

# ONE MEDWAY COUNCIL PLAN

## 2024/28

Proud to be Medway

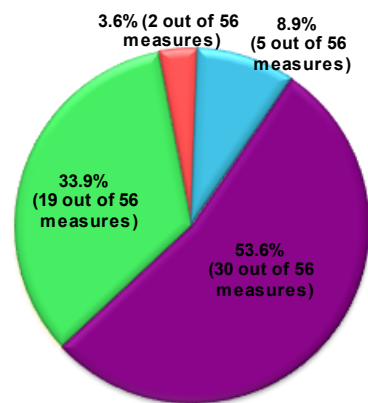


## Q3 2024/25 Regeneration, Culture and Environment Overview & Scrutiny Committee

# Summary of all performance indicators

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

## Performance

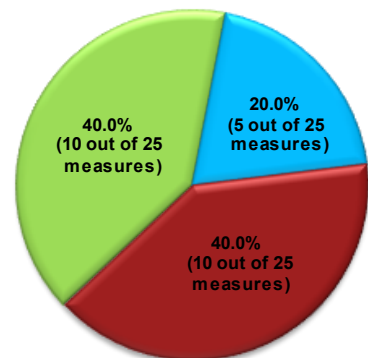


**Performance - key**  
**Green** means met or exceeded target  
**Amber** means slightly below target  
**Red** means significantly below target  
**Data** means data only. No target set  
**NA** means not available this quarter or annual PI

This chart shows the performance for all the measures:

- 33.9% (19 out of 56 measures) met or exceeded target.
- 0.0% (0 out of 56 measures) were slightly below target (less than 5%).
- 3.6% (2 out of 56 measures) were significantly below target (more than 5%).
- 8.9% (5 out of 56 measures) were data only or status unavailable.
- 53.6% (30 out of 56 measures) were not available or annual PIs.

## Direction of Travel



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

This chart shows the direction of travel for 25 measures:

- 40.0% (10 out of 25 measures) had an upward long trend.
- 20.0% (5 out of 25 measures) had a static long trend.
- 40.0% (10 out of 25 measures) had a downward long trend.

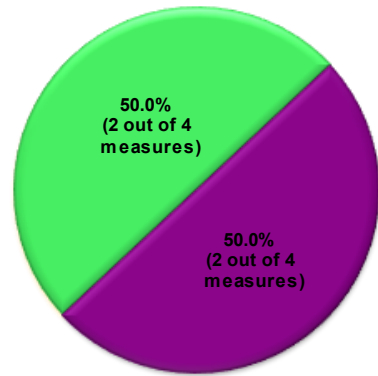
# Delivering quality social care and community services

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

# Summary of all performance indicators for this priority

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

## Performance

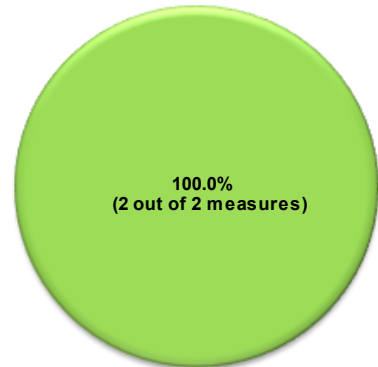


**Performance - key**  
**Green** means met or exceeded target  
**Amber** means slightly below target  
**Red** means significantly below target  
**Data** means data only. No target set  
**NA** means not available this quarter or annual PI

This chart shows the performance for all the measures:

- 50.0% (2 out of 4 measures) met or exceeded target.
- 0.0% (0 out of 4 measures) were slightly below target (less than 5%).
- 0.0% (0 out of 4 measures) were significantly below target (more than 5%).
- 0.0% (0 out of 4 measures) were data only or status unavailable.
- 50.0% (2 out of 4 measures) were not available or annual PIs.

## Direction of Travel

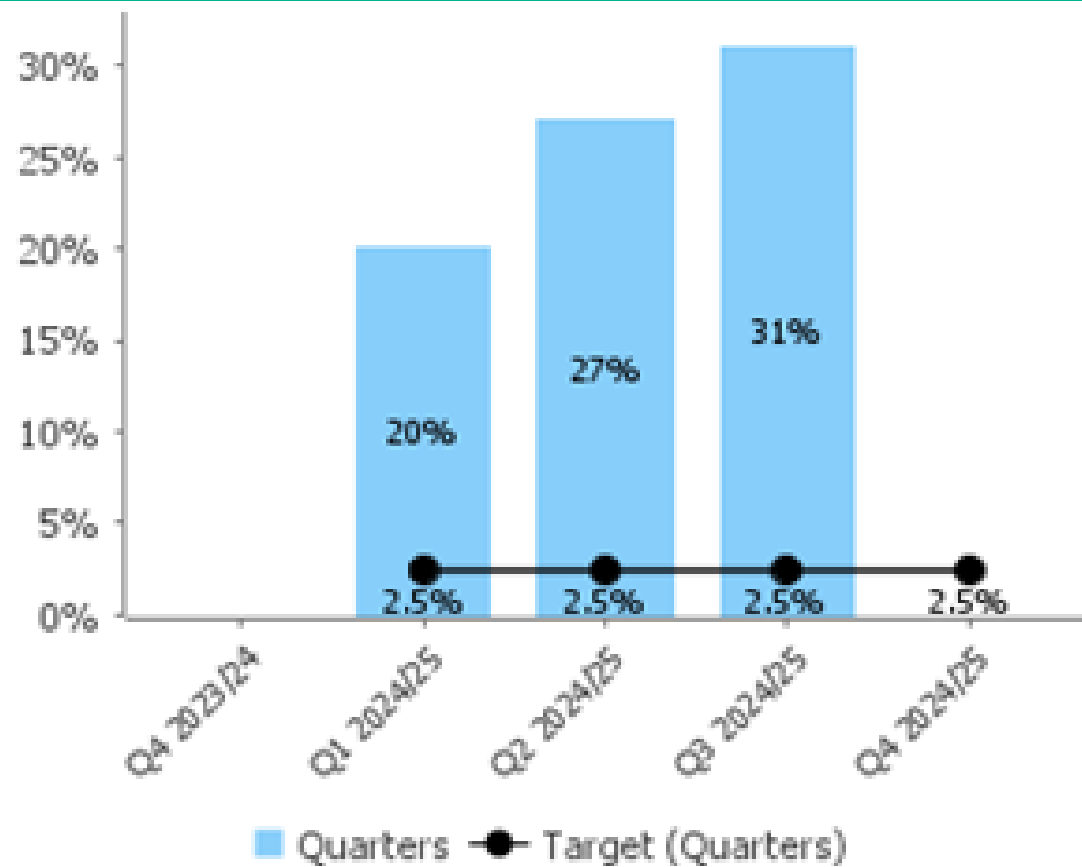


**Direction of Travel - key**  
**Green** means positive travel  
**Blue** means static  
**Red** means negative travel

This chart shows the direction of travel for 2 measures:

- 100% (2 out of 2 measures) had an upward long trend.
- 0.0% (0 out of 2 measures) had a static long trend.
- 0.0% (0 out of 2 measures) had a downward long trend.

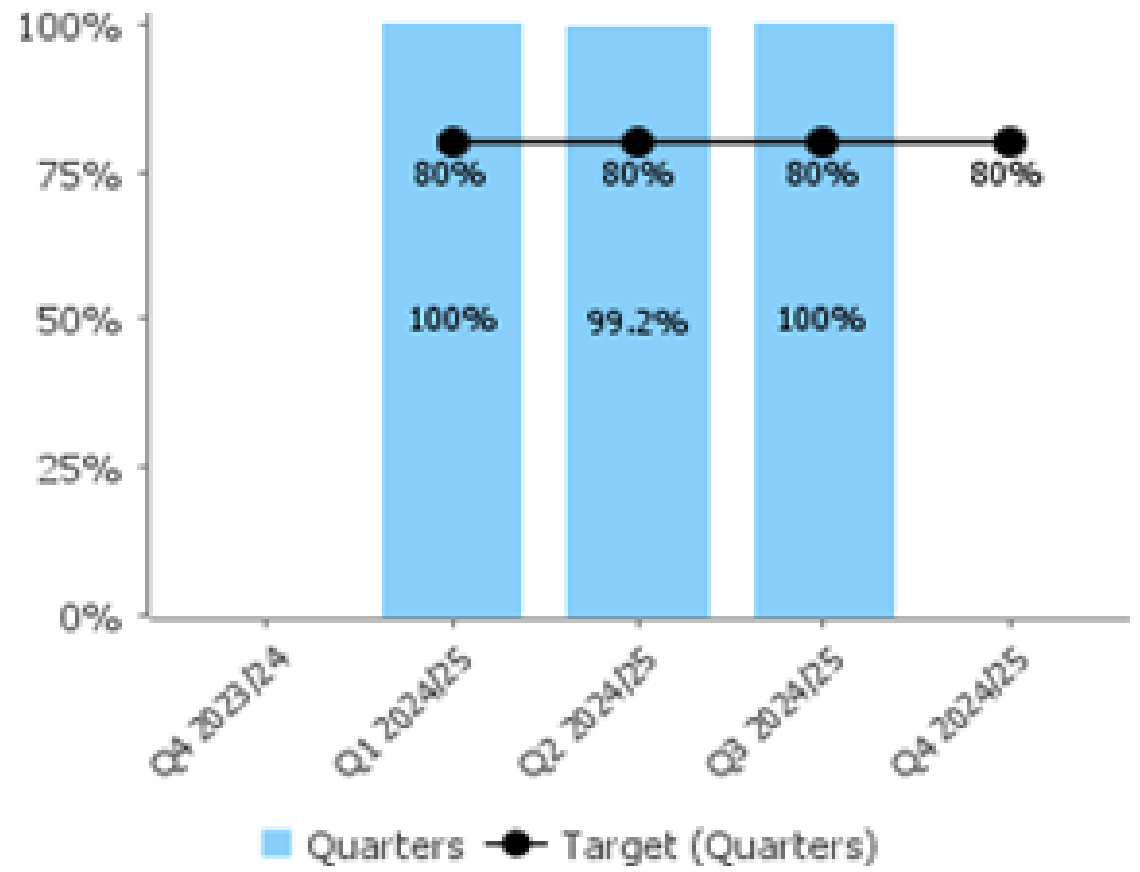
**Provide creative, cultural and community services and facilities across Medway that everyone can access and benefit from**  
**- 1.08 By 2027/28, 10% of Medway Adult Education’s learners will be new to the service each year, ensuring that access to education is being provided**



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

Data as 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%**

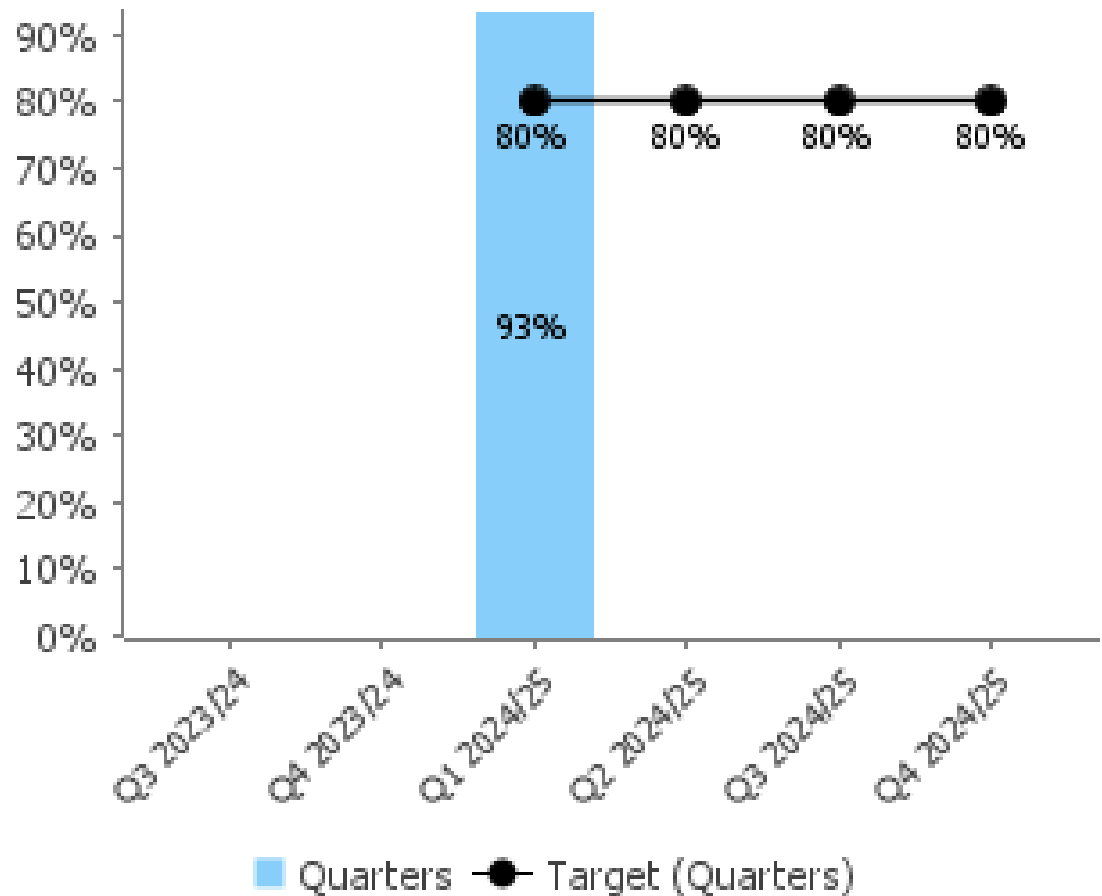


**Aim to Maximise Green (upward long trend)**

Q3 satisfaction surveys were held in Twydall, Lordswood, 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."

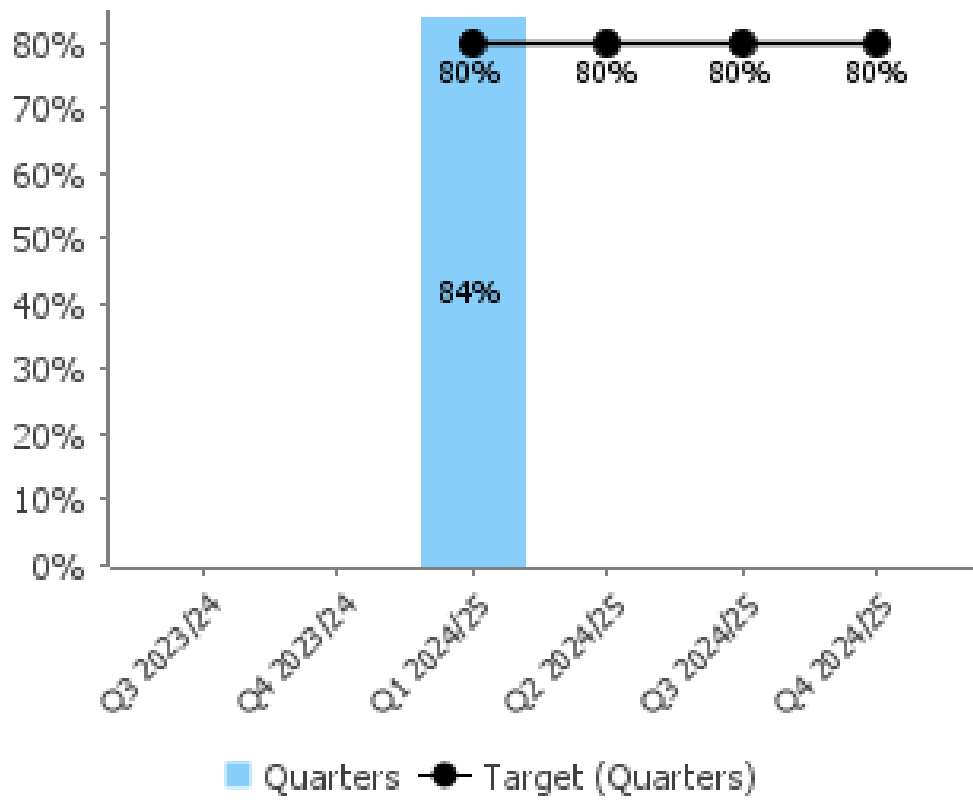
**Provide creative, cultural and community services and facilities across Medway that everyone can access and benefit from**  
**- 1.09b By 2027/28, the satisfaction rates across theatres exceeds 80%**



**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.



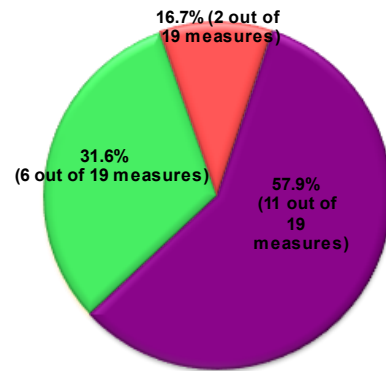
# **Benefitting from good education, quality jobs and a growing economy**

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

# Summary of all performance indicators for this priority

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

## Performance

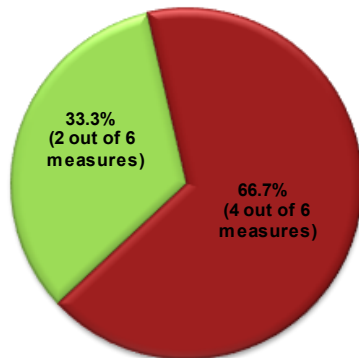


**Performance - key**  
**Green** means met or exceeded target  
**Amber** means slightly below target  
**Red** means significantly below target  
**Data** means data only. No target set  
**NA** means not available this quarter or annual PI

This chart shows the performance for all the measures:

- 31.6% (6 out of 19 measures) met or exceeded target.
- 0.0% (0 out of 19 measures) were slightly below target (less than 5%).
- 10.5% (2 out of 19 measures) were significantly below target (more than 5%).
- 0.0% (0 out of 19 measures) were data only or status unavailable.
- 57.9% (11 out of 19 measures) were not available or annual PIs.

## Direction of Travel

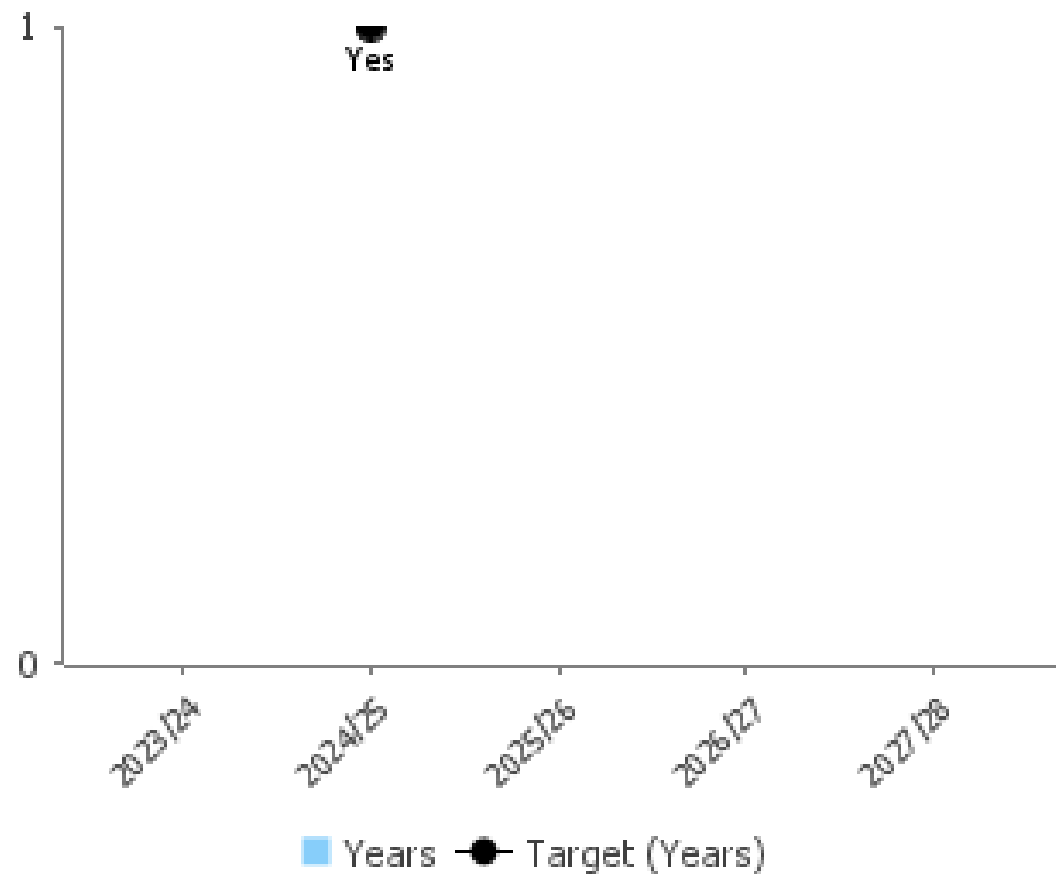


**Direction of Travel - key**  
**Green** means positive travel  
**Blue** means static  
**Red** means negative travel

This chart shows the direction of travel for 6 measures:

- 33.3% (2 out of 6 measures) had an upward long trend.
- 0.0% (0 out of 6 measures) had a static long trend.
- 66.7% (4 out of 6 measures) had a downward long trend.

