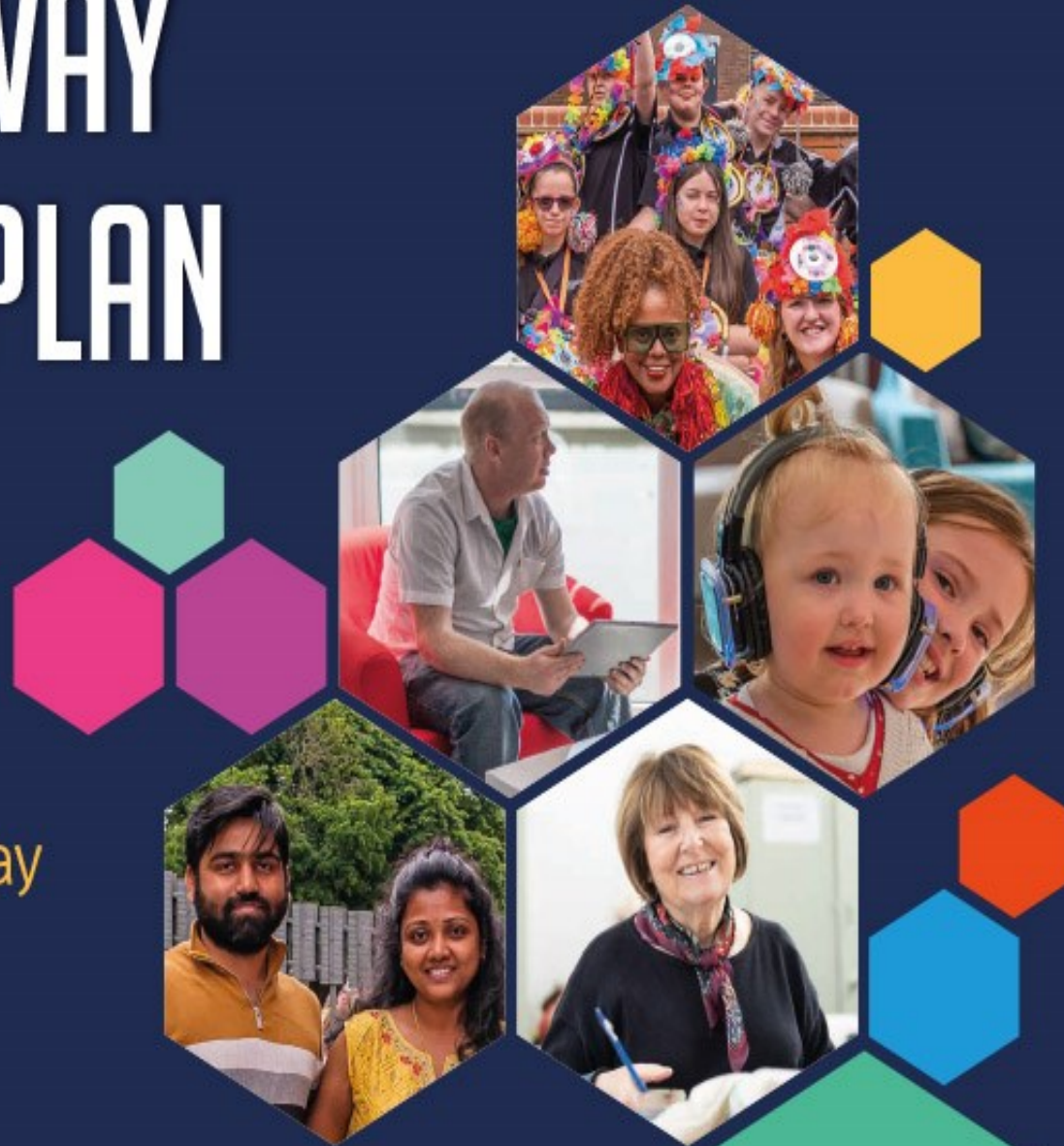


# ONE MEDWAY COUNCIL PLAN

2024/28

Proud to be Medway

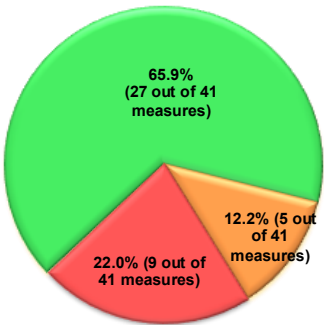


## Q4 2024/25 Regeneration, Culture and Environment Overview & Scrutiny Committee Performance Report

# 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  

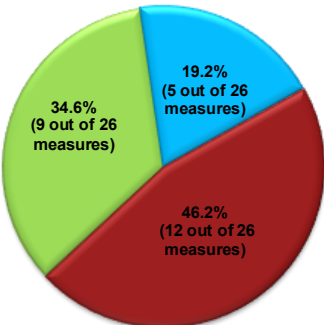
Red

 means significantly below target

This chart shows the performance for 41 measures as fifteen measures are unavailable:

- 65.9% (27 out of 41 measures) met or exceeded target.
- 12.2% (5 out of 41 measures) were slightly below target (less than 5%).
- 22.0% (9 out of 41 measures) were significantly below target (more than 5%).

## 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 26 measures:

- 34.6% (9 out of 26 measures) had an upward long trend.
- 19.2% (5 out of 26 measures) had a static long trend.
- 46.2% (12 out of 26 measures) had a downward long trend.

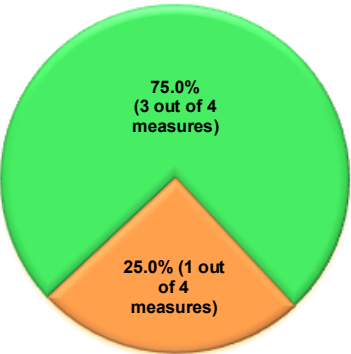
# **Delivering quality social care and community services**

- 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 relevant to this committee.

## Performance



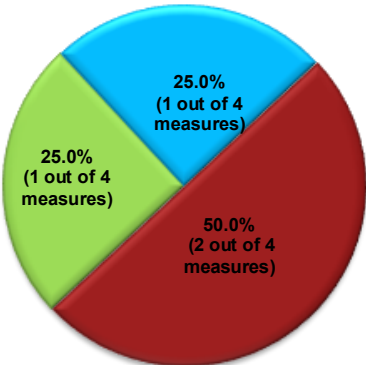
### Performance - key

**Green** means met or exceeded target  
**Amber** means slightly below target  
**Red** means significantly below target

This chart shows the performance for 4 of the measures:

- 75.0% (3 out of 4 measures) met or exceeded target.
- 25.0% (1 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%).

## Direction of Travel



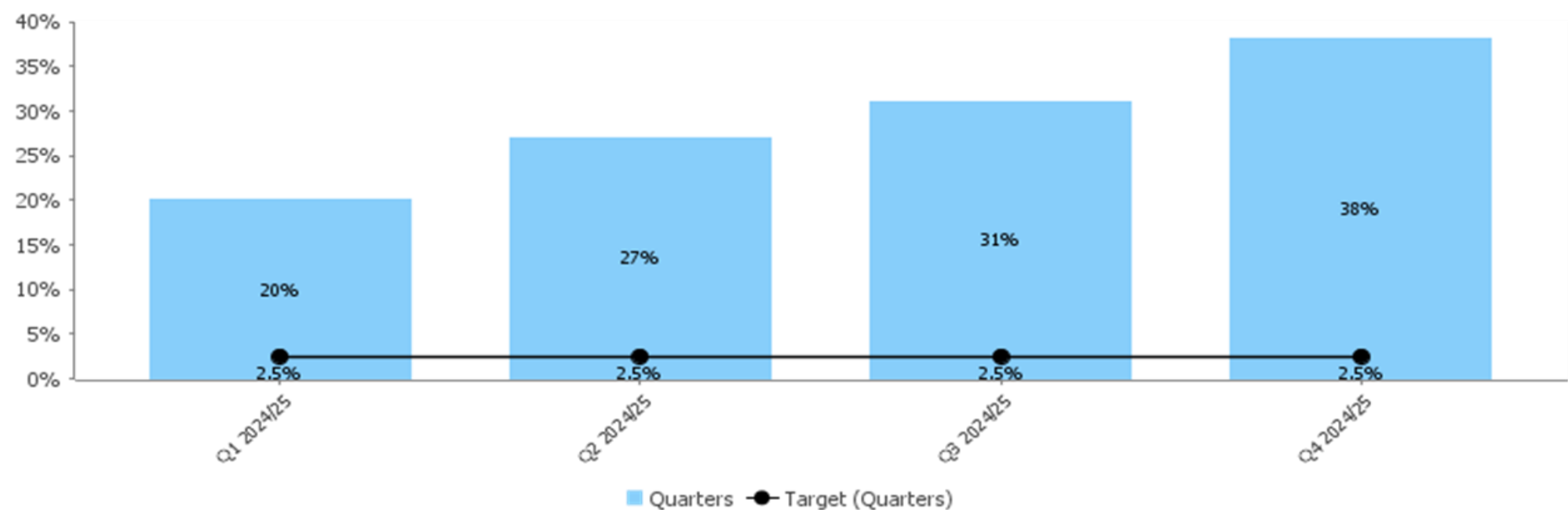
### Direction of Travel - key

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

This chart shows the direction of travel for 4 measures:

- 25.0% (1 out of 4 measures) had an upward long trend.
- 25.0% (1 out of 4 measures) had a static long trend.
- 50.0% (2 out of 4 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)**

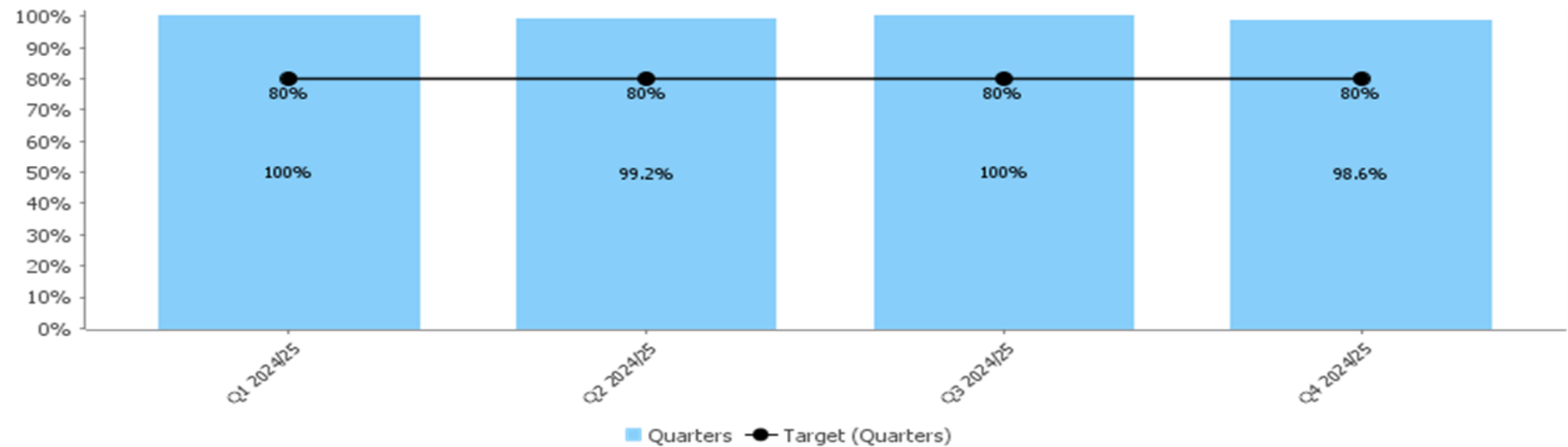
Data as at 03 April for Q4 of Financial Year 24/25 (January 2025 – March 2025). Data extracted from Terms Management System for Medway Adult Education (MAE). During Q4, Adult Education welcomed 321 new learners from 856 learners who enrolled in total, representing 38%. Some learners are enrolled in multiple courses, resulting in 428 enrolments for new learners.

Among these, 122 learners enrolled in ESOL courses, while 126 learners commenced Vocational Skills courses, including digital skills, counselling, and supporting teaching and learning. Additionally, 85 enrolments were for community learning courses, and 66 were for Maths and English courses. The number of learners enrolled in Multiply courses stands at 29.

The funding for this contract concludes at the end of Q4, and Adult Education is on track to meet its targets. Consequently, enrolments will now cease.

Provide creative, cultural and community services and facilities across Medway that everyone can access and benefit from

- 1.09a By 2027/28, the satisfaction rates across community hubs and libraries exceeds 80%



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

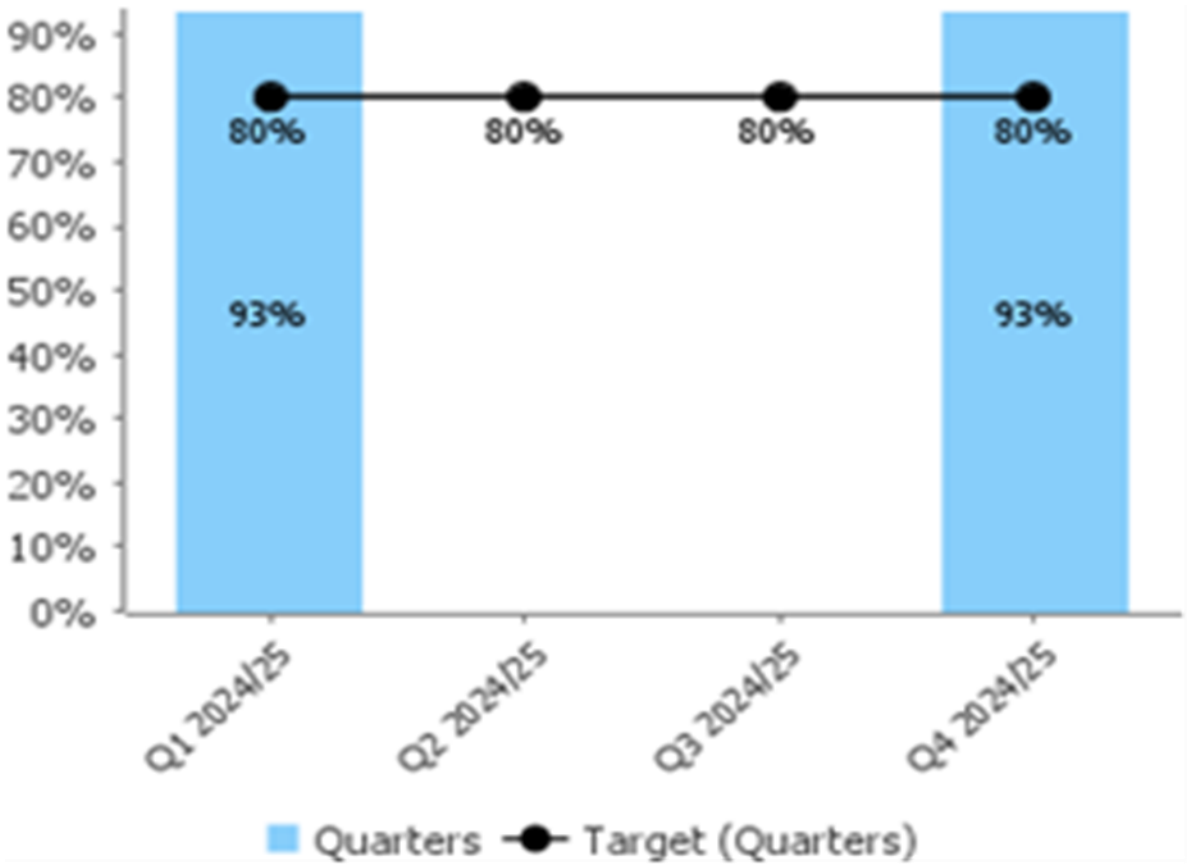
Q4 surveys were conducted in Gillingham, Luton, Rainham and Wigmore. A slight drop in satisfaction has been observed from Q3, attributable to a mix of building issues, anti-social behaviour and wait times for services impacting on customer experience. The Wi-Fi printing service introduced in 2024/25 garnered high praise from customers. Notable comments this quarter include:

