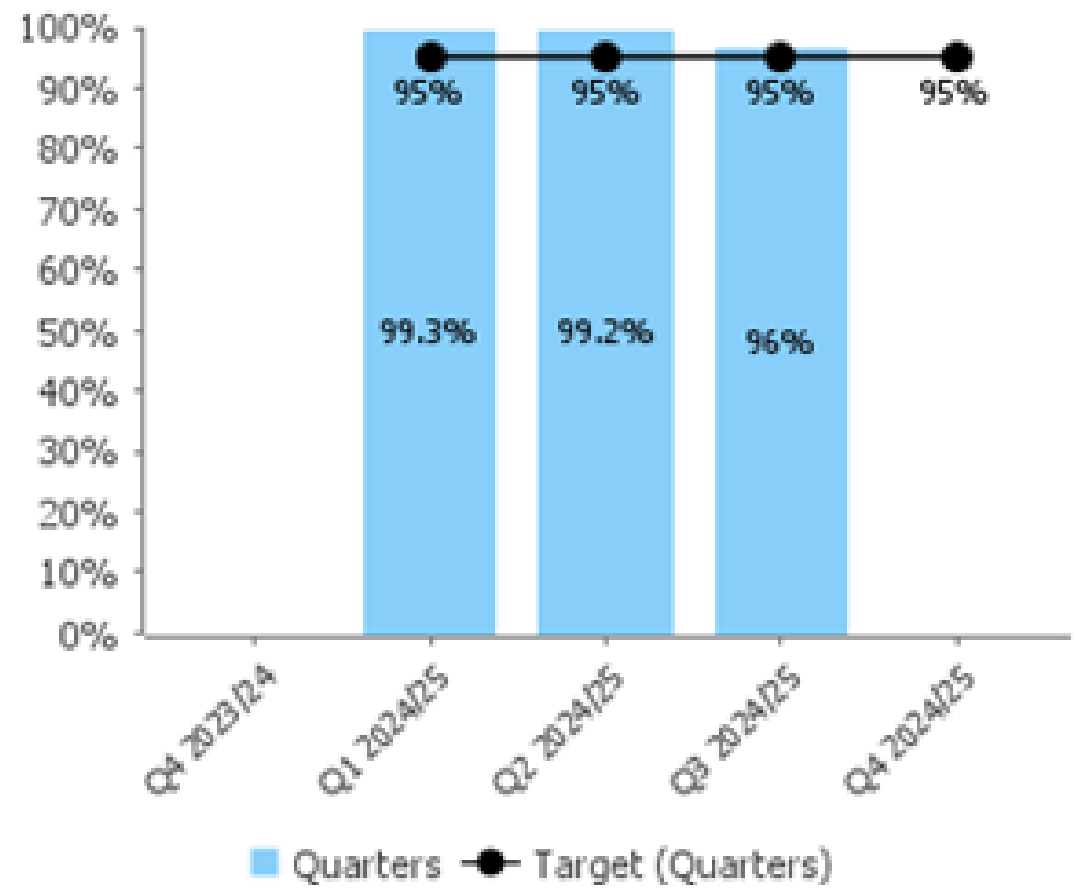
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.11a By 2027/28, 100% of highway network inspections are carried out on time



Aim to Maximise Green (static long trend)

In Q3, 1,681 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.

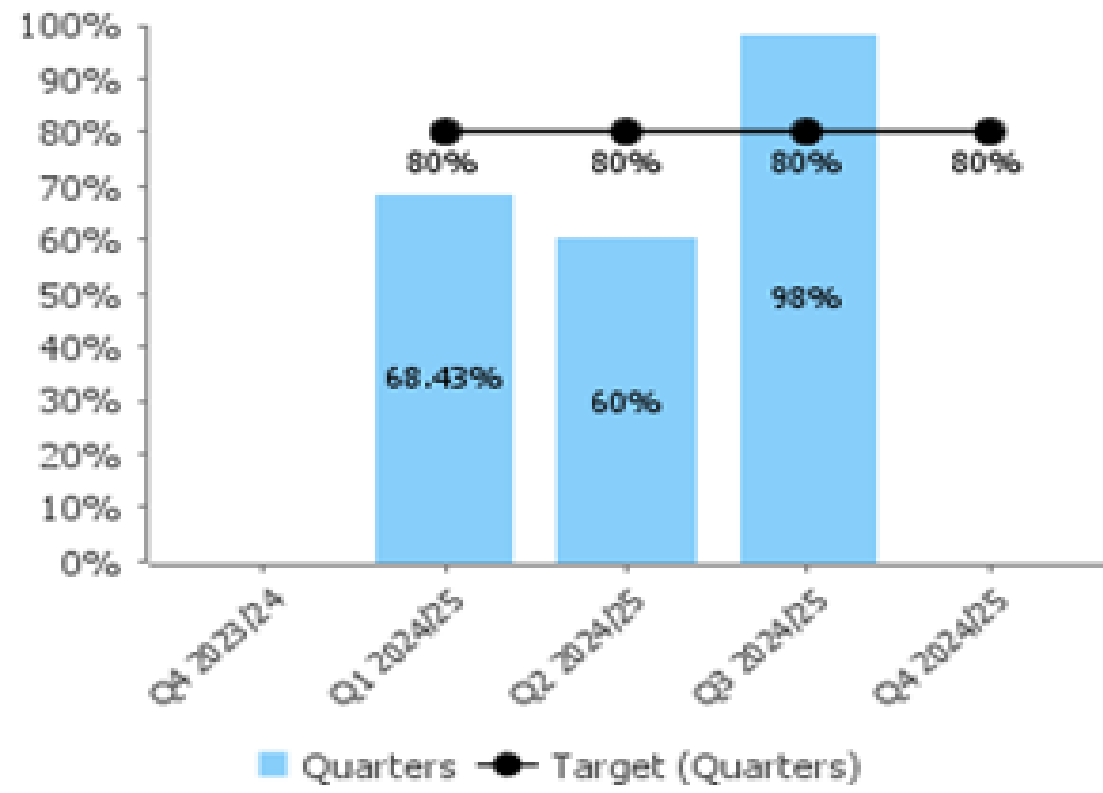
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.11b By 2027/28, 95% of identified highway network defects are repaired within the priority timeframe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



Aim to Maximise Green (downward long trend)

During Q3, 1,551 jobs were completed, of which 63 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.

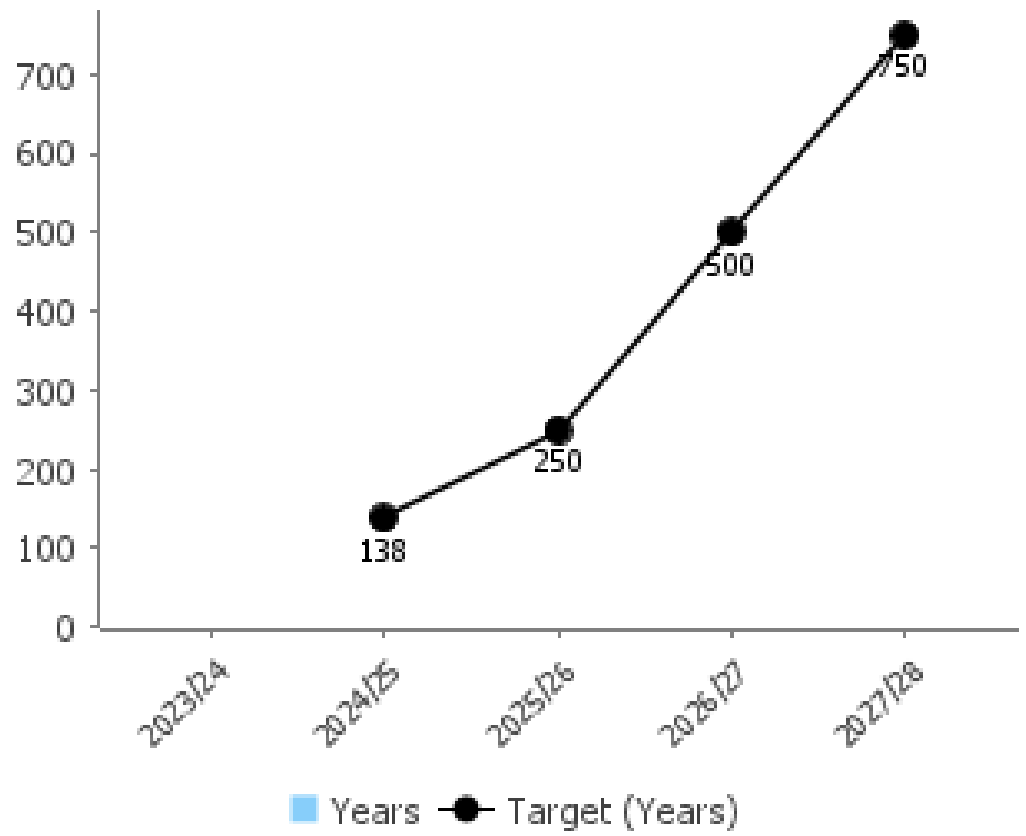
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.12 By 2027/28, 95% of roadworks are completed on time



Aim to Maximise Green (upward long trend)

The roadworks completed in Q3 is taken from the volume of roadworks carried out in that period. This figure 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.

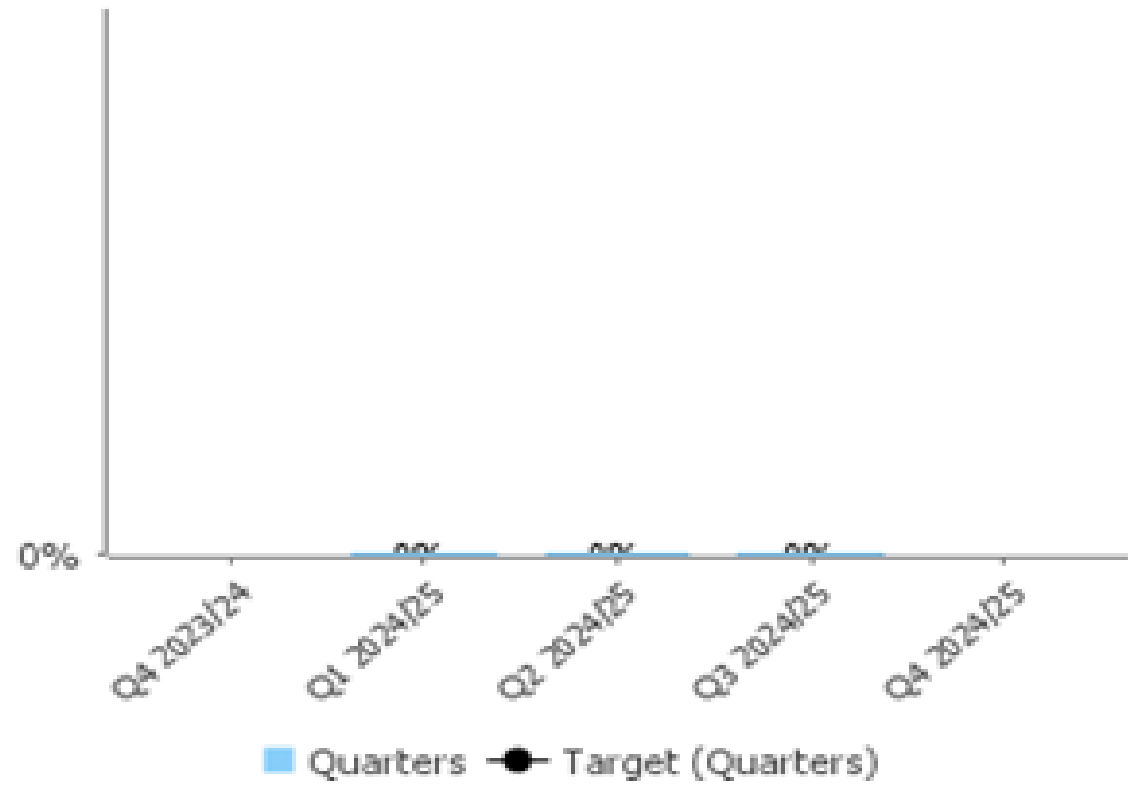
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.13a By 2027/28, residents and visitors have access to 750 publicly available electric vehicle charging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

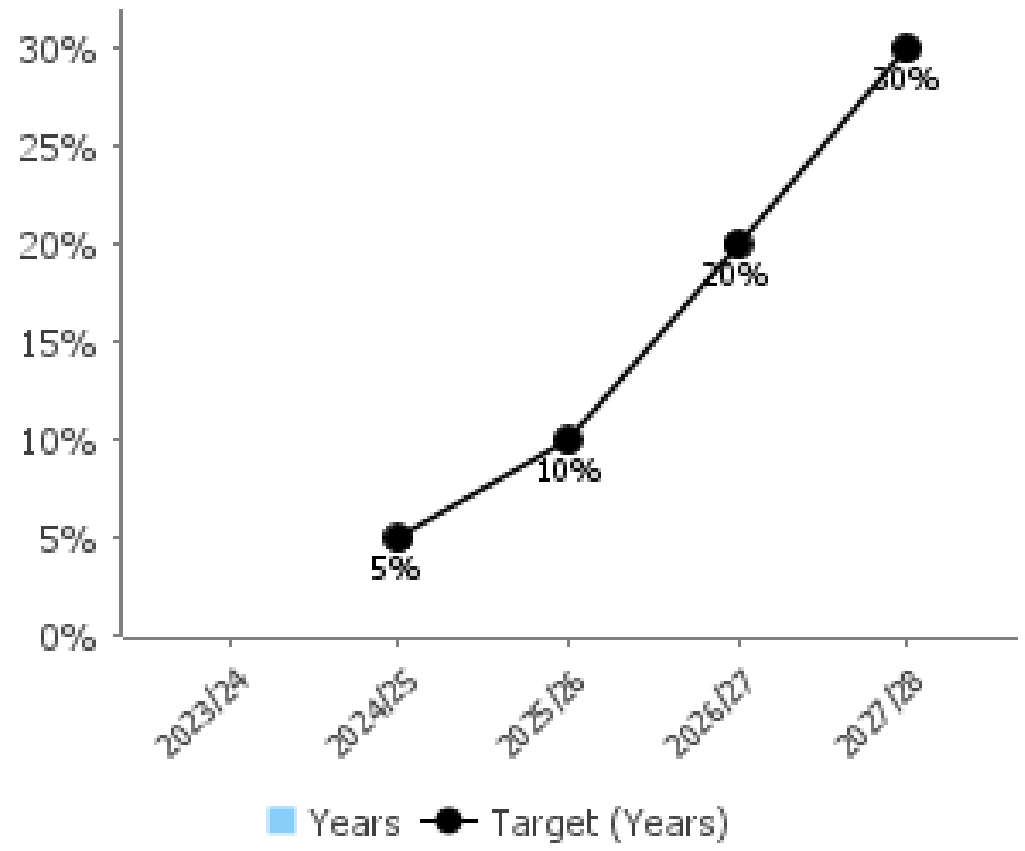
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.13b By 2027/28, on-street electric vehicle chargers achieve 100% utilisation



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

No figures are yet available as we have not yet been awarded LEVI Capital Funding. Once funding is approved and our tender awarded, this figure will be reported on.

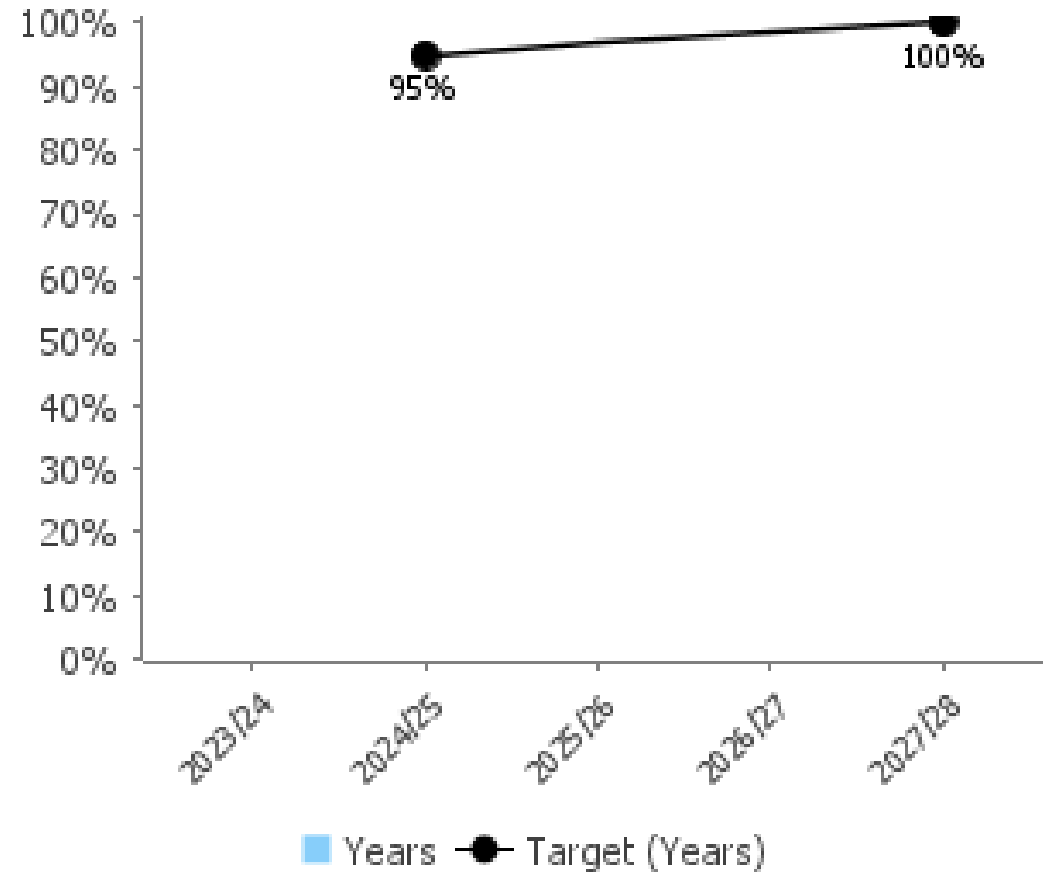
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.14a By 2027/28, use at least 30% recycled material on highway maintenance schemes



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 Q3, 12 carriageway resurfacing schemes have been carried out totalling 23,700m2. 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.