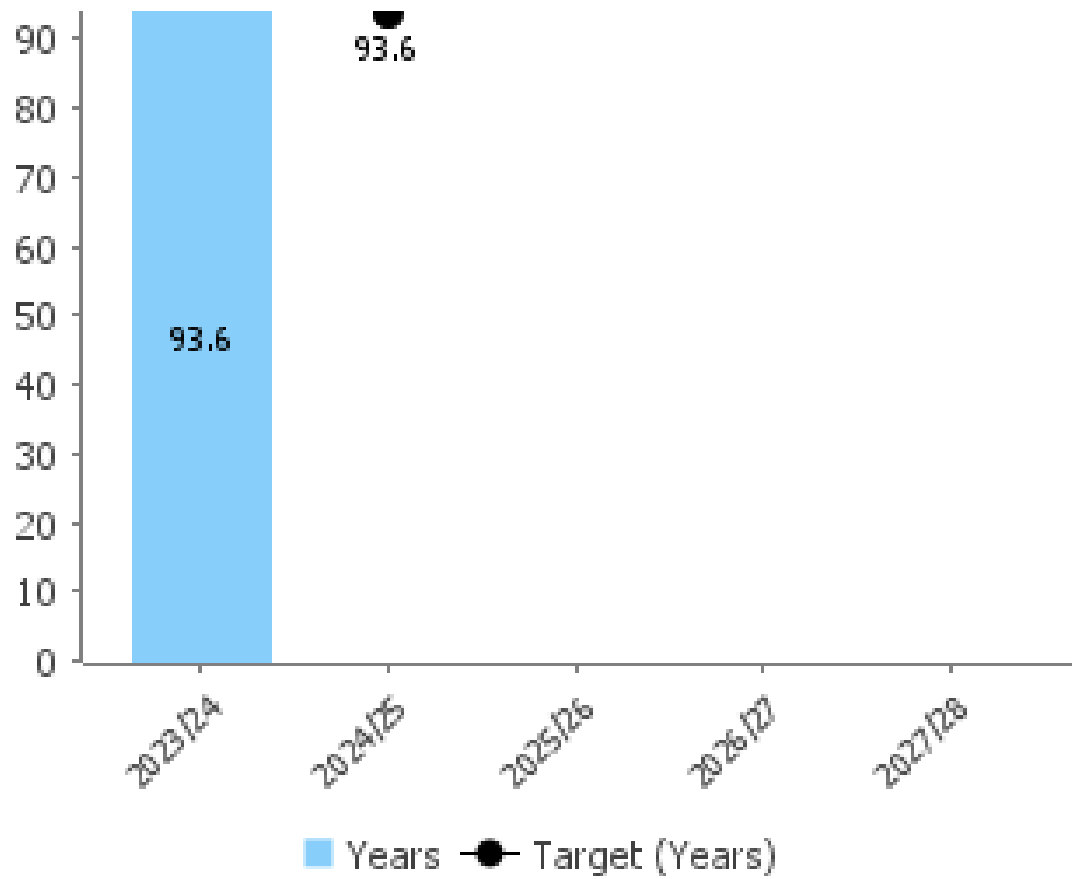
**Ensure all children and young people access a high-quality, inclusive education**  
**- 2.07 By 2027/28 Support high quality education through Medway Adult Education maintaining Good or better Ofsted rating through self-assessment, quality measures and inspection**



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

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.

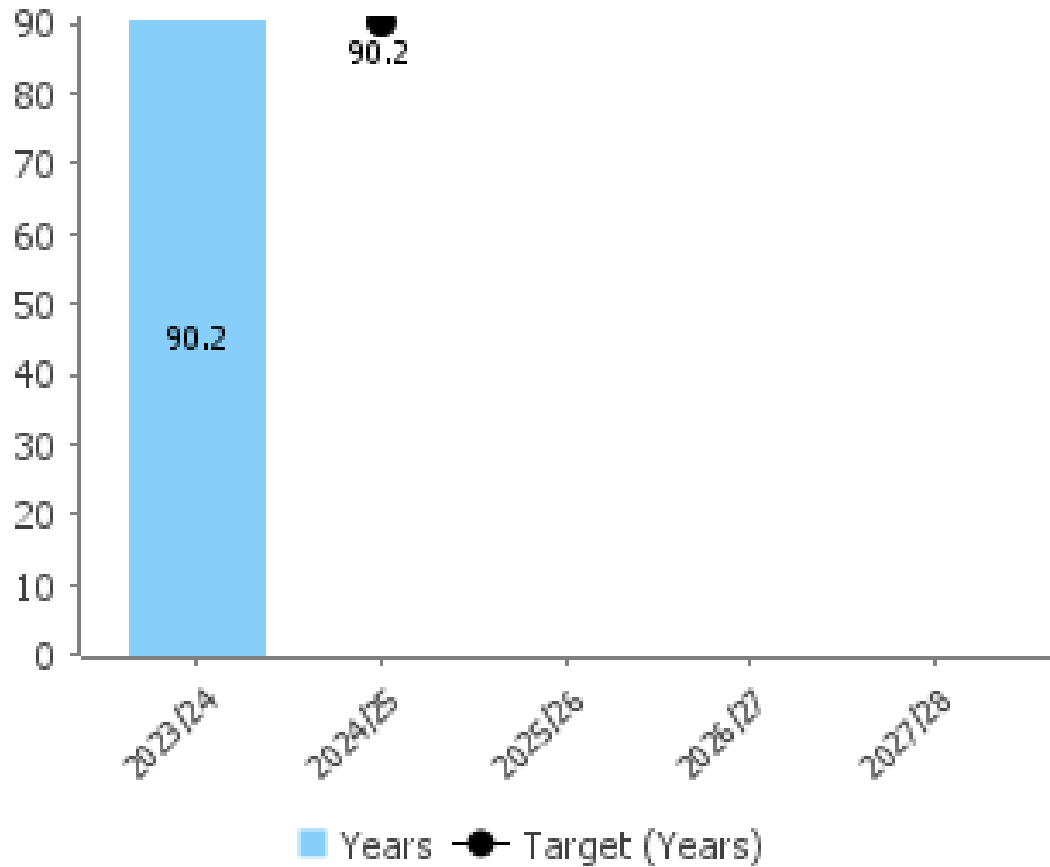
**Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups**  
**- 2.08a By 2027/28, Medway Qualification Level 1 will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



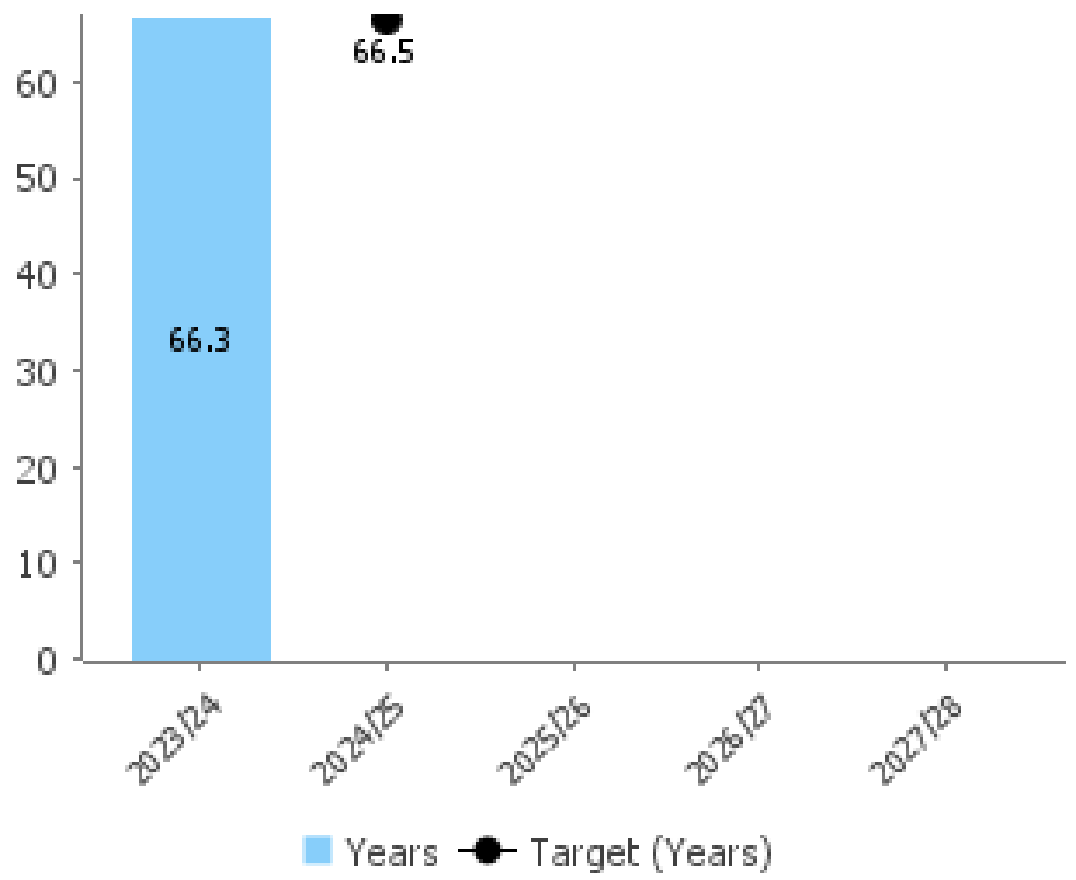
**Aim to Maximise**  
**Data unavailable (no long trend)**  
**Annual PI. Due March 2025**

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.

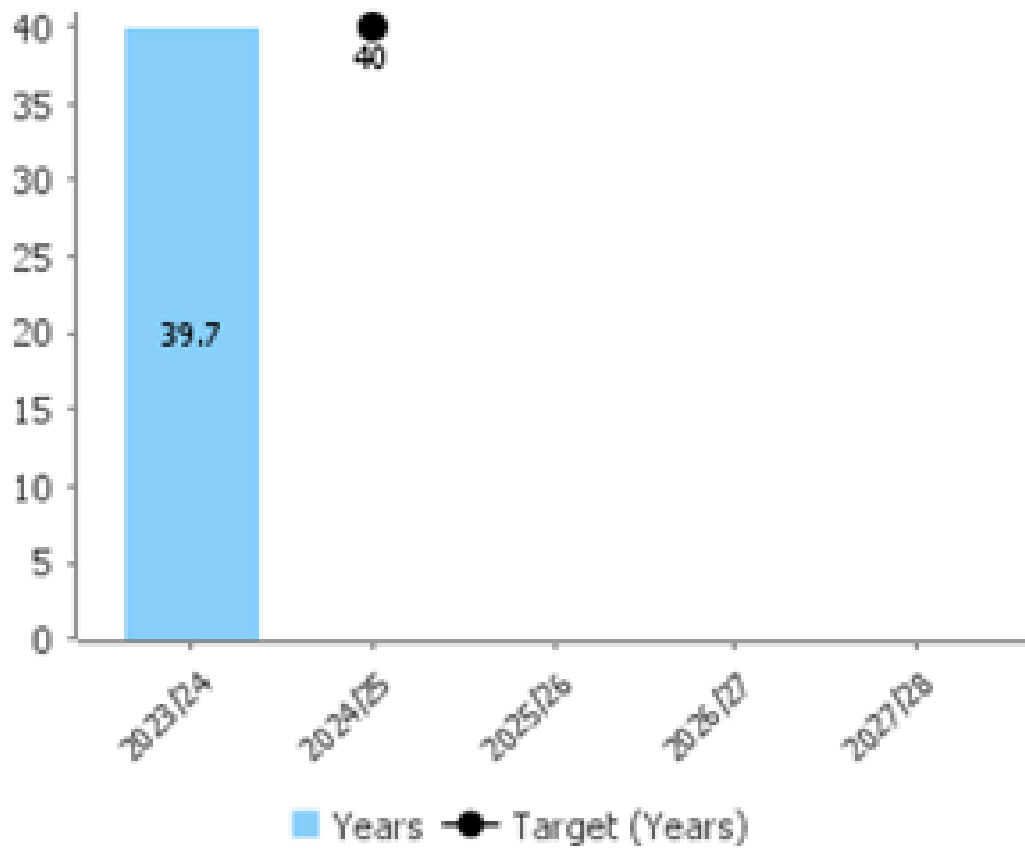
**Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups**  
**- 2.08c By 2027/28, Medway Qualification Level 3 will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

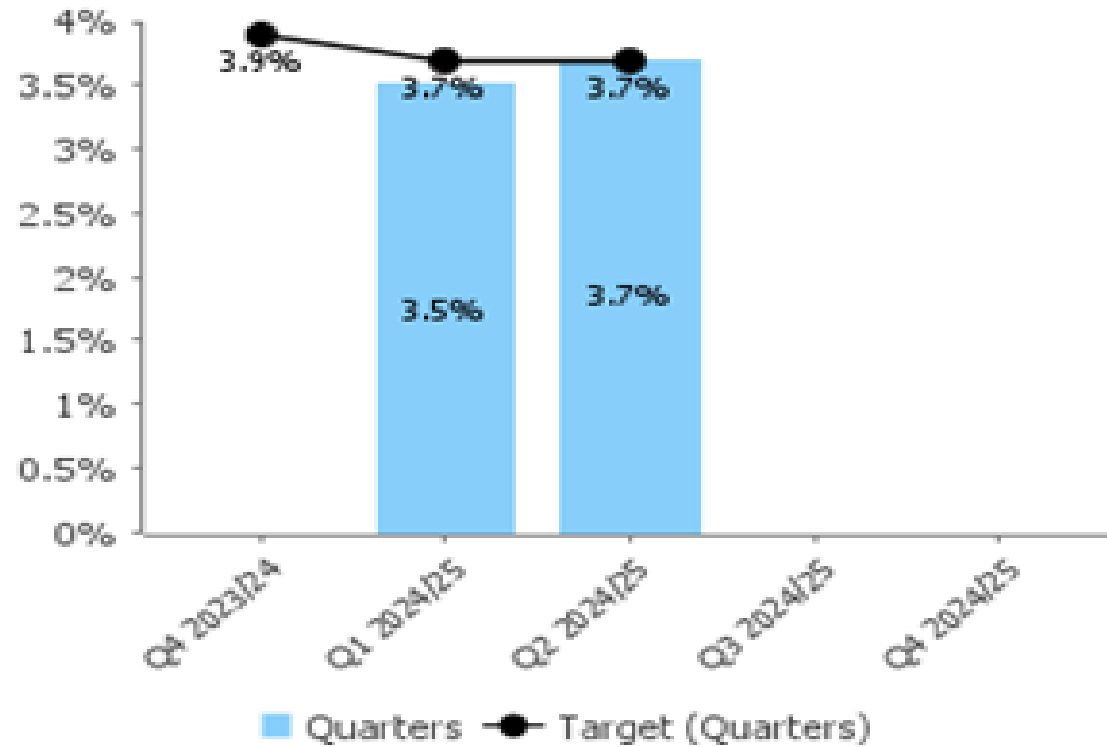


**Aim to Maximise**  
**Data unavailable (no long trend)**  
**Annual PI. Due March 2025**

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**

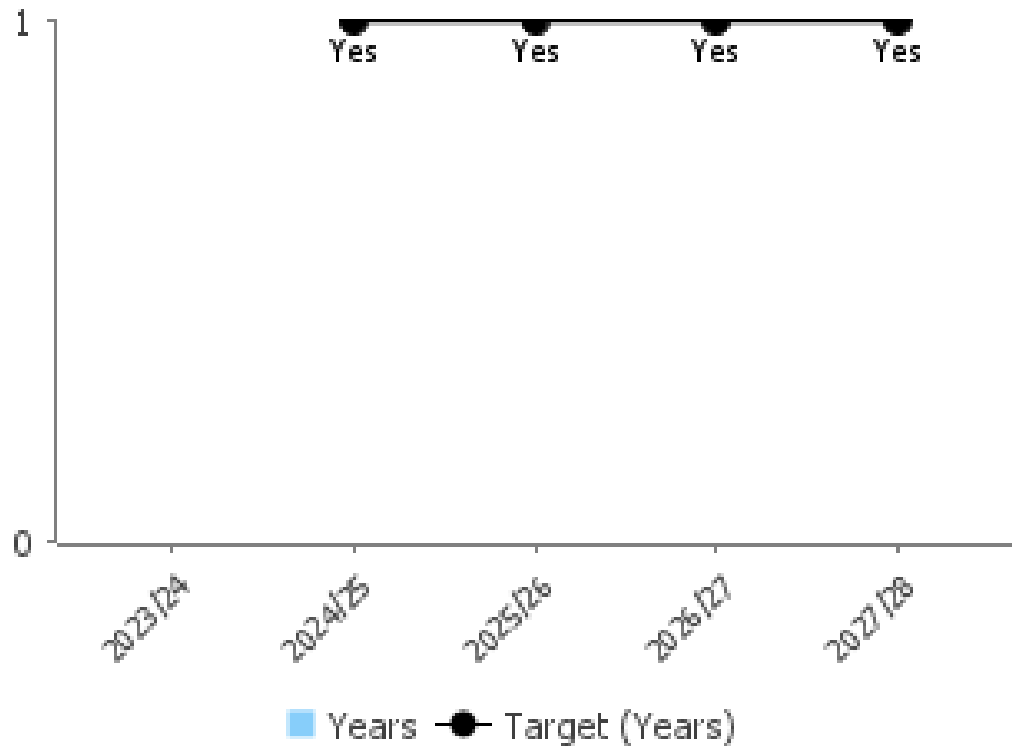


**Aim to Maximise**  
**Red (downward long trend)**

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**

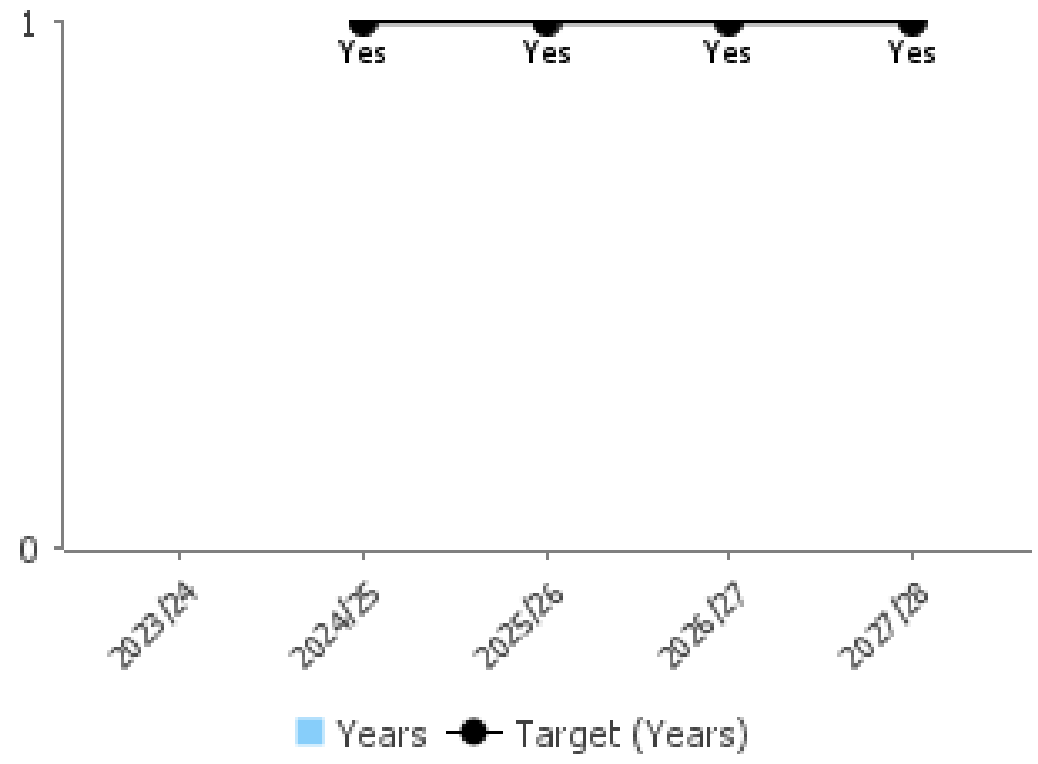


**Aim to Maximise  
Yes/No  
Data unavailable (no long trend)  
Annual PI. Due March 2025**

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**

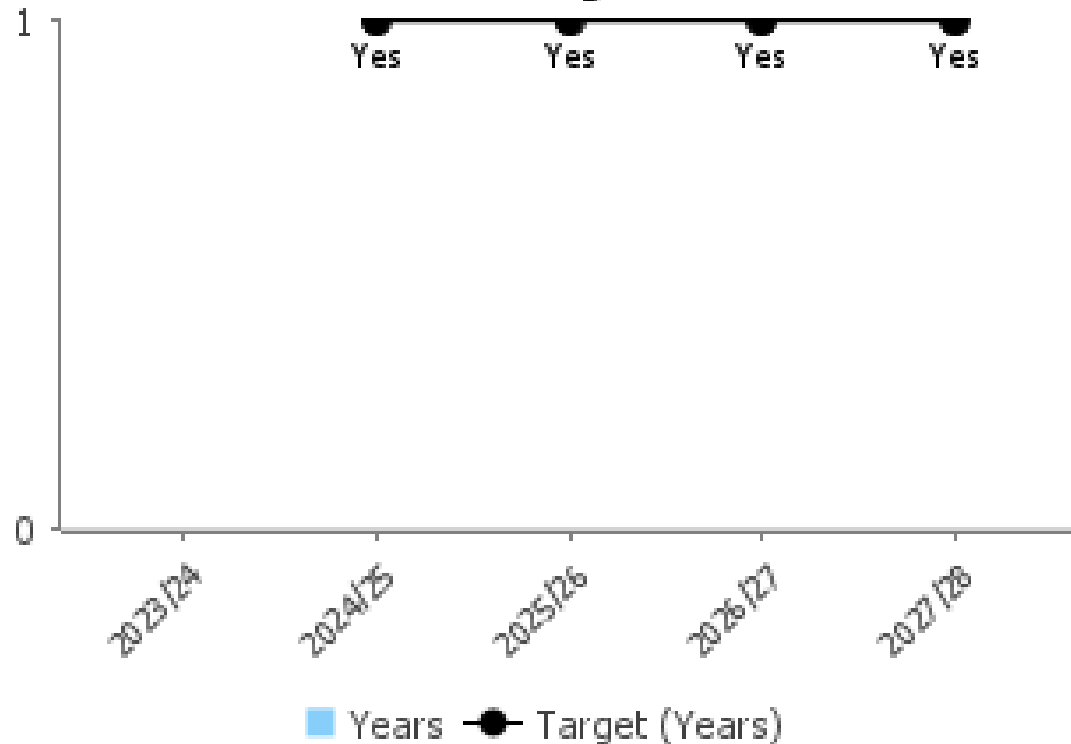
**OMCP 2.12 By 2027/28, maintain gross value added (GVA) per capita above national level**