*Came to scan some documents. Staff very helpful. Have now joined the library and will be back. As a regular user, I would be lost without the help and information from your excellent staff, I would be completely ignorant in this new world. I am 83 and coming to the library is my safety net.*

*I have had another brilliant day in the library. All the library assistants are excellent at their jobs and are friendly and welcoming. I live alone and read a lot, and they all listen and assist me in finding books I want to read. I feel blessed for discovering Luton Library and all who work in it.*

Provide creative, cultural and community services and facilities across Medway that everyone can access and benefit from

- 1.09b By 2027/28, the satisfaction rates across theatres exceeds 80%



Aim to Maximise  
Green (static long trend)

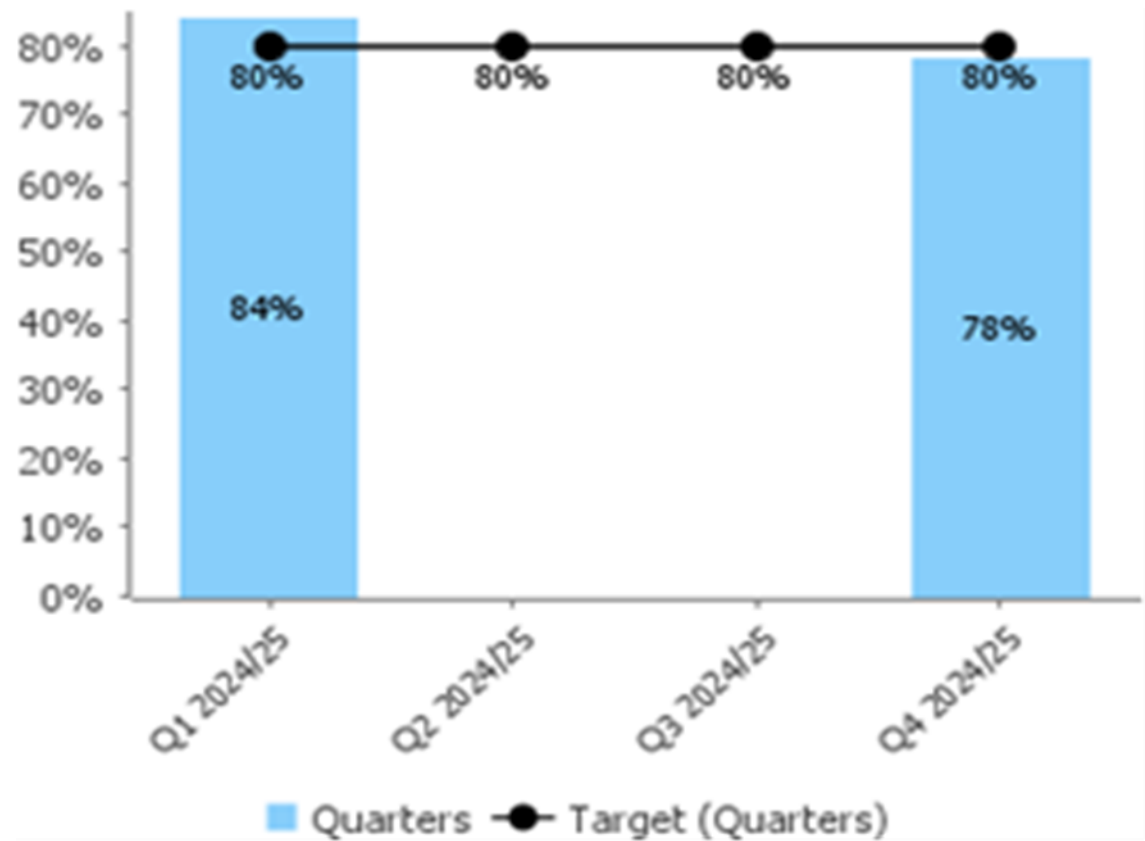
Satisfaction rate at the Q4 survey is at a very healthy 93%.  
This figures is reached after the survey asked audiences about:

- Ease of buying tickets
- Quality of shows
- Cleanliness of the venue
- Accessibility into and within the venue
- Helpfulness of staff



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  
Amber (downward long trend)

This performance indicator is reported a quarter in arrears. Rochester Christmas Markets took place between Friday 29 November and Sunday 15 December. Unfortunately, Dickensian Christmas Festival 2024 on the middle weekend was cancelled due to the high winds caused by Storm Darragh. Over 11 categories Rochester Christmas Markets received a 78% satisfaction rating:

• 74% agree/strongly agree that the event created a sense of community	77% felt the atmosphere at the event was very good or good
• 74% agree/strongly agree that the event enhanced the reputation of Medway	83% felt that the event was well organised
• 89% rated the location as very good or good	66% felt the range of activities was very good or good
• 59% felt the range of stalls were very good or good	88% felt it was easy to find their way around
• 85% felt safe whilst at the event	86% of respondents felt the event was well organised



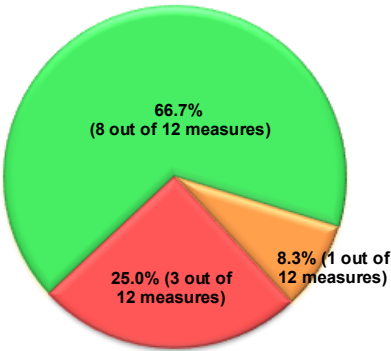
# **Benefitting from good education, quality jobs and a growing economy**

- 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 relevant to this committee.

## Performance



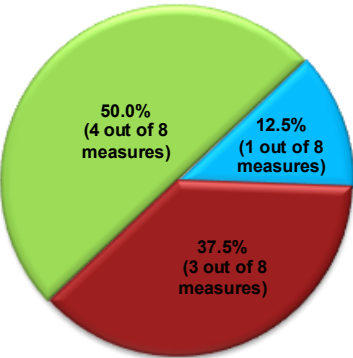
### Performance - key

**Green** means met or exceeded target  
**Amber** means slightly below target  
**Red** means significantly below target

This chart shows the performance for 12 measures as 7 measures are unavailable :

- 66.7% (8 out of 12 measures) met or exceeded target.
- 8.% (1 out of 12 measures) were slightly below target (less than 5%).
- 25.0% (3 out of 12 measures) were significantly below target (more than 5%).

## Direction of Travel



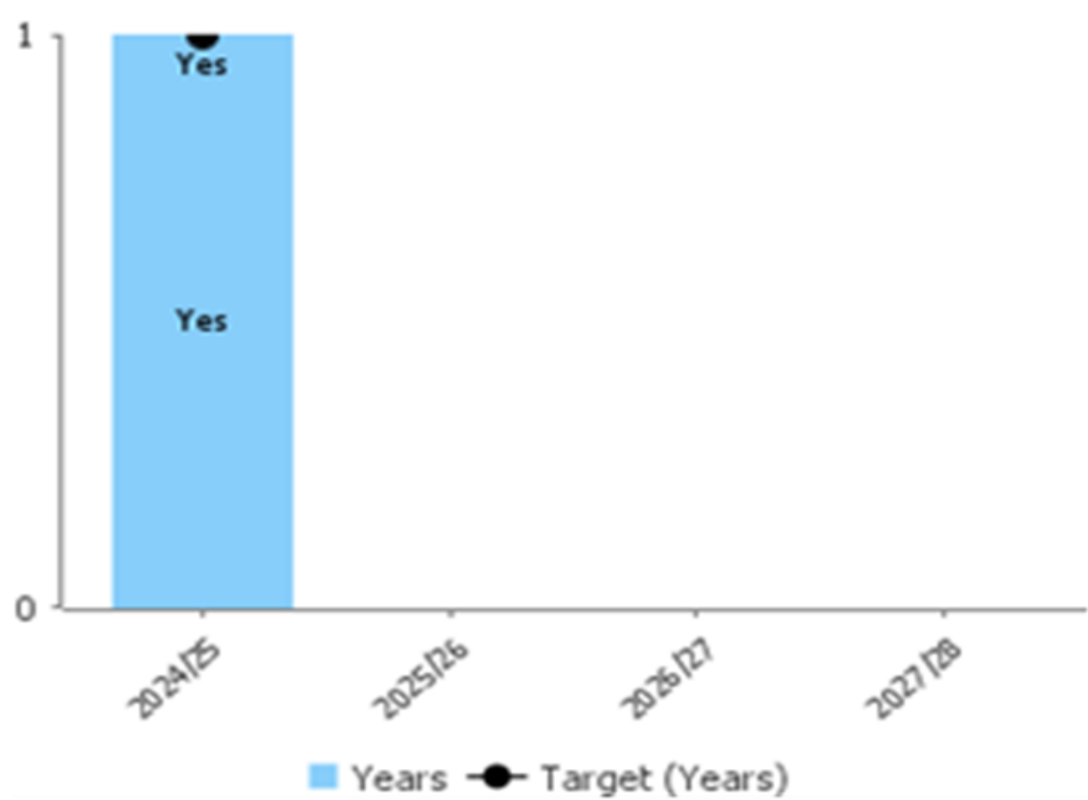
### Direction of Travel - key

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

This chart shows the direction of travel for 8 measures:

- 50.0% (4 out of 8 measures) had an upward long trend.
- 12.5% (1 out of 8 measures) had a static long trend.
- 37.5% (3 out of 8 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**

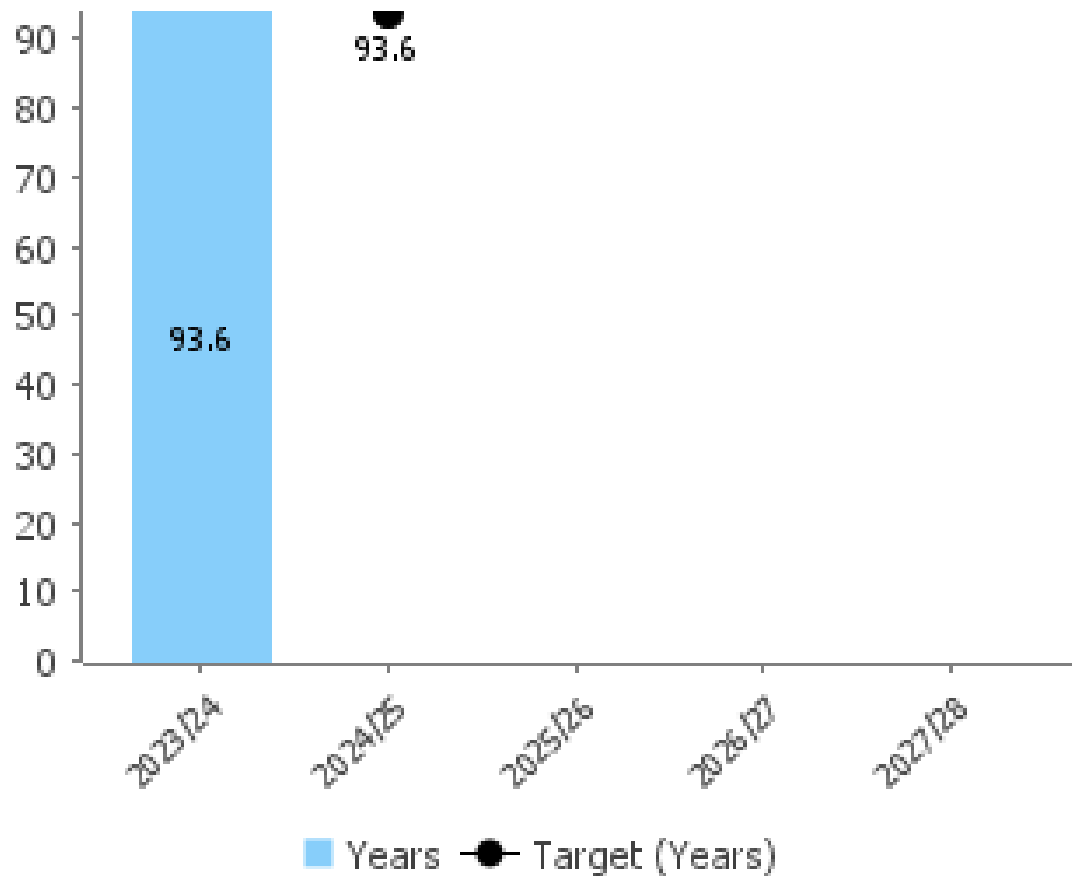


**Aim to Maximise  
Yes/No  
Green (no long trend)  
Annual PI.**

Medway Adult Education (MAE) strives to provide a high-quality learning experience for all learners. A key quality indicator of the information, advice, and guidance (IAG) MAE provides is the Matrix Standard Assessment. This assessment analyses all facets of the IAG offered throughout the learners’ journey. In February 2025, MAE successfully achieved Matrix Accreditation. The summative report highlights MAE’s strong presence in the community and indicates the learner centred approach is highly effective, which results in learners reporting significant improvements in confidence levels. The learners continue to thrive and develop new skills in a dynamic curriculum, which is tailored to meet local needs. MAE remains committed to taking learning into the heart of the community and has recently launched a “Mind Fit” campaign to attract new learners into learning and to promote the benefits of learning for life for all ages.