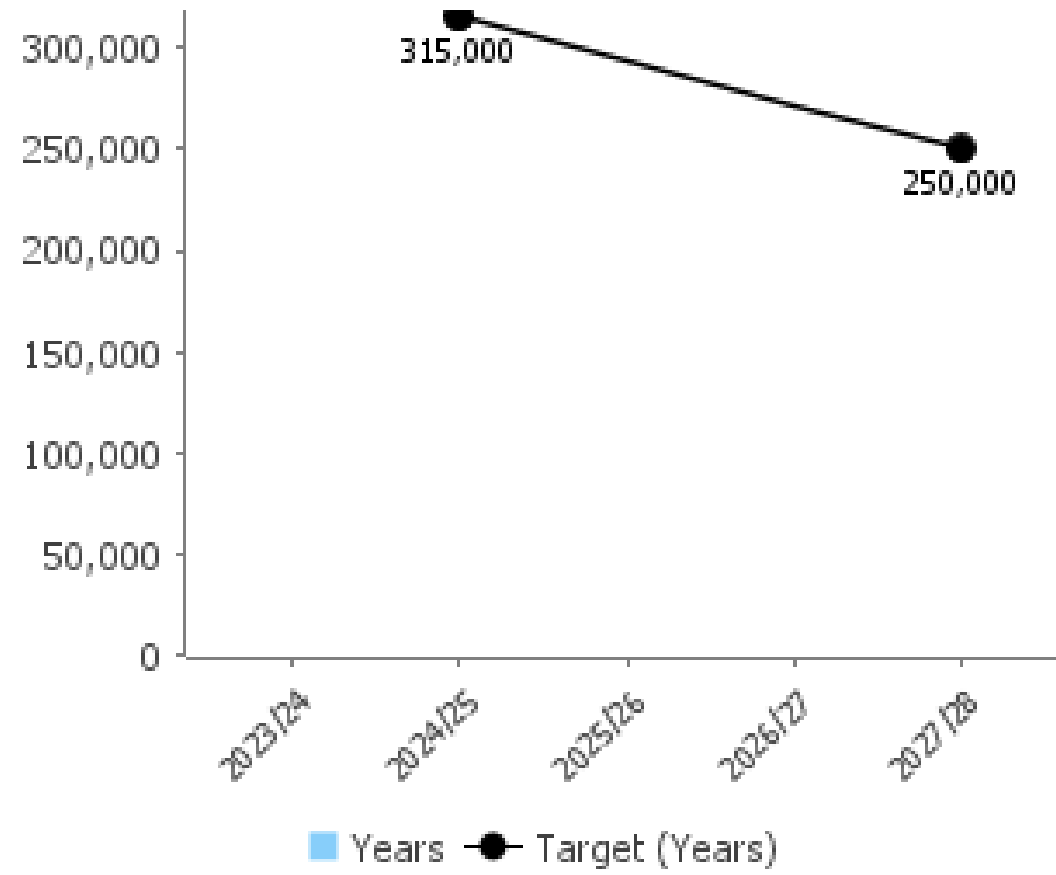
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.14b By 2027/28, 100% of material removed from roads is diverted from landfill for recycling



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 Q3, 12 carriageway resurfacing schemes have been carried out with 100% of material removed diverted from landfill for recycling.

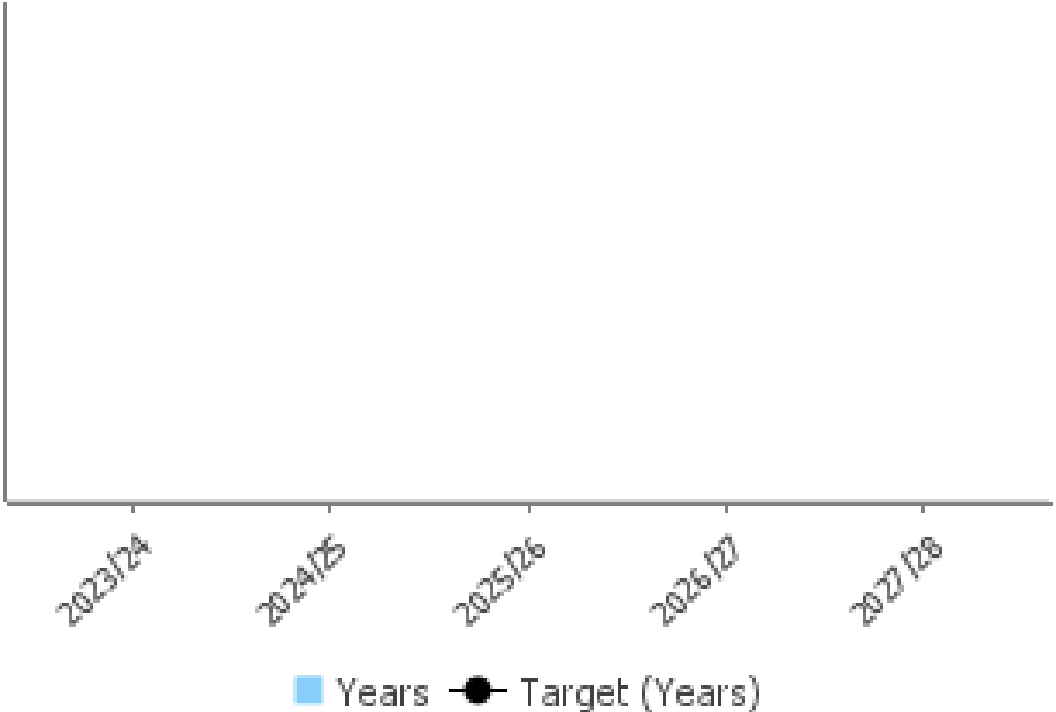
Develop and facilitate easy-to-use and simple digital solutions for residents to access services and engage with the public sector
- 3.15 By 2027/28, achieve a 50% reduction in incoming telephone calls to Medway Council



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

Calls delivered in Q3 totalled 70,089 across all phone lines. This equates to a 36% call reduction vs Q3 in the Baseline year of 2019/20. The reduction in calls for this quarter was to be expected for this time of year (calls decline in the run up to Christmas). Including the Covid year of 2020/2021 where calls were significantly lower, Q3 of this year is the lowest volume of calls compared to any other since April 2019. The percentage reduction across all three quarters of 2024/25 compared to the same period in the baseline year remains around 40%.

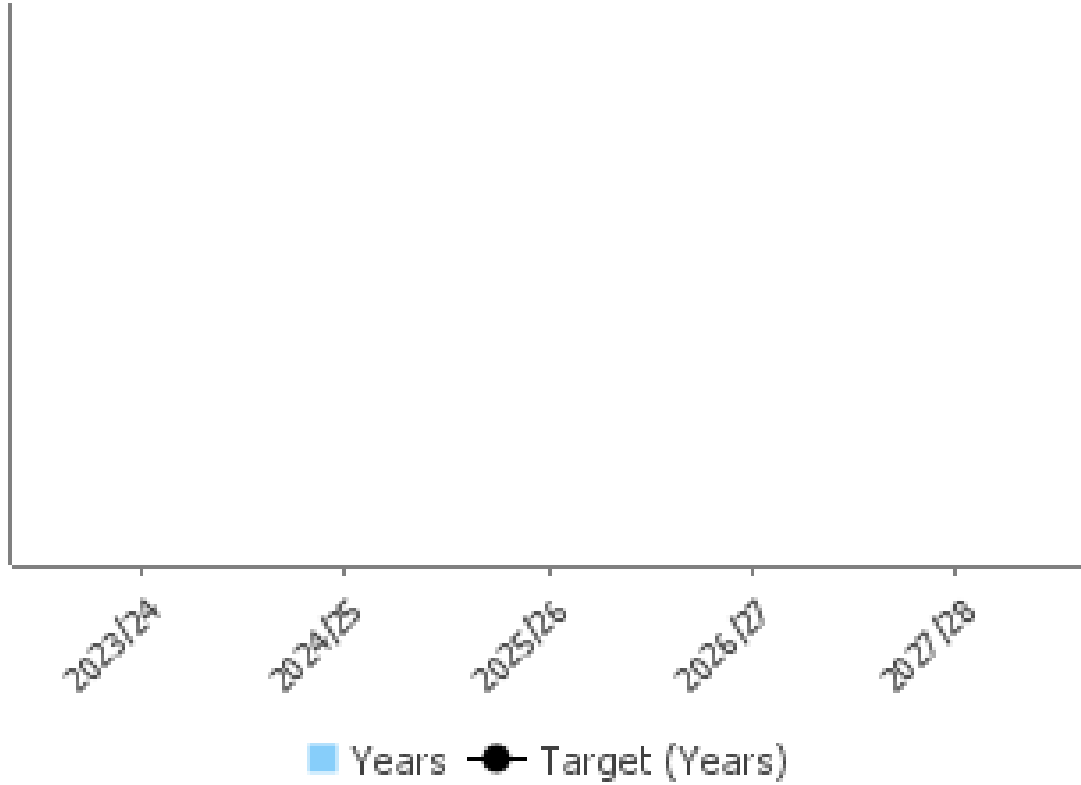
OMCP 3.16 By 2027/28, Medway Council's corporate website will have an accessibility score of 90% compliance



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

Q3 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, for example the inclusion of an inaccessible pdf will negatively impact the score. The accessibility score has remained consistent with Q2 2024/25.
The Data and Design Service is in the process of recruiting to an Accessibility Specialist role during January and February 2025; this follows on from an earlier unsuccessful attempt during Q2 2024/25. 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

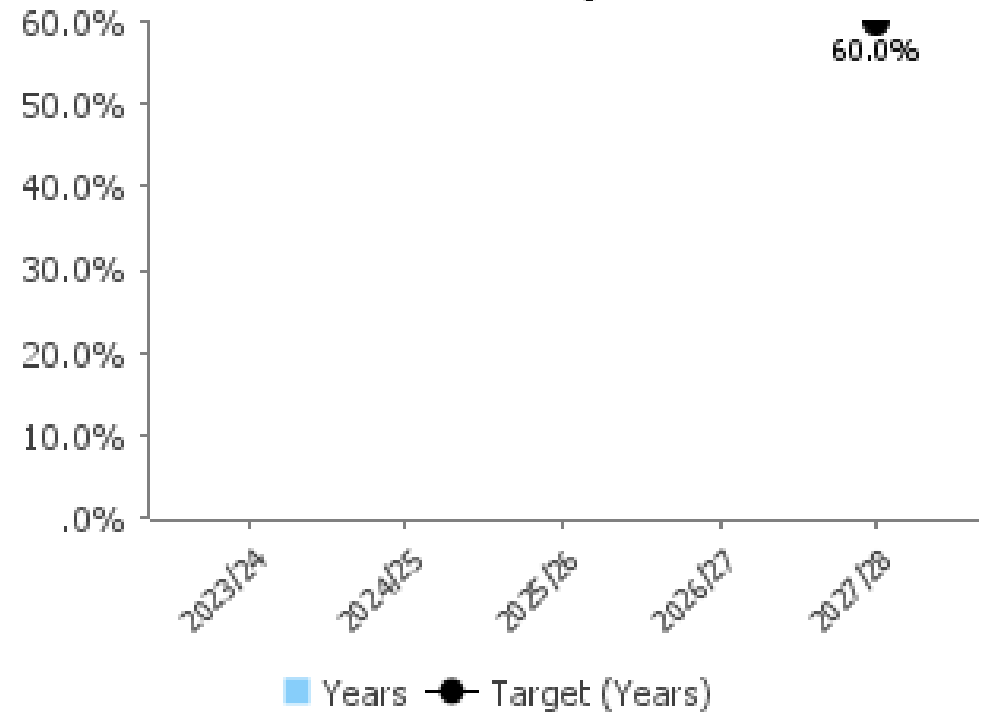


**Aim to Maximise
Data Only
Data unavailable (no long trend)
Annual PI. Due March 2025**

An initial draft survey has been designed, work is ongoing to refine and develop this further. It is planned to test and implement the survey during Q4 2024/25. This timescale should allow a baseline to be developed during 2025/26.

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 Q3, 53.9% of resident interactions were digital, up slightly from 53.2% in Q2. In the period from April to December 2024 digital has accounted for 53.7% of interactions. Performance is influenced by telephony demand, the main alternative access method for residents. During Q3 both online form submissions and telephone call decreased reflecting seasonal variations primarily associated with the festive period.

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 Q2, efforts have been concentrated on the revision of some outdated forms.

Work has continued 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 Q4 of 2024/25.

The nuisance vehicles process launched in Q3 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. This process creates a service pattern that can be applied to other services where residents need to report an issue.

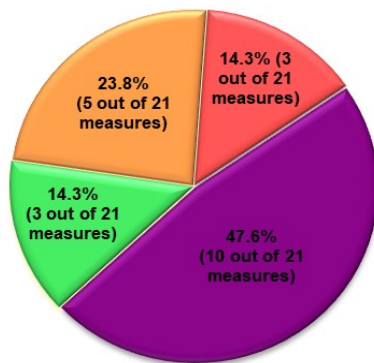
Improving health and wellbeing for all

- 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. We are reporting on 11 performance indicators this quarter.

Performance

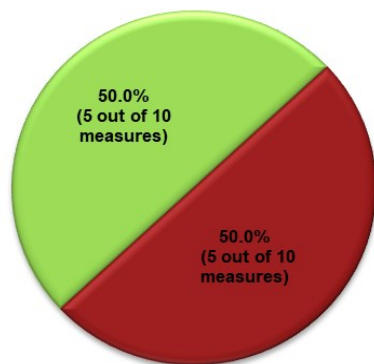


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target
Data means data only. No target set
NA means not available this quarter or annual PI

This chart shows the performance for all the measures:

- 14.3% (3 out of 21 measures) met or exceeded target.
- 23.8% (5 out of 21 measures) were slightly below target (less than 5%).
- 14.3% (3 out of 21 measures) were significantly below target (more than 5%).
- 0.0% (0 out of 21 measures) were data only or status unavailable.
- 47.6% (10 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 10 measures:

- 50.0% (5 out of 10 measures) had an upward long trend.
- 0.0% (0 out of 7 measures) had a static long trend.
- 50.0% (5 out of 10 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).

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.

Smoking cessation services are offered via a number of options, including 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 277 quits up until the end of Q2 2024/25.

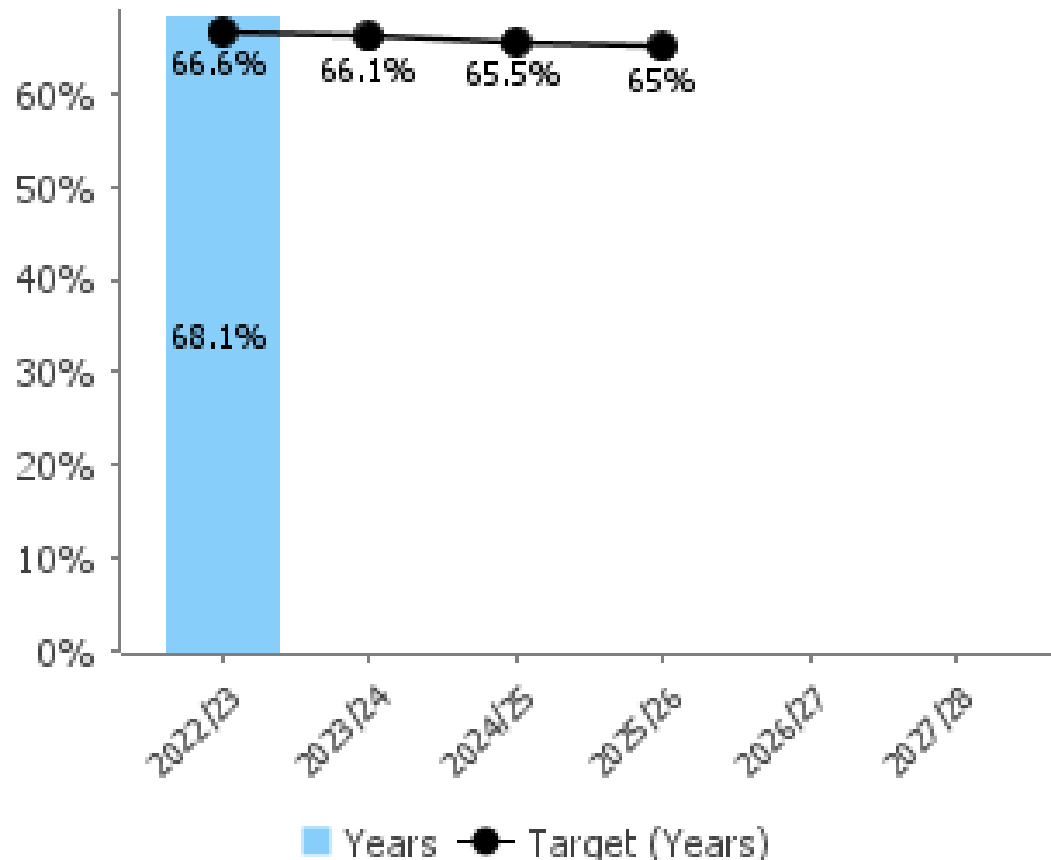
Using the section 31 grant to expand Medway Stop Smoking Service we are establishing service provision for those with mental illness conditions, offering additional support. Insights work is underway to understand the barriers to quitting for people with a mental illness and from Eastern European populations

Actions

A working group for Varenicline is drawing up a Patient Group Direction (PGD) to offer smokers the option via pharmacies. Development of an AI tool to support smokers to quit is underway. Scoping is being done to work with Voluntary, Community, and Social Enterprise (VCSE) partners to maximise engagement from communities with high prevalence.

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

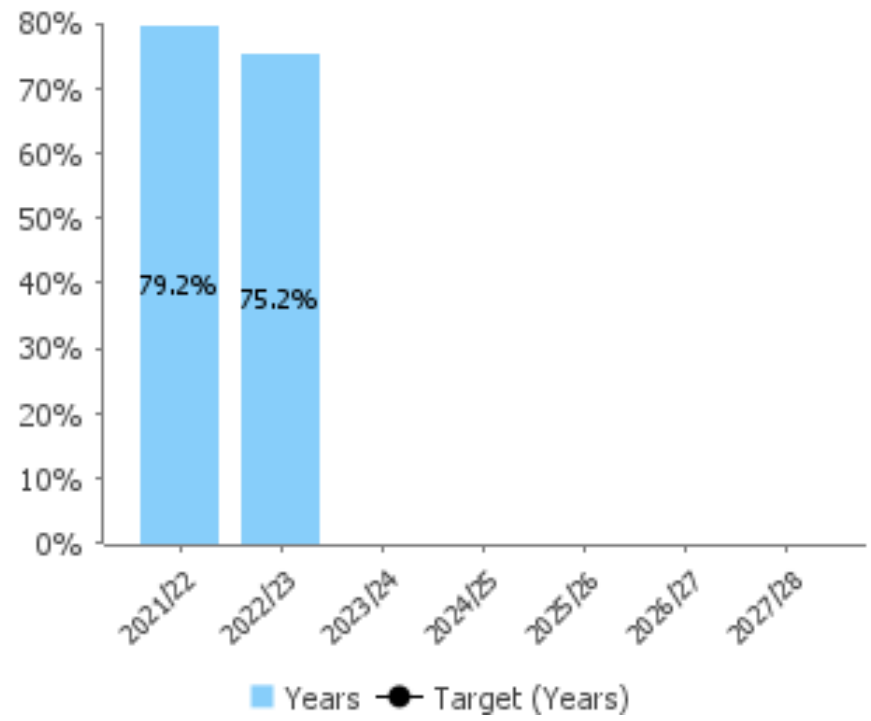
- 4.02 Overweight (including obesity) prevalence in adults (18+ yrs)



**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%. The latest data shows that 68.1% of adults in Medway are obese. To address this, initiatives are being undertaken, including the delivery of cookery programmes and a Food Strategy which has been approved by the Health and Wellbeing Board and will be presented to Cabinet. The Medway Food Partnership (MFP) has achieved the Bronze Sustainable Food Award, participated in the Sustainable Food Places Annual Day in Parliament, and led an annual network event in September with important collaborations. The oral health strategy is being implemented through steps such as participating in the National Care Home Survey, providing training to youth services, special educational needs leads, and fostering services, and a focus on dental neglect among looked-after children. The "Beside You" initiative promotes infant feeding guidance and support to establish early healthy eating habits. High demand for weight loss medications but lack of engagement from Integrated Care Board colleagues has led to public dissatisfaction and increased waiting lists. The number of weight management groups is increasing with services delivered to ethnic minority groups via the community voluntary sector to reduce obesity rates and health inequalities. Ongoing training includes safeguarding children and obesity framework, training university colleagues, a diabetes masterclass, and the "A Better Medway" module.