**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.

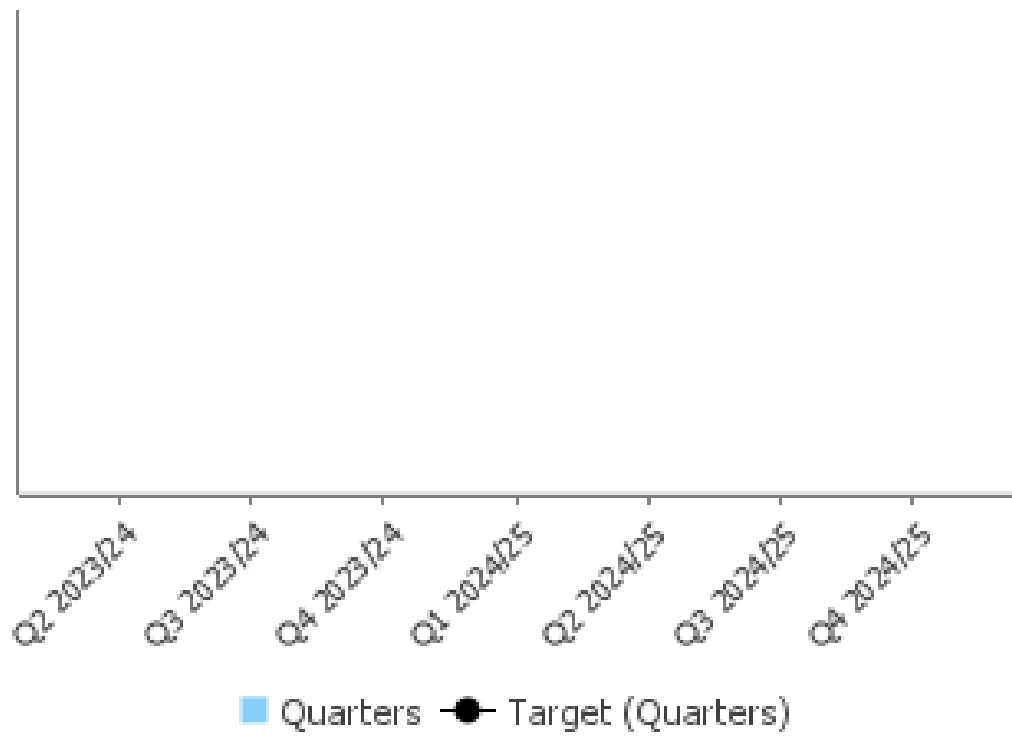
**OMCP 2.13 By 2027/28 maintain Medway average weekly income per hours worked, above national average**



**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.

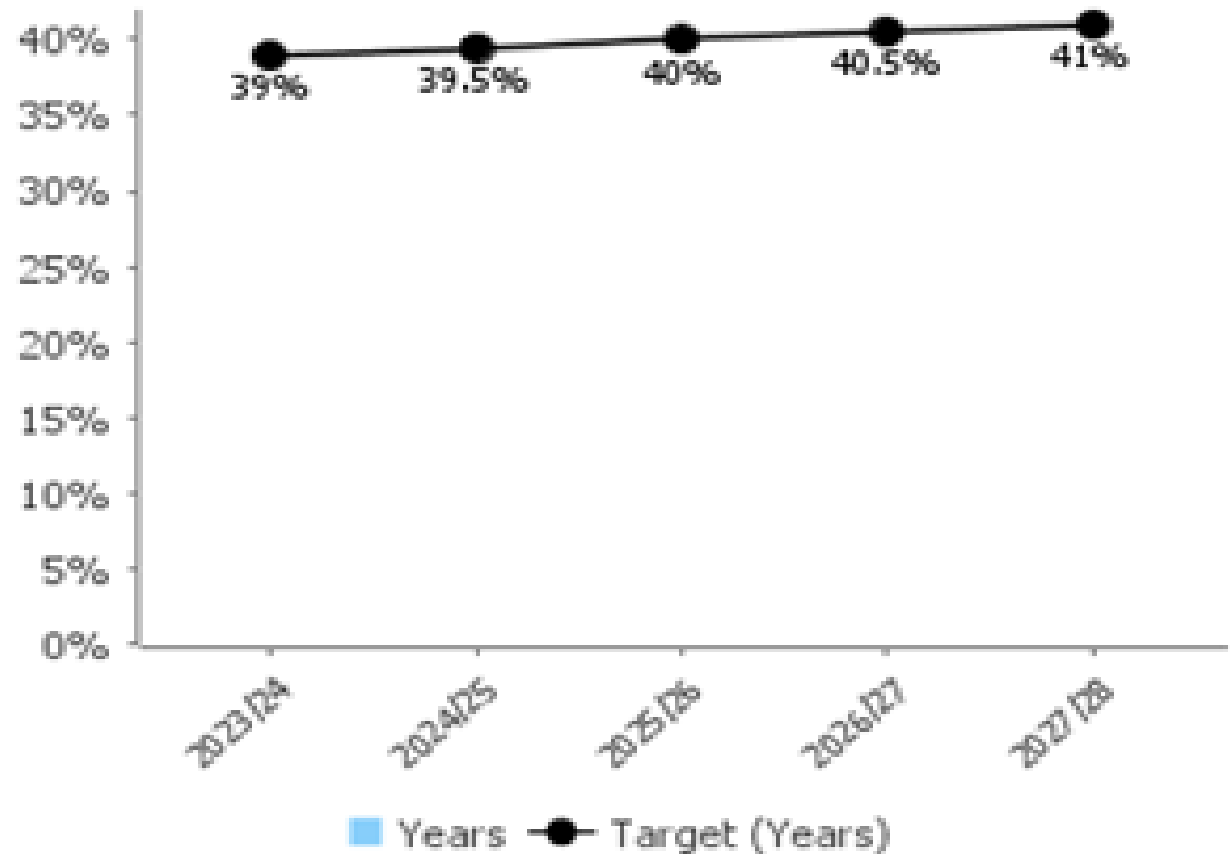
**OMCP 2.14 By 2027/28 reduce the number of most income deprived areas nationally in Medway**



**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.

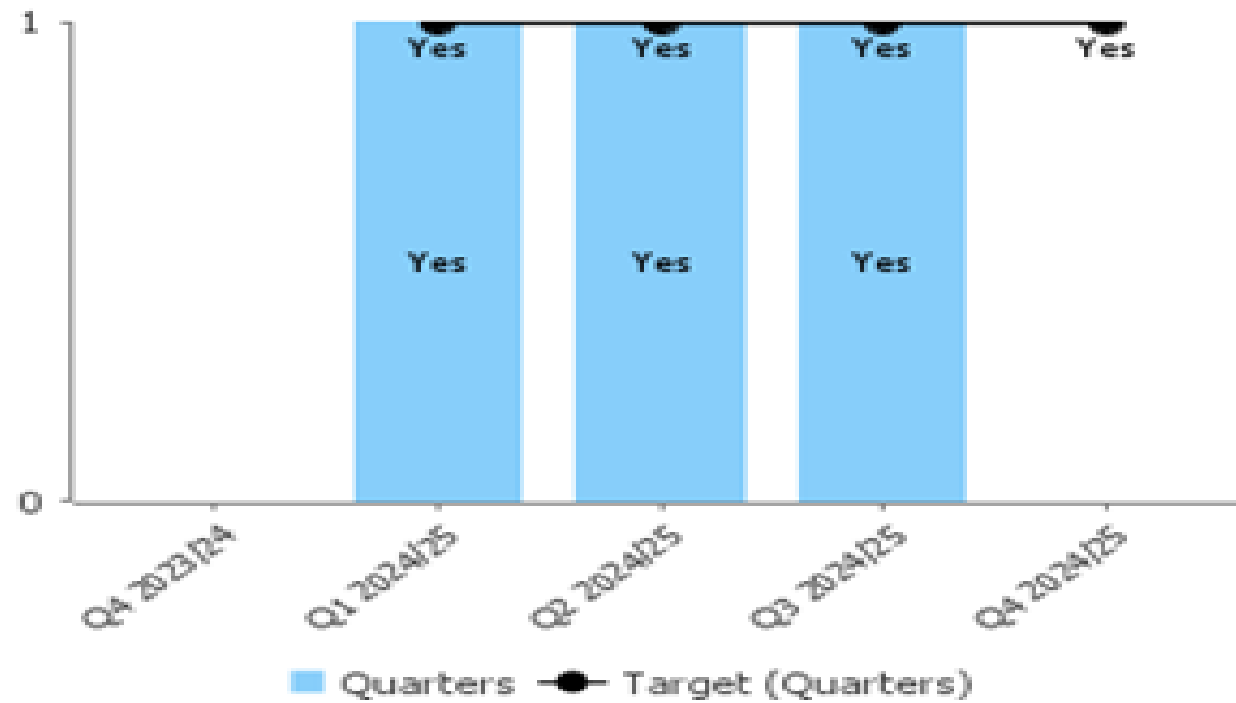
**Develop a strong mixed economy which provides training and work opportunities that support career development, increasing high value businesses and expanding high quality employment**  
**- 2.15 By 2027/28, raise the business survival rate to 41%**



**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%.

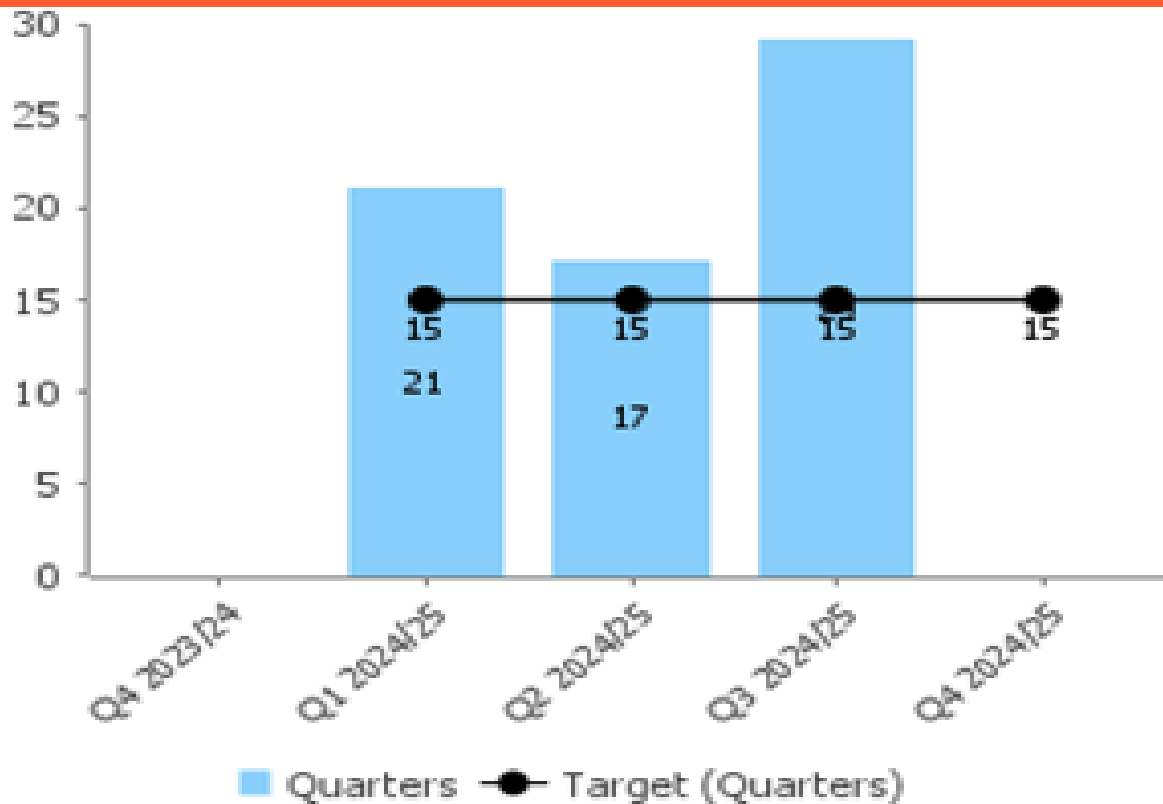
**Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage**  
**- 2.16a By 2027/28 Support Creative Medway Compact and partners to deliver four quarterly board meetings 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**

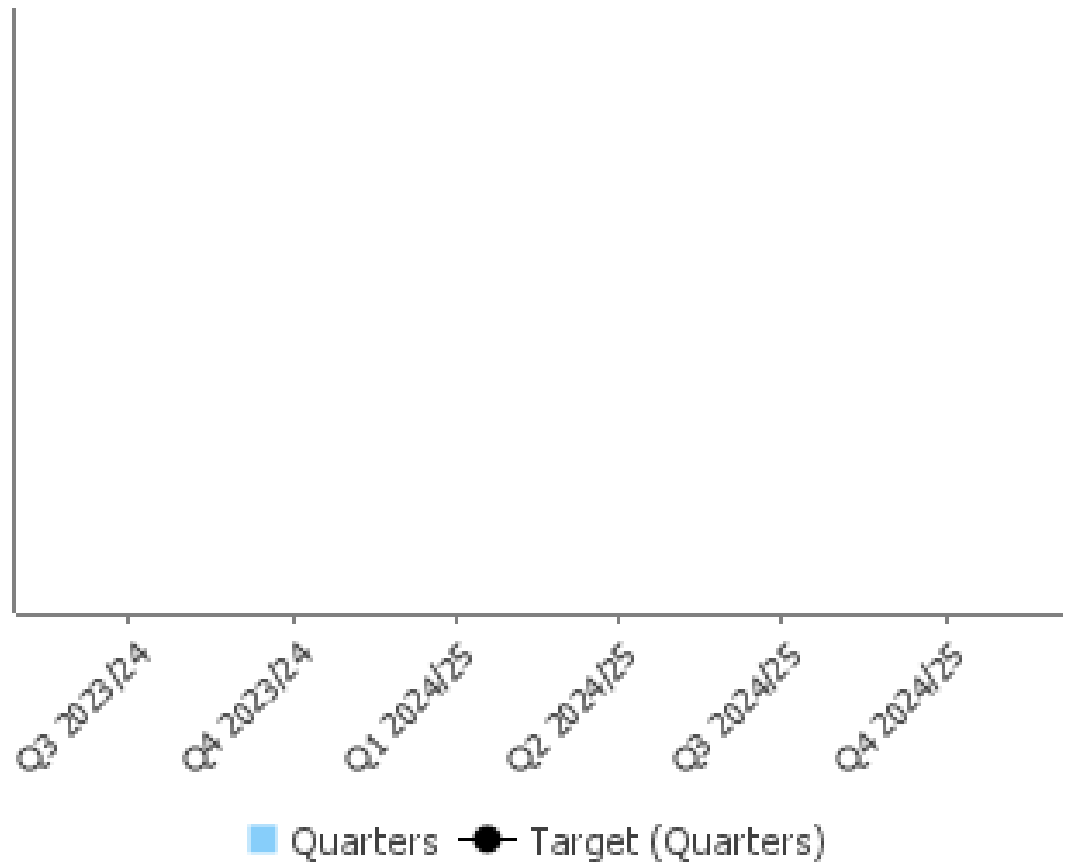


**Aim to Maximise Green (upward long trend)**

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.



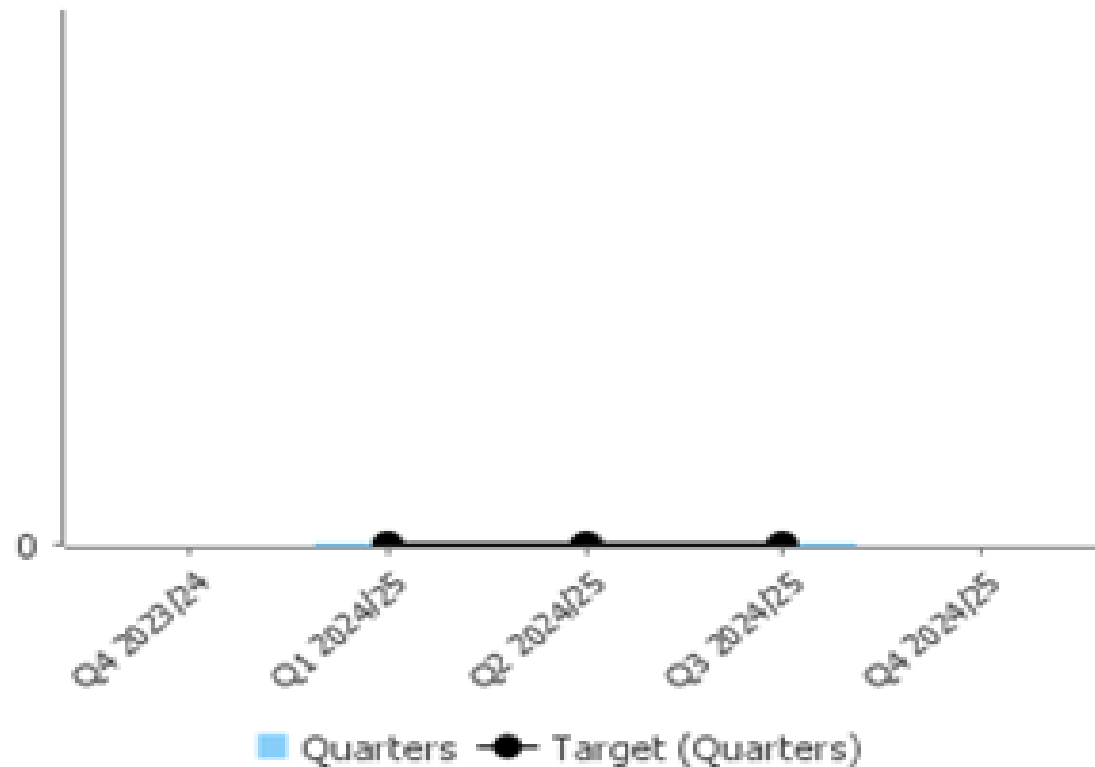
**Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage**  
**- 2.16c Working in partnership to generate positive media coverage and promotion of the creative and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

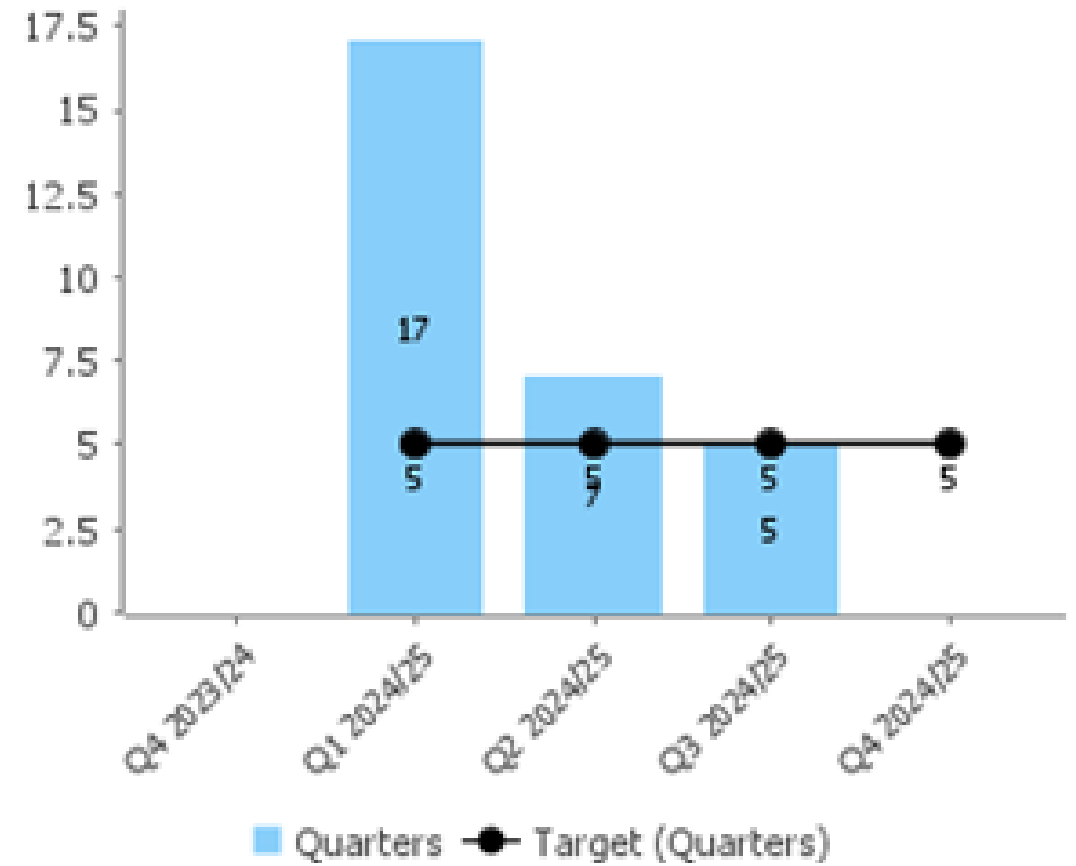
**Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage**  
**- 2.17 By 2027/8 implement a minimum of five community led pilot projects which showcase heritage-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