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

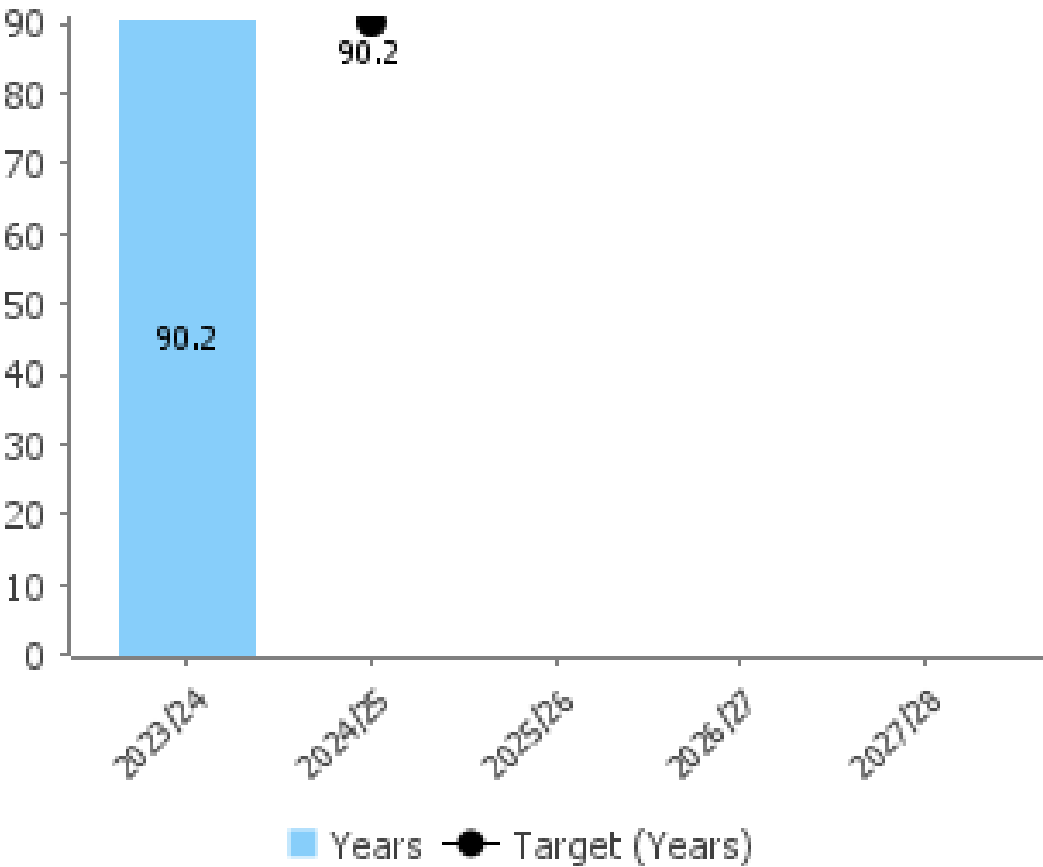


**Aim to Maximise**  
**Data unavailable (no long trend)**  
**Annual PI.**

This data relates to the latest data available on NOMIS, dated January 2023 - December 2023. We continue to promote level 1 courses running through Medway Adult Education and other training providers in Medway and the wider Kent area. Shared Prosperity Fund projects have given us new contacts for providers who run level 1 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

- 2.08b By 2027/28, Medway Qualification Level 2 will be the same or better than the national average

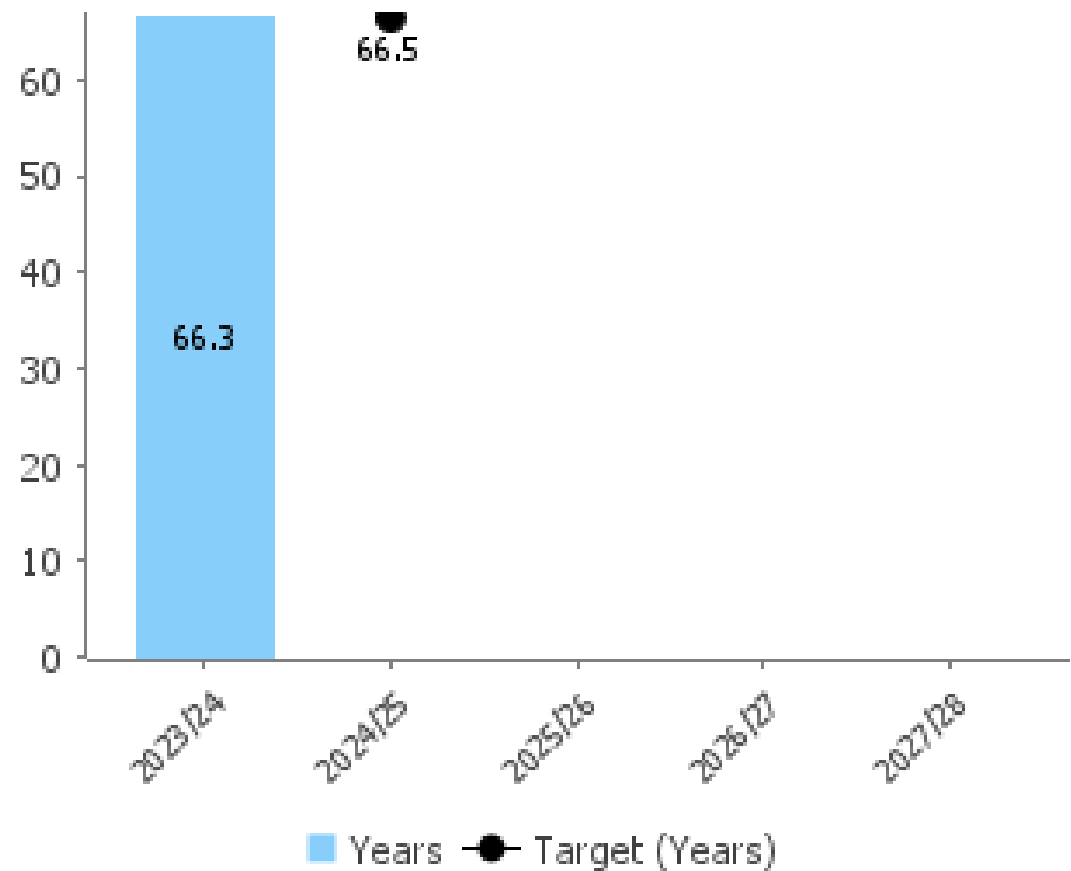


**Aim to Maximise**  
**Data unavailable (no long trend)**  
**Annual PI.**

This data relates to the latest data available on NOMIS, dated January 2023 - December 2023. Schools continue to 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.

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

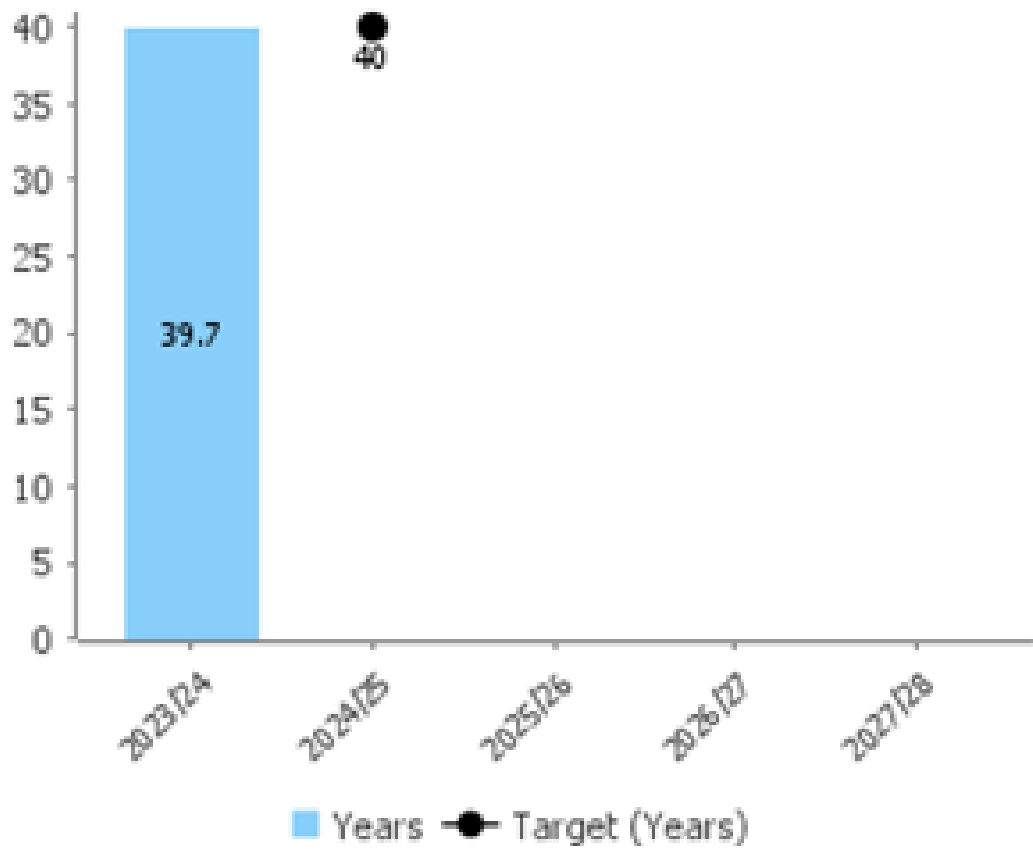


Aim to Maximise  
Data unavailable (no long trend)  
Annual PI.

This data relates to the latest data available on NOMIS, dated January 2023 - December 2023. 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 has launched 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. Universities are starting to run level 3 courses as foundation pathways to full degrees in science with other subjects being explored to increase people going on to the level 4 and beyond. MidKent College are hoping to increase their level 3 T Level offer.

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



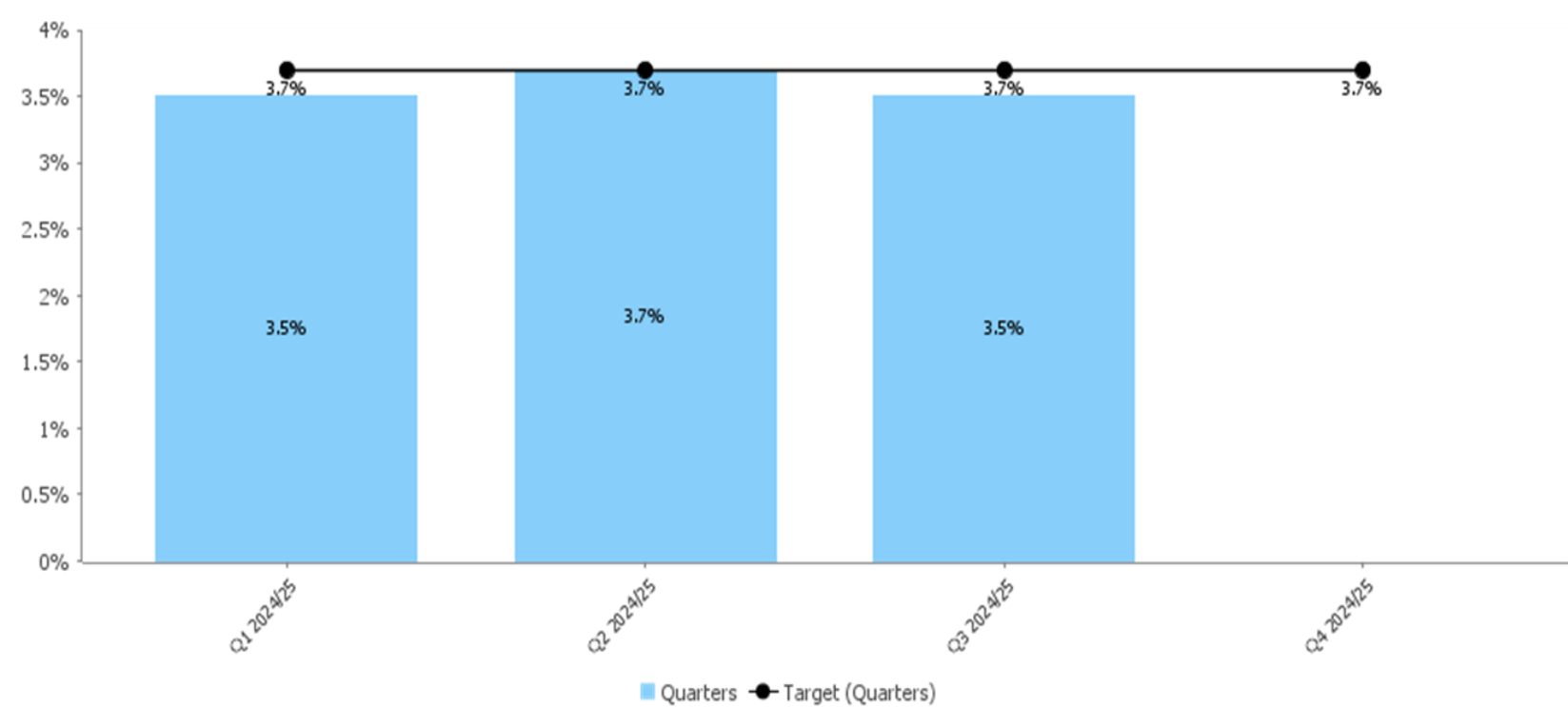
**Aim to Maximise**  
**Data unavailable (no long trend)**  
**Annual PI.**

This data relates to the latest data available on NOMIS, dated January 2023 - December 2023. To promote level 4 qualifications, we work with universities to discuss how we can improve the number of level 4 qualifications being achieved. Universities are looking at more level 3 course which creates a pathway to level 4 qualifications in science and they are exploring other subjects. Kent & Medway Progression Federation are exploring promoting higher education courses in colleges to increase footfall into level 4 courses at university, they are also considering accepting T Levels in their entry requirements. Individual skills and employment plans promote upskilling staff to higher levels of qualifications with all three universities and training providers for higher level apprenticeships. The Kent & Medway Taskforce is exploring ways to promote high value jobs and how universities can support that work to increase employment and qualification levels.



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%

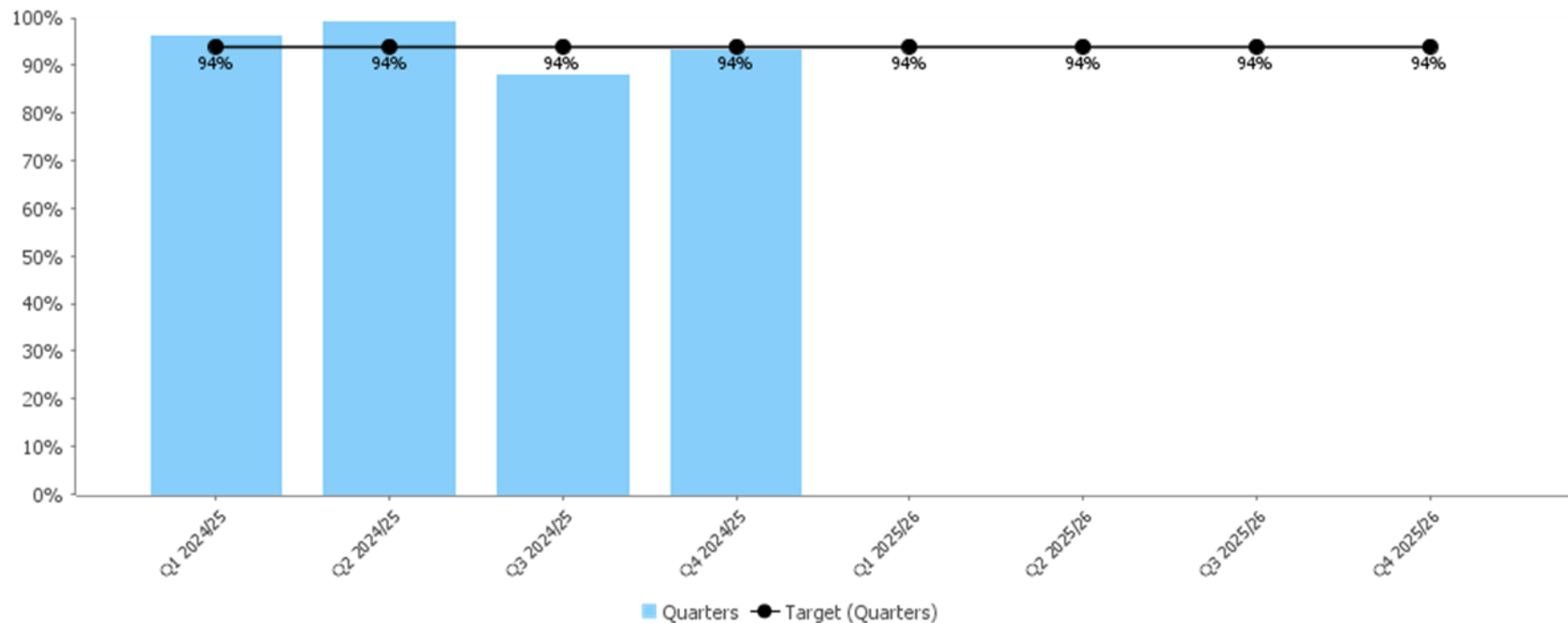


**Aim to Minimise  
Green (upward long trend)**

Reported in arrears. This data relates to the latest data available on NOMIS, dated October 2023 - September 2024. Connect To Work is planned to support in to work and should be ready for a soft launch in summer 2025. Medway Adult Education have over 250 courses aimed to help people into work. Skills team have joined the employer advisory board at HMP Rochester to support the skills team with preparing offenders for jobs on release. We share all vacancies with Job Centre and Reed. We run the Medway Apprenticeship Advisory Service and a forum of independent training providers to support all aged people into apprenticeships. We promote supported internships and supported employment for people aged up to 25 with SEND aimed at achieving positive job outcomes.