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



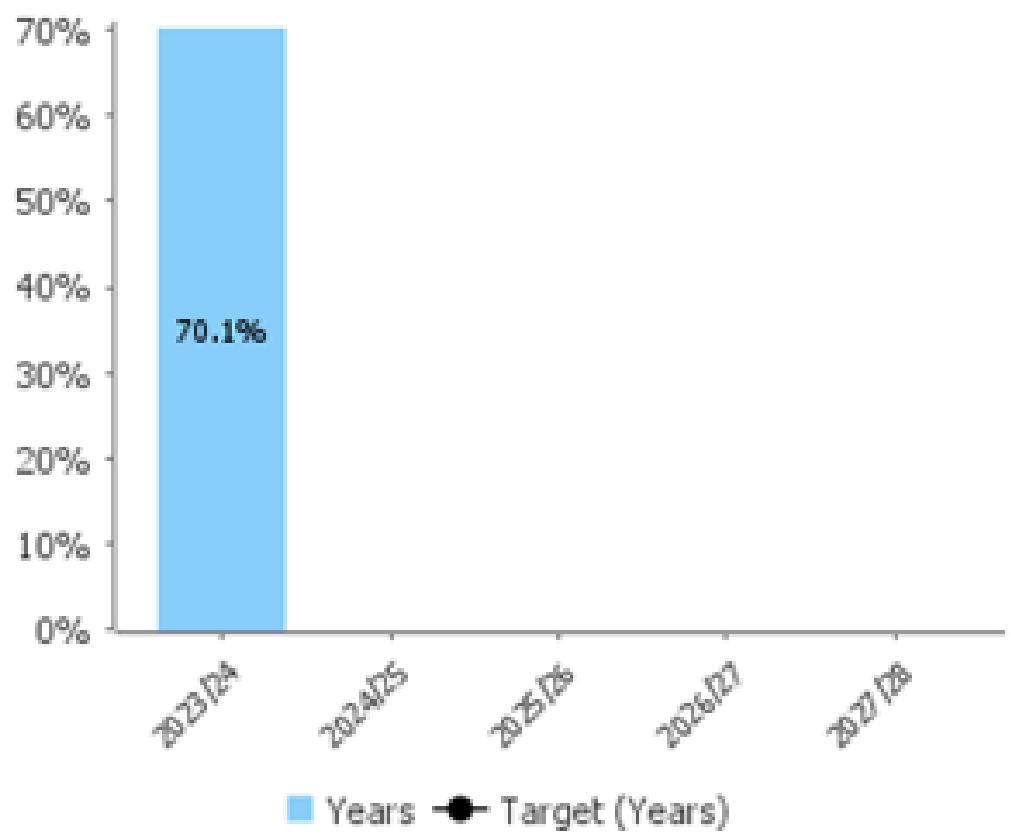
Aim to Maximise
Data unavailable (no long trend)
Annual PI.

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 data comes from the Annual Population Survey (APS) and the Office for National Statistics. The data for 2023/24 has not yet been released. Data from the APS 2022/23 indicates that 75.2% of people reported “high” or “very high” levels of life satisfaction. All Medway Public Health interventions and actions are intended to support people to have better health outcomes and address health inequalities, these can often take years to demonstrate improvements on a population level and are influenced by macroeconomic level policies. Self-reported health, marital status and economic activity have the strongest associations with how positively we rate our life satisfaction.

Actions and Achievements

A strategic partnership for work and health is in development along with a work and health strategy. Promotion of partner initiatives such as Recovery College and Individual Placement Support contributes to improving life satisfaction. Work continues at a strategic level to strengthen and promote the value and positive impact of Voluntary, Community, and Social Enterprise (VCSE) sector social prescription activity and community development on residents’ wellbeing and life satisfaction. The Five Ways to Wellbeing campaign is ongoing and recent housing needs assessments will highlight recommendations to make further progress for this indicator.

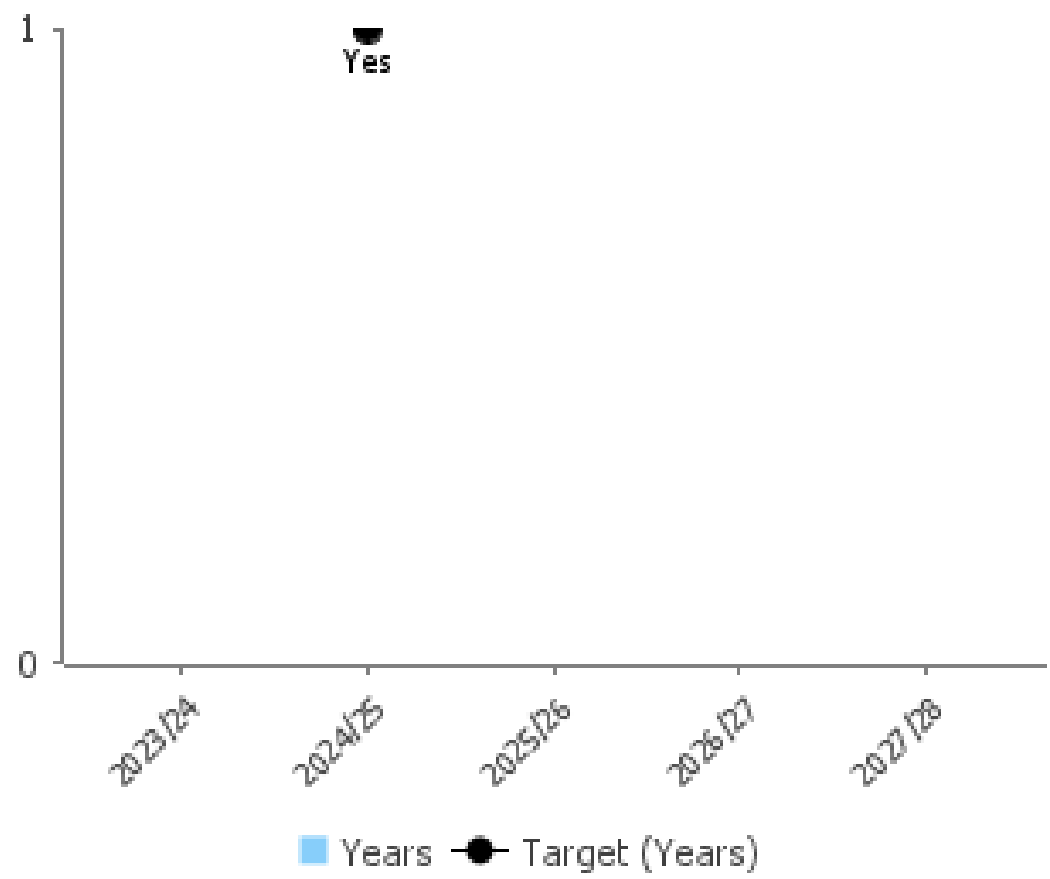
Empowering people to achieve good health and wellbeing through prevention, with access to local activities and services that will enable and support them to lead independent, active and healthy lifestyles
- 4.04 Bowel cancer screening



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 2025. 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. With the implementation of age extension to include men and women from age 50 years, more people are being invited for bowel screening. The Medway and Swale Health and Care Partnership have worked with Social Enterprise Kent (SEK) to raise awareness of bowel screening in the Medway area.

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

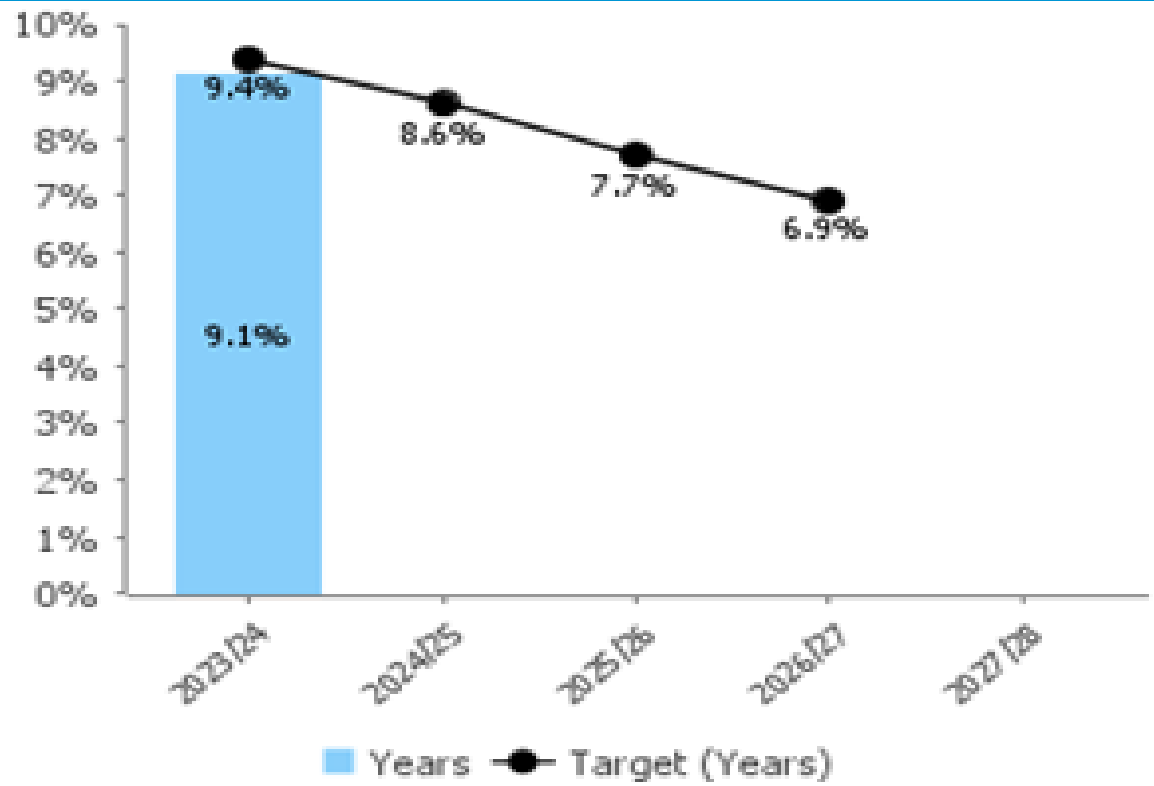


Aim to Maximise
Yes/No
Data unavailable (no long trend)
Annual PI. Due Q4

The Infrastructure Funding Statement reported to and agreed by Cabinet in December. The IFS will be reported to RCE Overview and Scrutiny in January 2025 and there will be a report to Planning Committee in February/March re S106 performance for Q3.

Support families to give their children the best start in life

- 4.06 Mothers smoking at the time of delivery



Aim to Minimise Amber (upward long trend) Annual PI. Due November 2025

Achievements

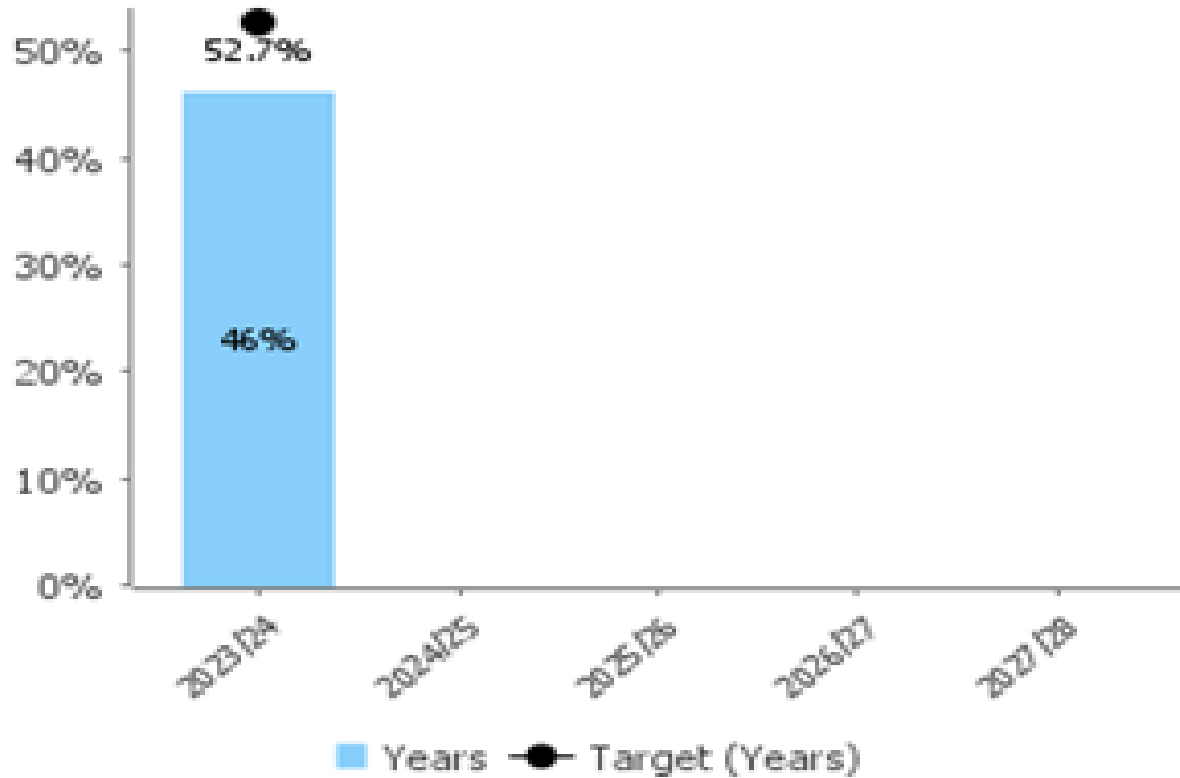
By 2027/28, the proportion of mothers smoking at time of delivery will be less than 7%. This performance indicator is reported a year in arrears. This data is calculated by the Office for Health Improvement and Disparities and is based on data from NHS England.B . Performance in 2023/2024 decreased to 9.1%, which is an improvement from the previous year and statistically similar to the target value of 9.4%. 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 people who smoke NHS-funded tobacco treatment services. A smoke-free pregnancy pathway, with participation in the National Smoke-free Pregnancy Incentive Scheme (NSPIS), has been established with the Public Health (PH) team’s invaluable guidance, expertise and investment. The PH team continue to focus efforts on engaging and treating postnatal people and their significant others to reduce risk of relapse.

Actions

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 new, co-designed and localised campaign 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

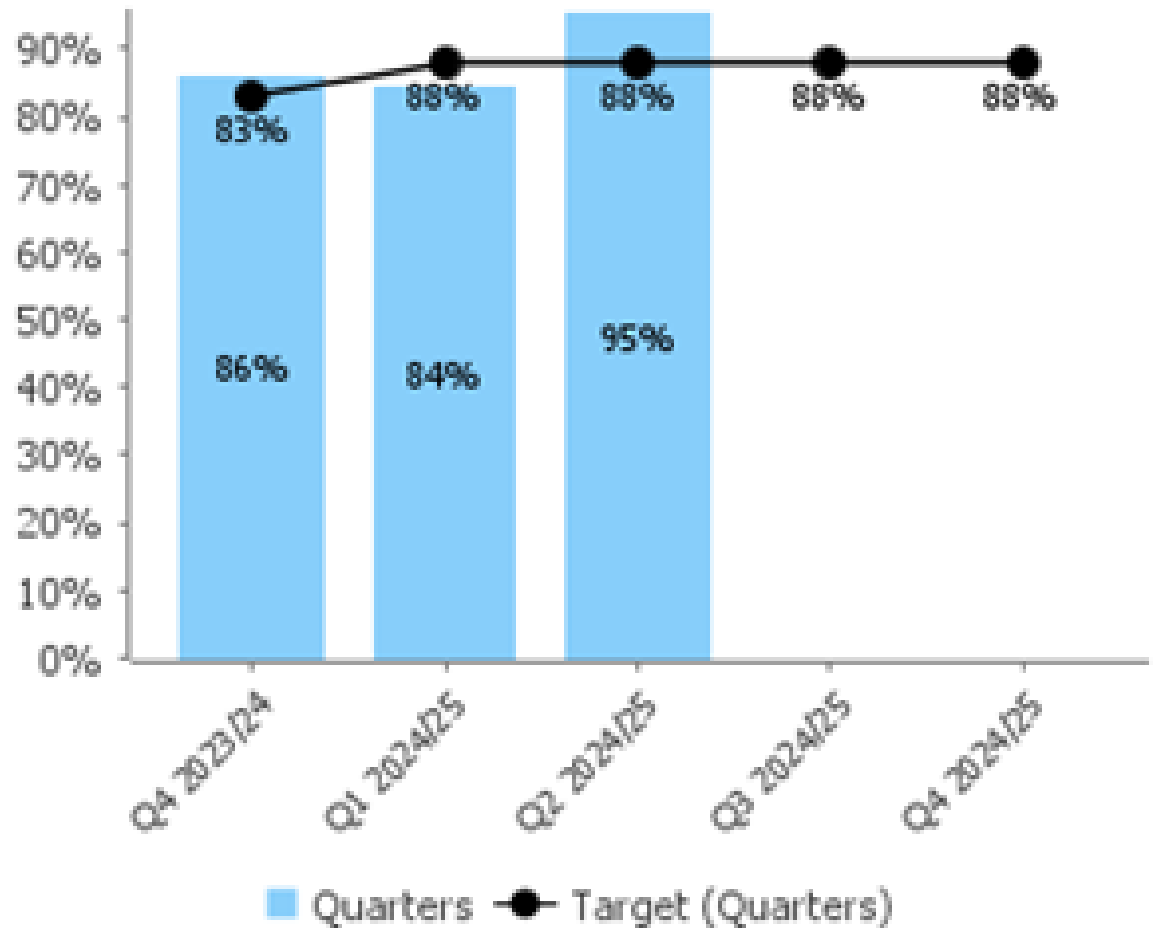


**Aim to Maximise
Red (upward long trend)
Annual PI. Due December 2025**

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. Although behind the target of 52.7%, recent data shows a considerable increase in breastfeeding continuation prevalence from the 2022/23 baseline. The proportion of infants that were still receiving breastmilk at 6-8 weeks old was 46% in 2023/24, which is a marked improvement from 41.9% the previous year. The Medway Community Healthcare (MCH) provided Health Visiting service record and report the breastfeeding status at several of the mandated early years checks. Health Visitors and the wider early years workforce receive annual training on how to have conversations about infant feeding and provide effective support, which complements the same messages delivered by midwifery staff. This statistical improvement is a result of a wide range of infant feeding interventions, that are part of the Medway infant Feeding Strategy. Refreshed in 2024 with input from professionals, stakeholders and residents, the strategy saw the relaunch of the Beside You normalising breastfeeding campaign with updated branding, website and social media channels. Family Hubs and Start for Life funding also allowed the recruitment of a new specialist workforce at Medway Hospital. This Infant feeding team are on hand to provide 1-1 proactive support to new parents, to help develop positive infant feeding practice in the first few days of life, when parents can need the most support with breastfeeding.