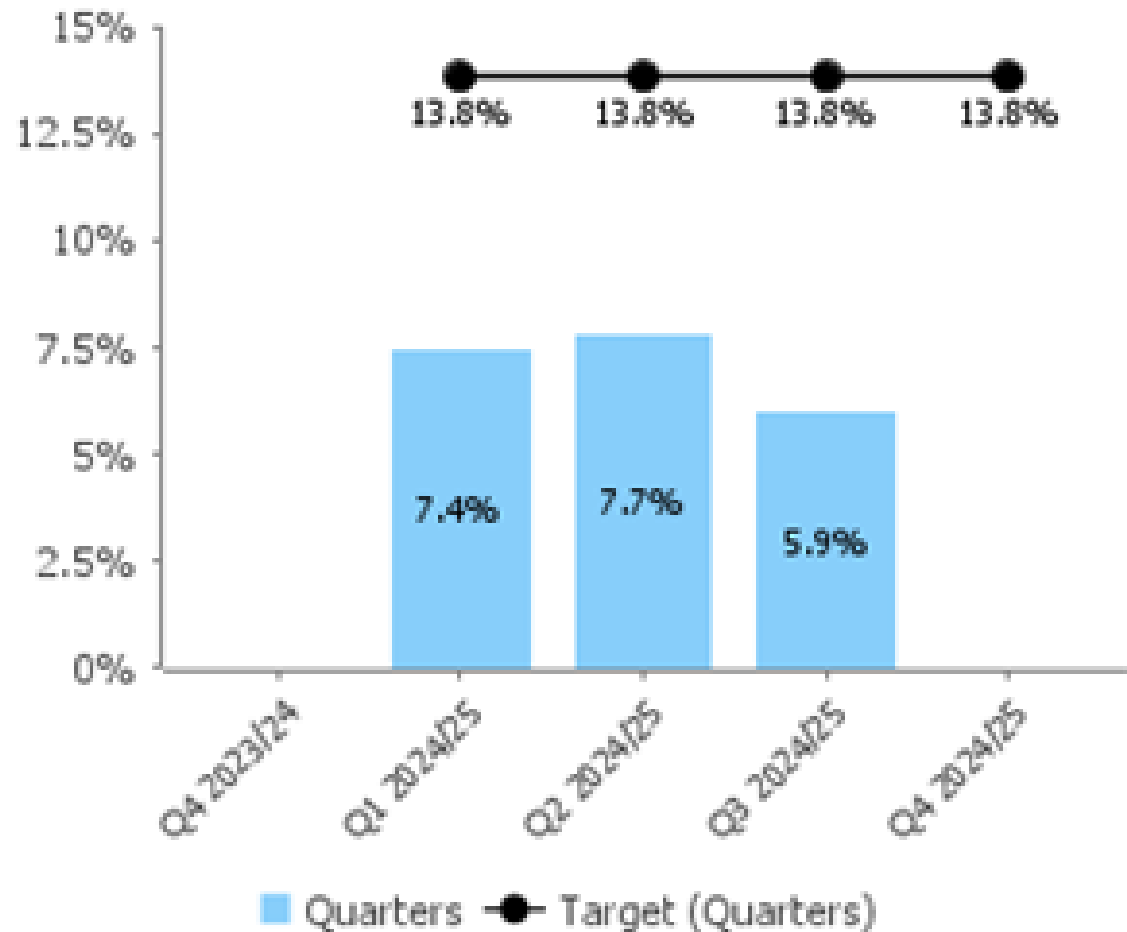
**Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage**  
**- 2.18 By 2027/28 increase the number of Medway businesses to become green by 80**



**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.

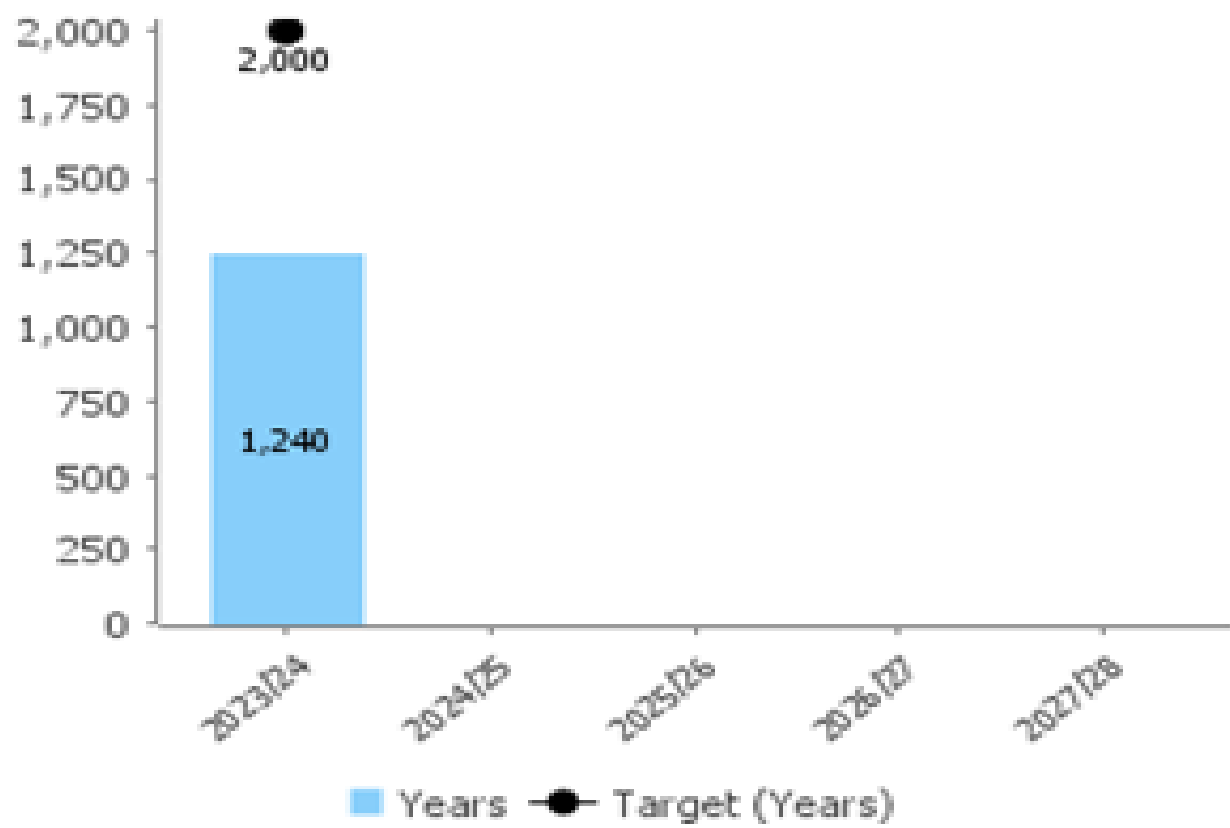
**Support the growth and diversification of business in our town centres, reflecting the importance of placemaking and regeneration**  
**- 2.19 By 2027/28, vacancy rates are below the national average across Medway's town centres**



**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.

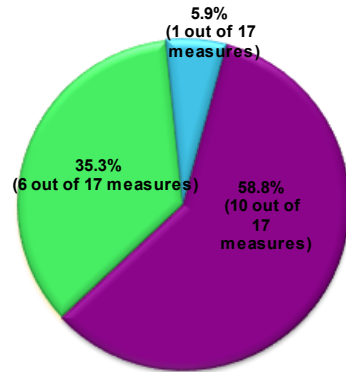
# Enjoying clean, green, safe and connected communities

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

## Performance

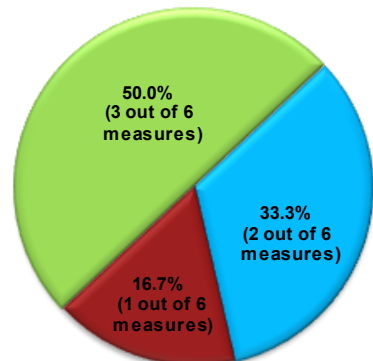


**Performance - key**  
**Green** means met or exceeded target  
**Amber** means slightly below target  
**Red** means significantly below target  
**Data** means data only. No target set  
**NA** means not available this quarter or annual PI

This chart shows the performance for all the measures:

- 85.7% (6 out of 17 measures) met or exceeded target.
- 0.0% (0 out of 17 measures) were slightly below target (less than 5%).
- 0.0% (0 out of 17 measures) were significantly below target (more than 5%).
- 14.3% (1 out of 17 measures) were data only or status unavailable.
- 58.8% (10 out of 17 measures) were not available or annual PIs.

## Direction of Travel



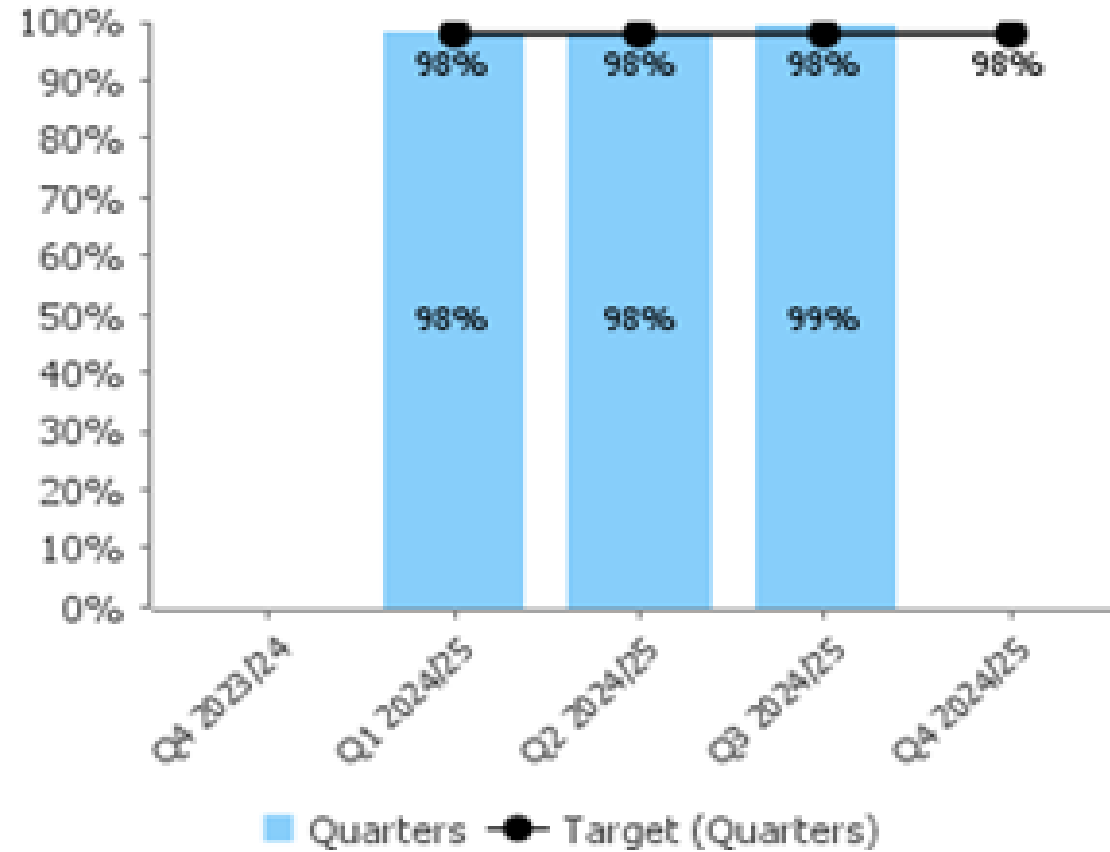
**Direction of Travel - key**  
**Green** means positive travel  
**Blue** means static  
**Red** means negative travel

This chart shows the direction of travel for 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

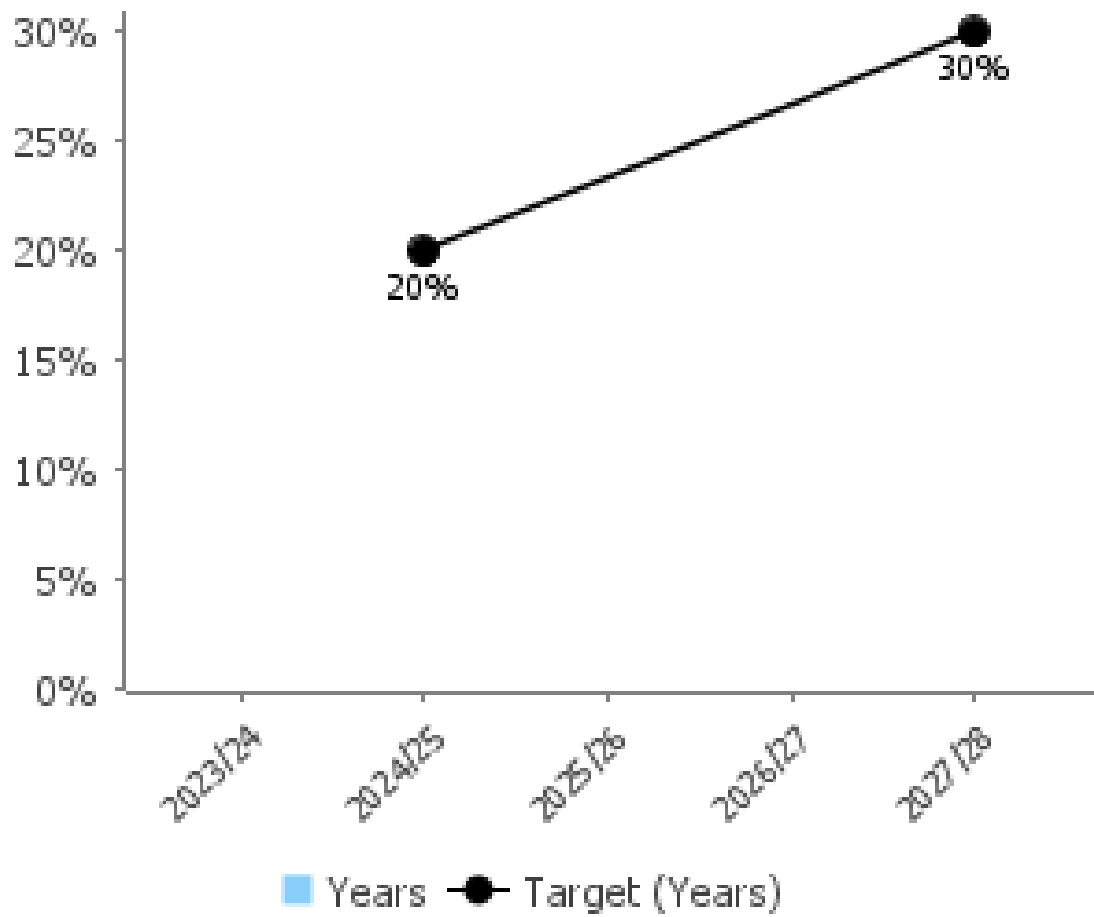


**Aim to Maximise Green (upward long trend)**

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.



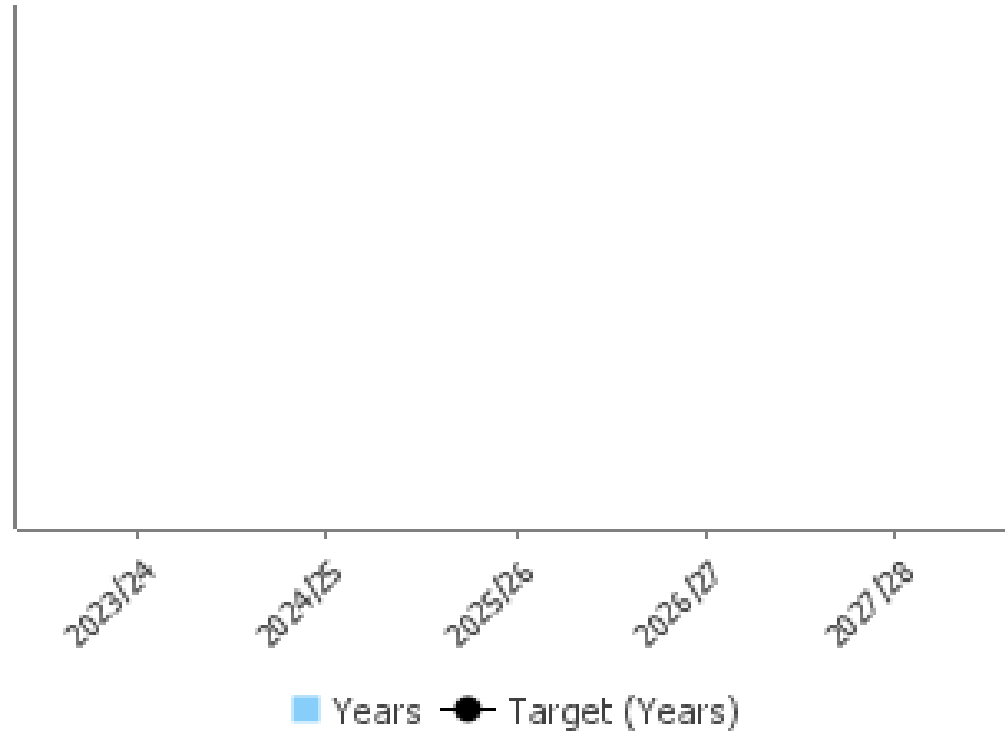
**Create child-friendly communities which ensure all people in Medway will feel safe and live free from harm and abuse**  
**- 3.02 By 2027/28, 30% of roads where maintenance should be considered are actioned**



**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 23,700m<sup>2</sup>. The remaining sites will be completed throughout Q4.

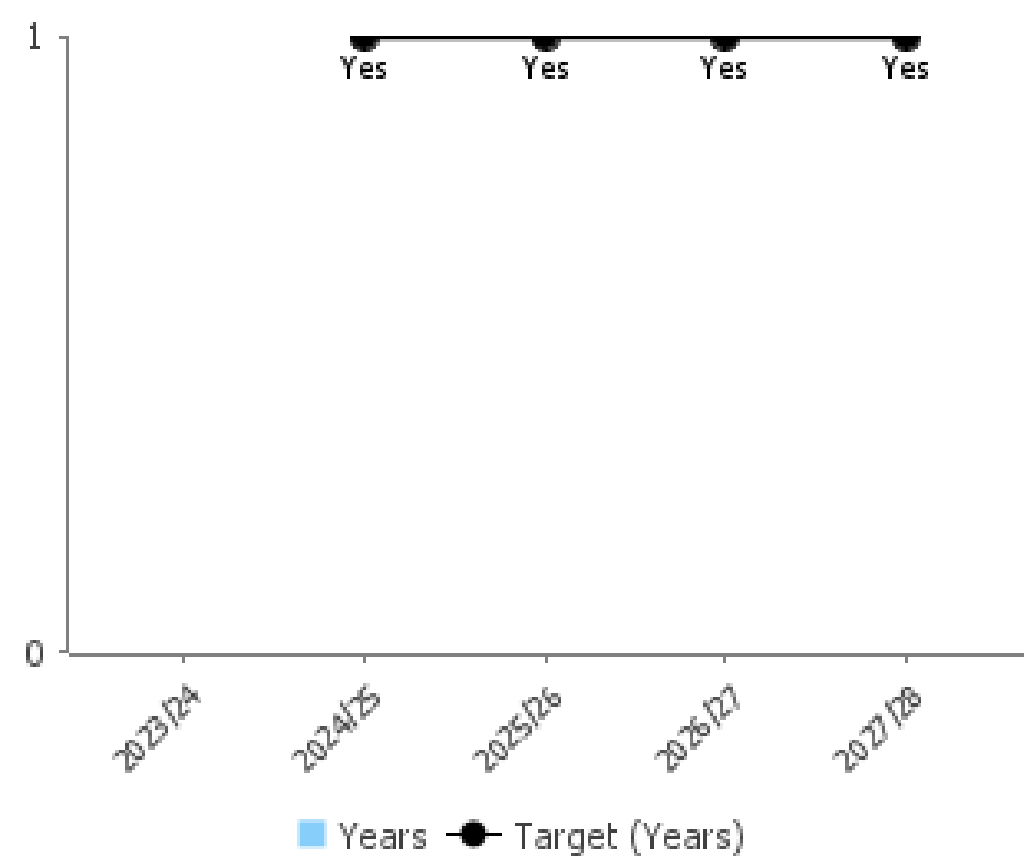
**OMCP 3.03 By 2027/28, increase the community satisfaction survey levels in Medway**