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

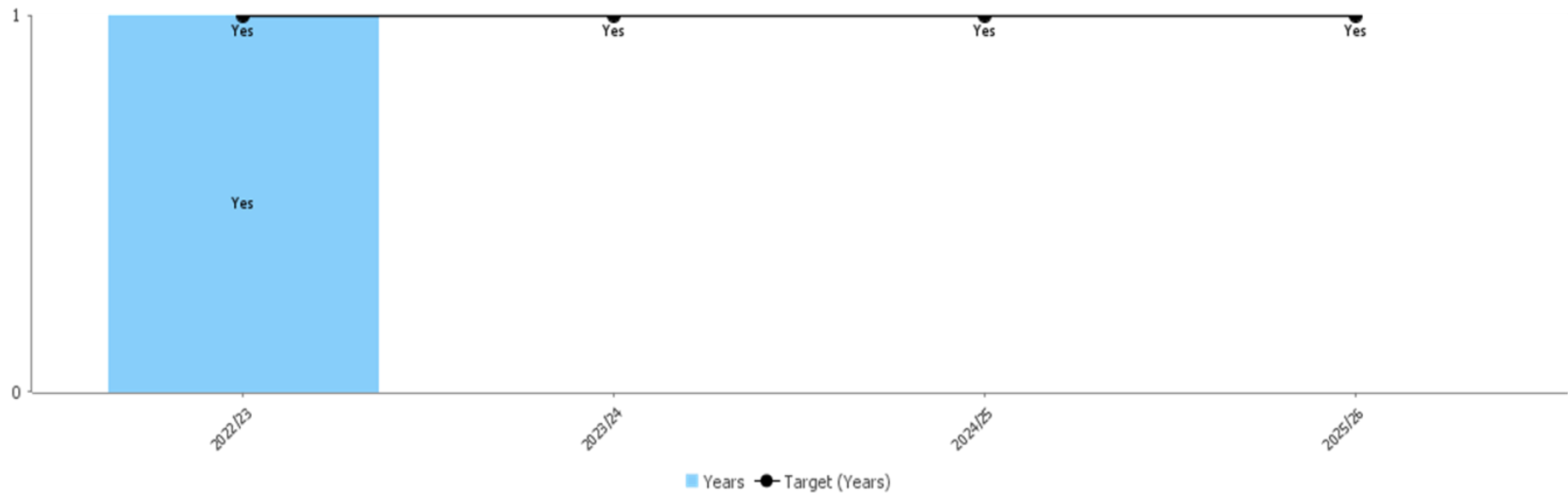
- 2.10 By 2027/28 Medway Adult Education maintains 94% retention rate for adults on courses per academic year



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

Data as at 03 April for Q4 of Financial Year 24/25 (January 2025 – March 2025). Data extracted from Terms Management System for Medway Adult Education (MAE). Learner retention rates for courses have increased from 88% in Q3 to 93% in Q4. Although this is 1 percentage point below the target of 94%, it represents a 5% improvement over the last quarter. MAE has implemented a new process where learners who withdraw or are withdrawn due to non-attendance receive a short survey via email to provide feedback. The response rate to these emails is significantly higher than the previously sent letters. The survey results are shared weekly with the relevant curriculum teams to follow up and adapt courses where possible.

**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**

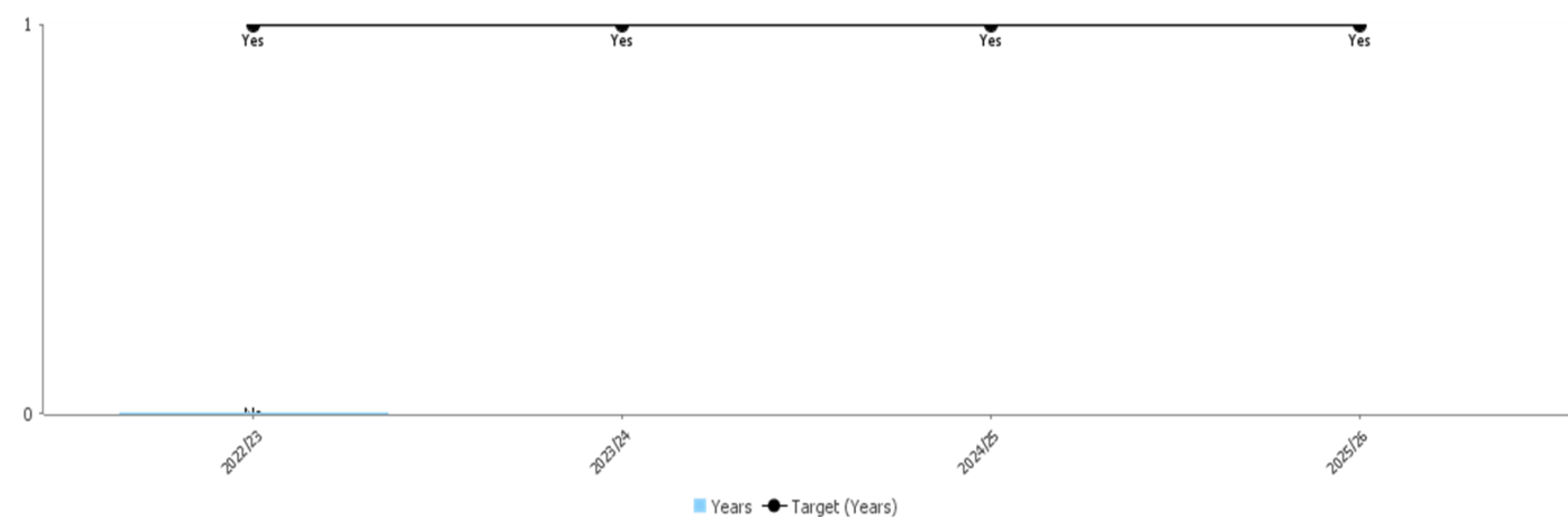


**Aim to Maximise  
Yes/No  
Green (no long trend)  
Annual PI.**

Gross Value Added (GVA) is a measure of the value of goods and services produced in an area, industry, or sector, and represents the contribution to the economy made. The term filled workforce job refers to the total number of jobs that are filled by employees within a specific area. The most recent data available from Office National Statistics released in 2024, is 2022 data. For Medway, the Gross Value Added per work filled job was £60,784. In 2022, UK GVA per work filled job was £61,729. GVA per work filled job in Medway has steadily increased every year since the data set was made available in 2009. This performance indicator is on track to maintain the current level of Gross Value Added (GVA) per filled workforce job by 2027/28.

Develop a strong mixed economy which provides training and work opportunities that support career development, increasing high value businesses and expanding high quality employment

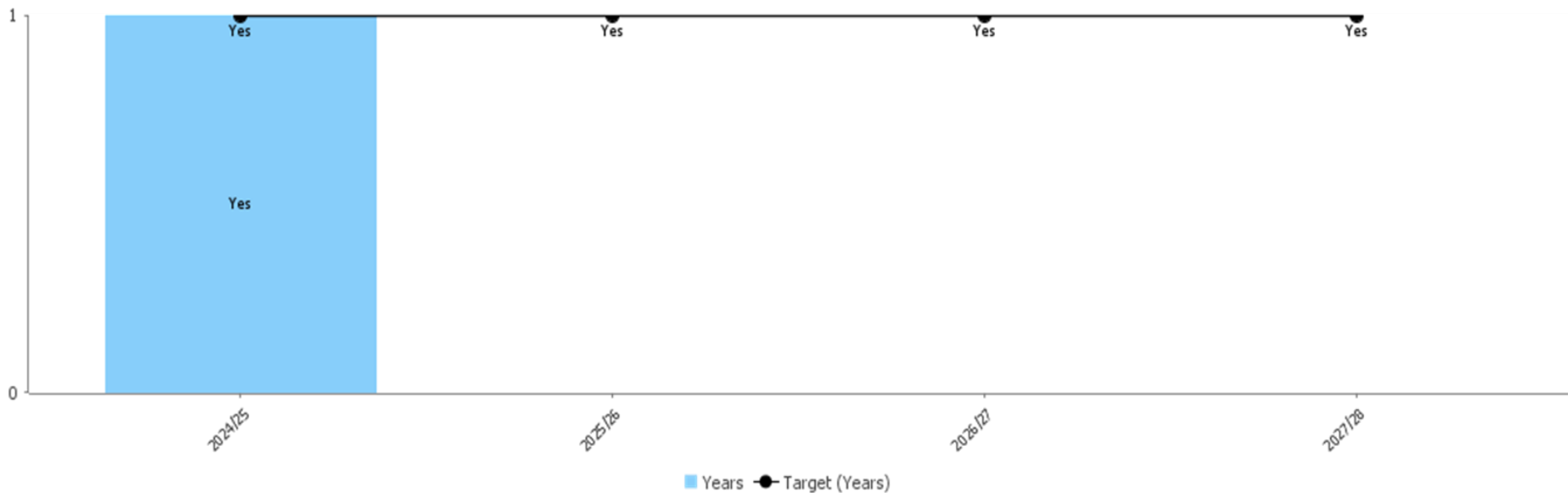
- 2.12 By 2027/28, maintain gross value added (GVA) per capita above national level



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

The most recent data available from Office National Statistics released in 2024, is 2022 data. Per head Gross Value Added (GVA) for Medway is £23,753. Per head GVA for England is £33,976. Per head GVA for the South East is £35,845. Per head GVA across the Kent County Council area is £27,602. Medway saw an increase in GVA per head of 10.8% from 2021 to 2022. Kent County Council area GVA per head increased by 7.5%. South East GVA per head increased by 8.5%. England GVA per head increased by 8.6%. Over the last ten years, each year has seen an increase in GVA per head in Medway. Notably, Medway saw an increase from £21,090 in 2019 to £21,376 in 2020, whereas Kent County Council area, South East and England all saw a decrease due to the Corona virus pandemic.

**Develop a strong mixed economy which provides training and work opportunities that support career development, increasing high value businesses and expanding high quality employment**  
**- 2.13 By 2027/28 maintain Medway average weekly income per hours worked, above national average**

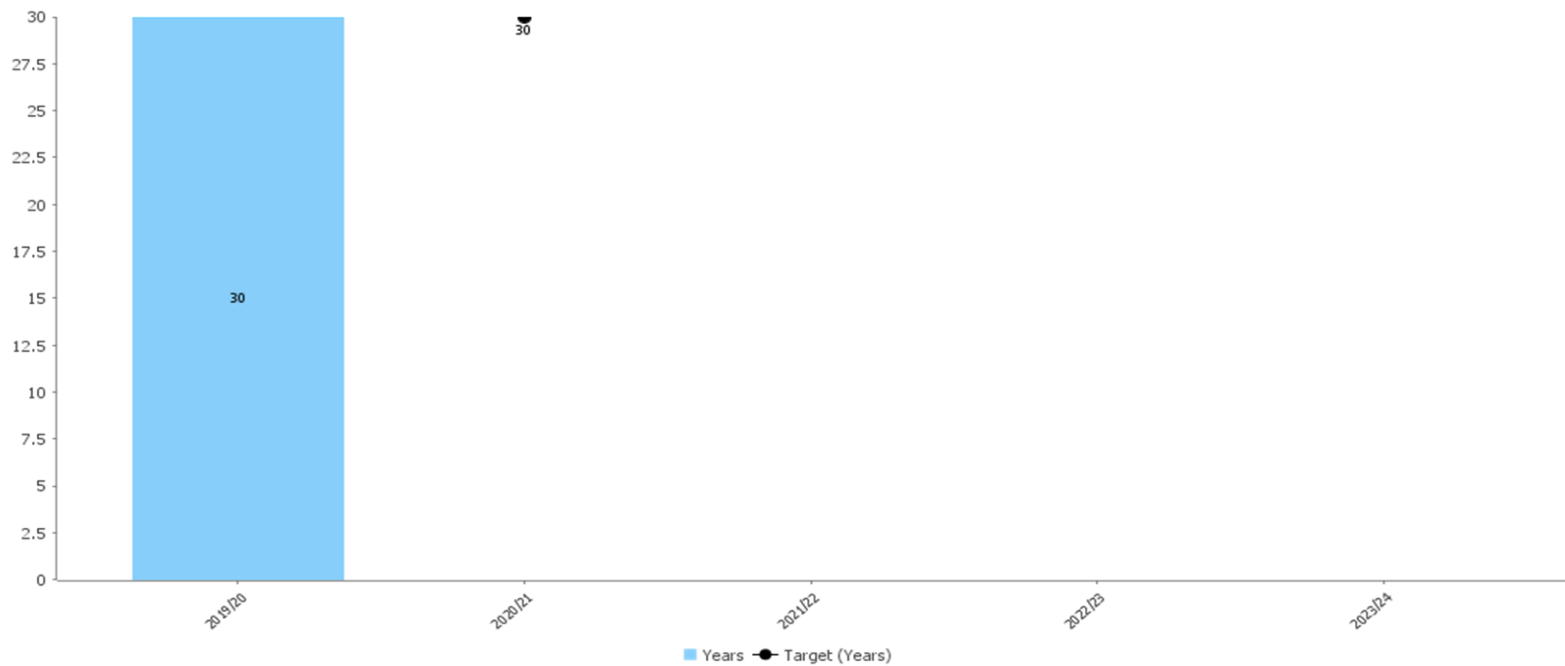


**Aim to Maximise  
Yes/No  
Green (no long trend)  
Annual PI.**

The most recent data available from Office National Statistics released in 2024. In Medway the mean gross weekly pay is £714.20. In the South East mean gross weekly pay is £775.10. In Kent County Council area mean gross weekly pay is £733.30. In England, mean gross weekly pay is £727.30. In the UK, mean gross weekly pay is £715.50. The mean average is a measure of the average which is derived by summing the values for a given sample and then dividing the sum by the number of observations (i.e. jobs) in the sample. In earnings distributions, the mean can be disproportionately influenced by a relatively small number of high-paying jobs. In Medway the median gross weekly pay is £626.80. In the South East median gross weekly pay is £654.80. In Kent County Council area median gross weekly pay is £632.40. In England, median gross weekly pay is £618.70. In the UK, median gross weekly pay is £613.30. The median average is the value below which 50% of jobs fall. It is ONS's preferred measure of average earnings as it is less affected by a relatively small number of very high earners and the skewed distribution of earnings. It therefore gives a better indication of typical pay than the mean.