Support families to give their children the best start in life

- 4.08 New birth visit completed within 14 days Contract data

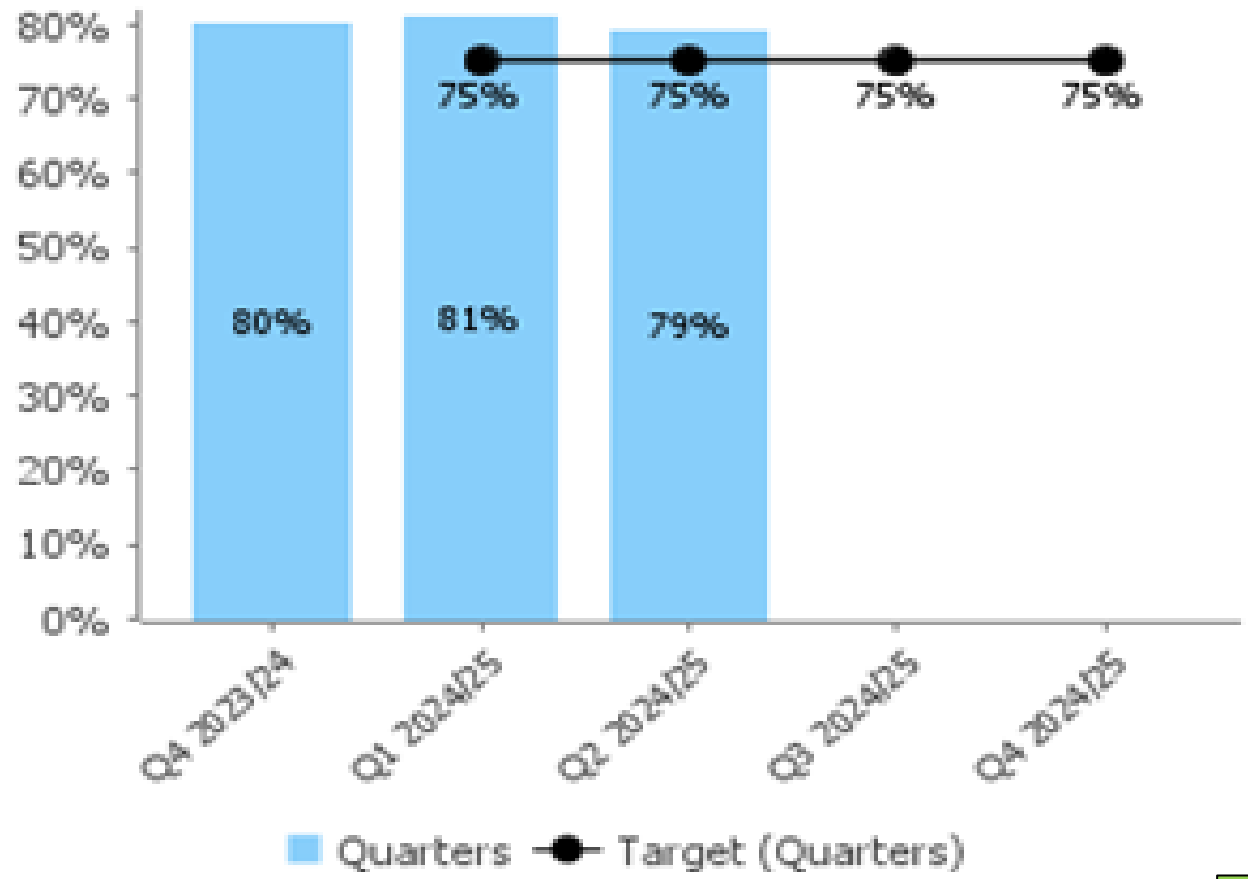


Aim to Maximise Green (upward long trend)

Reported in arrears. By 2027/28, at least 90% of children have a new birth visit within 14 days. Performance of new birth visits increased significantly in Q2 2024/25 and represents the best performance in over 12 months with 95%, meeting and exceeding the target of 88%. The commissioner worked with the Clinical Lead for Health Visiting at contract monitoring and operational catch-up meetings to address performance issues. The Clinical Lead has taken steps to build capacity in the team by recruiting unqualified staff who train in practice, and working with the business intelligence team to ensure data collection is accurate and up to date.

Support families to give their children the best start in life

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

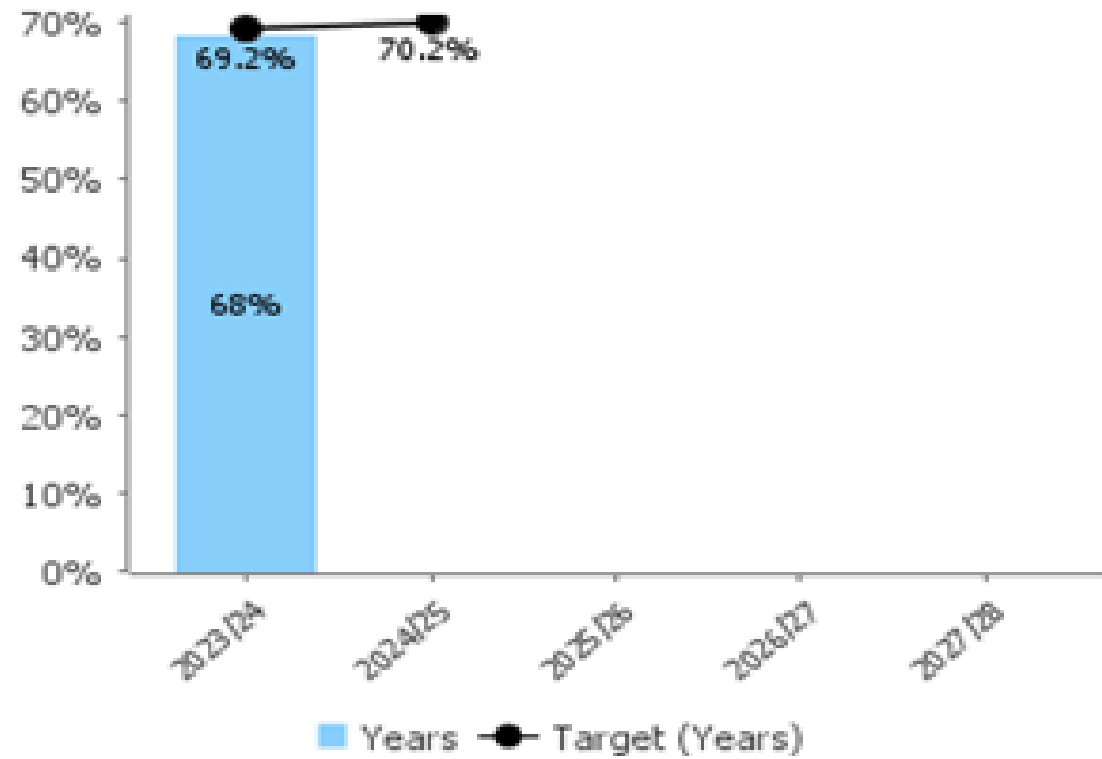


Aim to Maximise Green (downward long trend)

Reported in arrears. By 2027/28, 75% of children receive a 2-2½ year health and development review. Performance has dipped in Q2 2024/25 to 79%, however the target of 75% was still met and exceeded. The decrease in performance was caused by staffing issues including staff vacancies, sickness absence and maternity leave. The commissioner has worked with the provider to address these challenges. The provider is exploring whether restarting clinics on a Saturday may help by providing more opportunities for working parents to attend appointments. The Medway Commissioner has also spoken to the Kent Commissioner about their methodology and identified the need to do a review of the data collection process in order to make sure all data is captured in a timely fashion - giving the most up to date and accurate picture of performance.

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

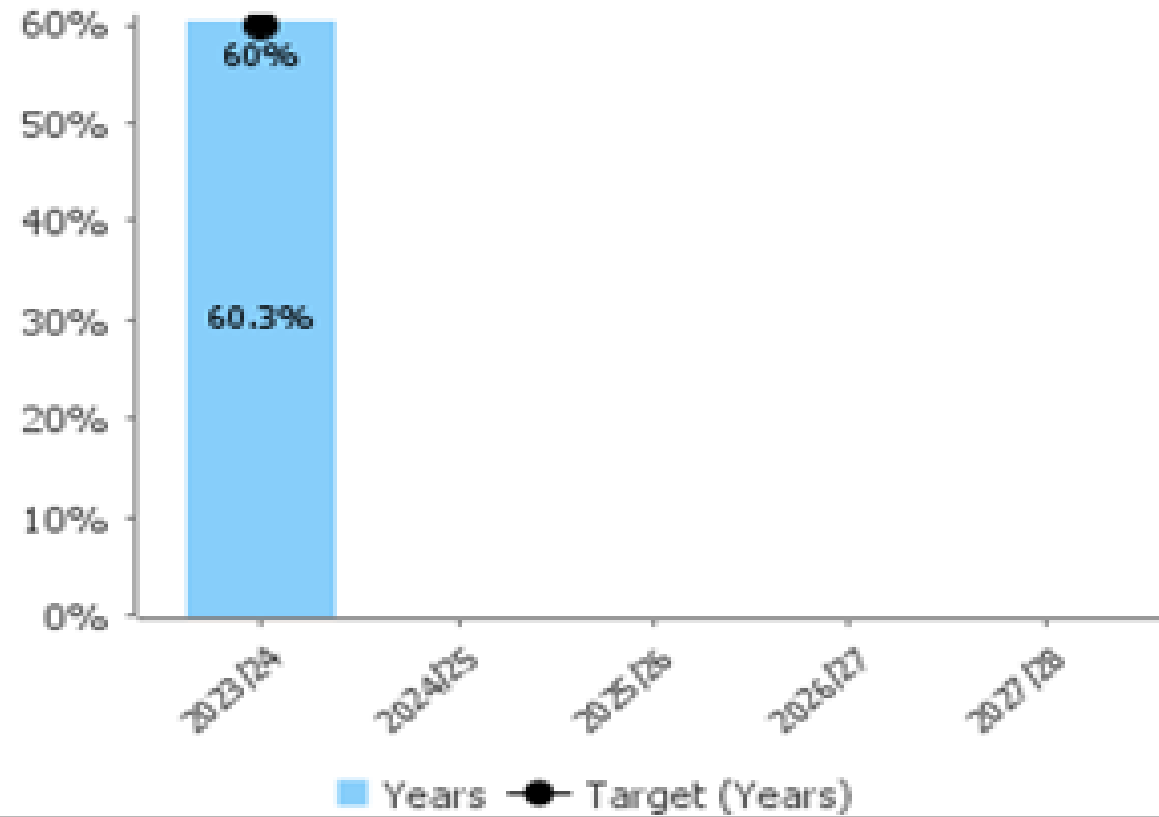


**Aim to Maximise
Amber (no long trend)
Annual PI. Due Autumn 2025**

Provisional data for the 2023/24 academic year has now been published. In Medway, 68.0% of children had a good level of development which is marginally better than the national GLD score of 67.7%. Medway are ranked 74th out of 153 local authorities. Medway saw a slight decline on the previous year, against a 0.7% increase at national level, which has resulted in a 15-place fall in the LA rankings. Medway have narrowed their lead over national from 1.5% (1pp) better in 2022-23 to just 0.4% (0.3pp) better in 2024. The service is monitoring this slight reduction and carry out further evaluation to determine if this has a specific cause.

Support families to give their children the best start in life

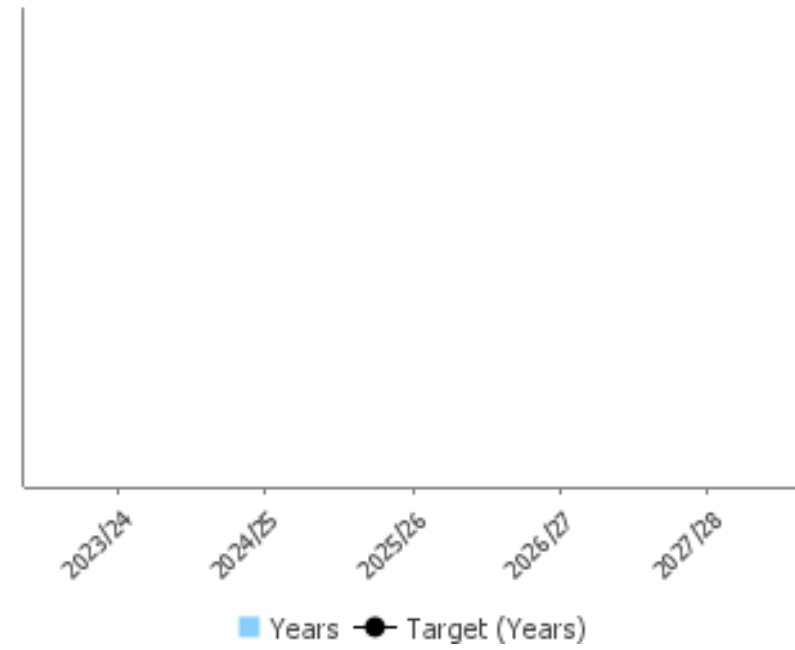
- 4.11 Year 6 prevalence of healthy weight (10-11 yrs)



**Aim to Maximise
Amber (upward long trend)
Annual PI. Due November 2025**

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 data comes from the Office for Health Improvement and Disparities and is based on data from NHS England. Recent trends in Year 6 healthy weight prevalence in Medway show a value of 60.3% for 2023/24. This is higher than the target value of 60%, however this difference is not statistically significant, and the two values are therefore similar to each other. The performance for this indicator in Medway had been improving over the past three years following a decline in 2020/21. The latest data shows a slight decrease compared to the previous year. **Actions and Achievements** During the period covered, significant achievements include the implementation of a whole system approach to reducing obesity levels. This approach encompasses a variety of strategies such as the implementation of a Medway Food Strategy, implementation of the Healthier Food Advertising elements into the councils Advertising and Sponsorship policy, achieving the Bronze Sustainable Food award, support sessions for children and families focusing on physical activity, healthy eating, and oral health, implementing a whole school approach through Food For Life, delivery of the Holiday Activities and Food programme, and training professionals around the links with safeguarding and obesity. Moving forward, actions to improve performance will include continuing these comprehensive support sessions, enhancing community engagement, and further integrating health education into school curriculums to foster long-term healthy eating and increasing physical activity habits.

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

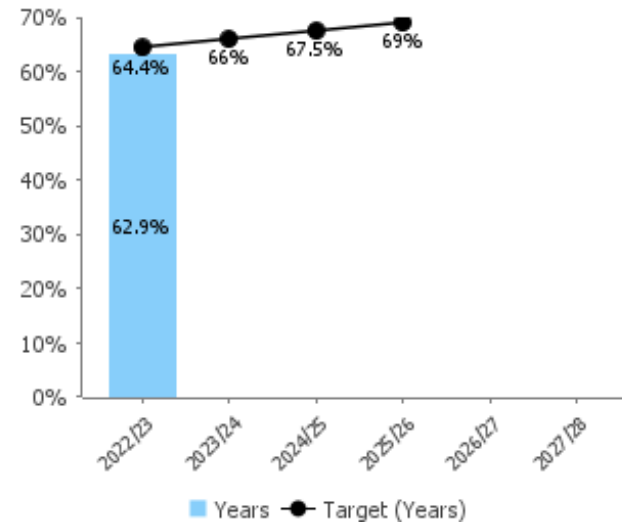
By 2027/28, the percentage of physically active children and young people will be similar or higher compared to the England average. This data comes from the Office for Health Improvement and Disparities and is based on data from Sport England. It is reported a year in arrears. The value for 2023/24 will be available in February.

Early work is underway for the rollout of the Childhood Obesity 5-year plan which will look to increase physical activity levels for children and young people by taking a collaborative working approach across departments and sectors. The initial meeting took place with the Active Travel team, who were presented the 5-year plan and provided their full commitment to support the following objective:

- 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.

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 measured 2 years in arrears. Medway Public Health continue to offer a range of interventions to support people to become more active.

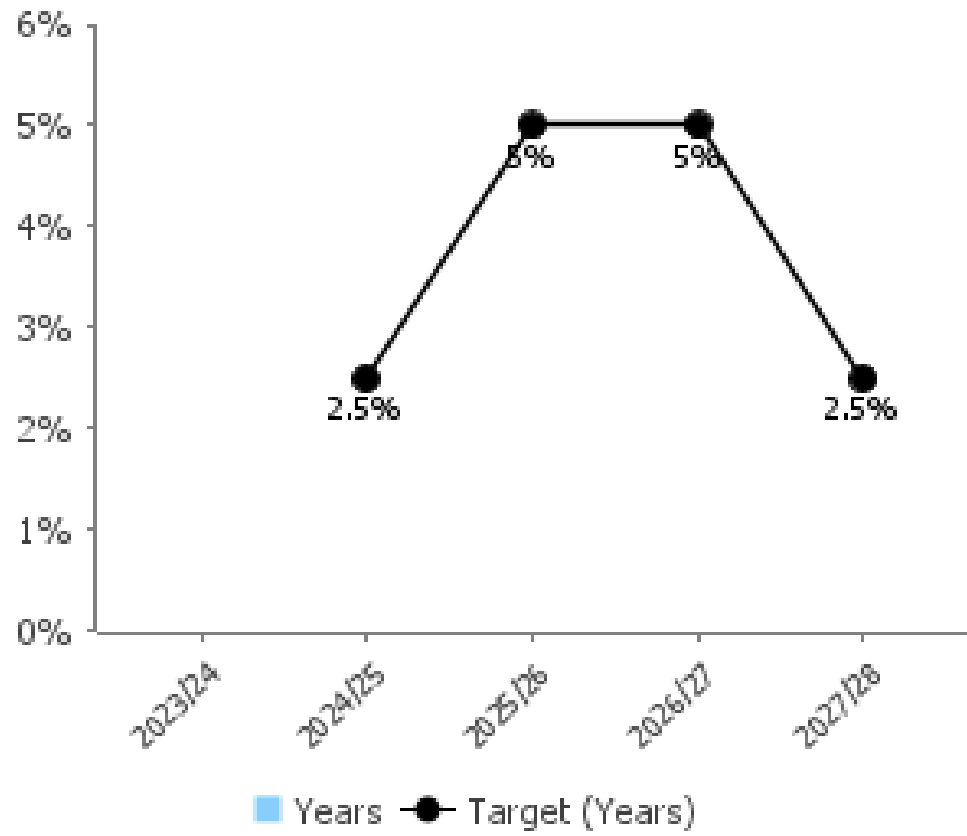
Up to the end of Q3 2024/25 for Public Health interventions:

- 504 patients referred (year to date – YTD) for Active Referral Programme
- 328 people attended Small Steps, Big Changes courses
- 8,904 footfall for Let's Get Active classes. Classes are for a range of people including Rehab, Stroke, Neurology, Cardiac and ethnic minority groups
- 3,706 footfall in older adult's programmes including Extra Care Schemes, Care Homes and Walk in the Park expansion to 10 walks across Medway
- 9,708 footfall YTD for Wellbeing Walks with 227 new walkers
- 1,431 footfall YTD for Nordic Walking with 43 new walkers
- 15-20 attendees for Nordic for Parkinsons each week
- 481 footfall for cycling groups

Actions:

- The Better Care Fund funded Primary Falls Prevention Programme will launch in Q4 2024/25
- Novembers Physical Activity Alliance was well attended with a focus on Children and Young People. Planning is underway for the Spring event. The alliance has over 200 members and continues to grow.
- The Community of Practice is near completion with a final feedback session for round 4. Draft national policy guidance documentation will be produced from the project findings to shape the future of exercise referral and the wider links and opportunities between the Physical Activity and Health systems.