**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.

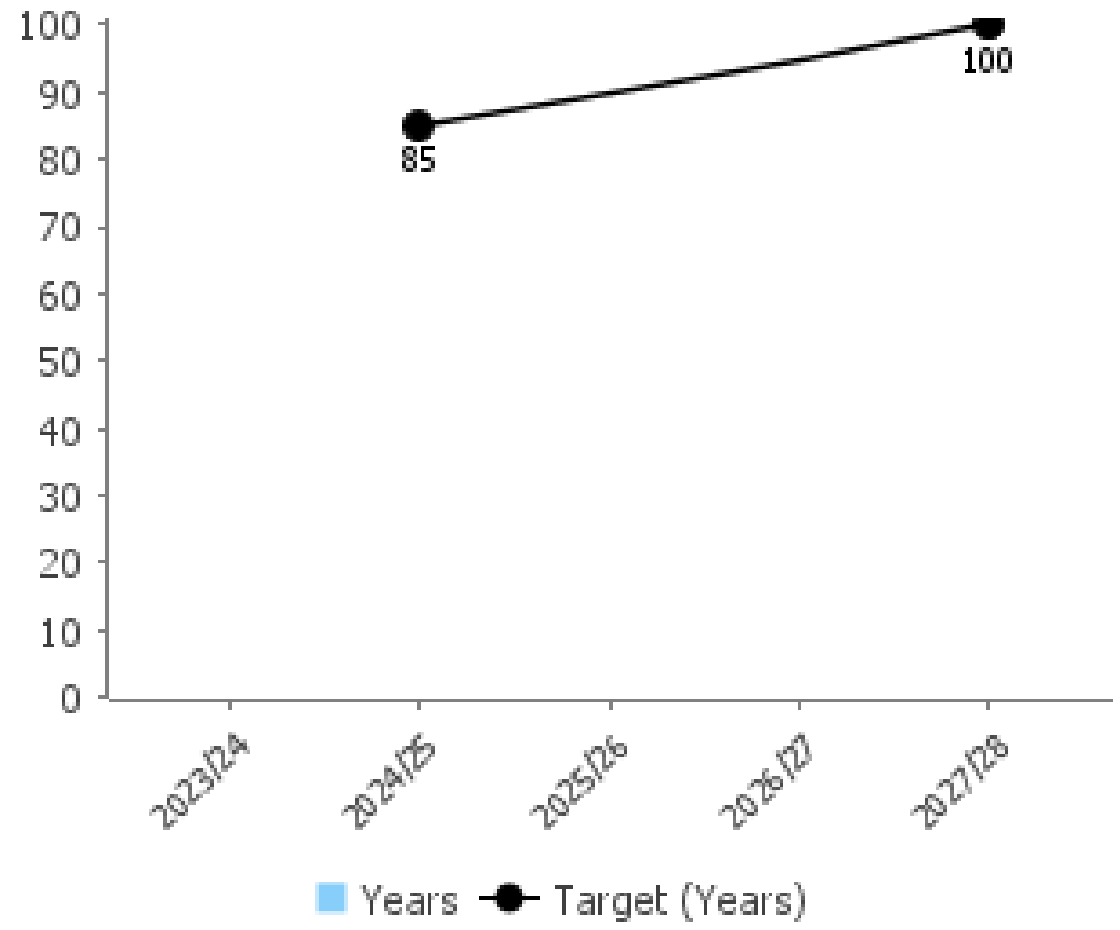
**Celebrating the individuality of all parts of the Medway community, ensuring services, events and activities reflect and support the diverse communities of Medway**  
**- 3.04 By 2027/28, the participation in service led and service funded events and activities match the demographic profile of Medway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

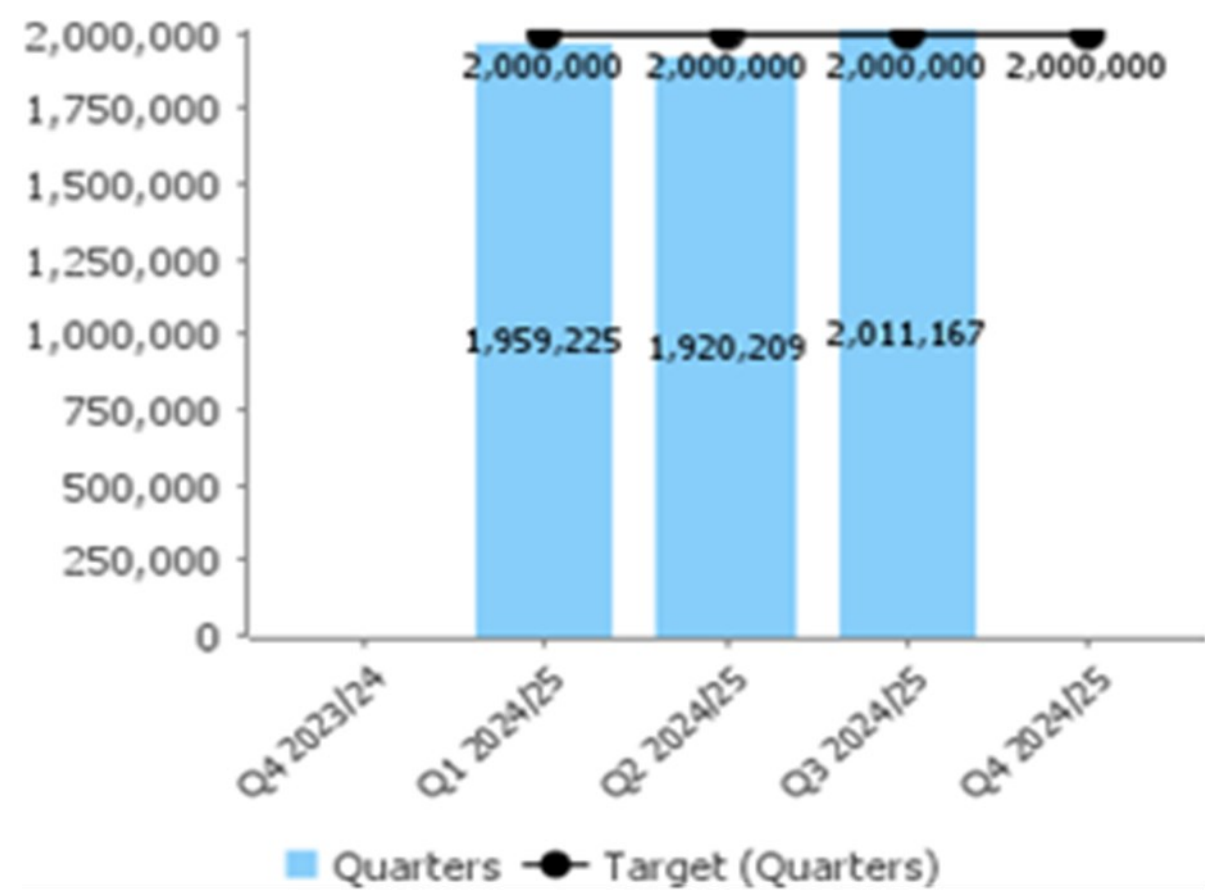
# Provide improved opportunities to walk, cycle, use public transport and electric vehicles, reducing carbon emissions and improving air quality - 3.05 By 2027/28, residents and visitors have access to 100 miles of signed cycle routes in Medway



**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.

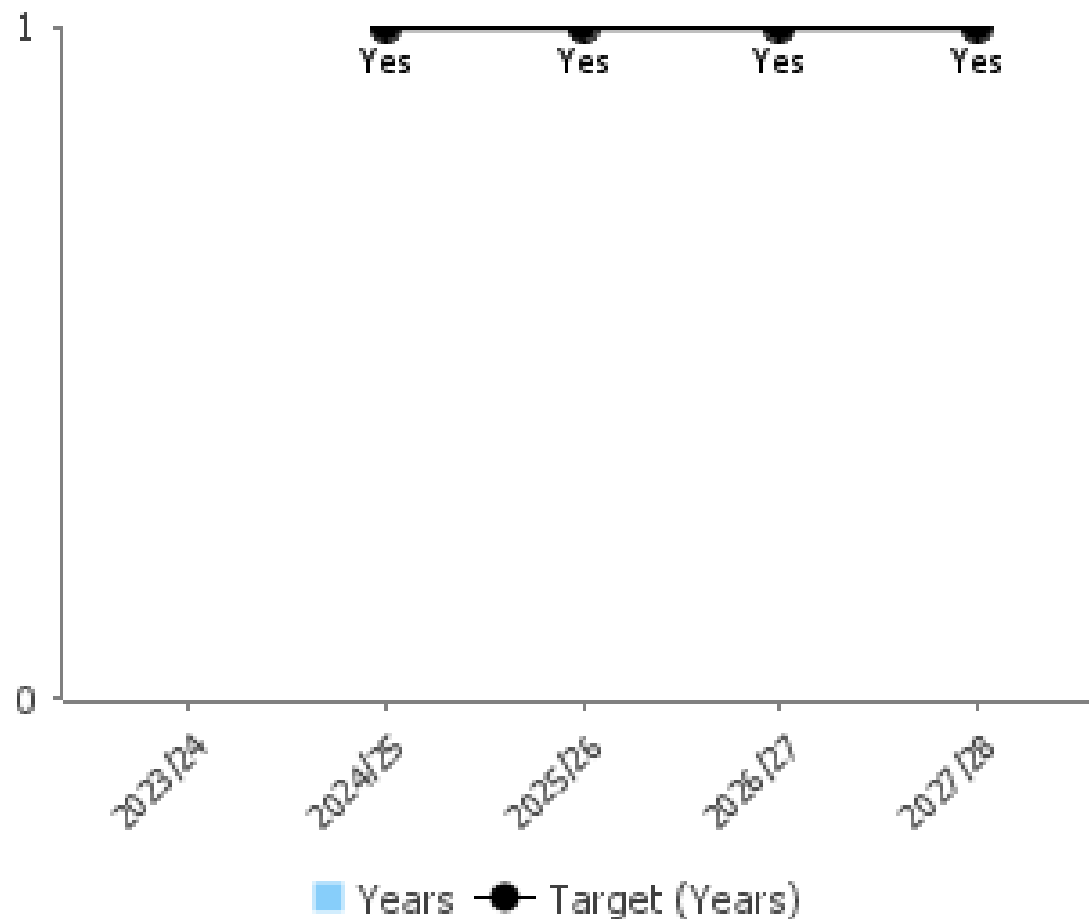
**Provide improved opportunities to walk, cycle, use public transport and electric vehicles, reducing carbon emissions and improving air quality  
- 3.06 By 2027/28, increase the number of bus passengers on local services to 9 million journeys per year**



**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.

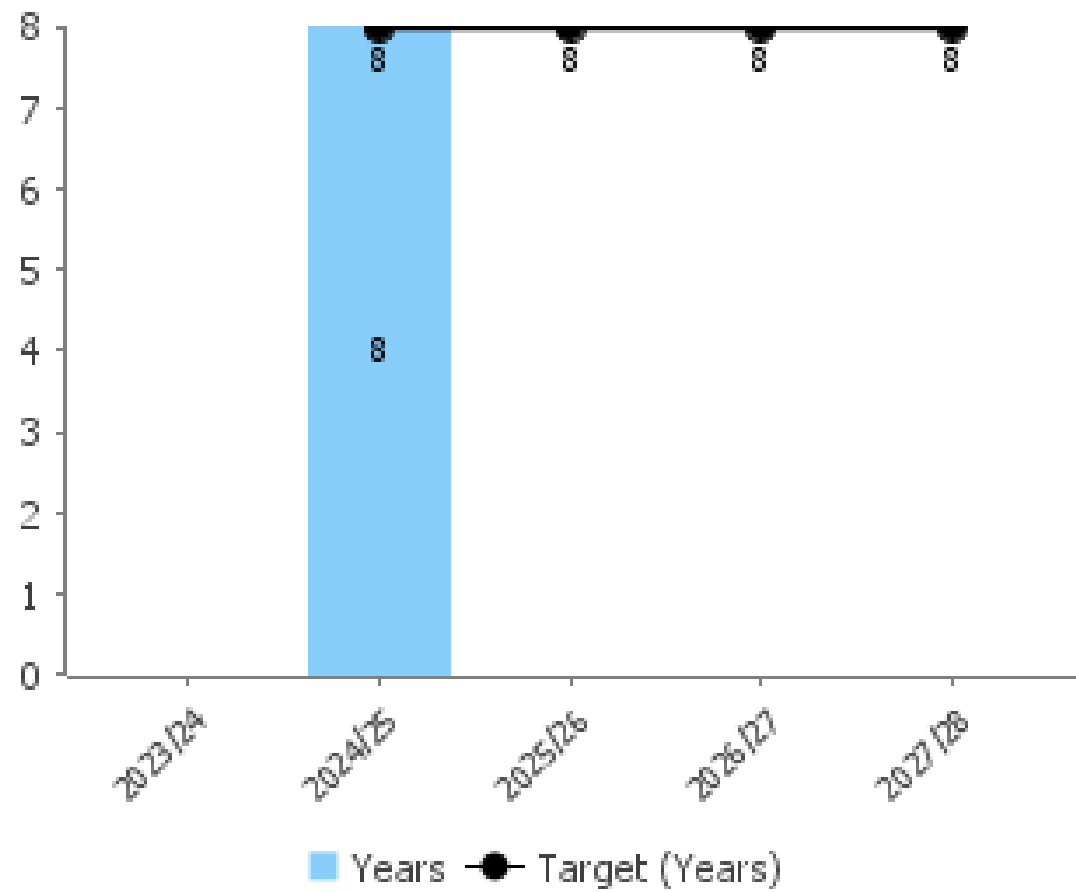
# Provide improved opportunities to walk, cycle, use public transport and electric vehicles, reducing carbon emissions and improving air quality - 3.07 Progression of the Authorities Air Quality Act Plans (AQAP)



**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.

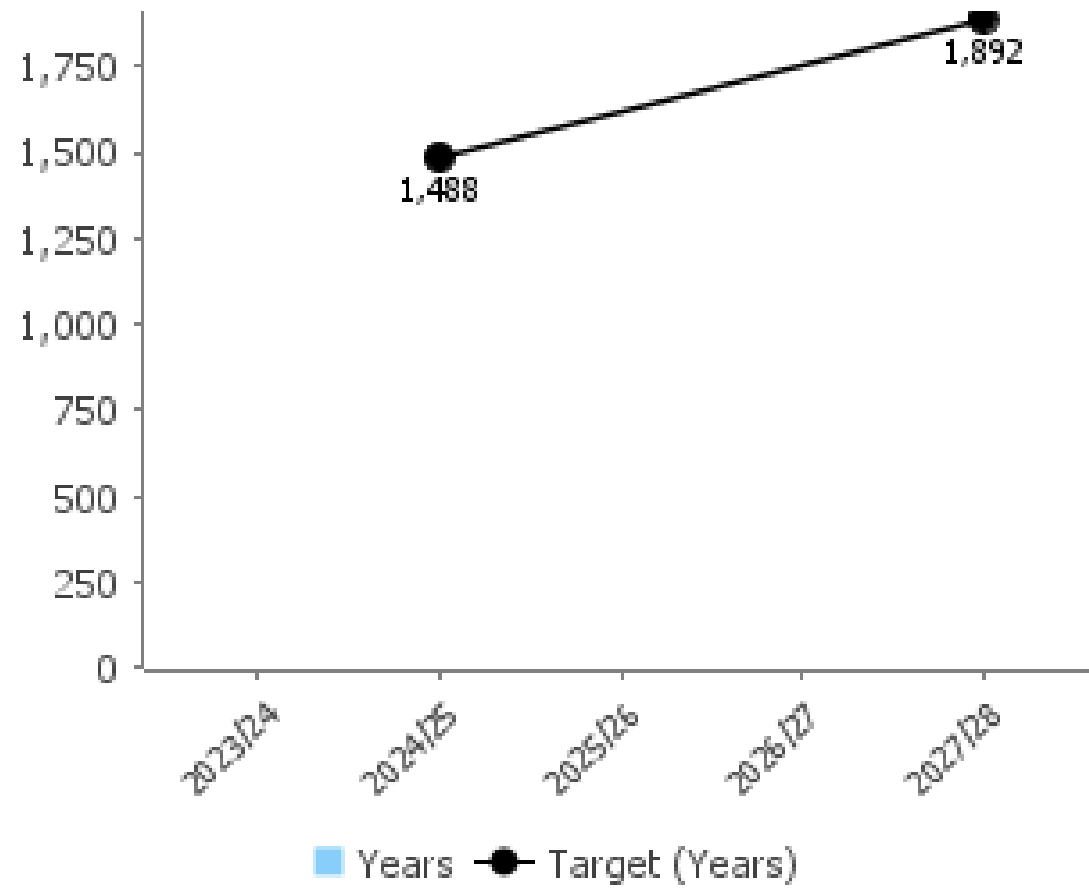
**Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change**  
**- 3.08 By 2027/28, maintain the Green Flag accreditation of 8 parks**



**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**

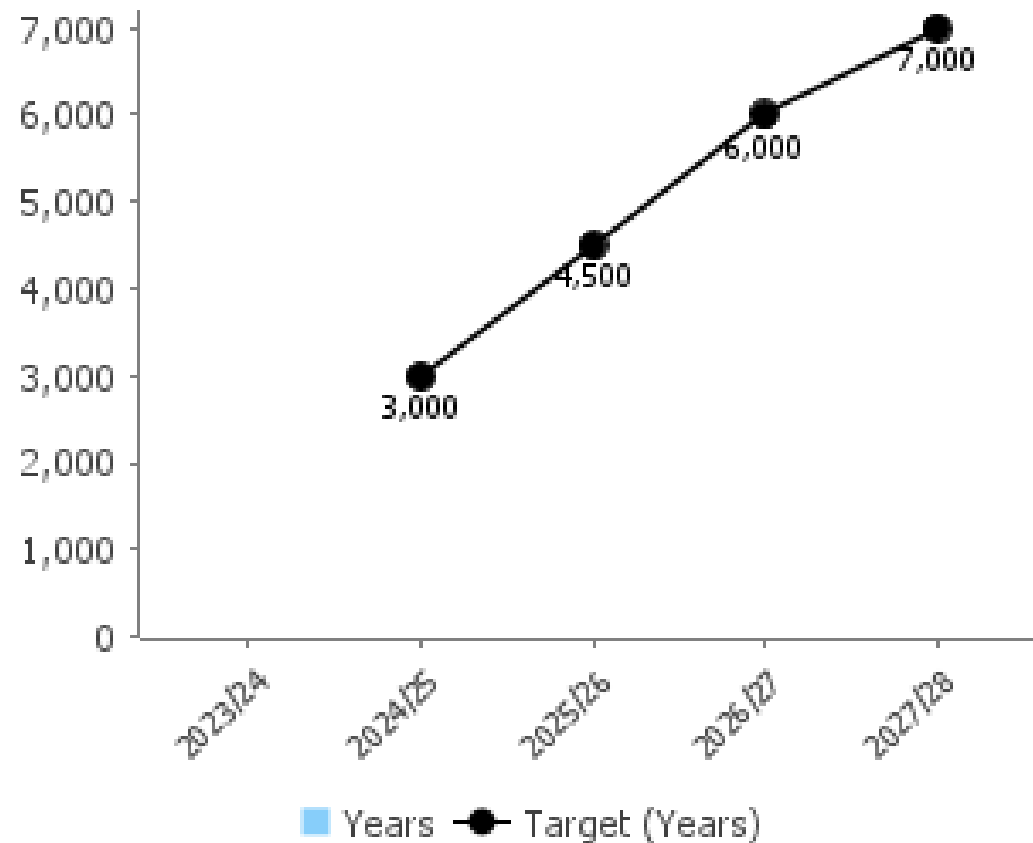


**Aim to Maximise**  
**Data unavailable (no long trend)**  
**Annual PI. Due March 2025**

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



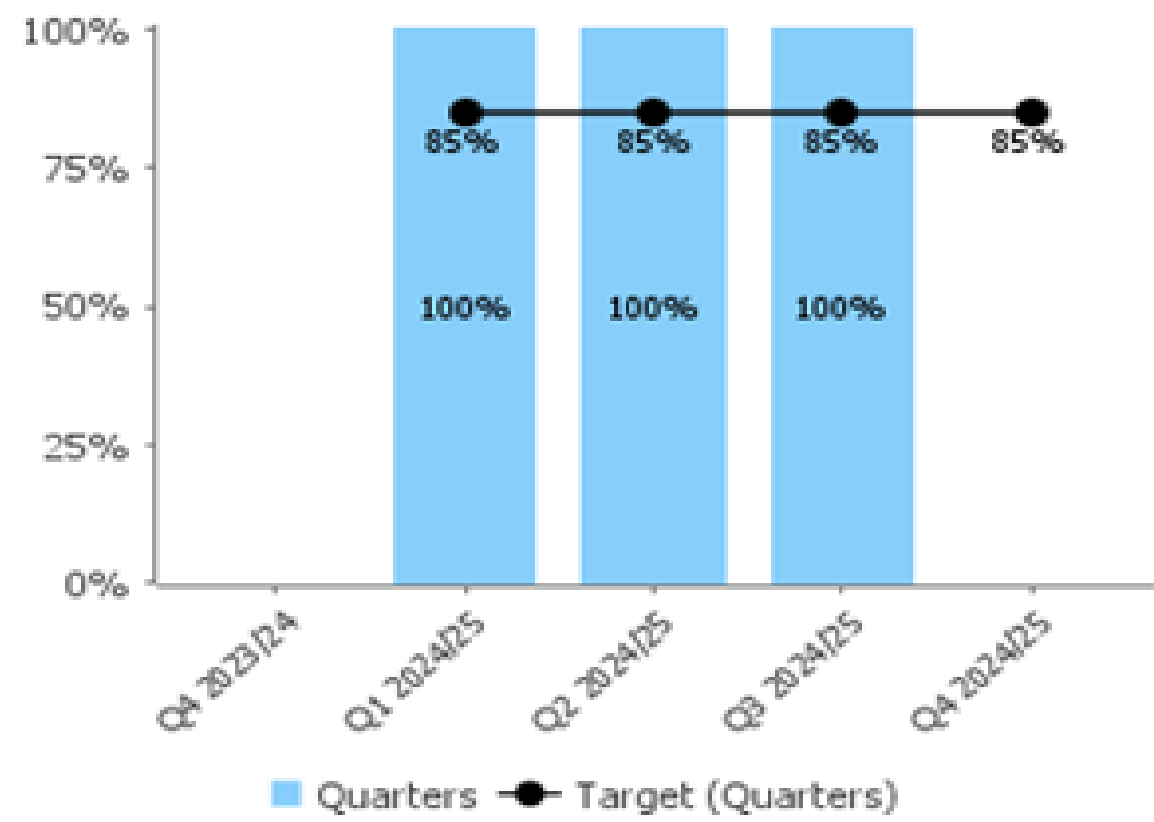
**Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change**  
**- 3.10 By 2027/28, increase the annual river tour boat visitors to 7,000**