Develop a strong mixed economy which provides training and work opportunities that support career development, increasing high value businesses and expanding high quality employment

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

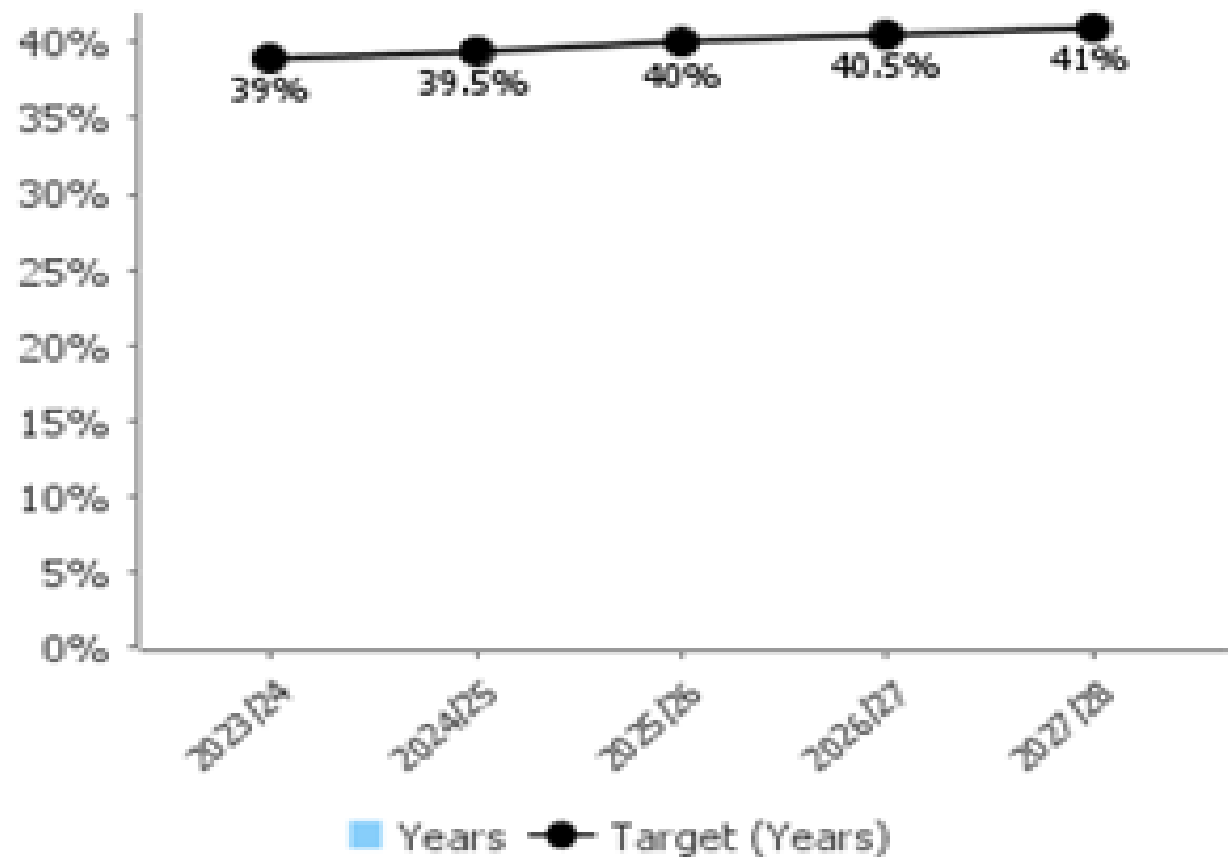


Aim to Minimise  
Data only (no long trend)

The overall income deprivation score for Medway is 13.4%, data provided by ONS collected in 2019.  
Of the 163 neighbourhoods in Medway, 30 were among the 20% most income deprived In England.

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%



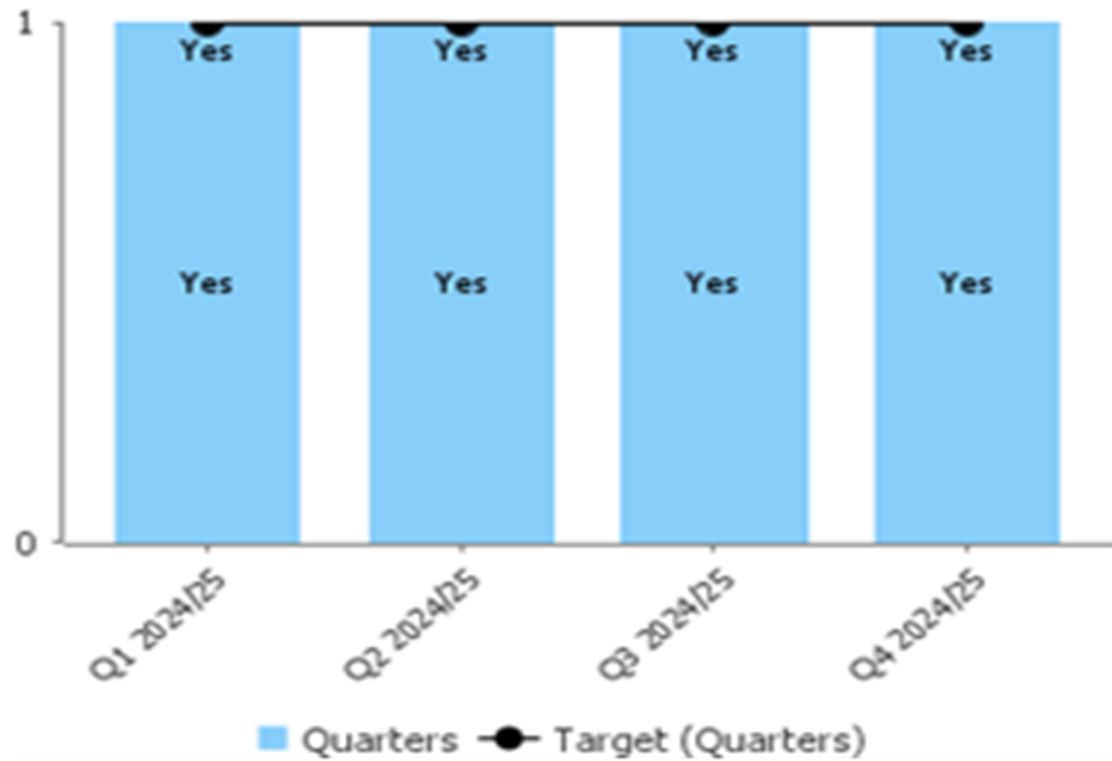
Aim to Maximise  
Data unavailable (no long trend)  
Annual PI

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%. The next release of data has yet to be announced by ONS.



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

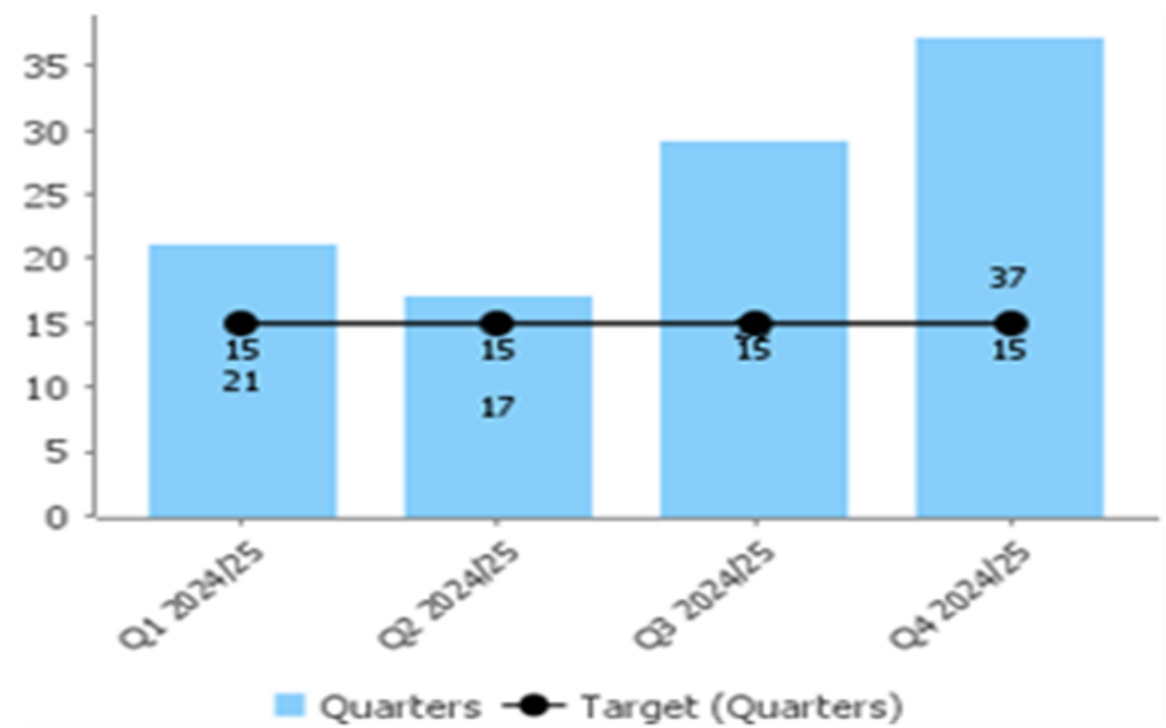


Aim to Maximise  
Yes/No  
Green (static long trend)

Creative Medway has registered as a CIC and is in the process of setting up banking and policies which will complete its formal separation from the Council. Funding and staffing capacity remain a key challenge, and a three-year funding plan is being developed to ensure the sustainability of the model going forward. A board away day is being planned for this summer to focus on developing and strengthening the Creative Medway model over the coming years. Creative Medway is planning to mark the mid-way point in the Creative Medway Cultural Strategy this year and is working in partnership with the Culture Team to develop a strategic application to Arts Council England which will include a new evaluation model for the next five years of the cultural strategy, and activity around key areas of focus for the remainder of the strategy period. Creative Medway have recruited members to this year’s working groups which have begun to meet to focus on youth engagement across the sector, supporting diverse creatives and economic sustainability. Creative Medway is continuing to promote the access and inclusion resources and pledge developed by last year’s working group in partnership with Attitude is Everything and Medway Council to venues and festivals. This month saw a county-wide roll-out of the pledge in partnership with the Inclusivity Network Kent & Medway and the Gulbenkian as part of the Elevate accessibility conference.

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

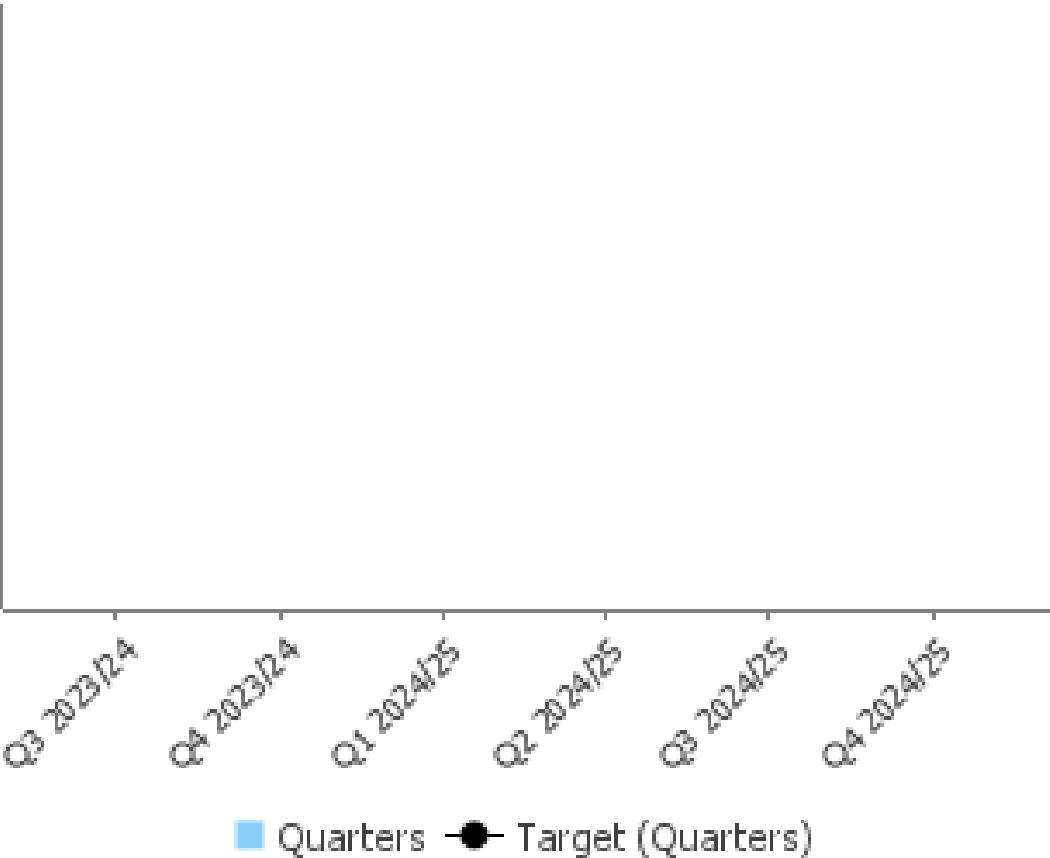
- 2.16b By 2027/28 Undertake 5 monthly sector surgeries, 60 a year, 240 by 2027/28



Aim to Maximise Green (upward long trend)

Q4 has seen 37 advice and support meetings and surgery sessions. These include **Peekaplayers** – advice on networking and funding opportunities **Big Cheese Company** – advice on Arts Council Music fund & connectivity in Medway. **Rainham Church** – advice on marketing support and sector freelance support available. **Creative Estuary/Estuary Festival** – to hear of successful applicants to their commissioning programme and explain each other’s roles to help with connectivity for the Estuary Festival and associate programme. **Climate Change team** to discuss ideas for a film to be commissioned as part of Electric Medway Festival. **Electric Medway** to talk about their upcoming plans, funding opportunities and support the Culture Team can provide. **Fleur de Lis Theatre Company** – advice on the Medway Cultural Sector, networking and collaborative opportunities. Support for their ACE application for a London project that will have a legacy to tour in Medway. **Steve Blacker** – advice alongside colleague Sara Moreland in Public Health Team about funding opportunities with the Suicide Prevention Team. **Mini Gabi World** to help with funding application for a digital projection project at Eastgate House. **Youth Service/ Medway Culture Club** to discuss funding opportunities for MCC Carnival. **Gun Wharf refurbishment team** – Visual Arts Lead advising on early discussions about a public art programme throughout the building. **Intra Community Trust** – 3 steering group meetings attended this quarter. Supporting their Blooming Intra and Eco projects through connectivity to VE Day.

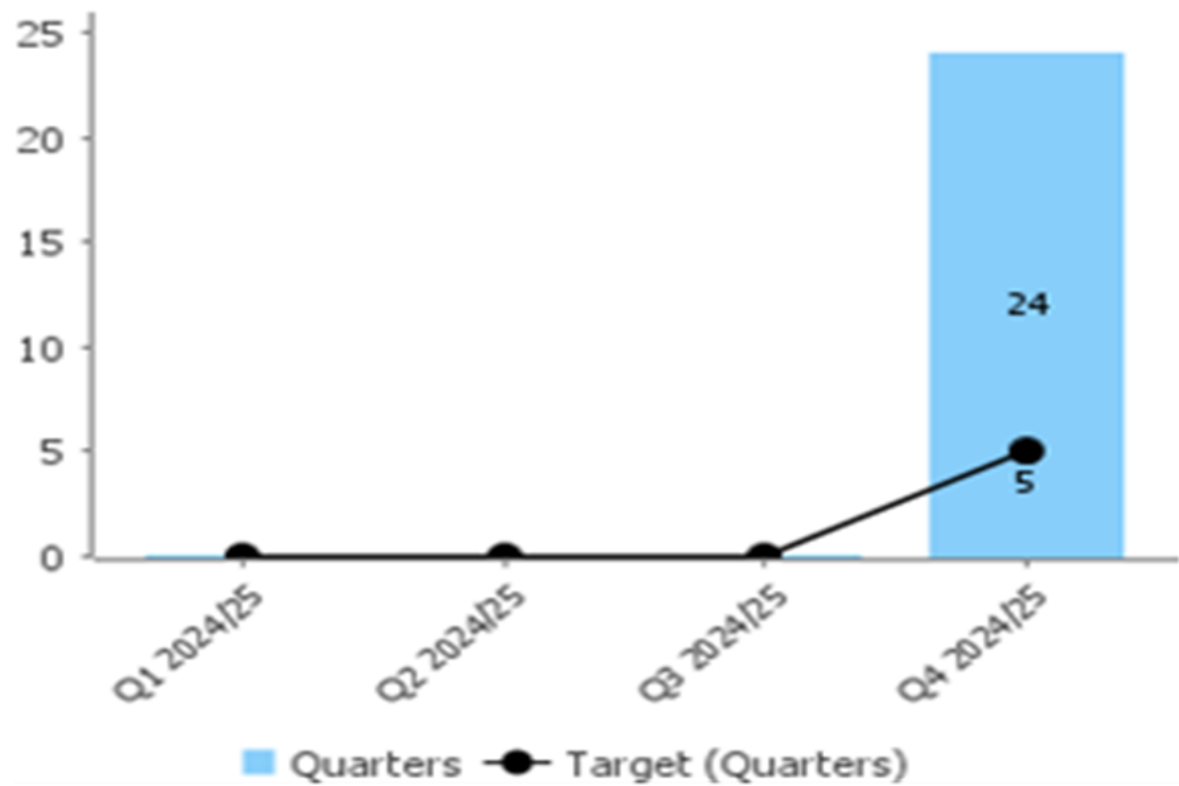
**Develop Medway’s reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage**  
**- 2.16c Working in partnership to generate positive media coverage and promotion of the creative and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



**Aim to Maximise**  
**Data unavailable (no long trend)**

As agreed by Full Council in February this indicator will be removed for 25/26 due to data being unavailable.