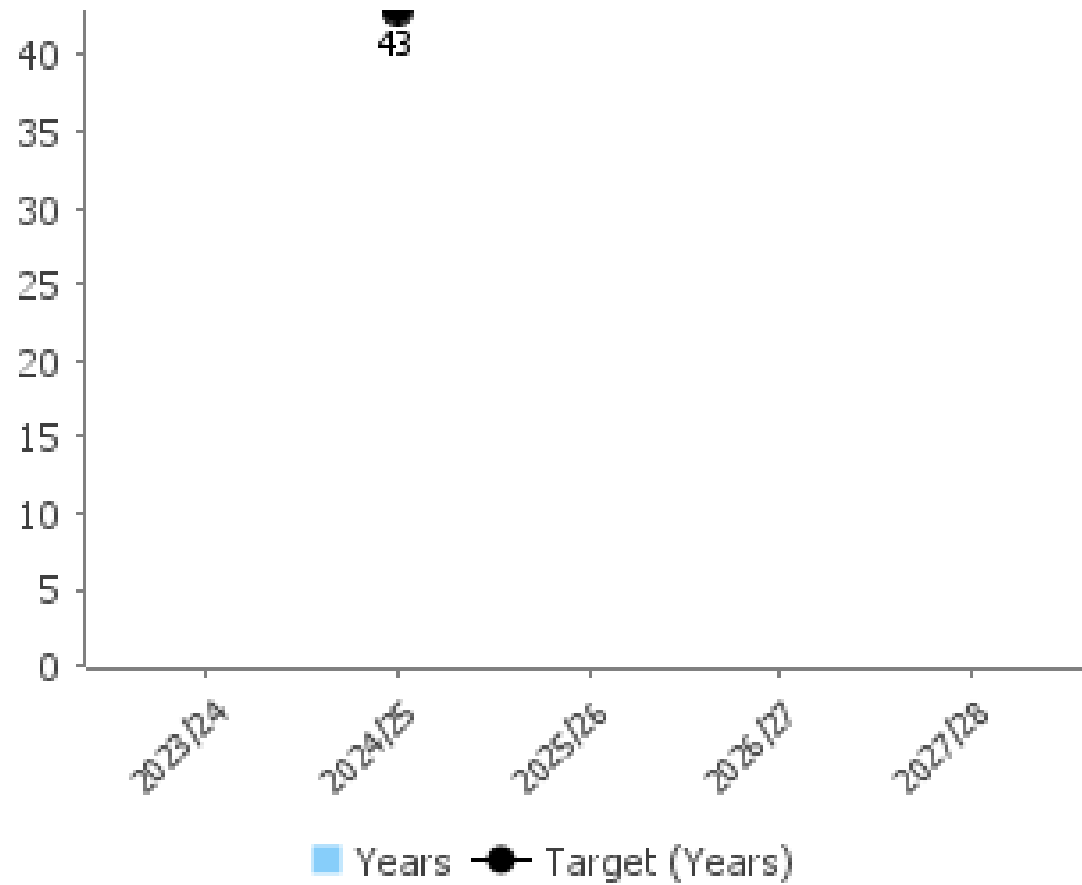
Work collaboratively to grow participation year on year in recreational play, sport and physical activity as a means of promoting improved physical and mental health and wellbeing
- 4.14 By 2027/28, increase by a minimum of 15% the number of children and young people swimming lessons held at Medway Council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



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

24/25 swimming lesson participants across the sites, demonstrating an increase of 15%, target is 68,250 participants
 Q3 Current participation numbers (weekly average) x 27 weeks (1st April to 30th December)
 Medway Park - 756 x 27 = 20,412
 Strood - 680 x 27 = 15,436
 Hoo - 459 x 27 = 12,393
 Cozenton park - 434 x 14 weeks (opened in July) = 6076
 Total 54,317, which is at 79% of target set.

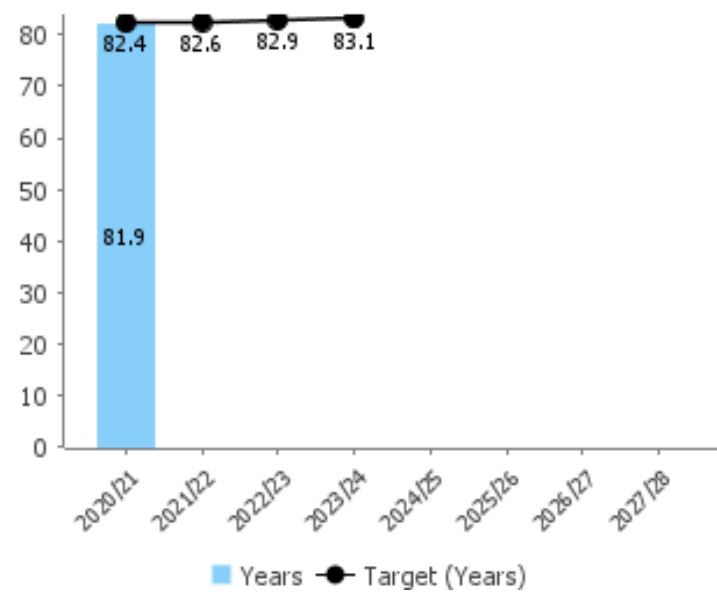
Work collaboratively to grow participation year on year in recreational play, sport and physical activity as a means of promoting improved physical and mental health and wellbeing
- 4.15 By 2027/28 a minimum of 43 primary schools per year enter a minimum of two Mini Youth Games events



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.
Three mini youth games events were held in Q3
MYG Hockey - 39 schools entered
MYG Badminton - 43 schools entered
MYG Basketball - 44 schools entered
Across these 3 events 35 Medway schools took part in more than two events

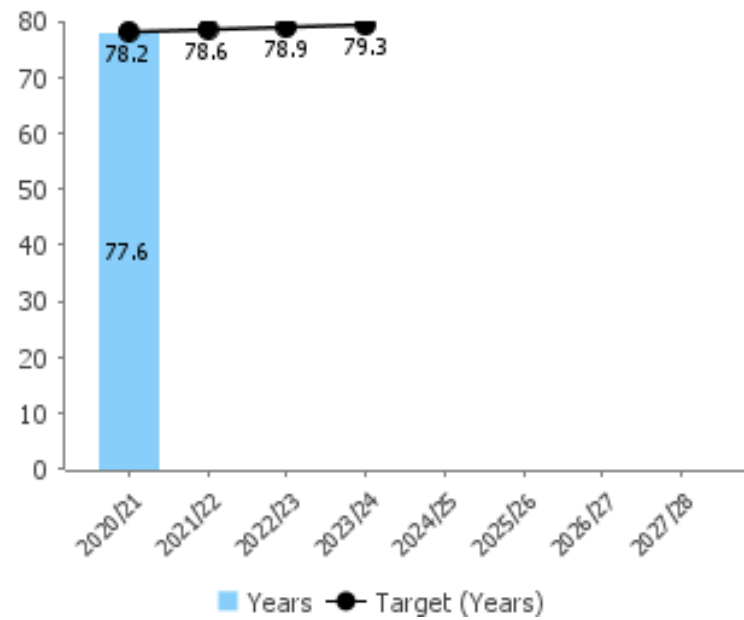
Work in partnership with communities and organisations to address the issues that negatively affect health and wellbeing, making sure everyone has the opportunity to live long, healthy lives
- 4.16a Life expectancy at birth (Female, 3 year range)



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 measured 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. Everything that Medway Council and the NHS do has an overarching aim to increase life expectancy, as highlighted in the key outcomes of the Joint Local Health and Wellbeing Strategy and the Integrated Care Strategy.
The Medway Public Health (PH) team offers various healthy lifestyle services under the 'A Better Medway' banner, with many accepting self-referrals. Recently, Medway received additional funding to enhance smoking cessation efforts with new initiatives and campaigns scheduled for 2025, building on existing stop smoking services at Chatham High St and community venues such as GP surgeries and pharmacies.
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. A formal launch of this programme is likely to occur in April 2025.
Additionally, the Medway PH Intelligence Team will be carrying out an exploratory piece of work into life expectancy for males and females in Medway, to better understand local contributing factors.

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)

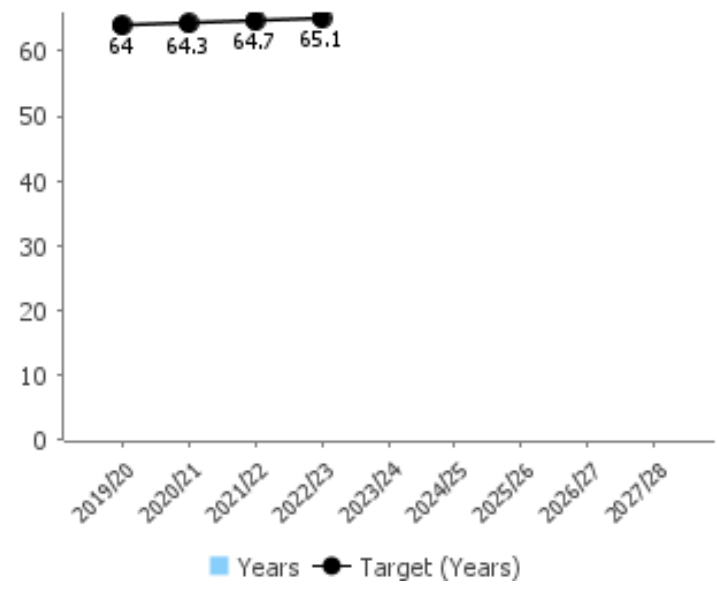


Aim to Maximise
Red (downward long trend)
Annual PI

By 2027/28, life expectancy at birth for males will have increased by 1.5 years. This performance indicator is measured 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. Everything that Medway Council and the NHS do has an overarching aim to increase life expectancy, as highlighted in the key outcomes of the Joint Local Health and Wellbeing Strategy and the Integrated Care Strategy. The Medway Public Health (PH) team offers various healthy lifestyle services under the 'A Better Medway' banner, with many accepting self-referrals. Recently, Medway received additional funding to enhance smoking cessation efforts with new initiatives and campaigns scheduled for 2025, building on existing stop smoking services at Chatham High St and community venues such as GP surgeries and pharmacies. 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. A formal launch of this programme is likely to occur in April 2025. Additionally, the Medway PH Intelligence Team will be carrying out an exploratory piece of work into life expectancy for males and females in Medway, to better understand local contributing factors

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

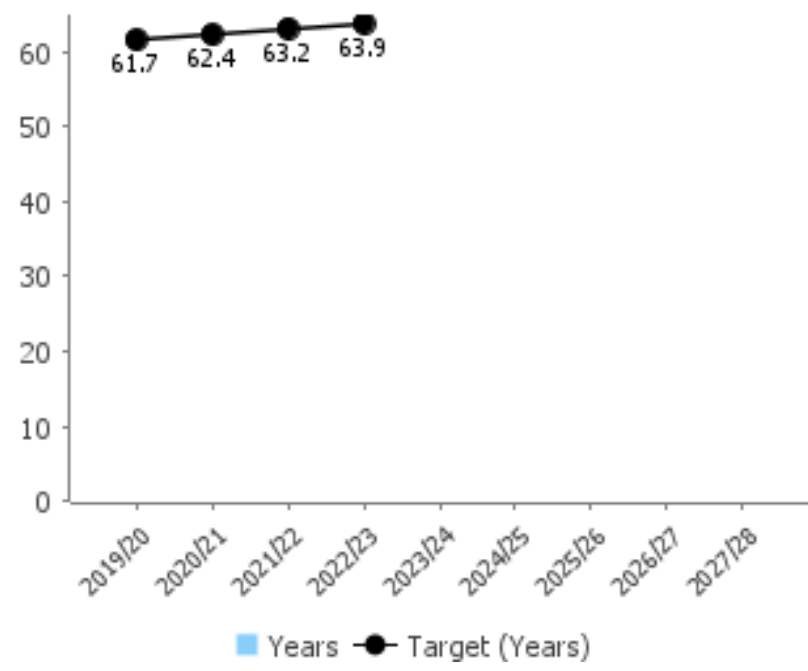
By 2027/28, healthy life expectancy at birth will have increased by 1.5 years for females. Data will be reported for 2019 - 2021. This data comes from the Office for National Statistics. The COVID-19 pandemic had a significant impact on the data collection which is causing delays in the release of subnational 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 the England average of 63.9 years. Recent trends published by the Office for Health Improvement and Disparities shows that healthy life expectancy in Medway is decreasing, whilst life expectancy is increasing. The Global Burden of Disease study suggests that some of the key contributing factors to disability-adjusted life years between 2011 and 2021 are anxiety, depression, diabetes, and COVID-19, amongst others.

The Medway Public Health team offers various healthy lifestyle services under the 'A Better Medway' banner, with many accepting self-referrals. 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. A formal launch of this programme is likely to occur in April 2025.

Additionally, the Medway Public Health Intelligence Team will be carrying out an exploratory piece of work into healthy life in males and females' expectancy in Medway, to better understand what is causing the recent decline.

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

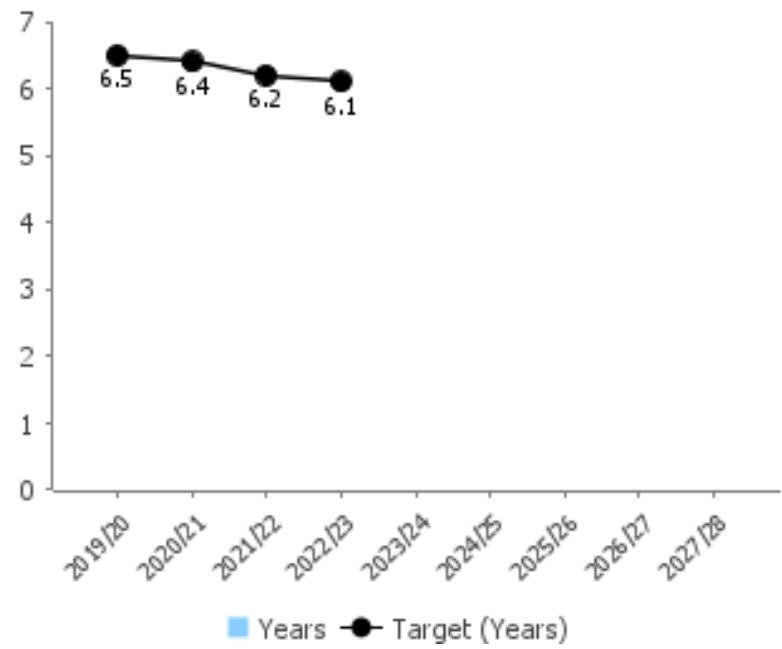
By 2027/28, healthy life expectancy at birth will have increased by 3 years for males. Data will be reported for 2019 - 2021. This data comes from the Office for National Statistics. The COVID-19 pandemic had a significant impact on the data collection which is causing delays in the release of subnational 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 the England average of 63.1 years. Recent trends published by the Office for Health Improvement and Disparities shows that healthy life expectancy in Medway is decreasing, whilst life expectancy is increasing. The Global Burden of Disease study suggests that some of the key contributing factors to disability-adjusted life years between 2011 and 2021 are anxiety, depression, diabetes, and COVID-19, amongst others.

The Medway Public Health team offers various healthy lifestyle services under the 'A Better Medway' banner, with many accepting self-referrals. 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. A formal launch of this programme is likely to occur in April 2025.

Additionally, the Medway Public Health Intelligence Team will be carrying out an exploratory piece of work into healthy life in males and females' expectancy in Medway, to better understand what is causing the recent decline.

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. 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. It is reported five years in arrears. The COVID-19 pandemic had a significant impact on data collection which is causing delays in the release of subnational data.

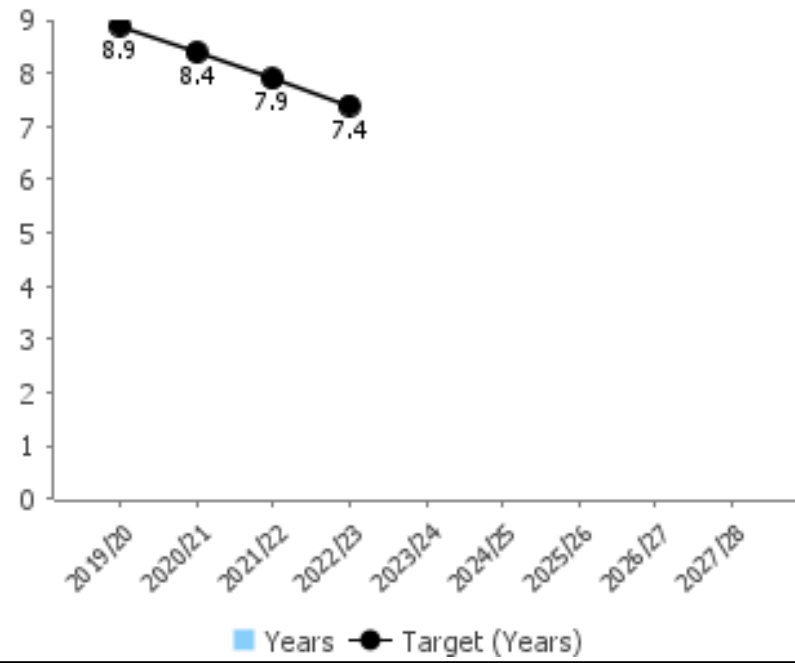
Life expectancy is a key measure of population health. Differences in life expectancy are often linked to socioeconomic factors (like income and education), demographic traits (such as ethnicity and gender), geographic regions, or specific population groups. These differences can cause inequalities in life expectancy and can be measured using levels of deprivation.