**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

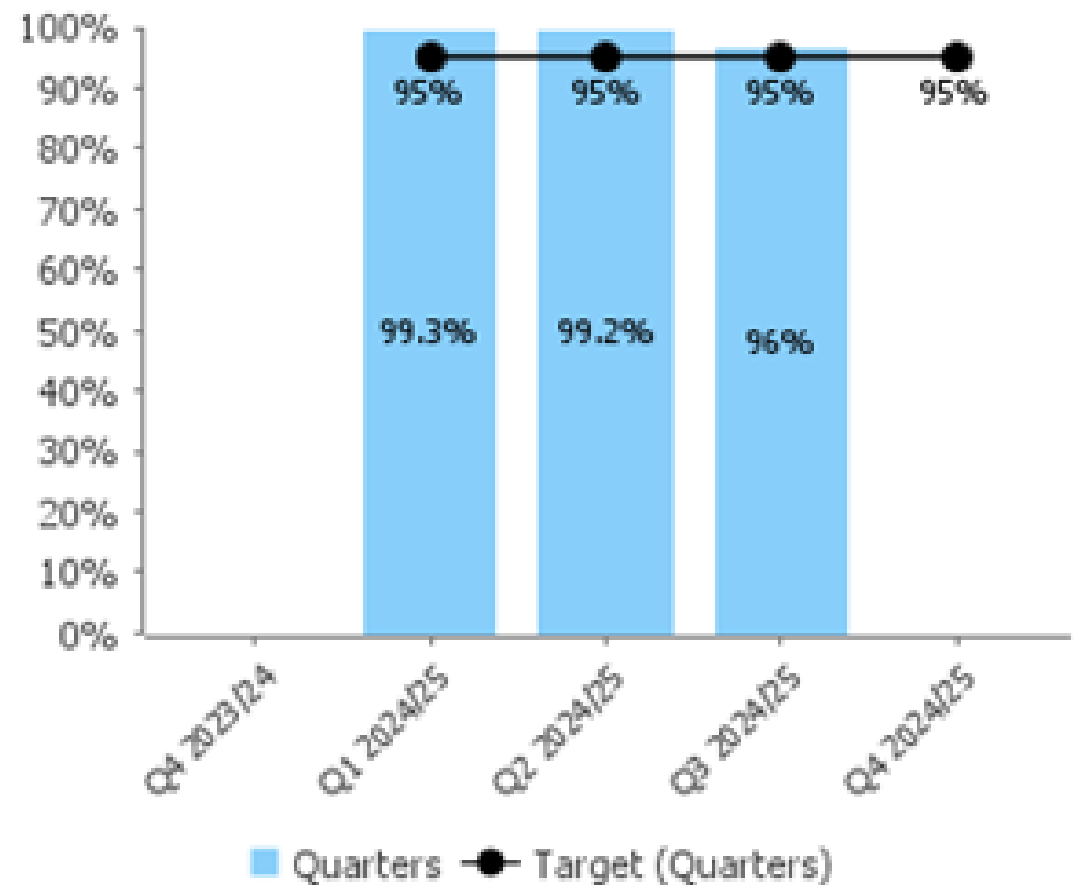
**Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change**  
**- 3.11a By 2027/28, 100% of highway network inspections are carried out on time**



**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.

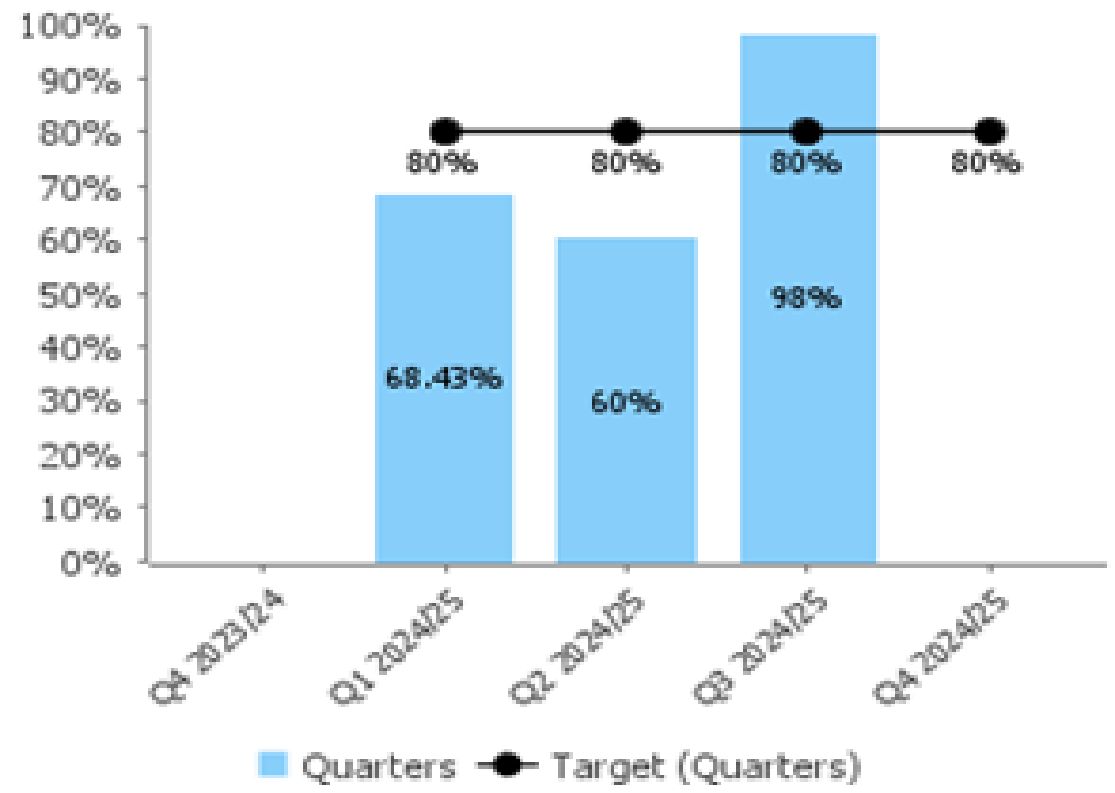
**Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change**  
**- 3.11b By 2027/28, 95% of identified highway network defects are repaired within the priority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

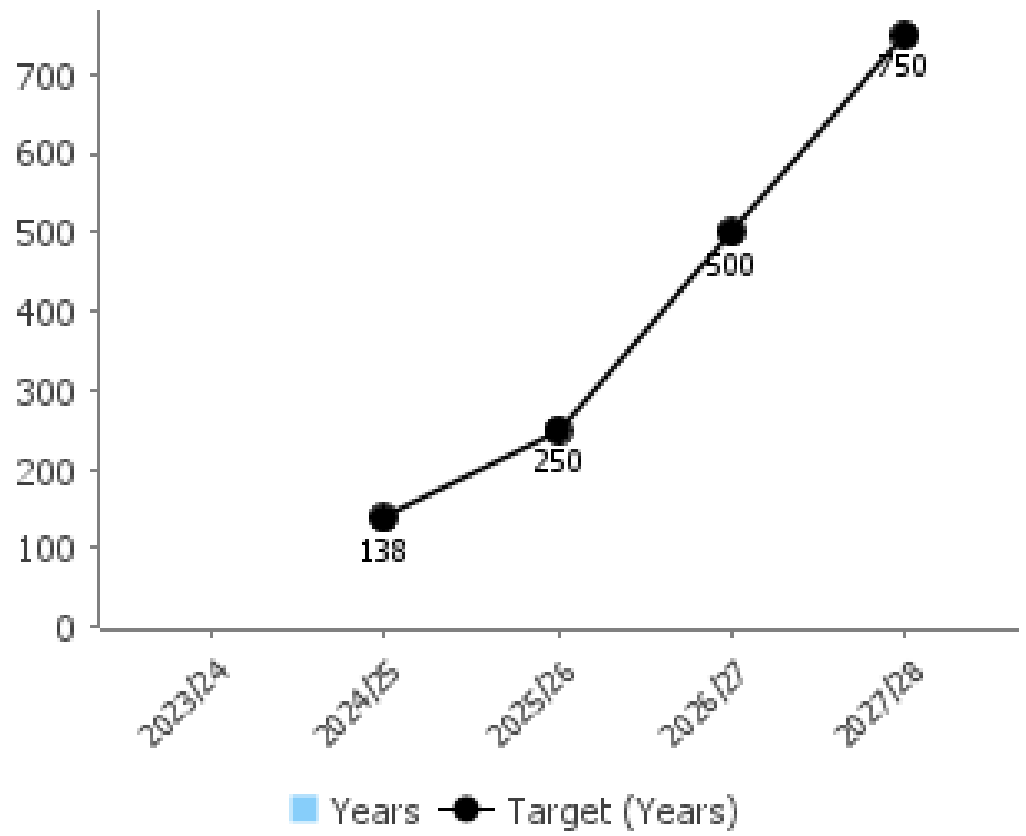
**Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change**  
**- 3.12 By 2027/28, 95% of roadworks are completed on time**



**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.

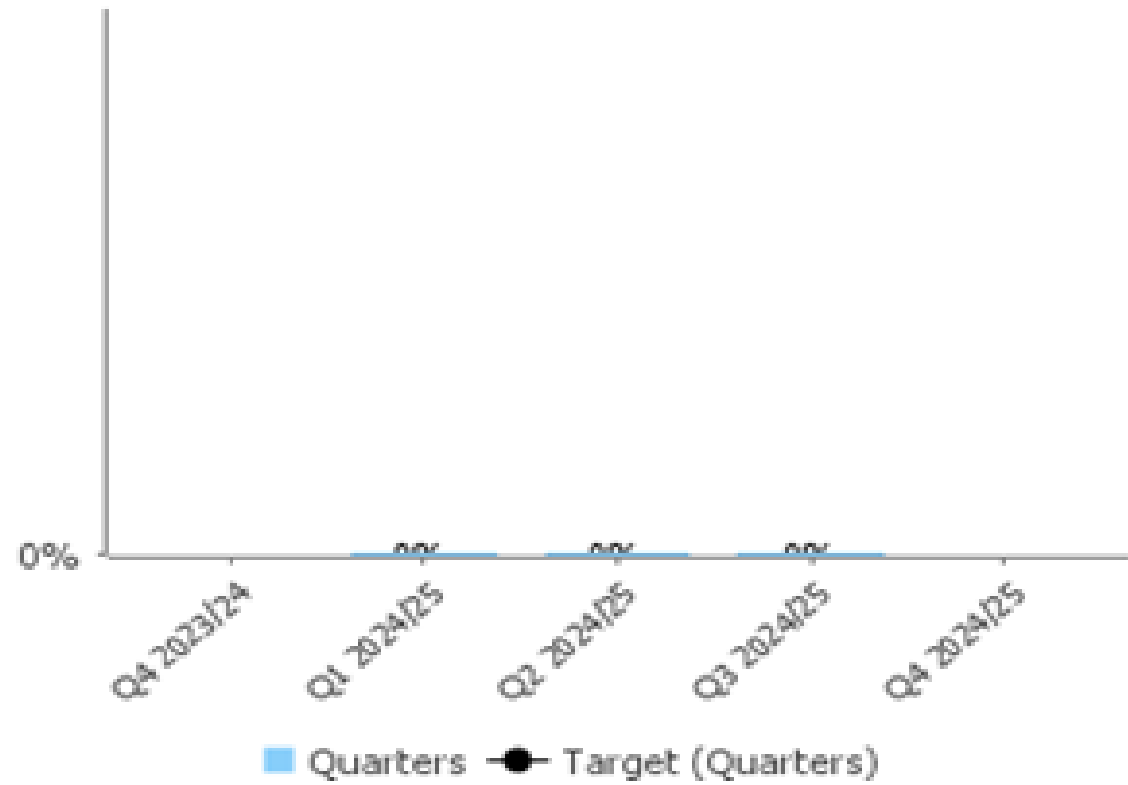
**Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change**  
**- 3.13a By 2027/28, residents and visitors have access to 750 publicly available electric vehicle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

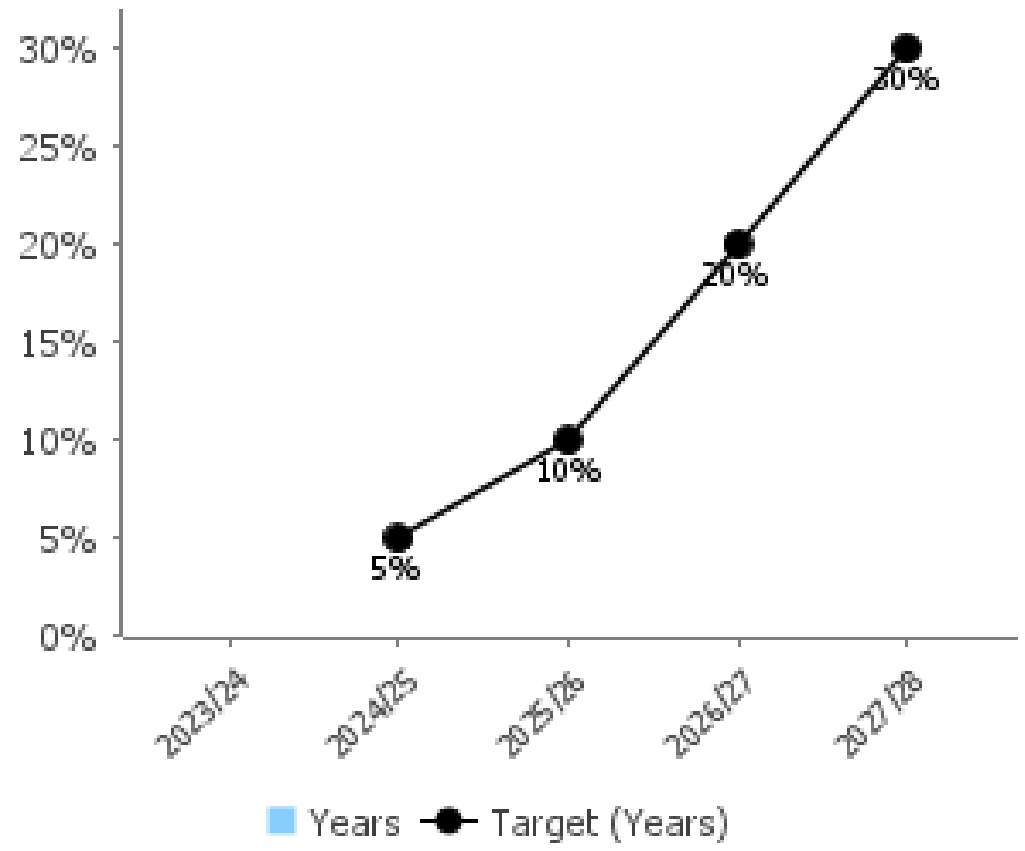
**Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change**  
**- 3.13b By 2027/28, on-street electric vehicle chargers achieve 100% utilisation**



**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.

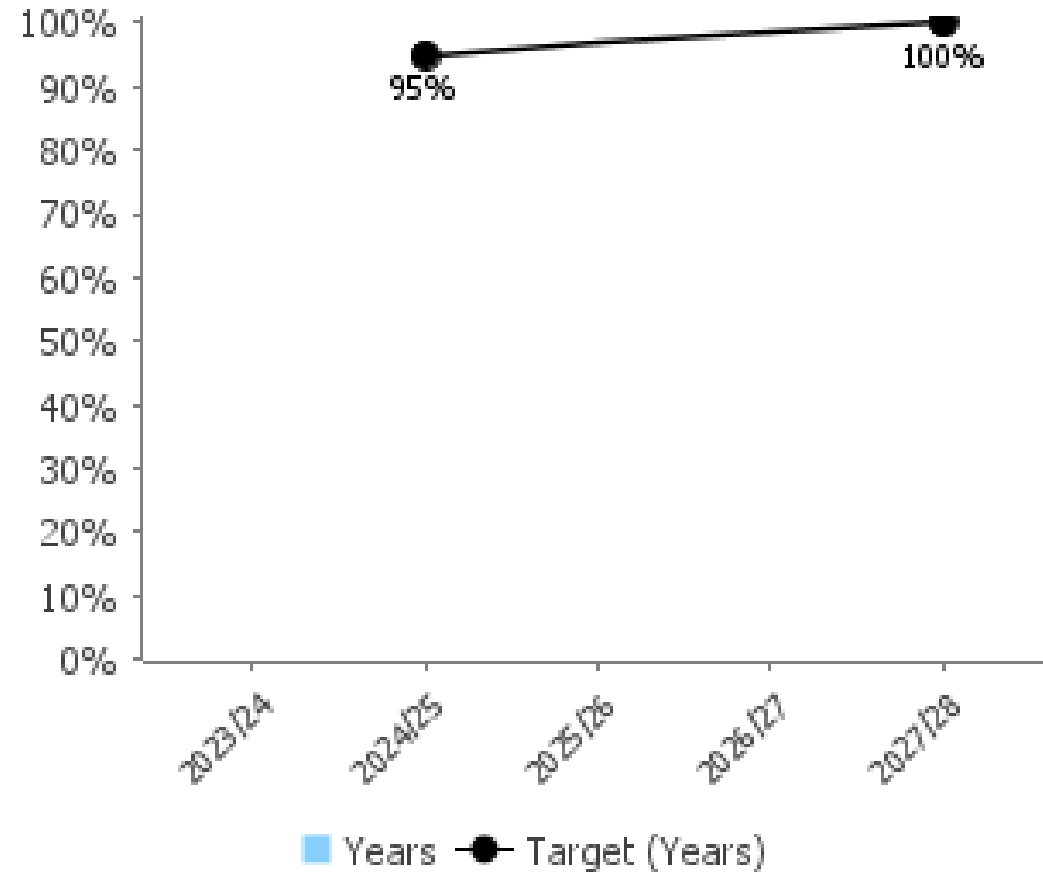
**Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change**  
**- 3.14a By 2027/28, use at least 30% recycled material on highway maintenance schemes**



**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 23,700m<sup>2</sup>. We are working with the contractor to establish the quantity of recycled material used. All material from site is diverted from landfill to be recycled.

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



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

This is an annual performance indicator. Data is due in March 2025. As at Q3, 12 carriageway resurfacing schemes have been carried out with 100% of material removed diverted from landfill for recycling.



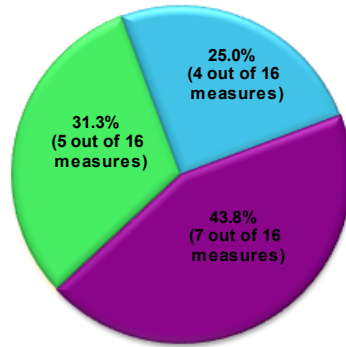
# Living in good quality, affordable homes

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

# Summary of all performance indicators for this priority

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

## Performance



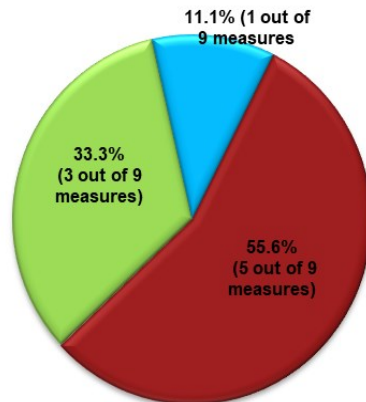
### Performance - key

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

This chart shows the performance for all 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