**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 (upward long trend)**

As part of the initial investment phase, Medway Council is supporting Medway's heritage community to shape a long-term shared ambition for heritage in Medway, develop new ideas and approaches and unearth new stories which deserve to be told.

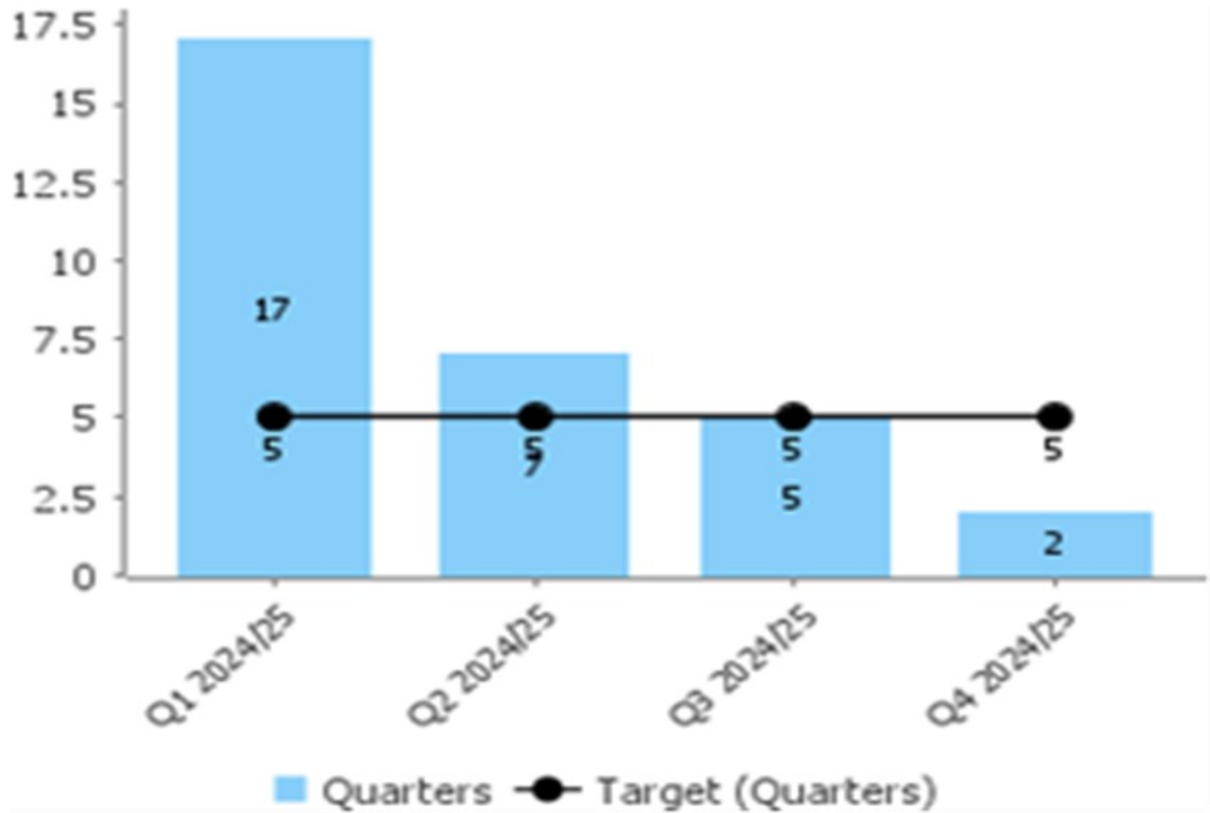
Last summer we invited applications from across the community in Medway for projects which piloted new approaches or ways of working, engaged new audiences, told new stories or expanded your skills. From 111 applications our panel selected 24.

No two projects are alike, and all highlight the significance of our high streets, town centres, houses and estates, parks and green spaces, the River Medway as well as our cultures and traditions. They reflect the diversity of geography, people and perspectives across Medway and how important our local heritage is to the communities who call Medway home.

The outputs from these projects into Medway Archives to form part of the official record of Medway’s history for future generations.

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

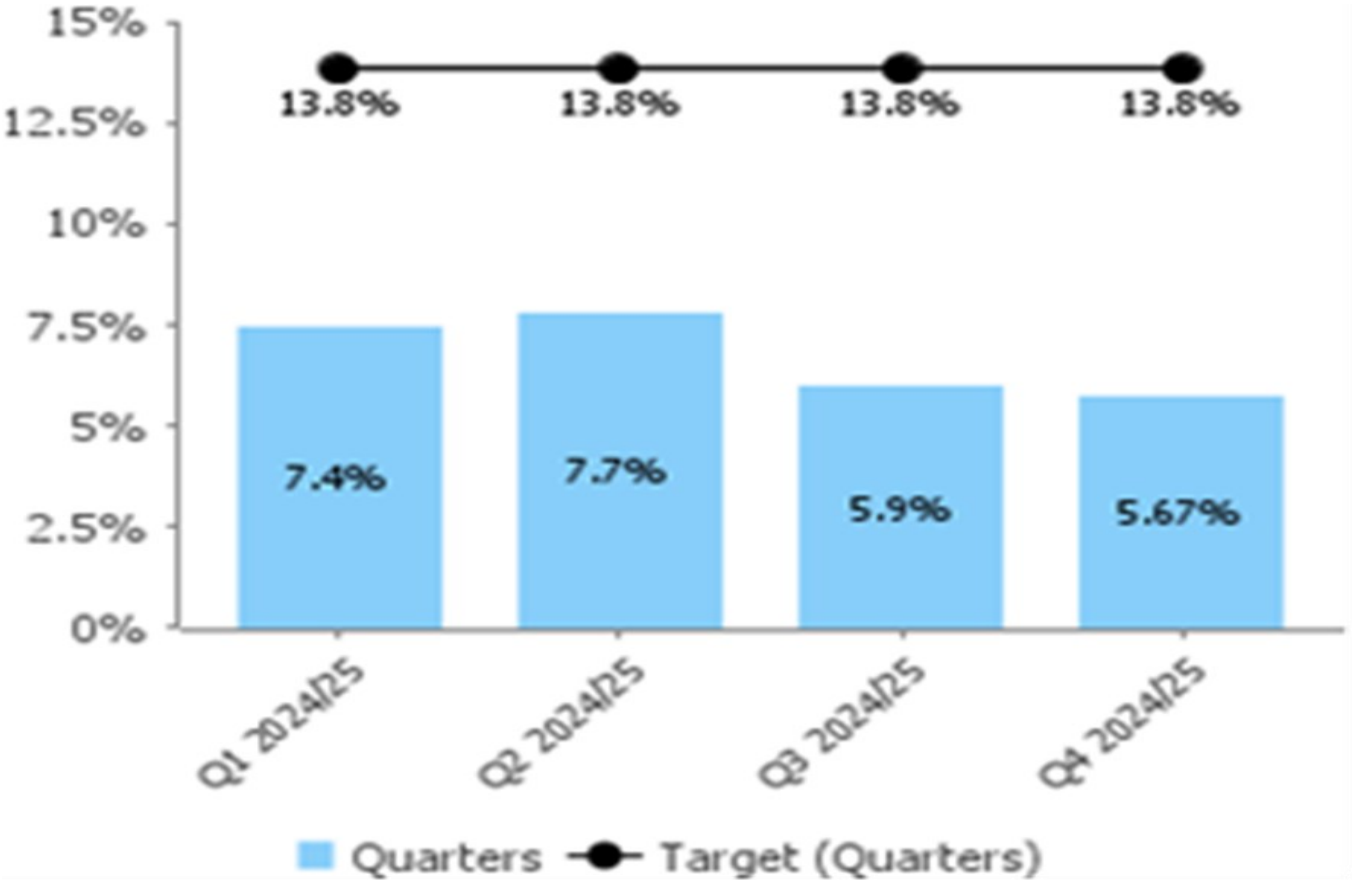


Aim to Maximise  
Red (downward long trend)

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 Q4 seven businesses applied for a green grant but only one was awarded a grant. Four of the applications came in the final week of Q4 and are yet to be assessed and several look promising. 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

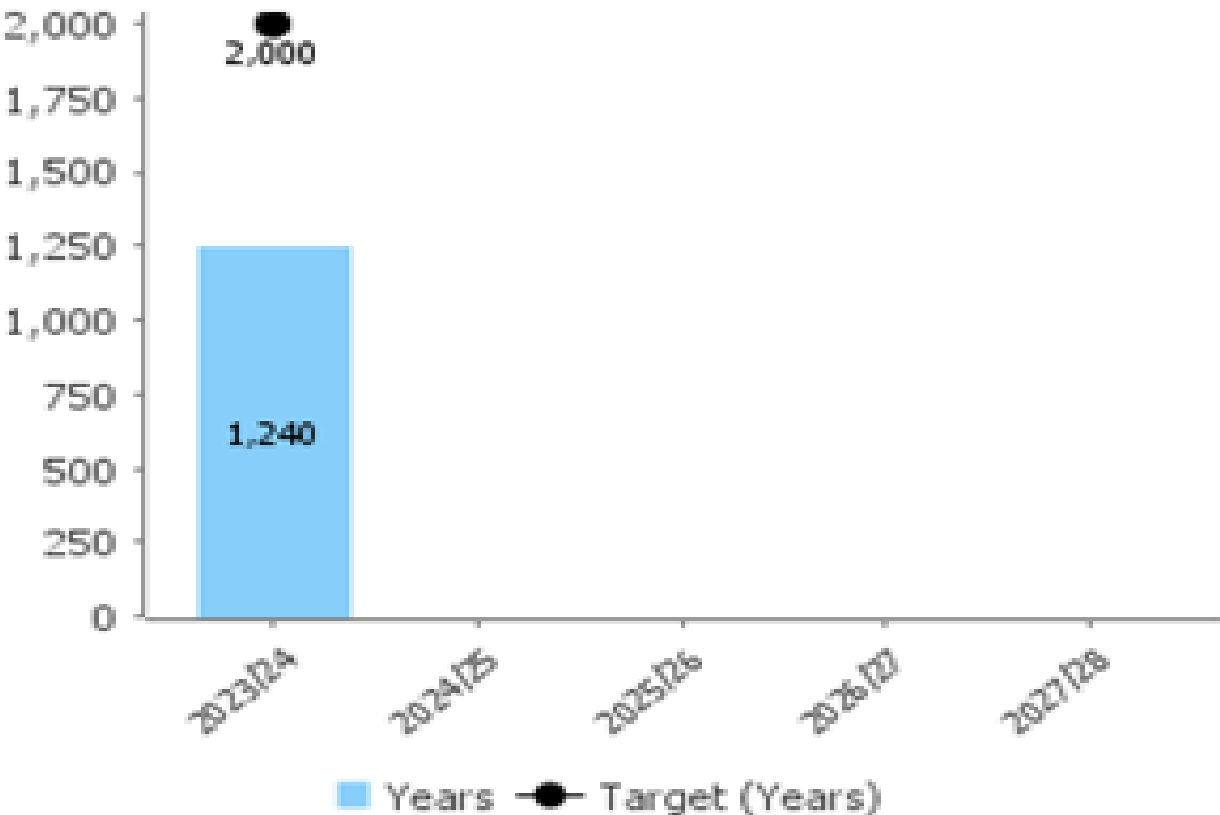


Aim to Minimise  
Green (upward long trend)

Average vacancy rate for Medway's town centres is 5.67% in Q4. This has fallen from Q3. Given the latest national vacancy rate is 14% (Experian Goad) - this is a very promising position.

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

The target set for 2024/25 is 2,000. The ONS reports this statistic annually and an update is not expected until 2025/26.



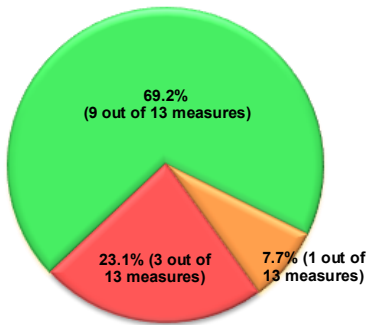
# **Enjoying clean, green, safe and connected communities**

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

# Summary of all performance indicators for this priority

There are 17 performance indicators for the One Medway Council Plan 2024/28 relevant to this committee.

## Performance

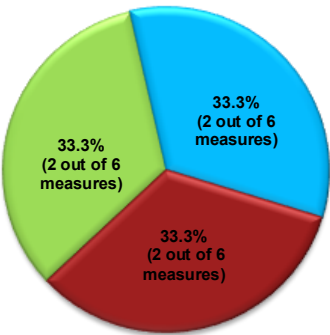


**Performance - key**  
**Green** means met or exceeded target  
**Amber** means slightly below target  
**Red** means significantly below target

This chart shows the performance for 13 of the measures as 4 are unavailable:

- 69.2% (9 out of 13 measures) met or exceeded target.
- 7.7% (1 out of 13 measures) were slightly below target (less than 5%).
- 23.1% (3 out of 13 measures) were significantly below target (more than 5%).