The inequality in life expectancy at birth in Medway for females was 6.6 years, compared to England (7.9 years) in 2018-20. This is in the middle quintile nationally, suggesting a smaller inequality gap compared to males in Medway.

The Medway Public Health team offers various healthy lifestyle services under the 'A Better Medway' banner, with many accepting self-referrals. Recently, Medway received additional funding to enhance smoking cessation efforts with new initiatives and campaigns scheduled for 2025, building on existing stop smoking services at Chatham High St and community venues such as GP surgeries and pharmacies.

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. A formal launch of this programme is likely to occur in April 2025.

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. 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. It is reported five years in arrears. The COVID-19 pandemic had a significant impact on 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 and can be measured using levels of deprivation.

The inequality in life expectancy at birth in Medway for males was 9.4 years, compared to England (9.7 years) in 2018-20. This is in the 2nd worst quintile nationally, suggesting a large gap in life expectancy between more and less deprived areas in Medway.

The Medway Public Health team offers various healthy lifestyle services under the 'A Better Medway' banner, with many accepting self-referrals. Recently, Medway received additional funding to enhance smoking cessation efforts with new initiatives and campaigns scheduled for 2025, building on existing stop smoking services at Chatham High St and community venues such as GP surgeries and pharmacies.

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. A formal launch of this programme is likely to occur in April 2025.

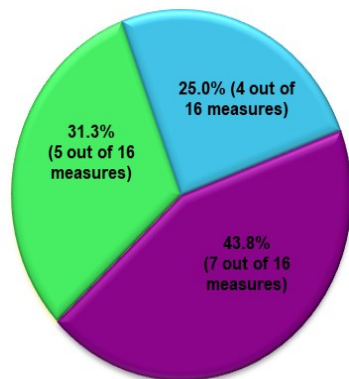
Living in good quality, affordable homes

- 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. We are reporting on 9 performance indicators this quarter.

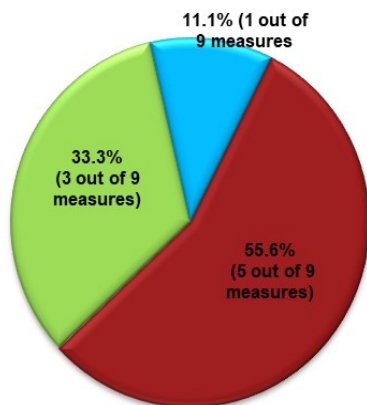
Performance



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:
31.3% (5 out of 16 measures) met or exceeded target.
0.0% (0 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



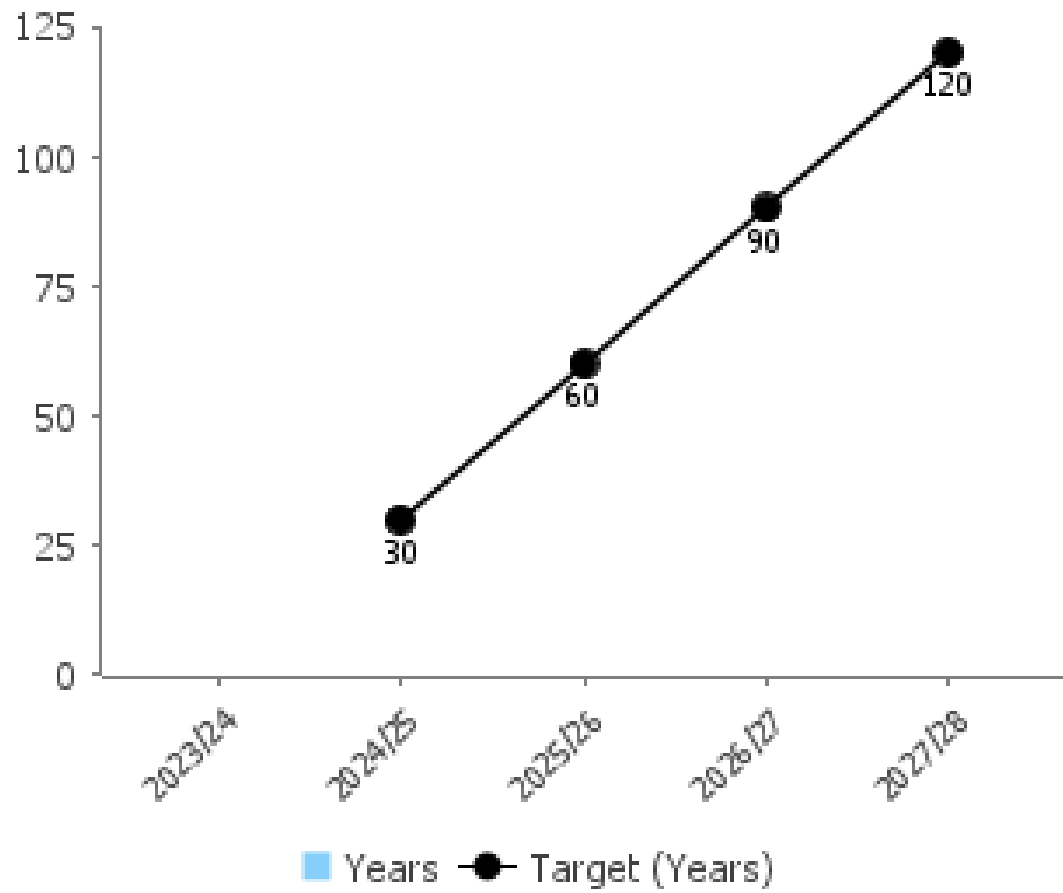
Direction of Travel - key
Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 9 measures:

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

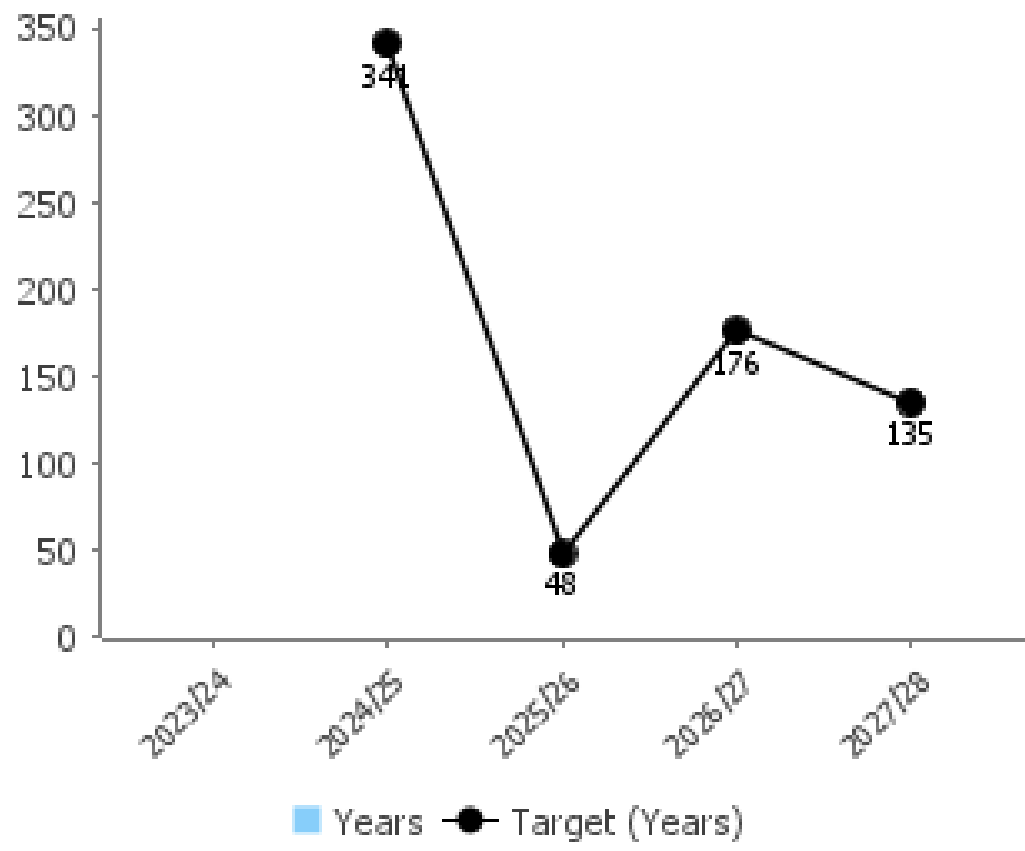


Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2025

This is an annual indicator, and final figure will be confirmed in March 2025. Q3 Update - The build for Truro Manor (phase 6, 44 homes) is a little behind schedule and potentially might now complete in April/May 2025 due to timescales required for gas work road closures. This would take completion into 2025/26. Lennox Wood (phase 5, 19 homes) is on track and the contractor on site, with completion anticipated for March/April 2026. Aburound House (phase 5, 18 homes) has been delayed due to additional ecology works being required so is now anticipated to complete in May/June 2026. The acquisition of Block B Ingram Court in Gillingham is due to complete in May 2025 (9 homes). There are a further 177 homes in the pipeline at various stages of review and more opportunities are being explored, such as the acquisition of S106 sites.

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 700



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

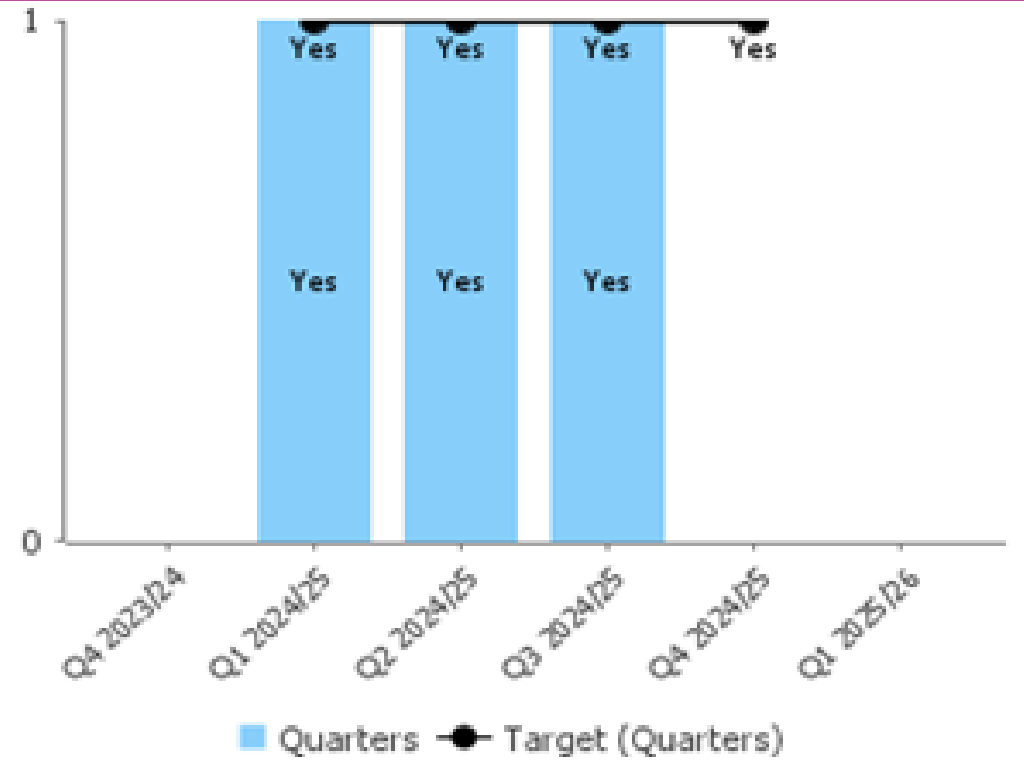
This is an annual performance indicator. Data is due in March 2025.

The following has been delivered

- Garrison Point - All 115 homes completed.
- Chatham Waterfront – Four blocks have been completed with only one block left in the very final stages. We are confident this will be delivered by end Jan-25/early Feb-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



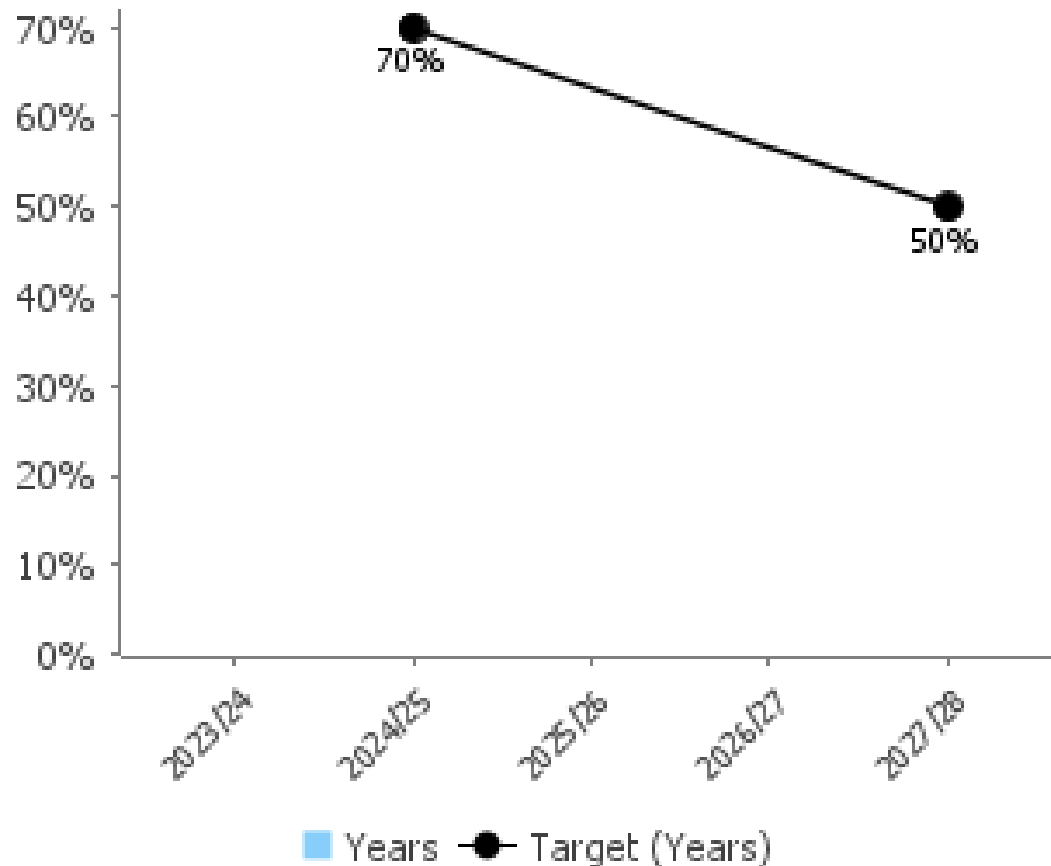
**Aim to Maximise
 Yes/No
 Green (static long trend)**

The Council consulted on the emerging Local Plan at 'Regulation 18' in Summer 2024. Around 400 written responses were received. The Planning Policy team is assessing the responses to inform the final content of the Draft Plan. Cabinet approved an updated Local Development Scheme, which sets out the timetable for the Local Plan, on 17 December 2024. Key milestones are; publication of Draft Plan at Regulation 19 – June 2025, submission of plan for examination – November 2025 Adoption of plan following examination – December 2026

Government published a revised Standard Method for calculating Local Housing need on 12 December 2024. The figure for Medway is 1594 homes a year. This is a slight reduction on the previous figure of 1658 homes a year. This allows the Council to continue its work in defining a preferred spatial strategy.

Work has also been completed and published on evidence base documents along with the Regulation 18 consultation in summer 2024. Further work on transport, housing, employment, retail, infrastructure, viability, and flood risk will be published with the Draft Plan. The Council continues to liaise with neighbouring LPAs and statutory consultees, including specific work with Maidstone BC in relation to cross border planning matters on the Lidsing Garden Community and Capstone Valley area.

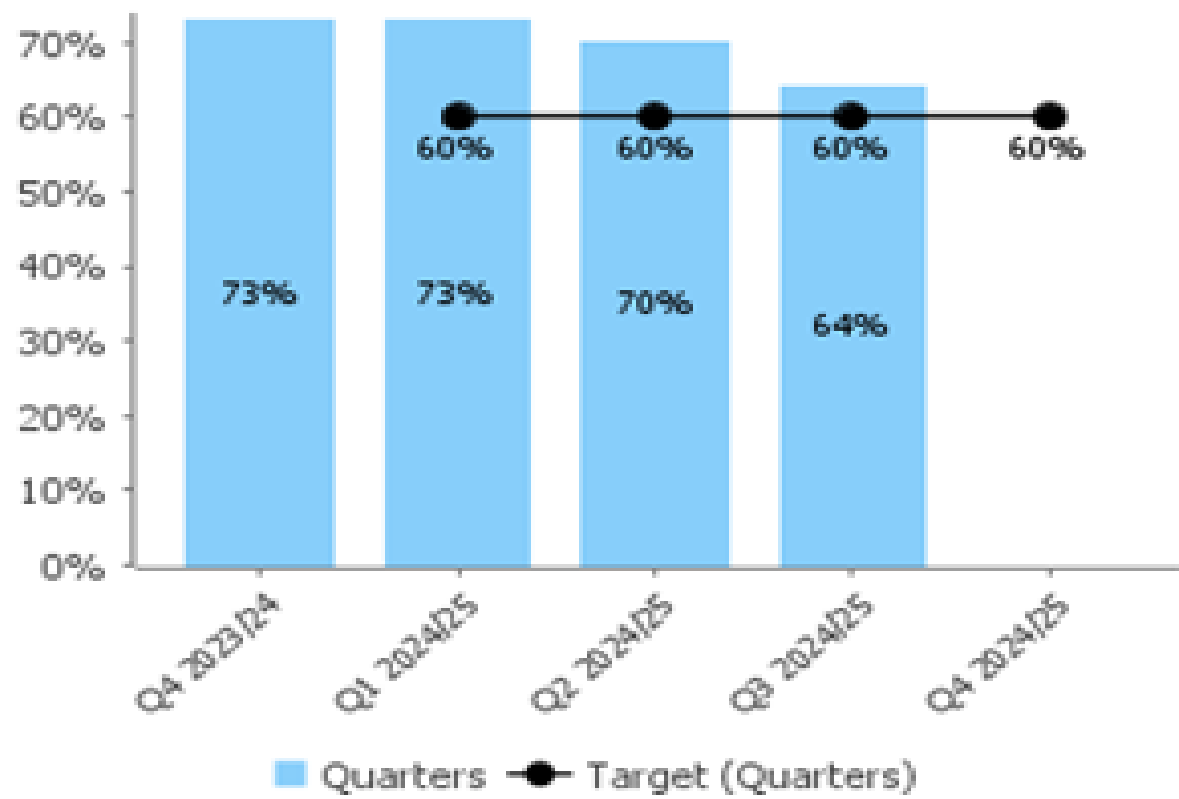
Assist people with specific accommodation needs including older people, people with disabilities, people needing specialist support and those who find themselves homeless
- 5.04 By 2027/28, reduce the amount of temporary accommodation provided in the private sector to a maximum of 50%



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 Q3, 85.8% of those households in temporary accommodation (TA) were placed under nightly paid, private sector arrangements. As of 31 December 2024, there are 565 households in all forms of temporary accommodation. 485 households are in nightly, paid private sector temporary accommodation at a cost of £26,855 per night. Although the average numbers across the month are still increasing, we have seen a slight stabilisation towards the last half of this quarter. At the end of Q3 there are 60 Households are HRA TA in use, 10 corporate in TA use, 10 owned TA in use and 0 Bed and Breakfast TA in use. One Medway Lettings was successfully launched in November at the revised Medway Landlord forum with great a great reception. We have to date successfully signed up three properties and secured a move on for one family from temporary accommodation into a property. We have also launched a move on initiative and have dedicated one Housing Options Officer to focus on supporting clients to move on from temporary accommodation. Although this only began in November, we have seen 12 households move out of temporary accommodation into secure private rented accommodation.