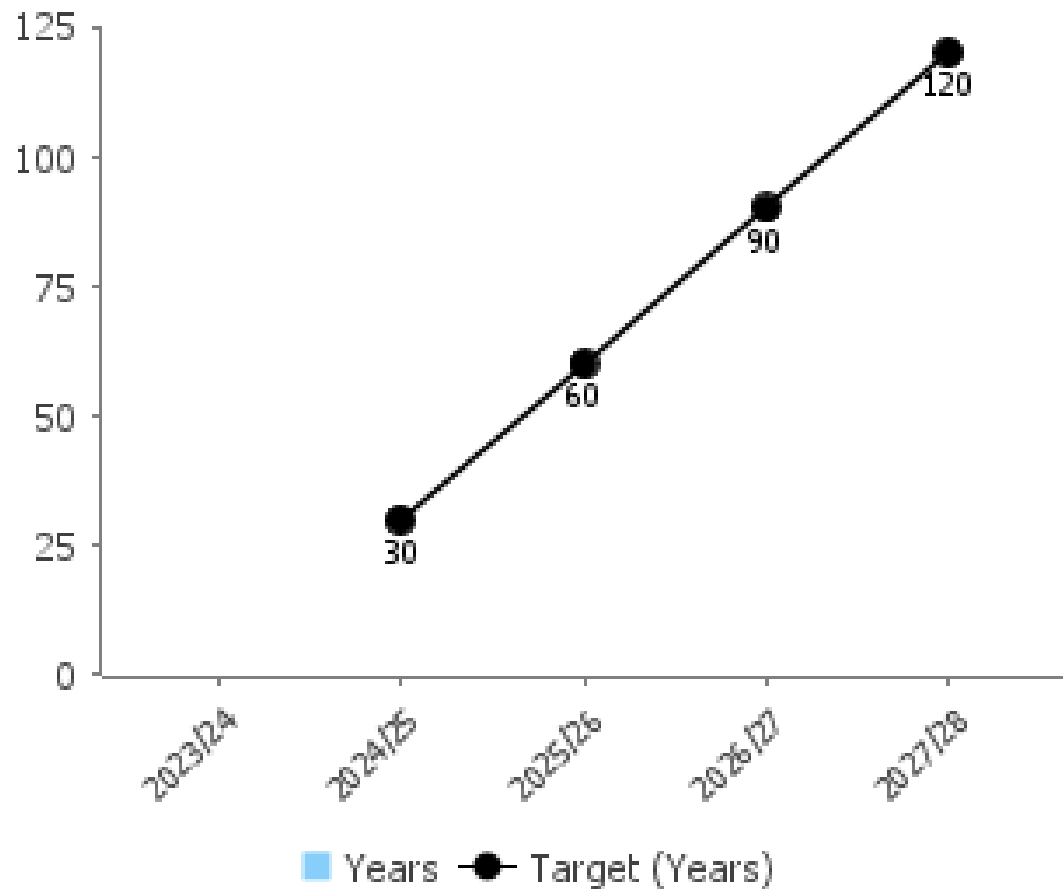
### Direction of Travel - key

**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%**

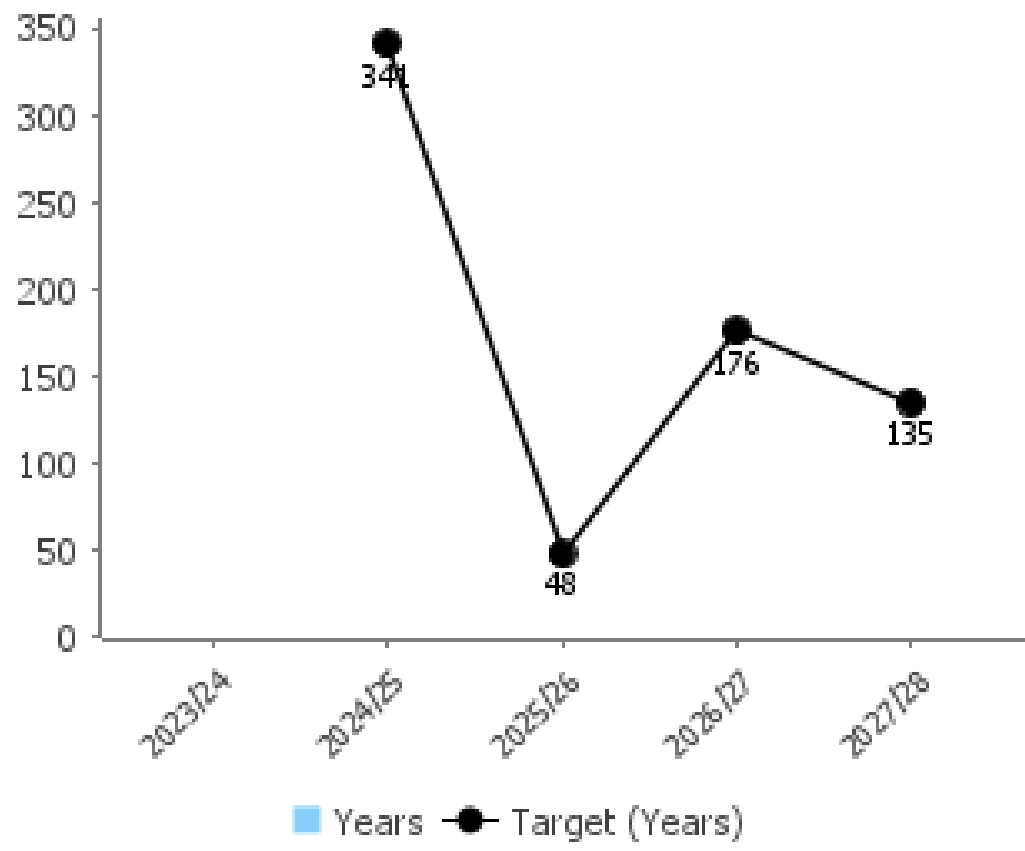


**Aim to Maximise**  
**Data unavailable (no long trend)**  
**Annual PI. Due March 2025**

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**

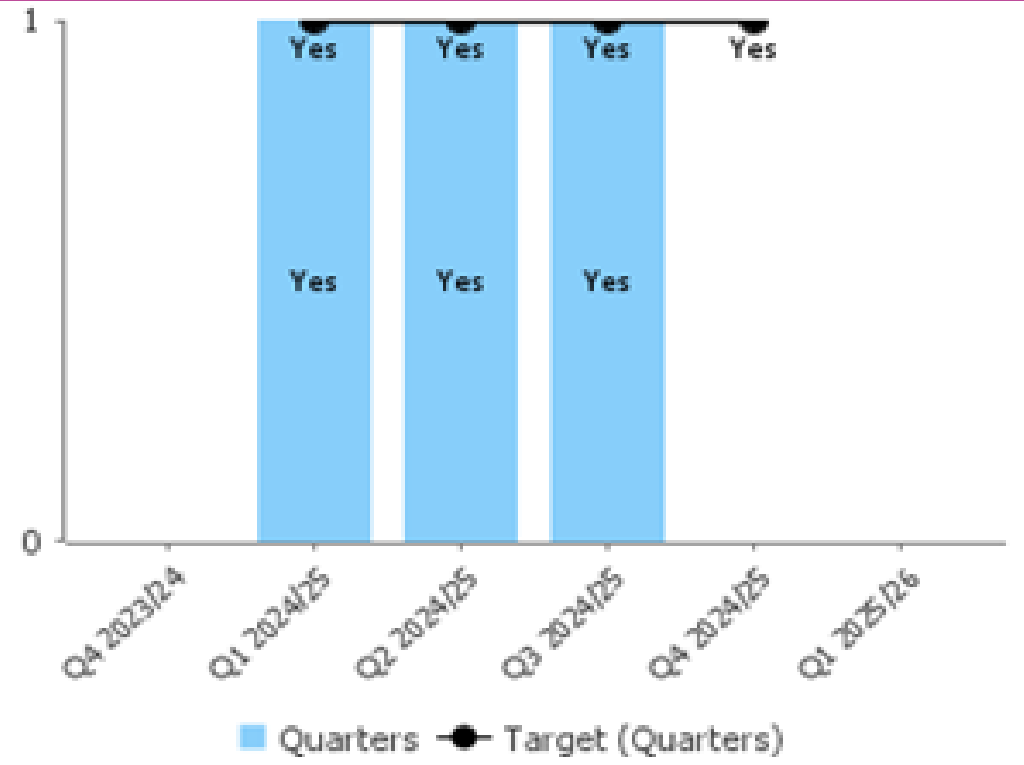
This is an annual performance indicator. Data is due in March 2025.

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**



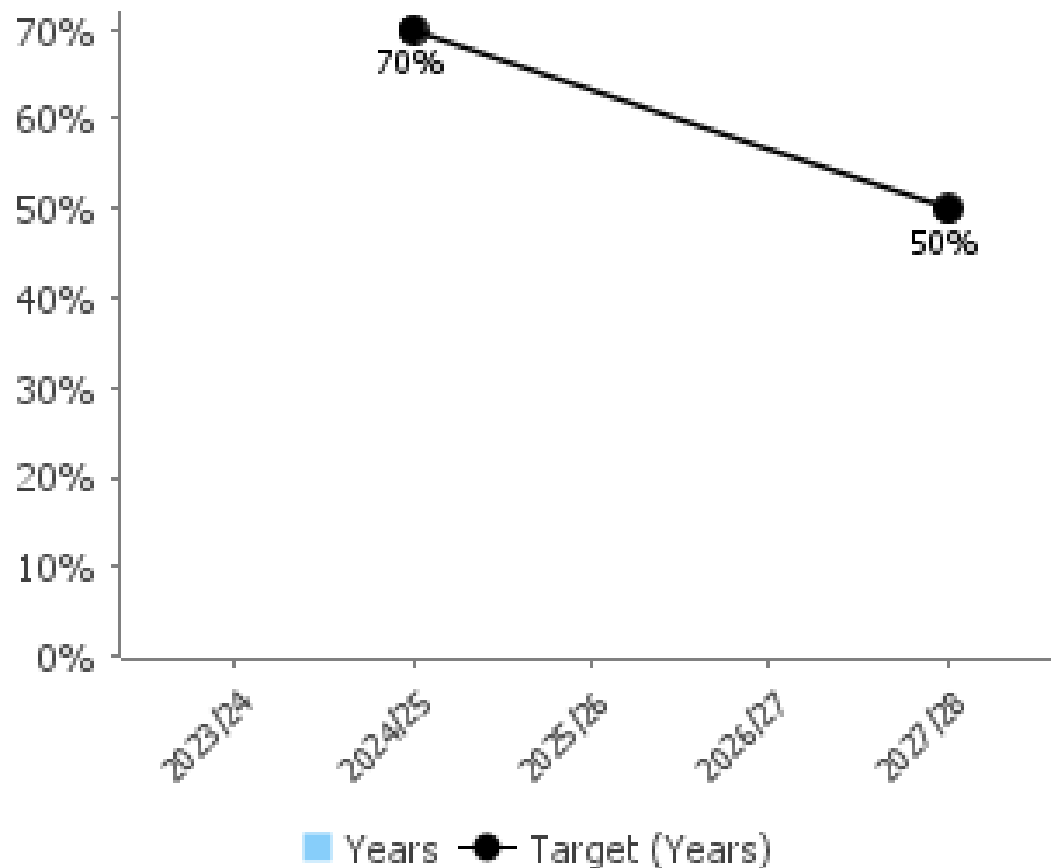
**Aim to Maximise  
 Yes/No  
 Green (static long trend)**

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.

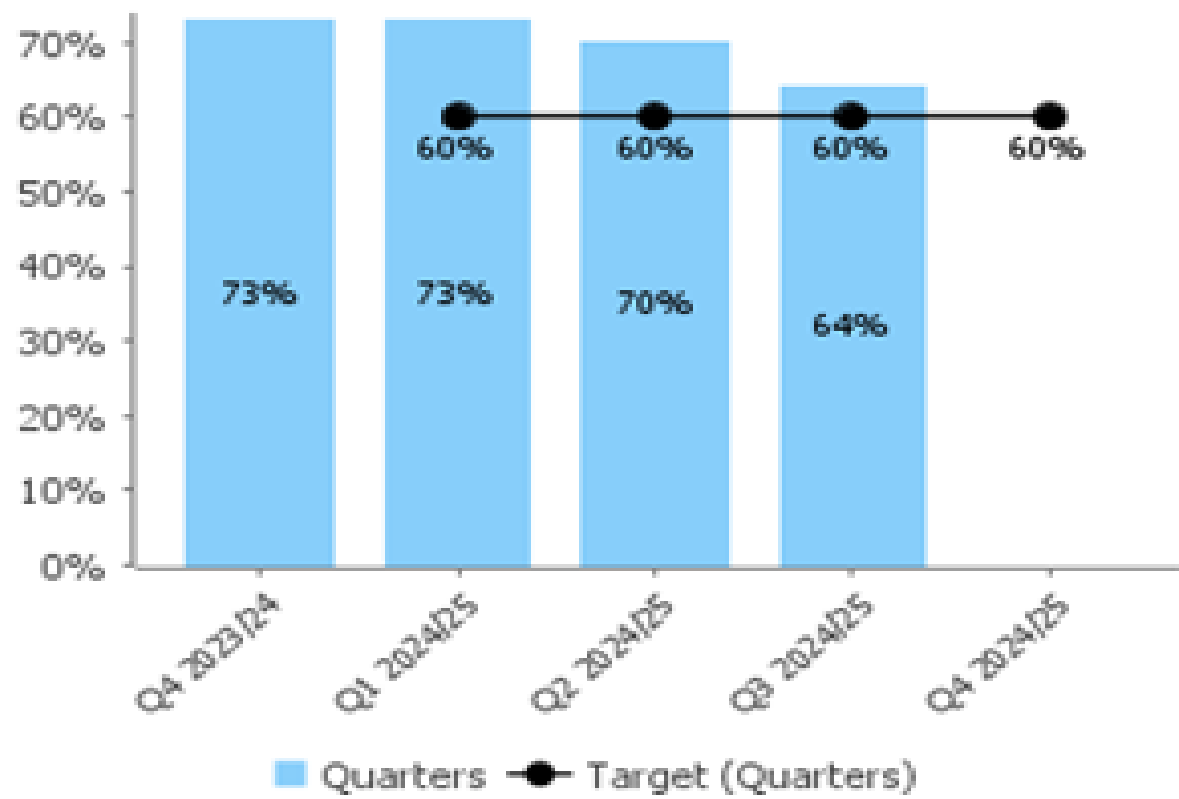
**Assist people with specific accommodation needs including older people, people with disabilities, people needing specialist support and those who find themselves homeless**  
**- 5.04 By 2027/28, reduce the amount of temporary accommodation provided in the private sector to a maximum of 50%**



**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.

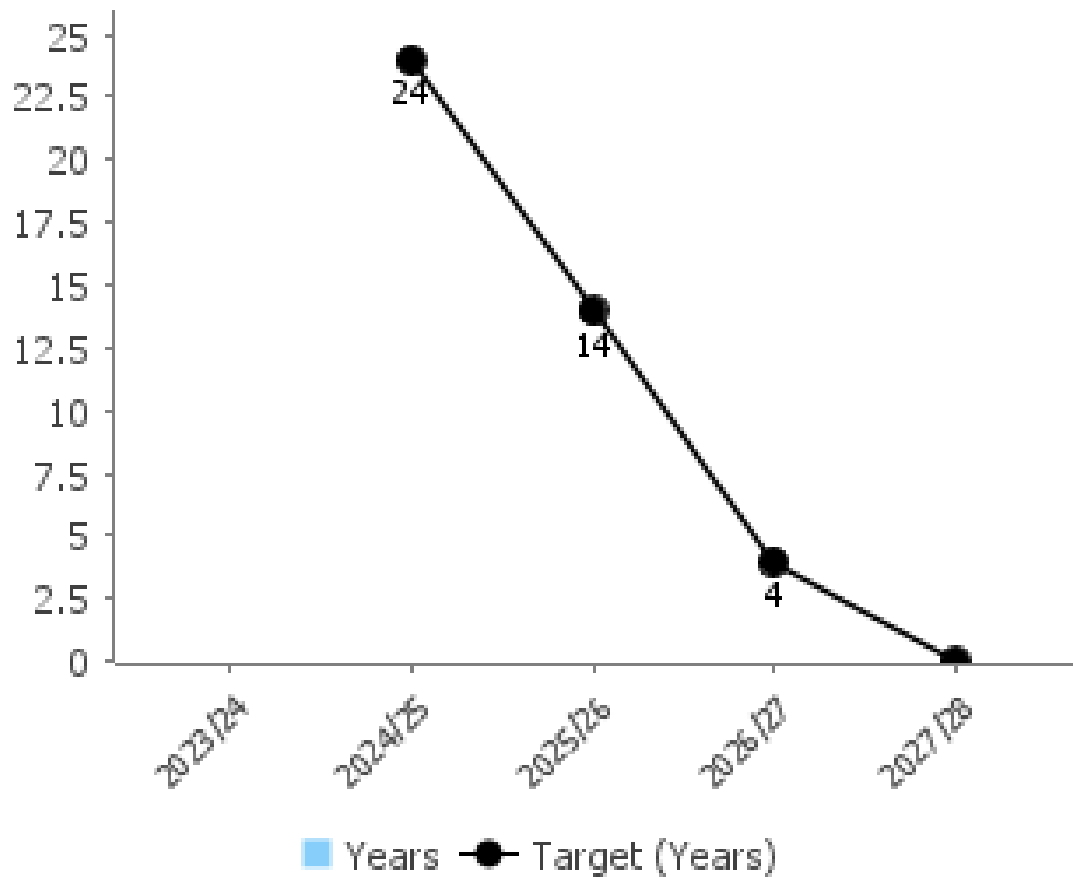
**Assist people with specific accommodation needs including older people, people with disabilities, people needing specialist support and those who find themselves homeless**  
**- 5.05a By 2027/28, prevent or relieve more than 60% of homeless households where a homeless duty has been triggered**



**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**

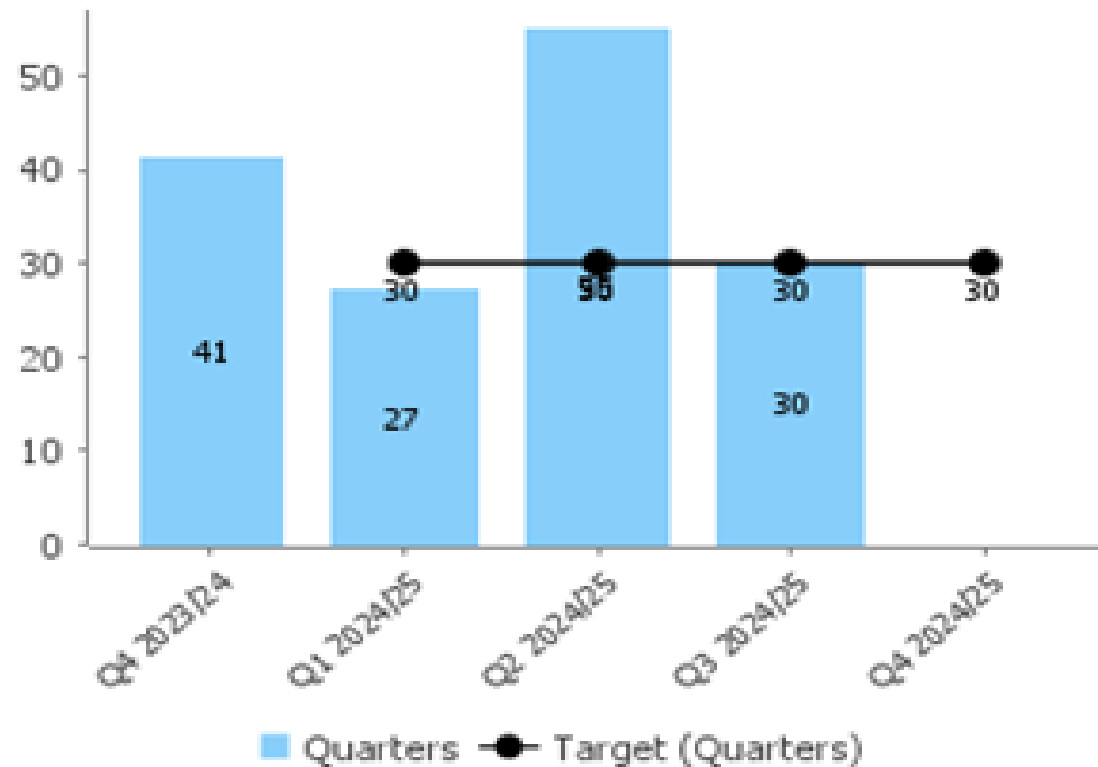


**Aim to Minimise**  
**Data unavailable (no long trend)**  
**Annual PI. Due March 2025**

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**

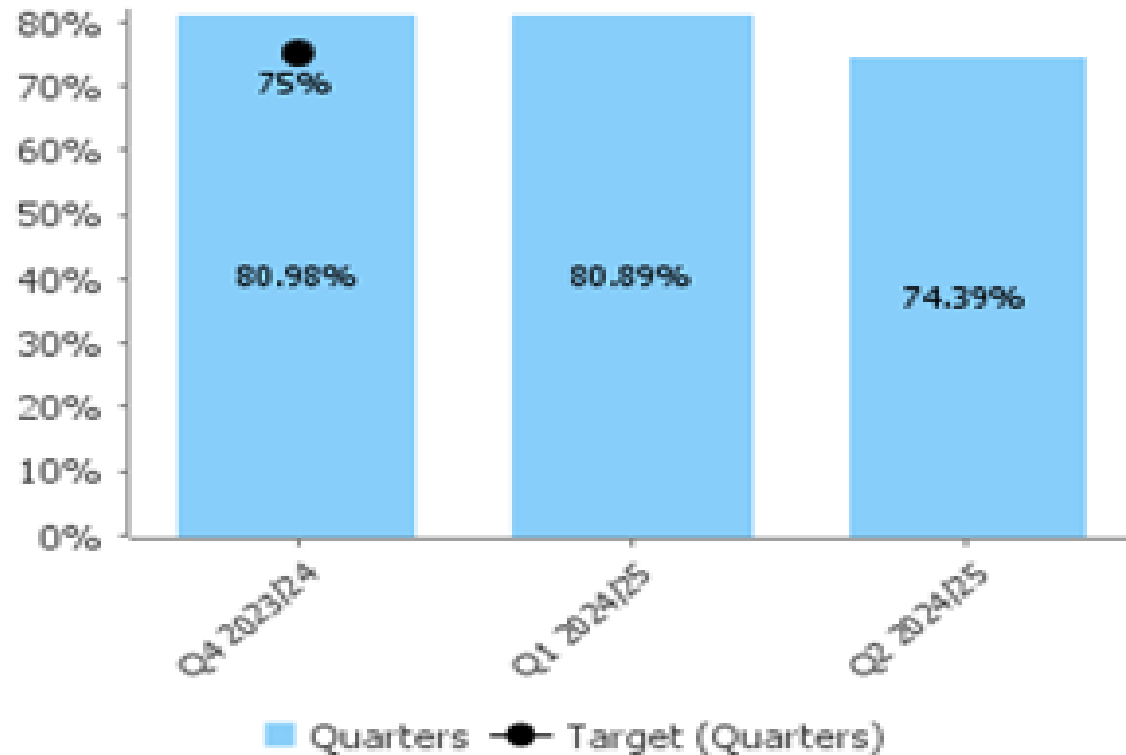


**Aim to Maximise Green (downward long trend)**

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.