## Direction of Travel



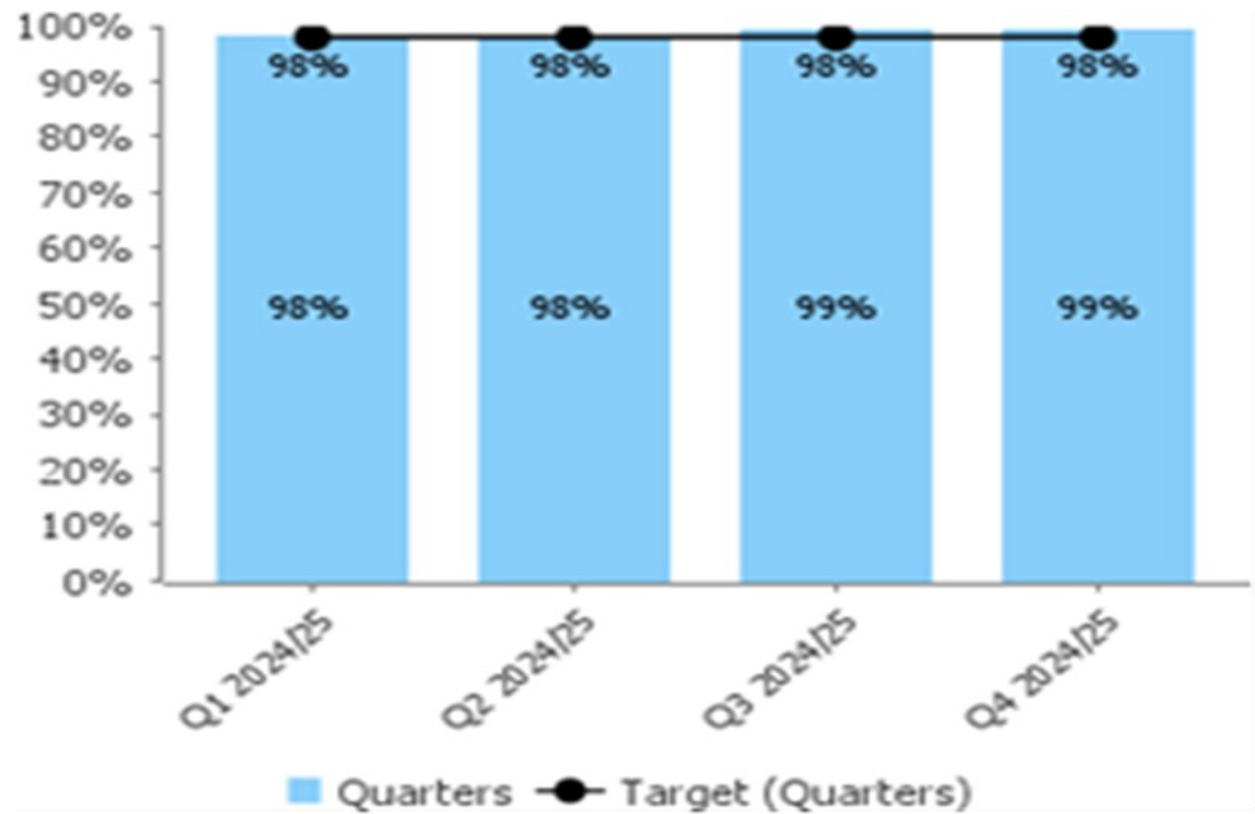
**Direction of Travel - key**  
**Green** means positive travel  
**Blue** means static  
**Red** means negative travel

This chart shows the direction of travel for 6 measures:

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

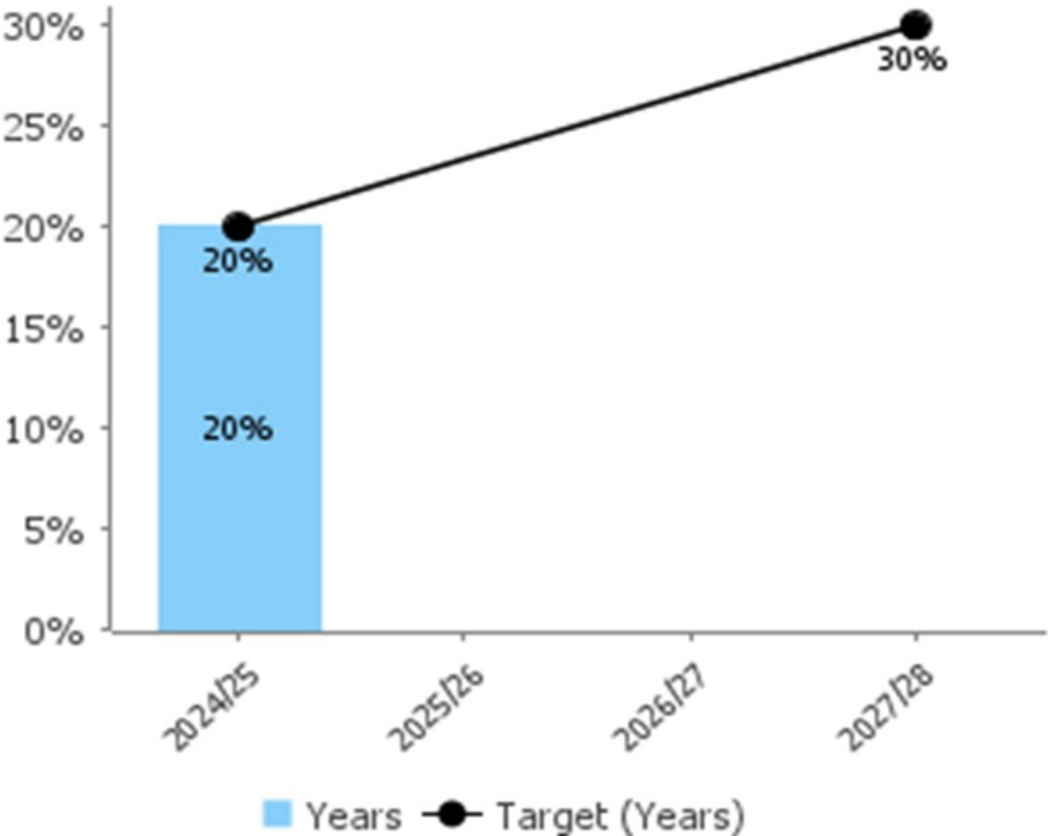


**Aim to Maximise  
Green (upward long trend)**

During Q4, 98.9% 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

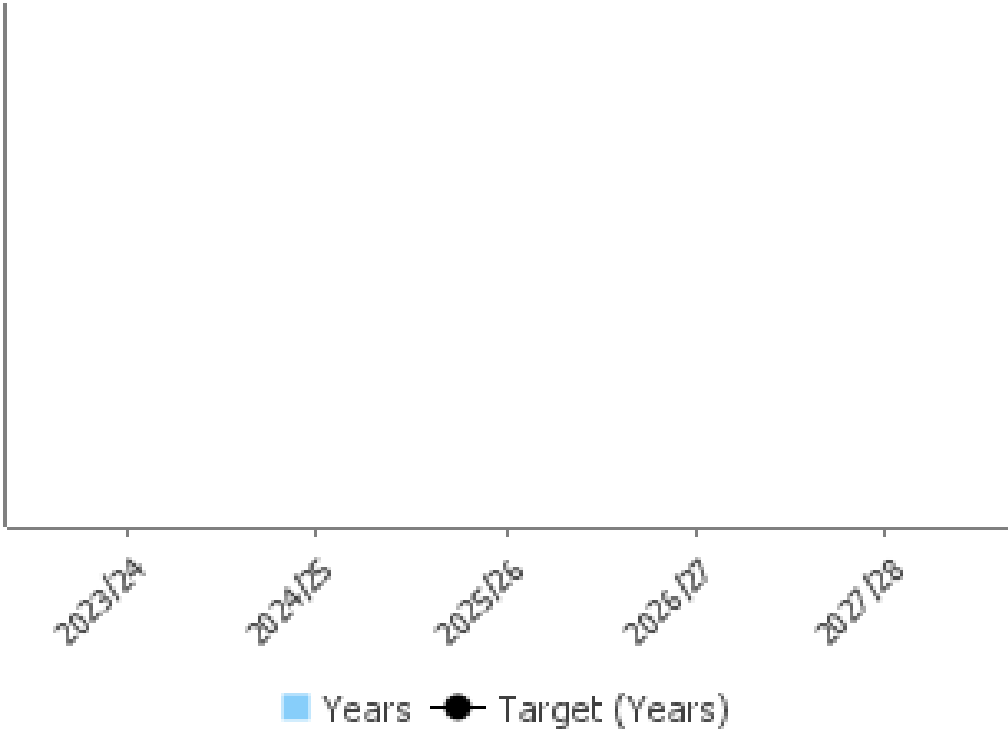
- 3.02 By 2027/28, 30% of roads where maintenance should be considered are actioned



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

As of Q4 a total of 12 sites have been resurfaced. This equates to 23,700m2. All these schemes were identified for resurfacing in 2023/24 for delivery in 2024/25 and all have been delivered.

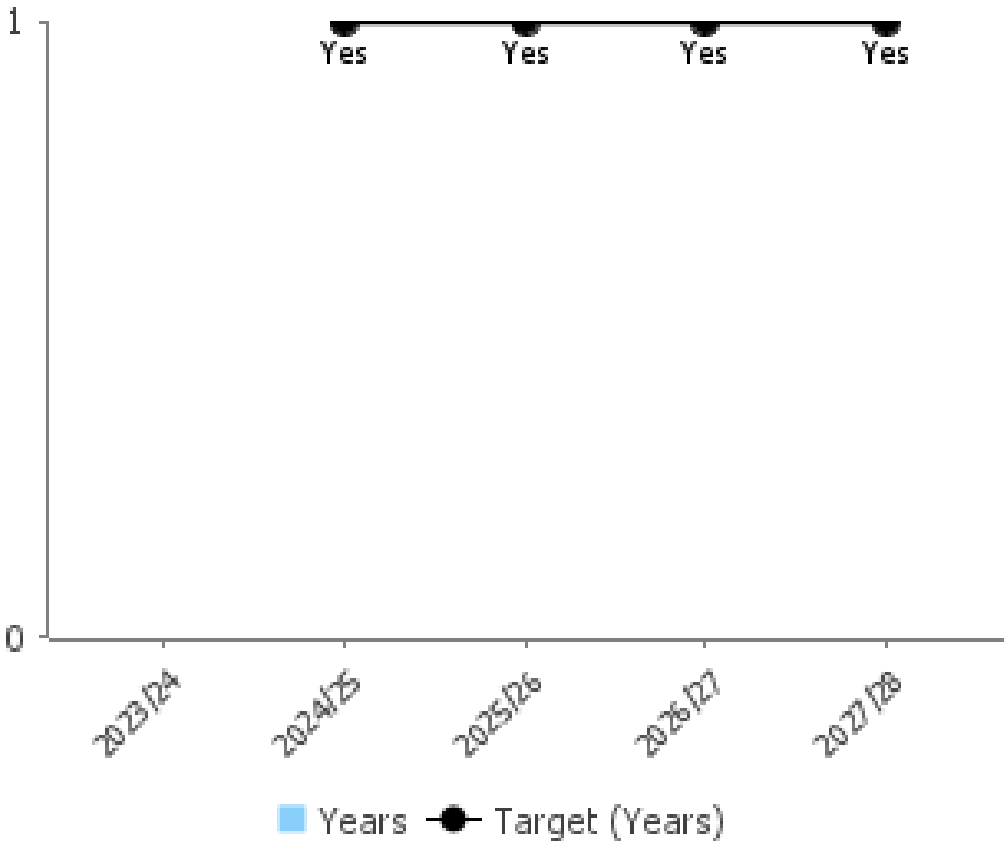
OMCP 3.03 By 2027/28, increase the community satisfaction survey levels in Medway



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

A community satisfaction survey is being planned for 2026/27. Medway’s existing Shared Prosperity Fund programme has a key priority of funding ‘Communities and Place’ interventions. Government has now confirmed funding for the programme into next year, year 4 of the programme has launched and will now be able to fund creation of a survey to measure community satisfaction levels in Medway. The SPF programme has built a strong network of communities to promote and share the survey once available.

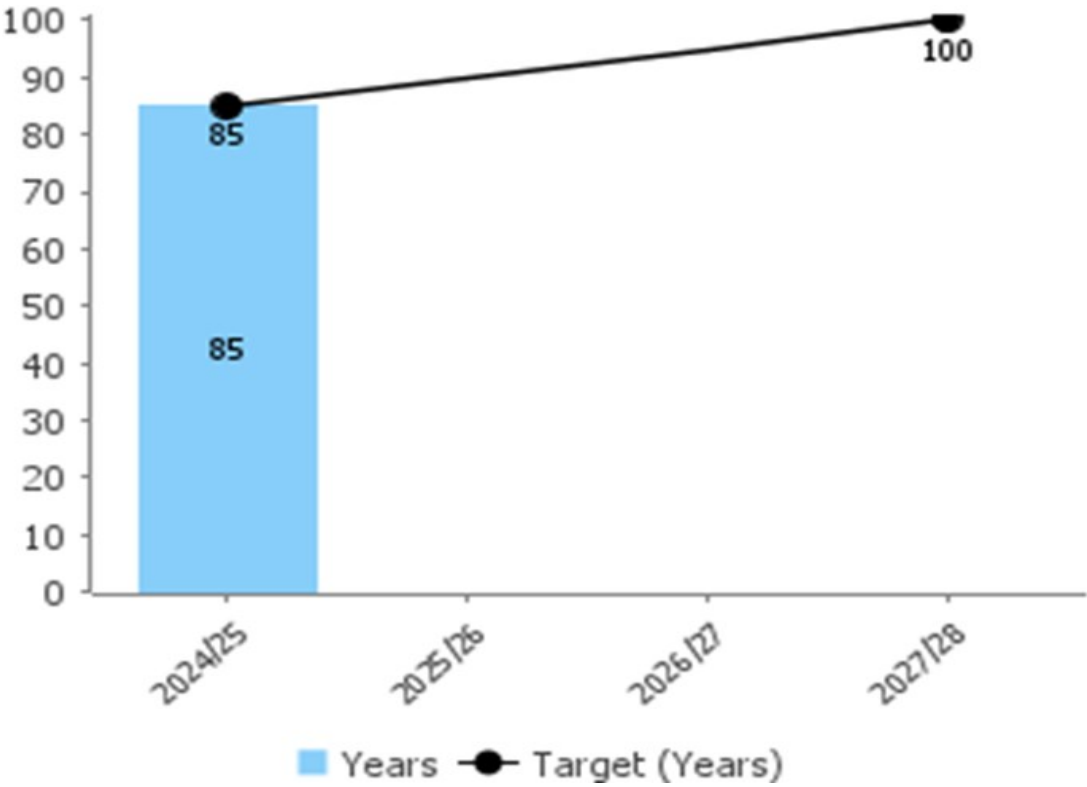
**Celebrating the individuality of all parts of the Medway community, ensuring services, events and activities reflect and support the diverse communities of Medway**  
**- 3.04 By 2027/28, the participation in service led and service funded events and activities match the demographic profile of Medway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



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

As agreed by Full Council in February this indicator will be removed for 25/26 due to data being unavailable.

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

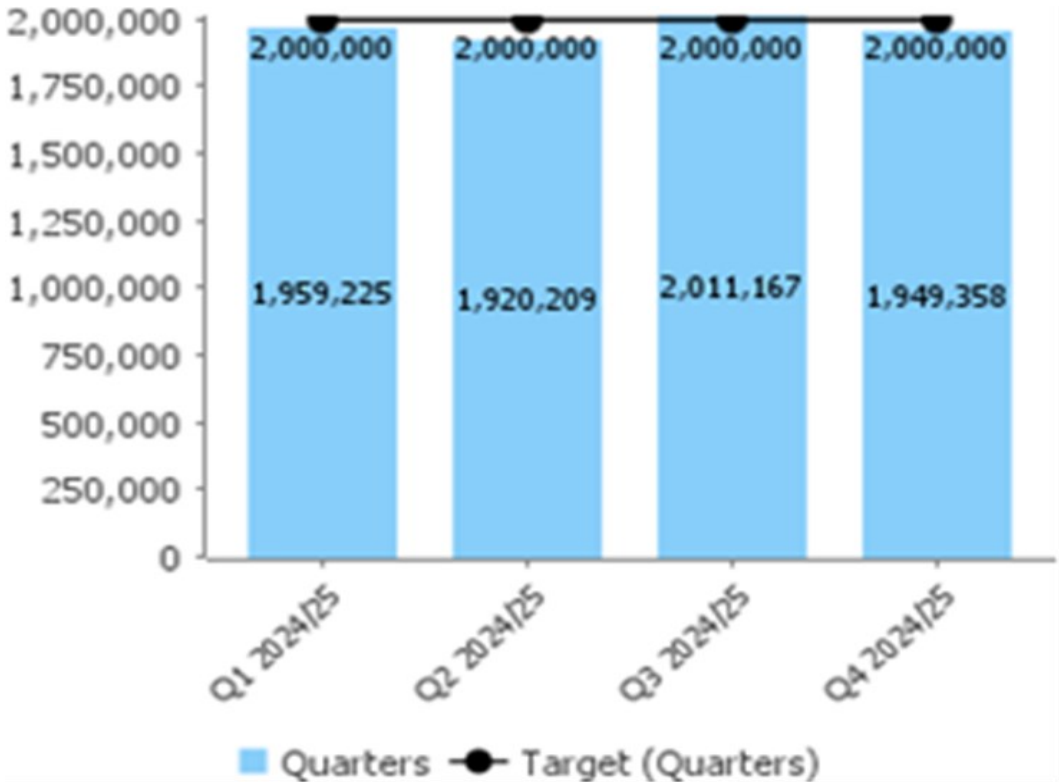


**Aim to Maximise  
Green (no long trend)  
Annual PI.**

During Q4 the public-facing Local Cycling & Walking Infrastructure Plan (LCWIP) was approved by Cabinet. The next stage will be to publish the LCWIP on Medway Council’s website. High-level scheme concepts involving priority walking and cycling routes will be considered further, in conjunction with external Active Travel Fund capital and Capability revenue grant allocations, with the two funding streams combined for 2025/26.