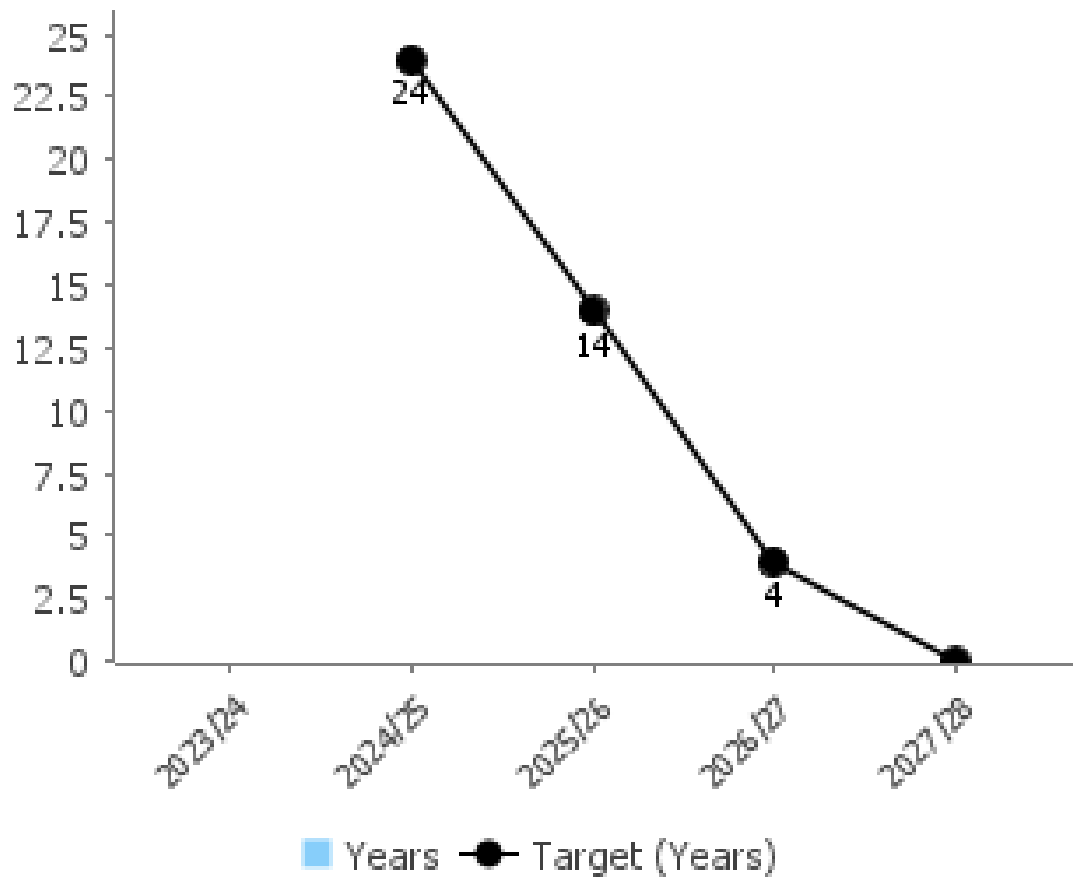
Assist people with specific accommodation needs including older people, people with disabilities, people needing specialist support and those who find themselves homeless
- 5.05a By 2027/28, prevent or relieve more than 60% of homeless households where a homeless duty has been triggered



Aim to Maximise Green (downward long trend)

In Q3, despite the high demand, 64% of all households that presented to the Housing Options Team where a homeless duty has been triggered had their homelessness either prevented or relieved. While there continues to be a high demand on the service increased resources to support have seen a positive increase in the amount of household that would have required emergency accommodation with an increase of a further 73 households for Q3 being prevented from homelessness and generating a saving to Medway Council of the region of £157,608.00. This is supported by the Private Rented Sector Team who continue to negotiate with local landlords to acquire properties and for Q3 seeing a 26% increase in successful sign ups compared to 2023/24. One Medway Lettings Successfully launched in November and have had positive interested with already successfully taking on three properties for the scheme and signing up one family into a property from temporary accommodation with two further households being identified for the other two properties. We are confident we will see further properties sign up during Q4.

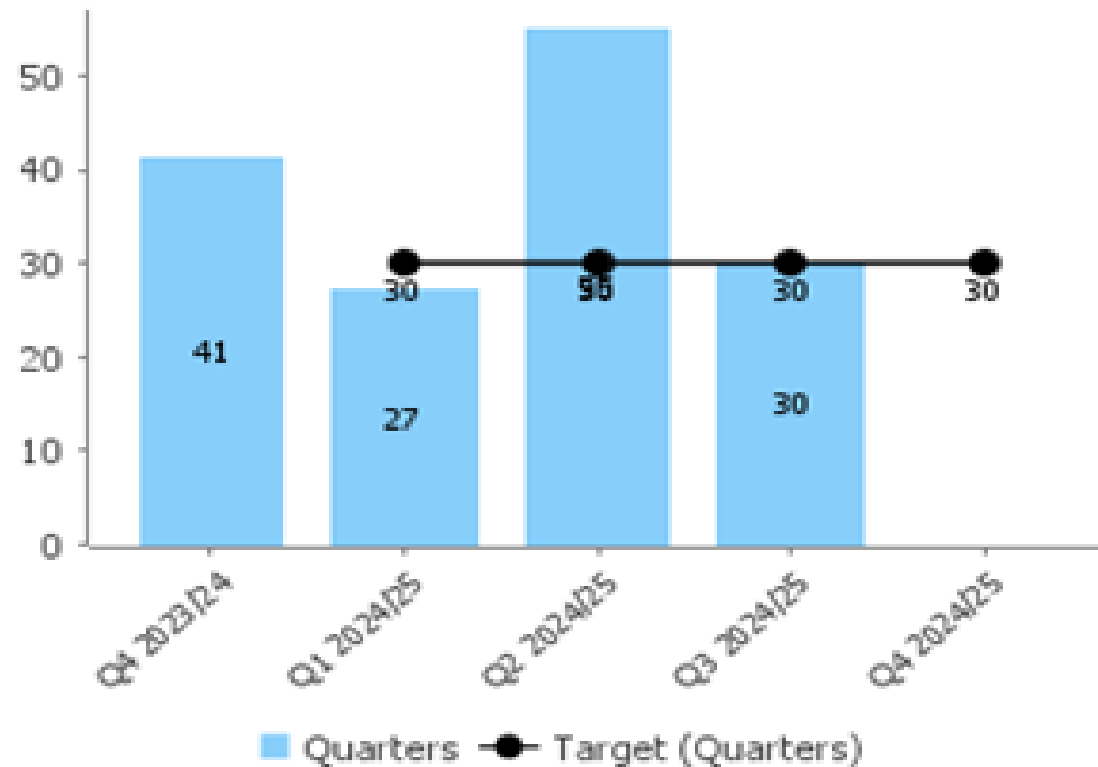
Assist people with specific accommodation needs including older people, people with disabilities, people needing specialist support and those who find themselves homeless
- 5.05b By 2027/28, reduce the number of rough sleepers to 0



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

The Rough Sleeping Initiative (RSI) team have been successful in securing accommodation for more people in Q3, this has reduced that typical number of people sleeping rough on any one night to around 15. The annual statutory street count was held in November between 12.00-4.00am. On this occasion ten people were found sleeping out. The RSI provision has been increased by the addition of a further supported housing project and this recently had one of the target priority group (this is an MHCLG term for the can term/high complexity of need rough sleeping cohort of people) move in. By combining winter pressures funding along with drug and alcohol treatment funding via the Public Health team and Household Support Funding, Housing Needs services can support and facilitate the Emergency Homeless Shelter, run by One Big Family (OBF), to open continuously through Q4. Providing capacity for 20 people, irrespective of whether SWEP is in place, there will also be a planned programme of homelessness, drug and alcohol treatment and primary care staff visiting to supplement the activity carried out by the OBF volunteers. The aim is to reduce the number of people who leave the shelter and return to the streets, or at a minimum, to improve their health and engagement with treatment services.

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

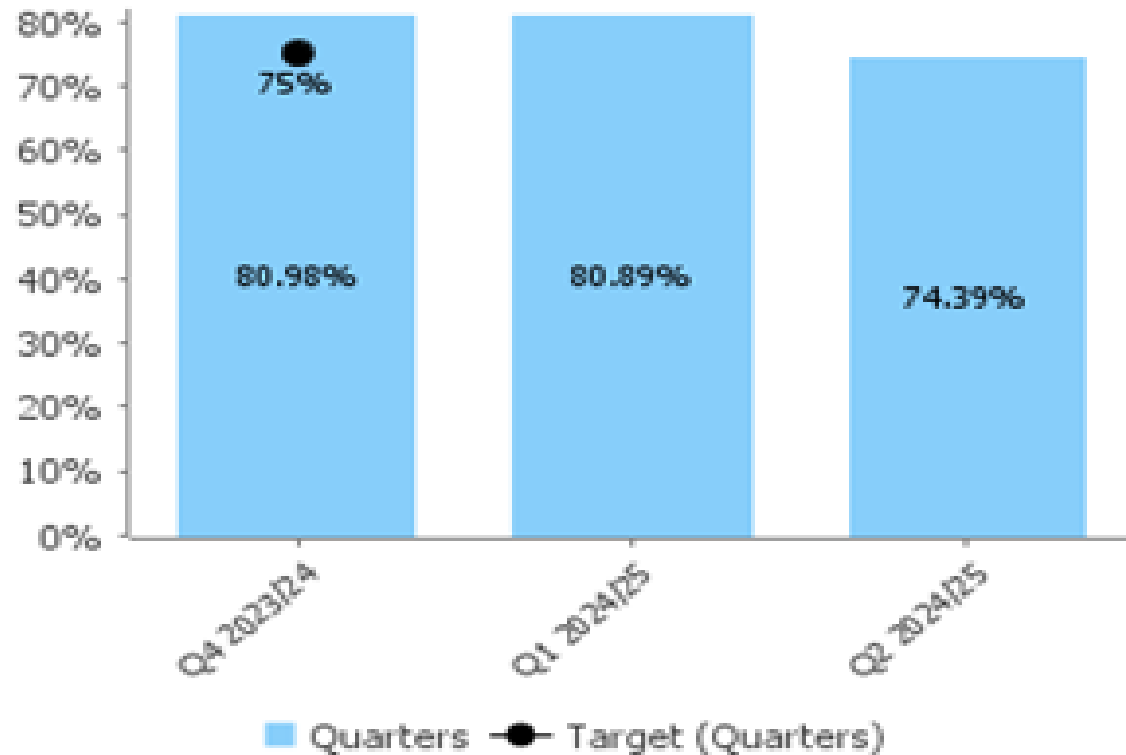


Aim to Maximise Green (downward long trend)

During Q3, 52 Disability Facility Grant (DFG) applications have been approved. The adaptations from these grants can restore the use of the home so that our clients can regain or retain their independence and carry on living in the community. Three Discretionary stair lift grants and one Emergency improvement loan has also been approved for this quarter.

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.

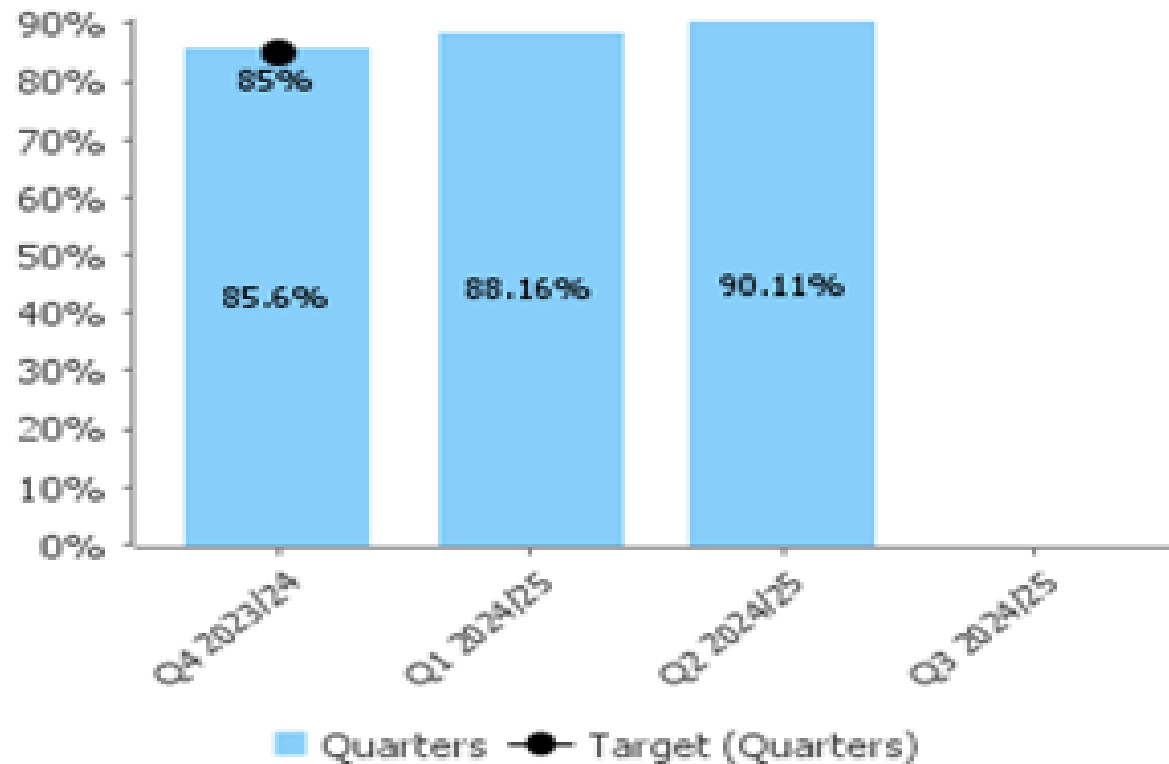
Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives
- 5.06a Satisfaction with parks and green spaces - direct users CP



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

This performance indicator is reported quarterly in arrears.
Q2 update - Satisfaction amongst users of parks and open spaces was 74.39% in Q2 24/25, 6.5 percentage points less than the 80.89% figure seen in Q1 24/25. More users were dissatisfied about the service (13.41%, up from 6.18% in Q1) than neutral (11.6% of respondents, up from 10.1% in Q1). A further 0.6% gave no response to this question.
These results are based on the 164 users of parks and open spaces from the 253 respondents to the Q2 24/25 Citizens' Panel, giving a margin of error of +/-7.6%, meaning the change in satisfaction is not statistically significant.

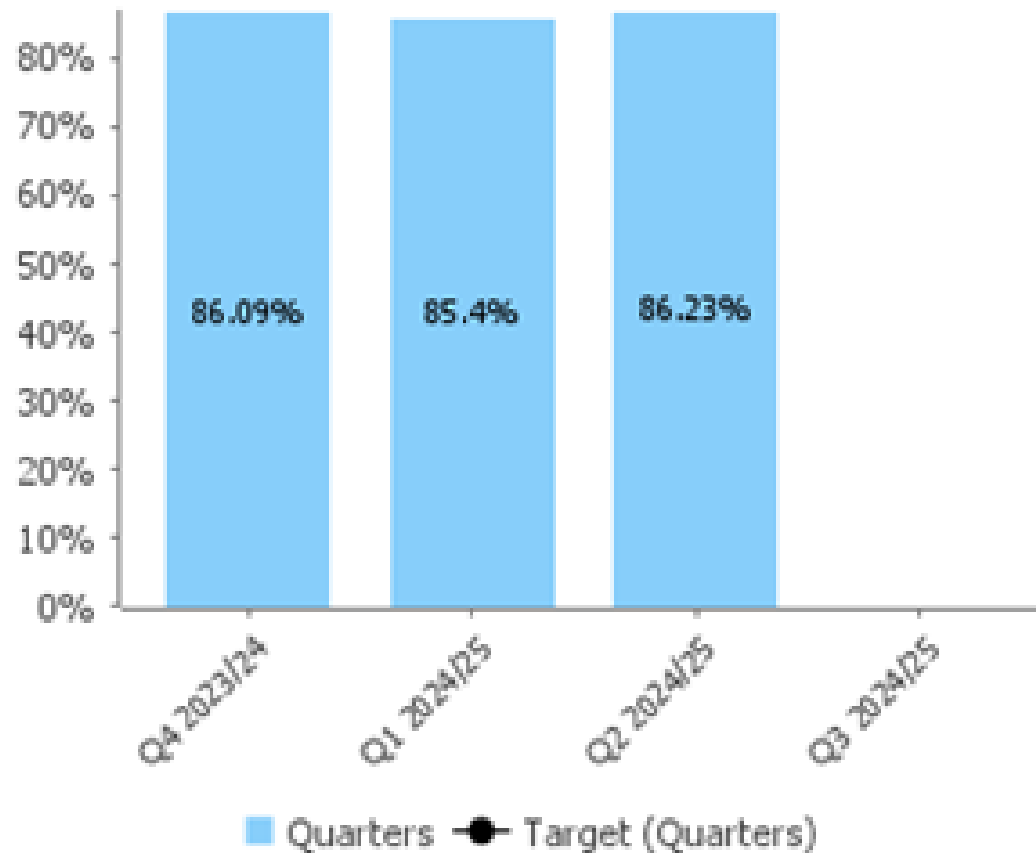
Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives
- 5.06b Satisfaction with refuse collection - Citizens Panel result



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

This performance indicator is reported quarterly in arrears. Q2 update - Satisfaction with refuse collection increased to 90.11% in Q1 24/25 (up from 88.16% in Q1 24/25). 4.0% of respondents were neutral about the service (up from 3.9% previously) and 3.2% were dissatisfied (lower than the 6.5% seen in the previous quarter). A further 2.8% did not know or gave no response (up from 1.3% in Q1). The results are based upon 253 respondents to the Q2 24/25 Citizens' Panel giving an overall margin of error of +/-6.1%, meaning the changes are not statistically significant.