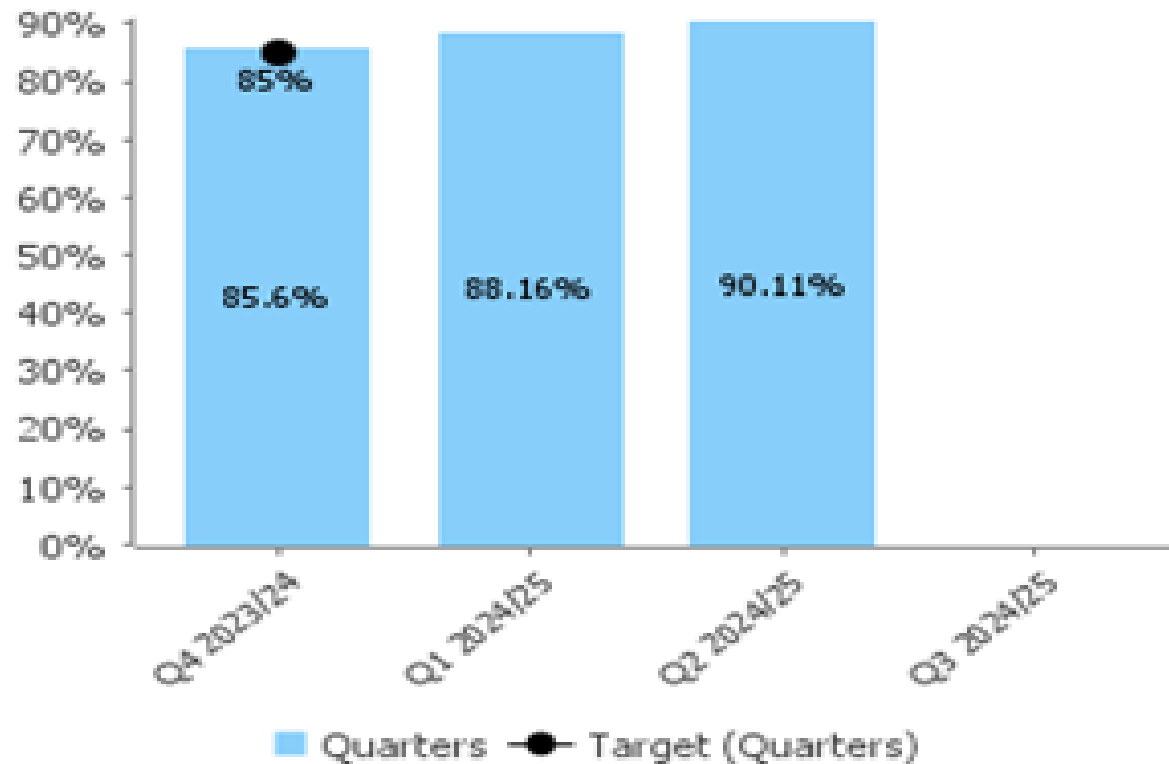
Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives  
- 5.06a Satisfaction with parks and green spaces - direct users CP



**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.

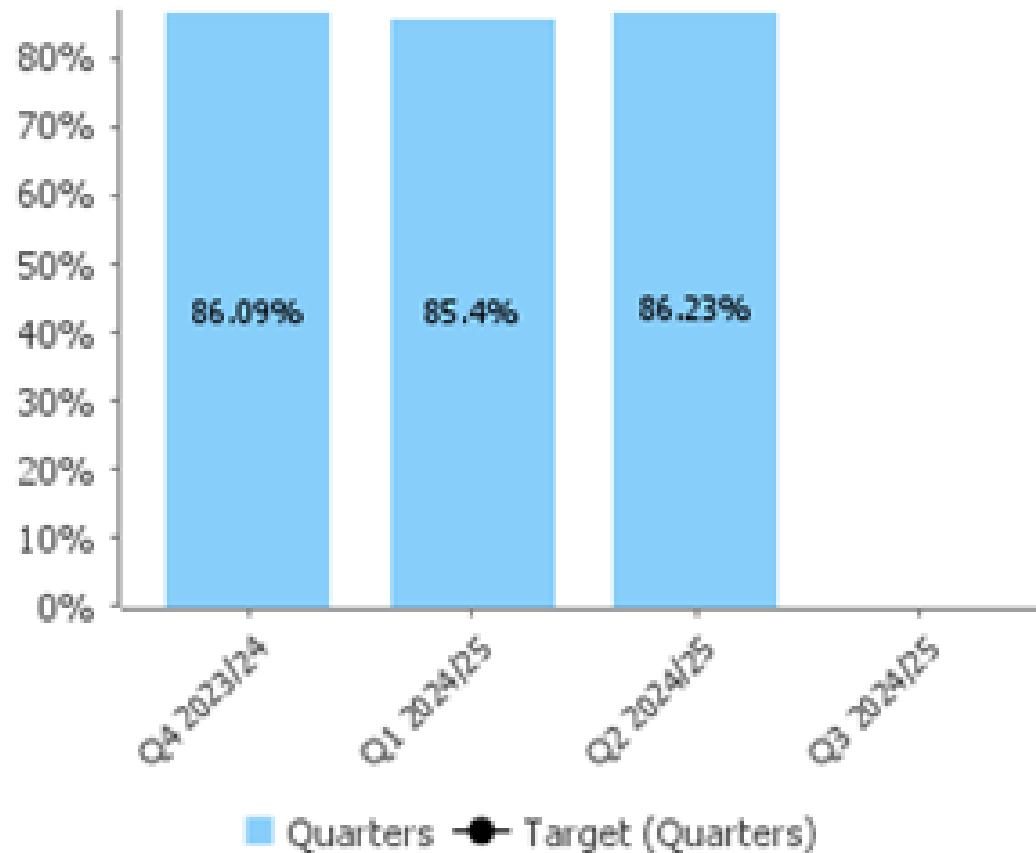
**Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives**  
**- 5.06b Satisfaction with refuse collection - Citizens Panel result**



**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.

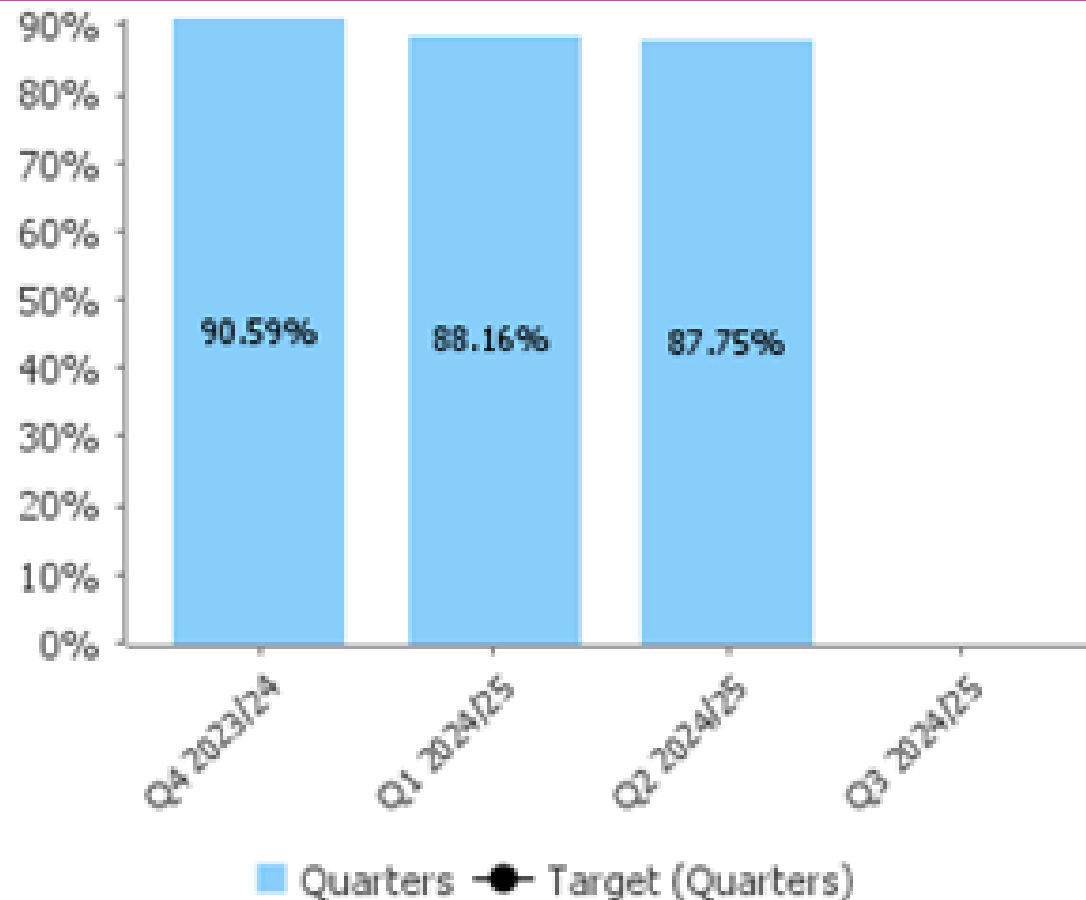
**Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives**  
**- 5.06c Satisfaction with HWRC services – Citizens' Panel result**



**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%.

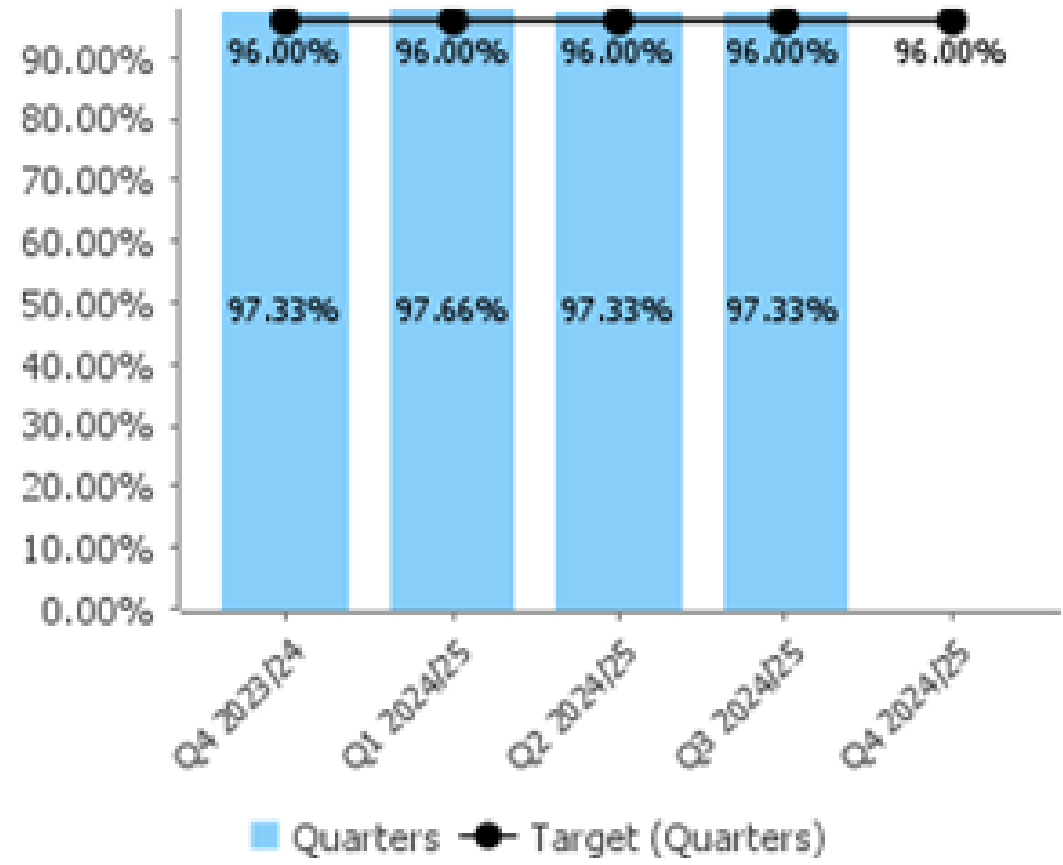
**Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives**  
**- 5.06d Satisfaction with kerbside recycling collections – Citizens' Panel result**



**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**



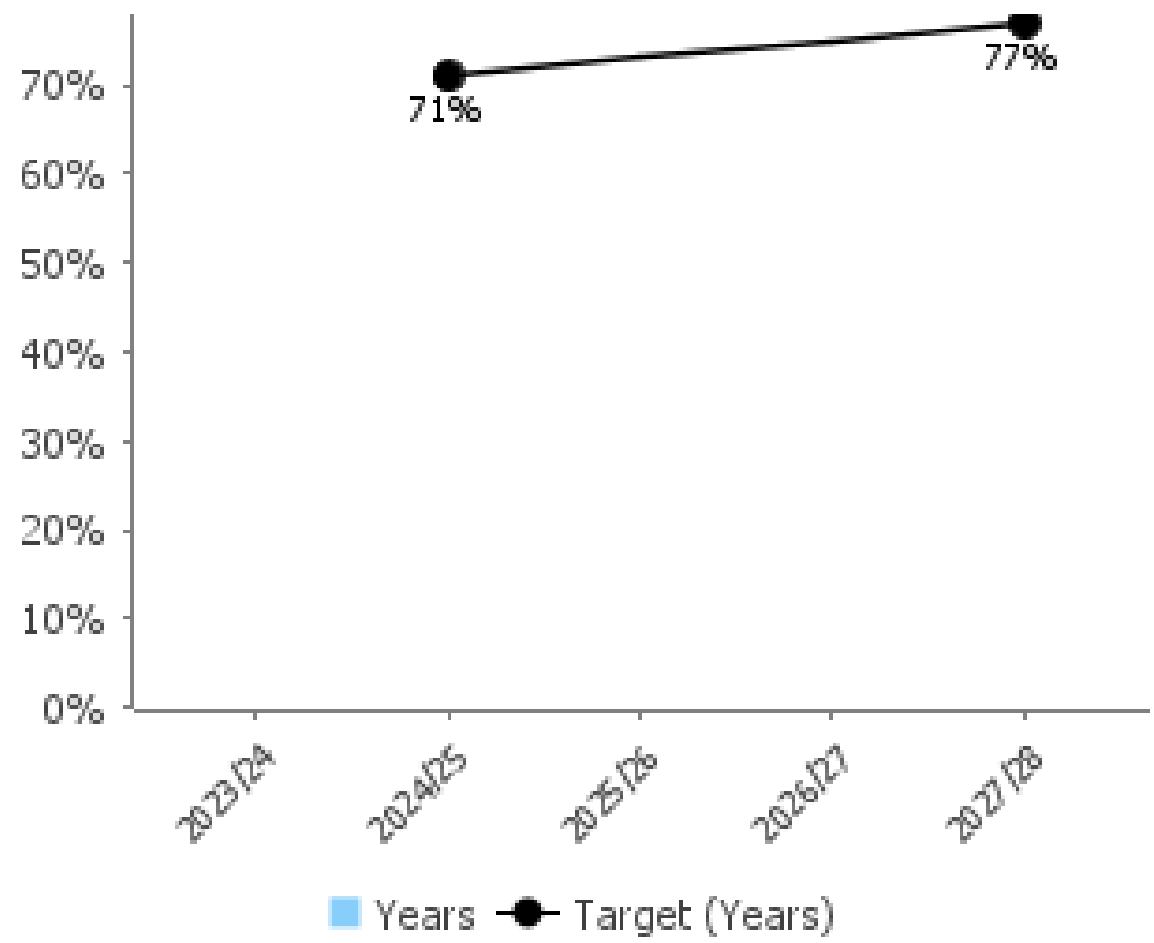
**Aim to Maximise Green (upward long trend)**

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.

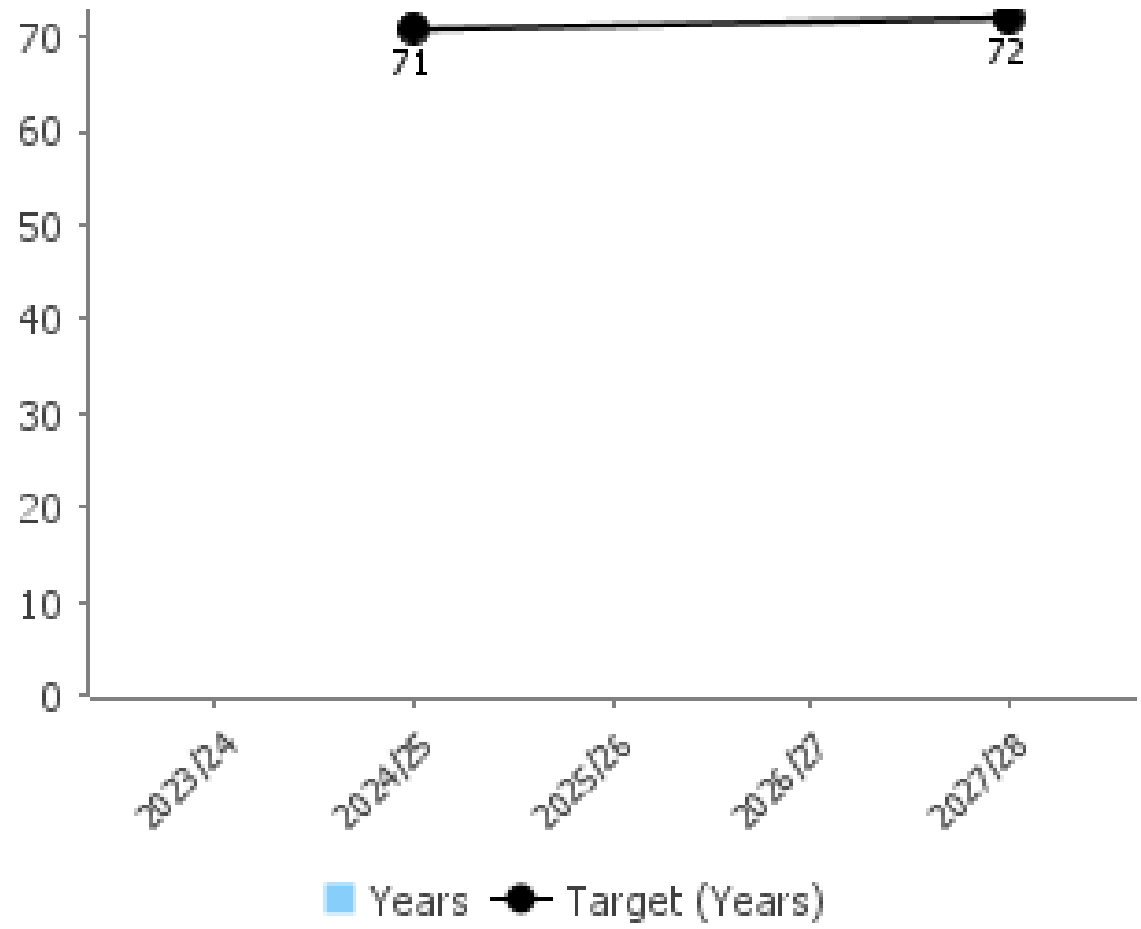
**Ensure the Council's housing stock is good quality, efficient, free from damp and mould and tenants are at the heart of decision making**  
**- 5.07 By 2027/28, tenant satisfaction of overall landlord services has increased to 77%**



**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%**

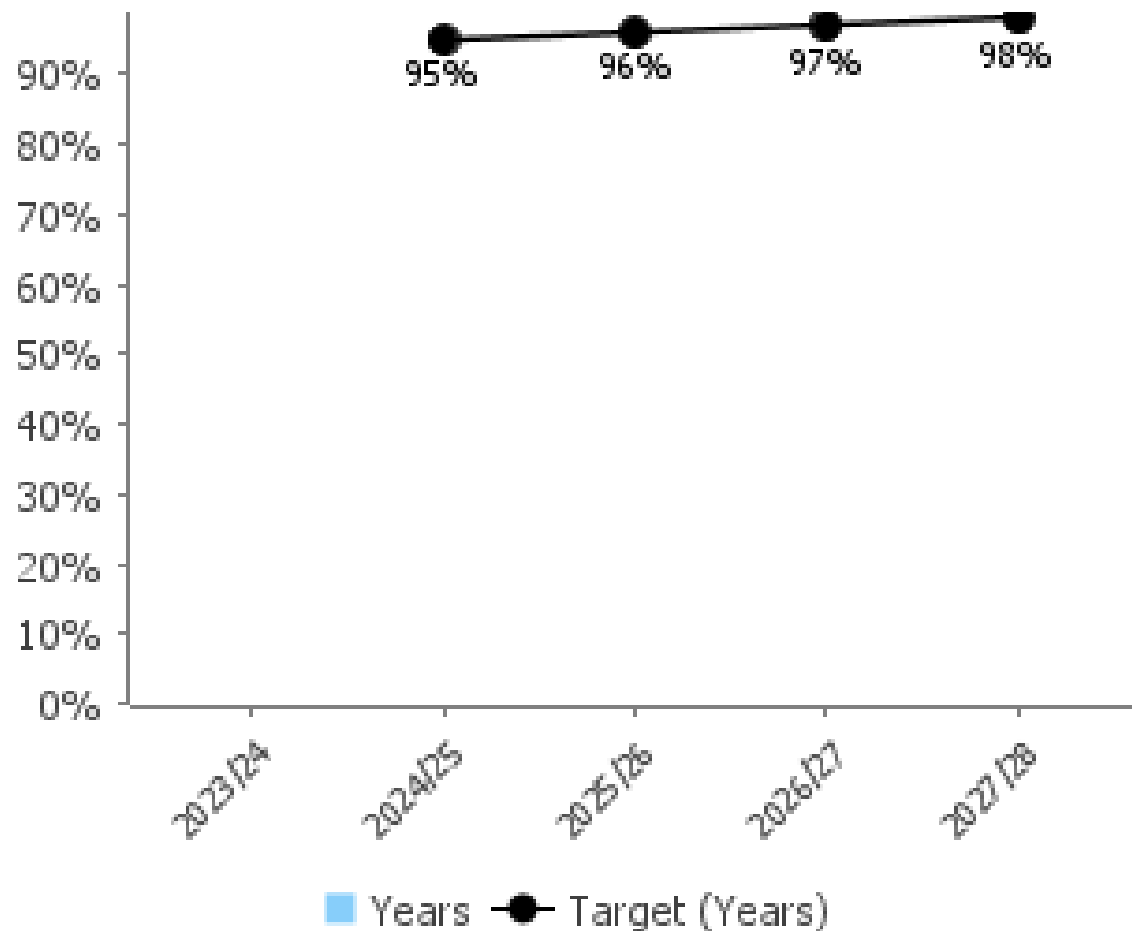


**Aim to Maximise Green (upward long trend)**

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.