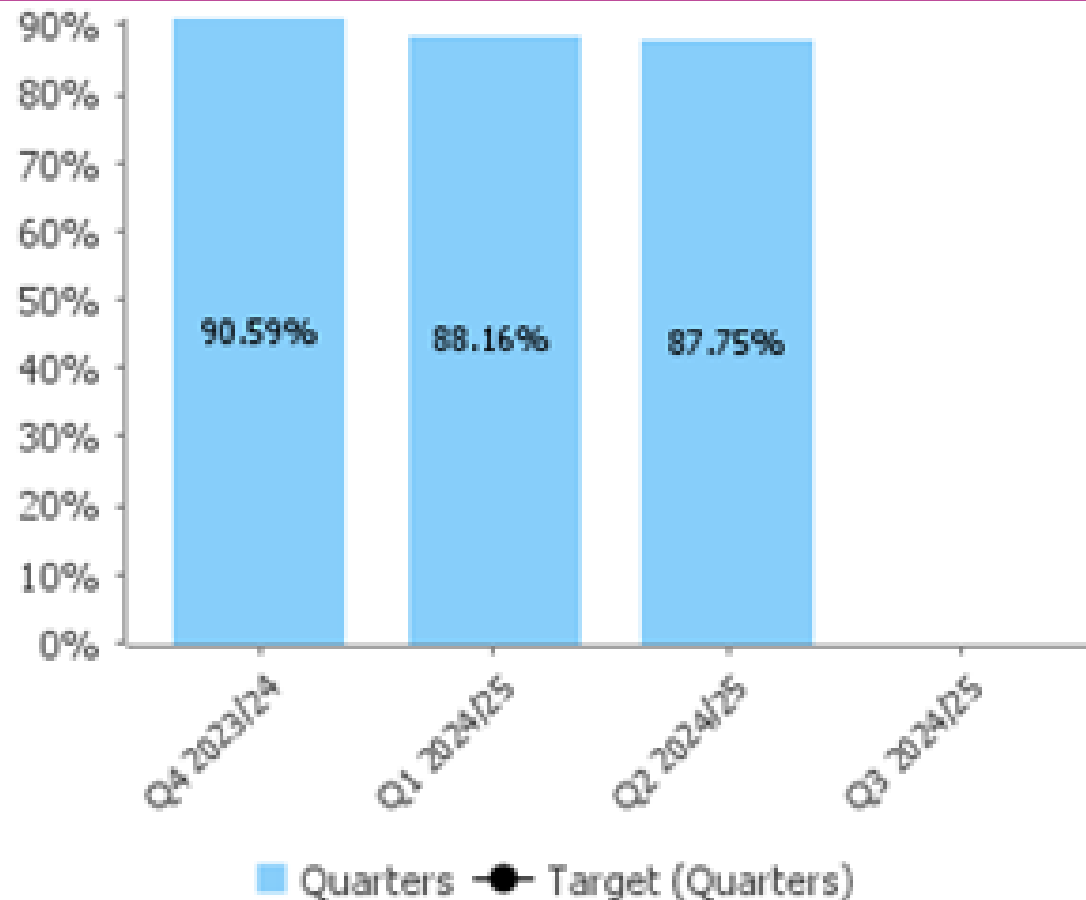
Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives
- 5.06c Satisfaction with HWRC services – Citizens' Panel result



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

This performance indicator is reported quarterly in arrears. Q2 update - Satisfaction amongst users of the tip (HWRC) was 86.23% in Q1 2024/25. 7.2% of users were neutral about the service and 5.7% were dissatisfied. These results are based on the 138 users of the tip from the 253 respondents to the Q2 2024/25 Citizens' Panel, giving a margin of error of +/-8.3%.

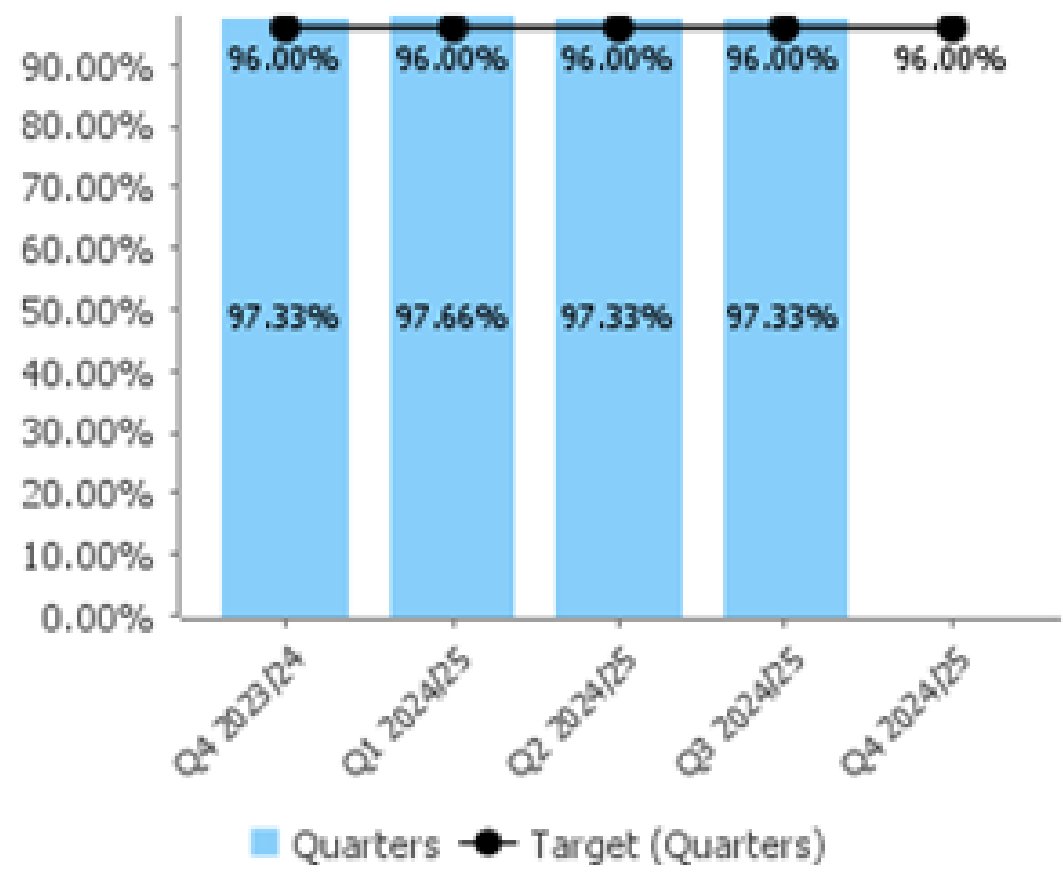
Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives
- 5.06d Satisfaction with kerbside recycling collections – Citizens' Panel result



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

This performance indicator is reported quarterly in arrears. Q2 update - Satisfaction with recycling collections (brown bin, blue/white bag and clear sacks) was 87.75% in Q2 2024/25, down from 88.16% in Q1 2024/25. The number of respondents who were neutral about the facilities was 4.7% (down from 3.9% in Q1). 5.2% of respondents were dissatisfied (down from 6.5% in Q1). A further 2.4% of respondents did not know or did not give a response. The results are based upon 253 respondents to the Q2 2024/25 Citizens' Panel giving an overall margin of error of +/-6.1%. 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



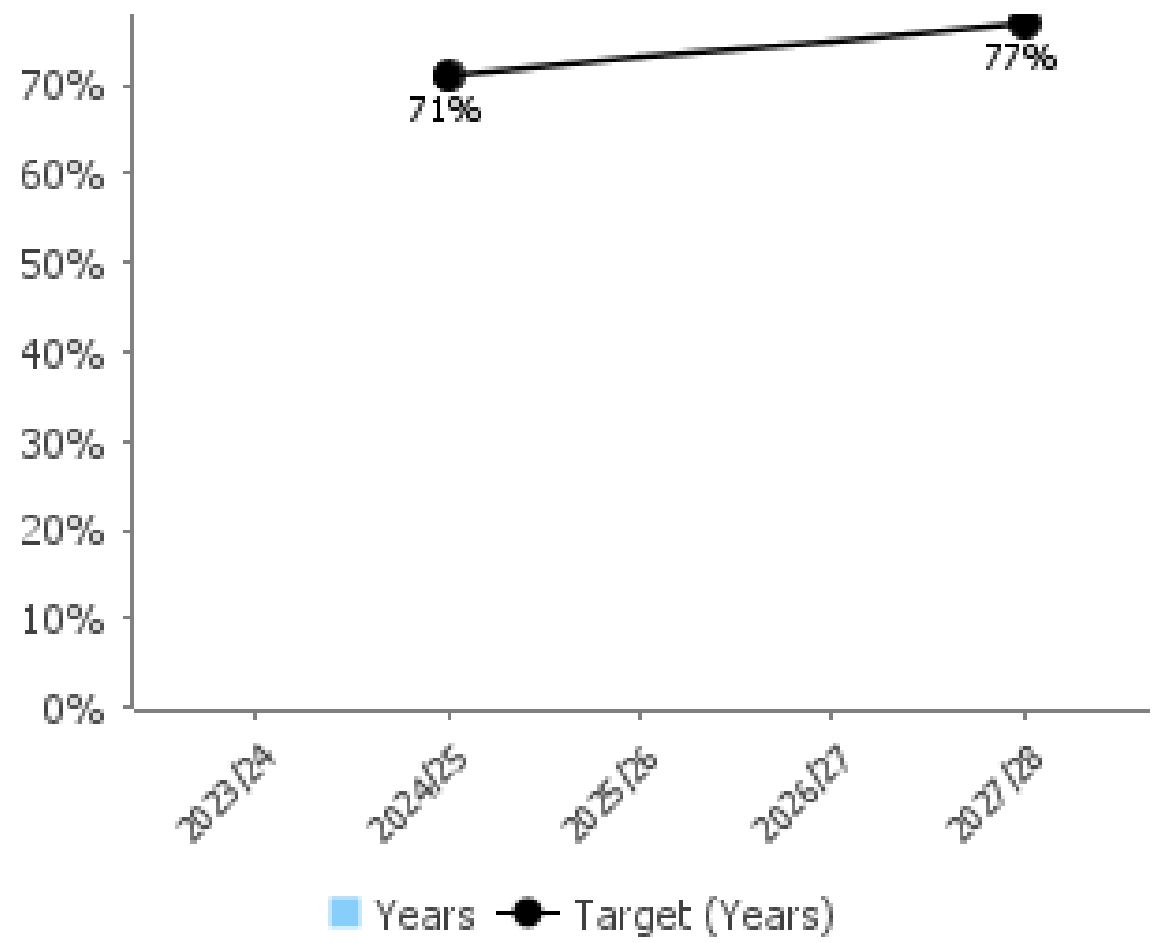
Aim to Maximise Green (upward long trend)

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 Q3 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 Q3 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.

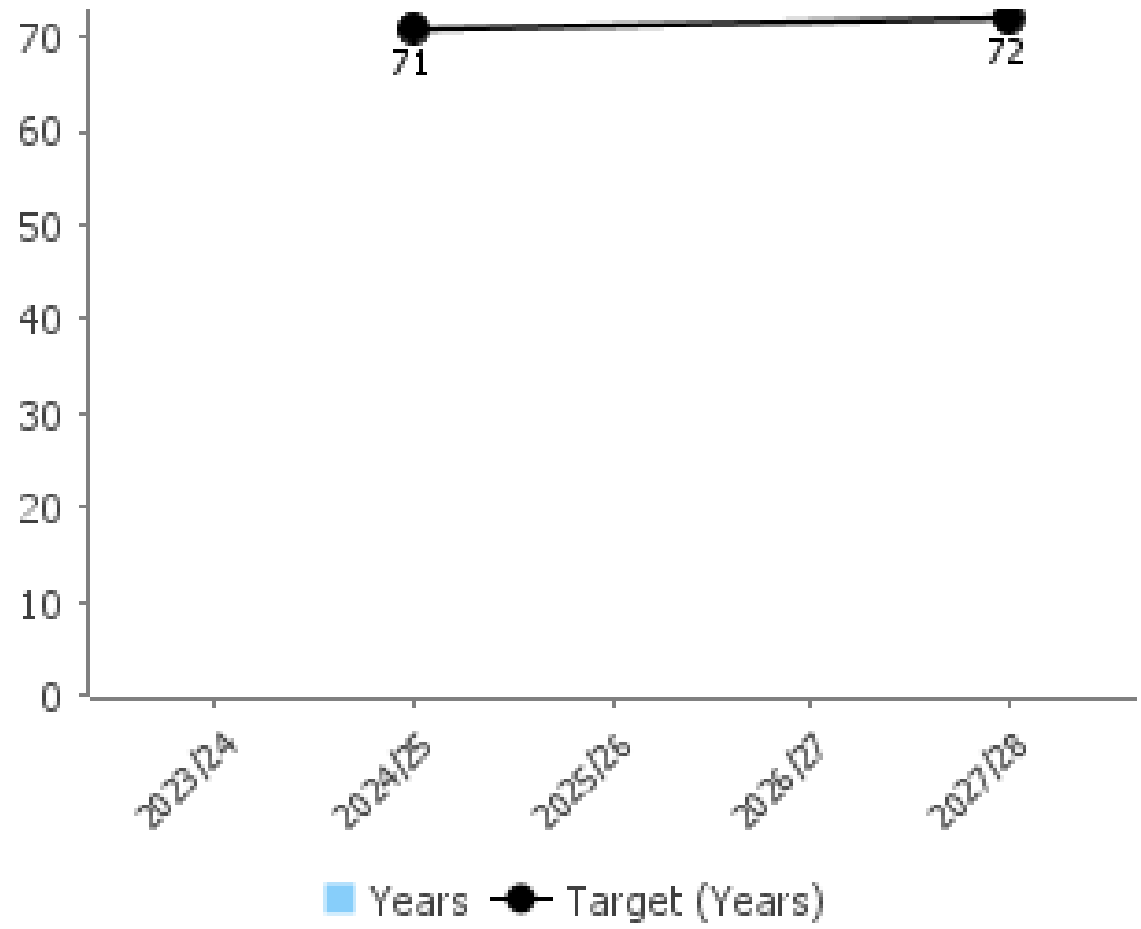
Ensure the Council's housing stock is good quality, efficient, free from damp and mould and tenants are at the heart of decision making
- 5.07 By 2027/28, tenant satisfaction of overall landlord services has increased to 77%



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

This is an annual 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. The TSM survey was conducted in September and October 2024 which showed an overall tenant satisfaction rating of 70.70%. Housing services will continue to execute the continuous improvement plan and track tenant satisfaction through initiatives like the Big Door Knock and monthly performance reports from satisfaction surveys.

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 indicator, and the final figure will be confirmed in March 2025.
At the end of Q3 the average energy efficiency score (SAP rating) for the HRA housing stock was 71.34. 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%

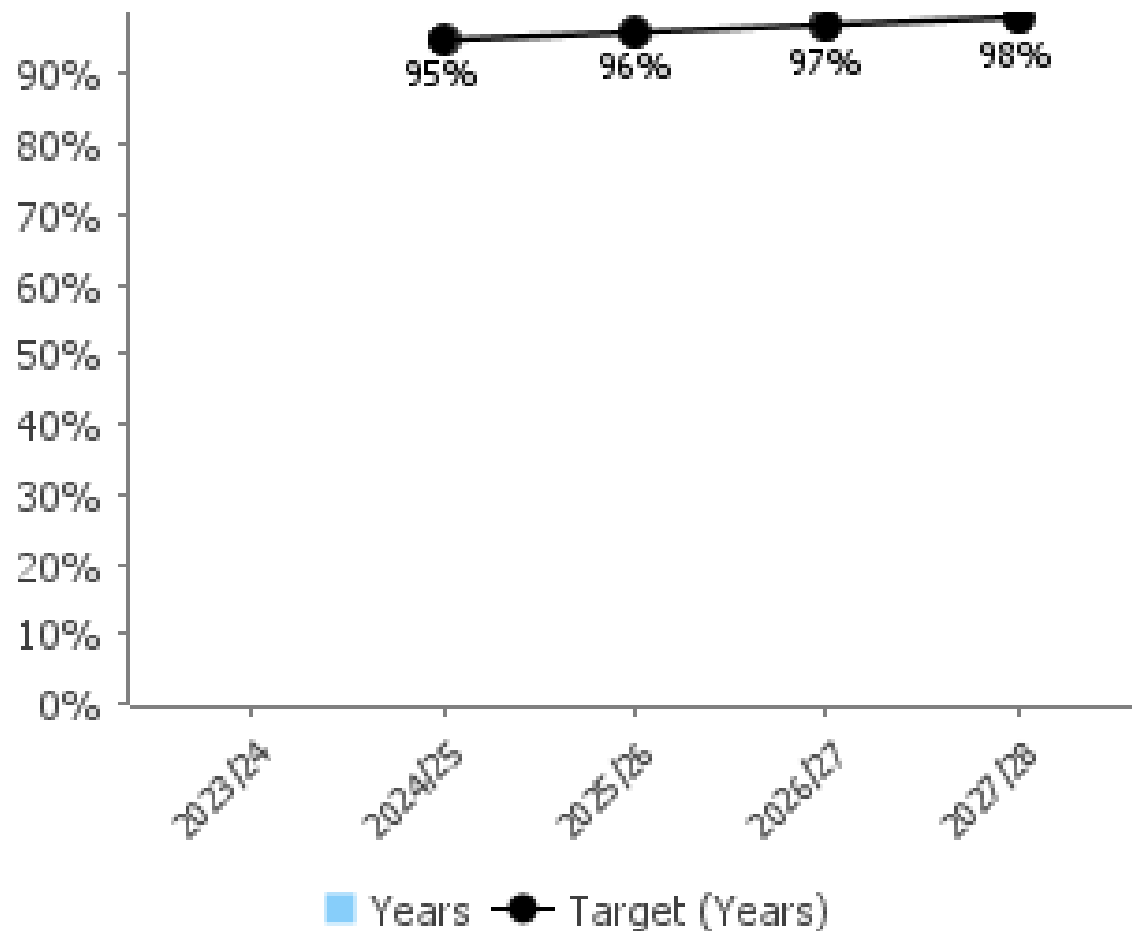


Aim to Maximise Green (upward long trend)

At the end of Q3, average compliancy was 99.1% across the six main streams (Fire Risk Assessments, Asbestos reinspections, water safety, lifts, annual gas servicing and updates, electrical testing). This data is a snapshot taken on 02.1.25 and due to daily updates, the data will change on a daily basis. There has been a slight increase since the end of Q2.

No access continues to be the main reason for noncompliance, all contractors work with 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 Q3 94.26% meets the Decent Homes Standard. This is up from 92% at the end of Q2 and on target to be at 95% by year end. This figure is expected to rise as planned work replacement programmes continue throughout 2024/25.