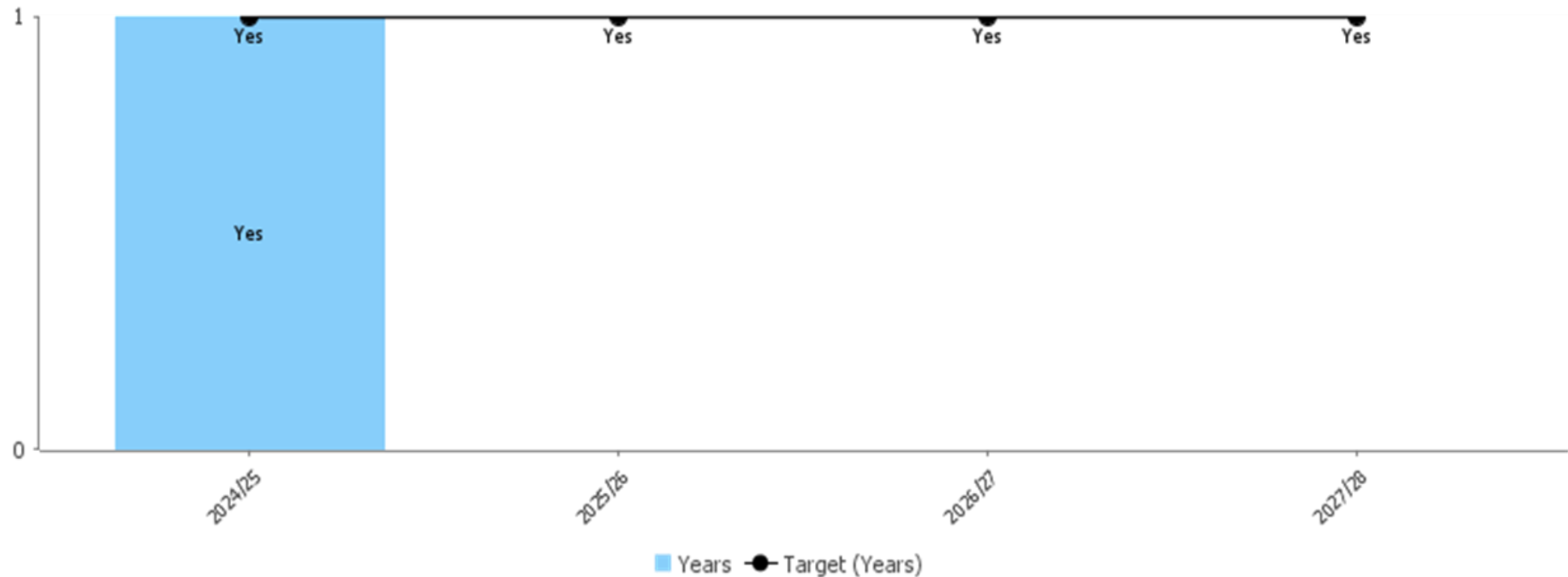
Provide improved opportunities to walk, cycle, use public transport and electric vehicles, reducing carbon emissions and improving air quality  
- 3.06 By 2027/28, increase the number of bus passengers on local services to 9 million journeys per year



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

During Q4 the number of bus journeys undertaken in Medway was 1,949,358. Whilst this was a slight drop on the previous Q4 figure, the overall figure for 2024/25 was 7,839,959. This is the fourth year in a row patronage has increased, continuing the return to pre-pandemic levels of travel.

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)

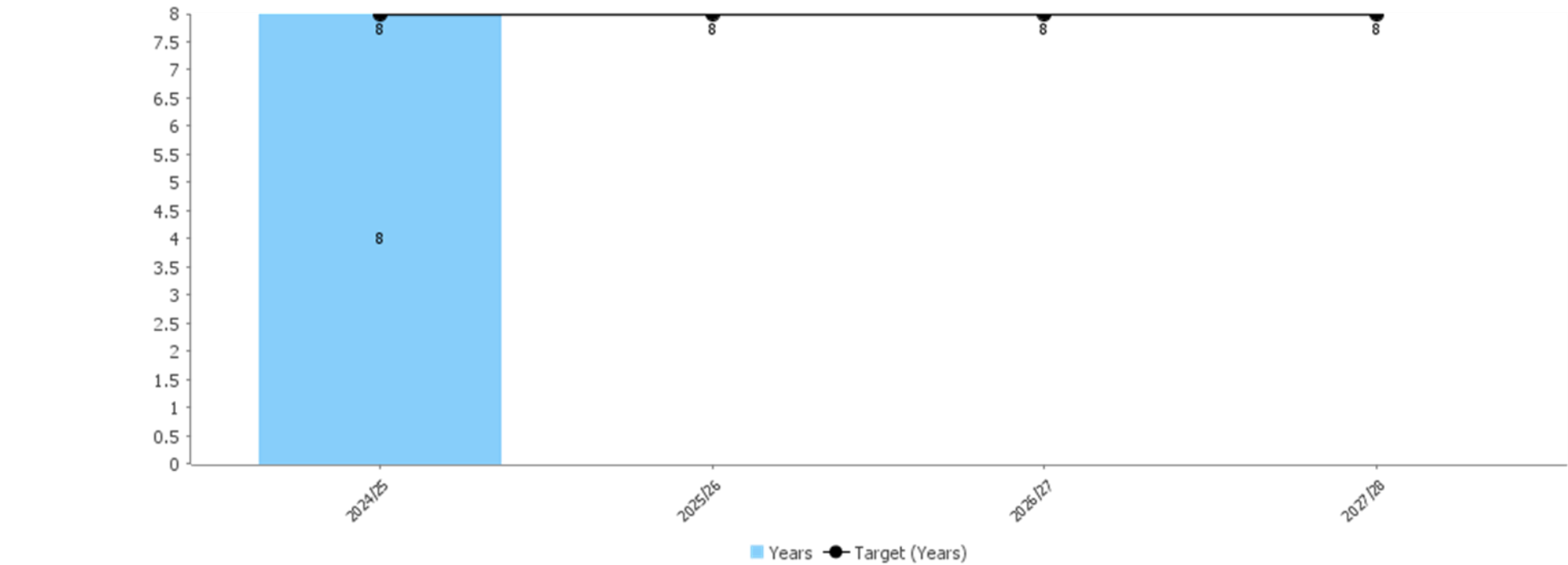


**Aim to Maximise  
Yes/No  
Green (no long trend)  
Annual PI. Due June 2025**

Results of the statutory consultation on the 2025-2030 air quality action plan have been included in the final action plan together with amendments which take into account comments from UKHSA and DEFRA. The final action plan has been submitted to DEFRA for appraisal who have accepted the plan. Subject to approval from DMT the action plan is due for consideration by Overview and Scrutiny Committee and Cabinet for formal adoption in June and July respectively. The EP team are currently in the process of producing the Annual Status Report (ASR) submission to DEFRA, which is due by the end of June 2025. The ASR will contain an update on monitoring trends for 2024 together with an update on action plan progress for the Four Elms Hill air quality action plan, and a final update on progress for the 2015 air quality 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

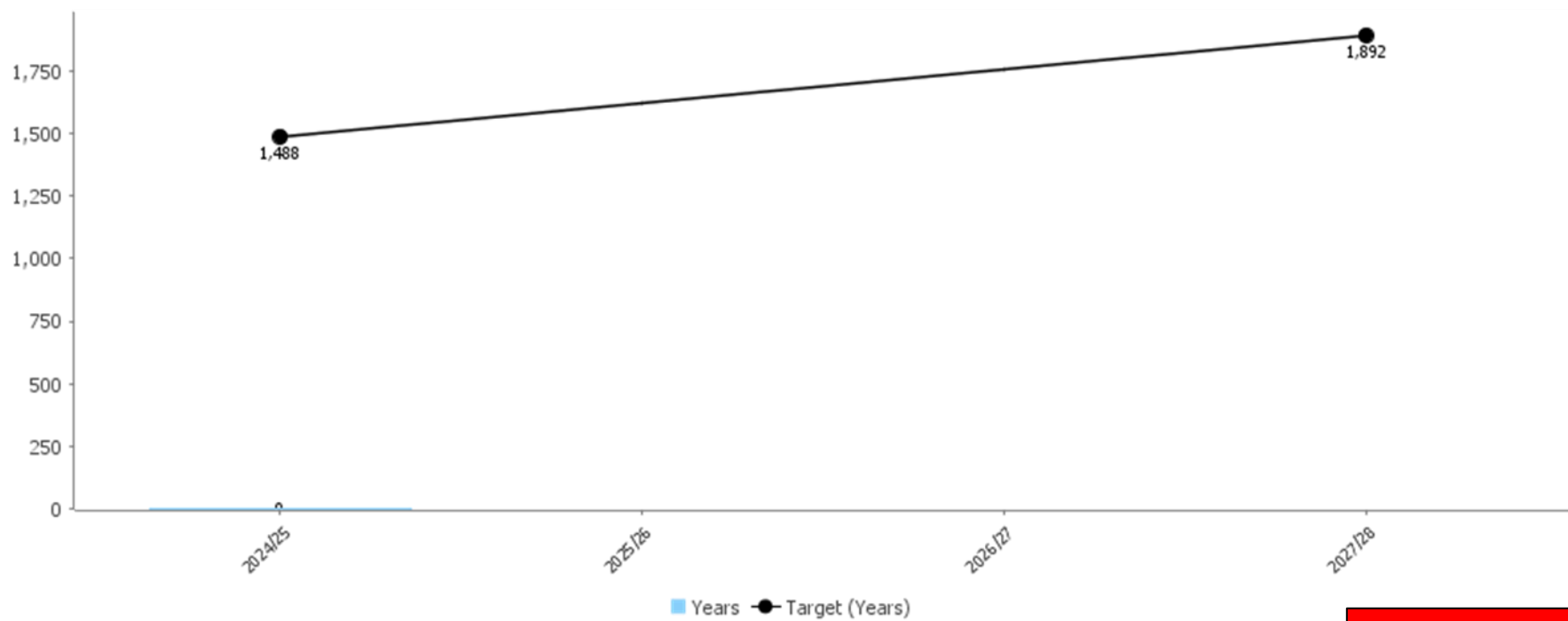


**Aim to Maximise  
Green (no long trend)  
Annual PI Due August 2025**

All 8 Green Flag Award site applications submitted in January 2025. Full judging due from May 2025 onwards at Hillyfields, Gillingham Park, The Vines, Riverside CP and Capstone CP. Ranscombe Farm, Broomhill Park and Great Lines will be by mystery shop later this summer. Announcement of the awards is usually July/August 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

- 3.09 By 2027/28, increase the annual river leisure traffic (yacht club members) visiting Medway as part of the rally season to 1,892

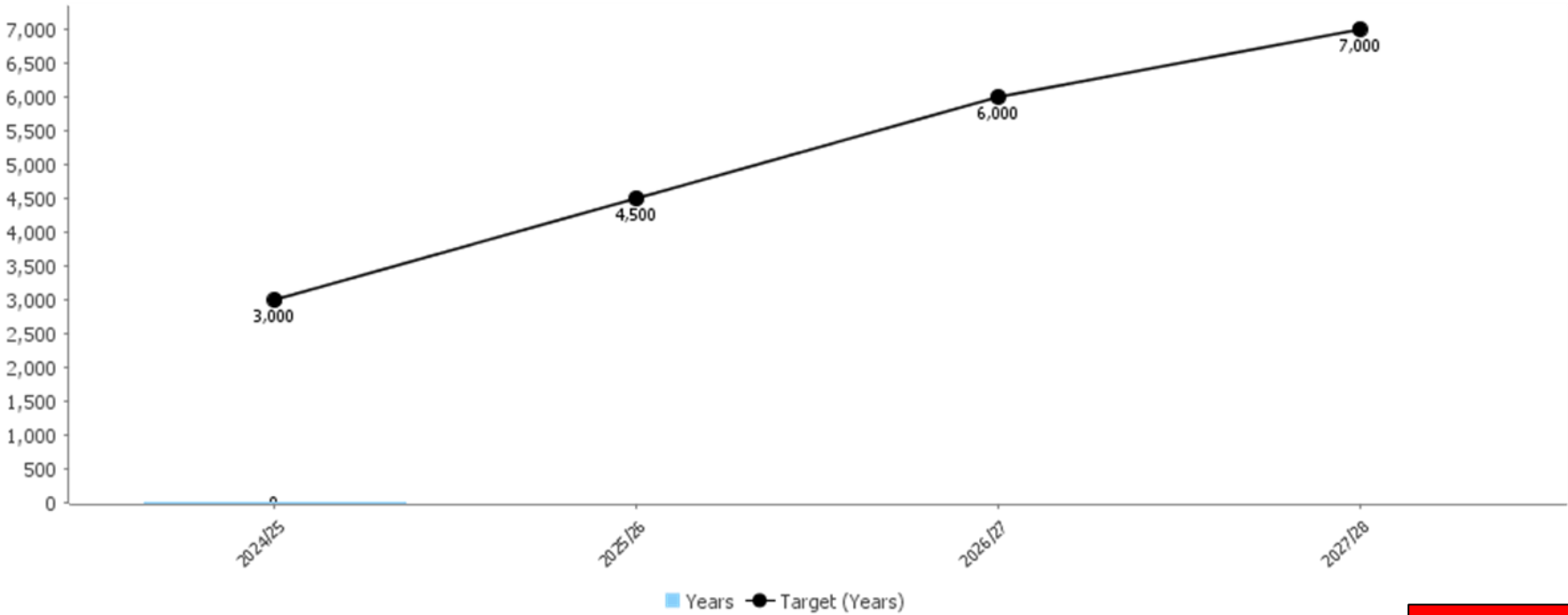


**Aim to Maximise  
Red (no long trend)  
Annual PI.**

This is an annual performance indicator. Seeking opportunities to work with Medway Queen to create events to encourage visitors to arrive at Gillingham Pier by boat  
Improving facilities at Gillingham Pier to establish visitor moorings to increase leisure boat visits. Sun Pier pontoons to be dry docked and repaired followed by improved facilities for visiting boats. Engagement with yacht clubs to provide welcome flotilla for paddle steamer Waverley in September. Event designed to highlight maiden berth at Limehouse Landing of paddle steamer and attract additional leisure craft.  
Improvements to facilities at Gillingham Pier to enable visits by leisure craft to see Medway Queen & historic tugs. X3 historic tugs to be moored on western arm.

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

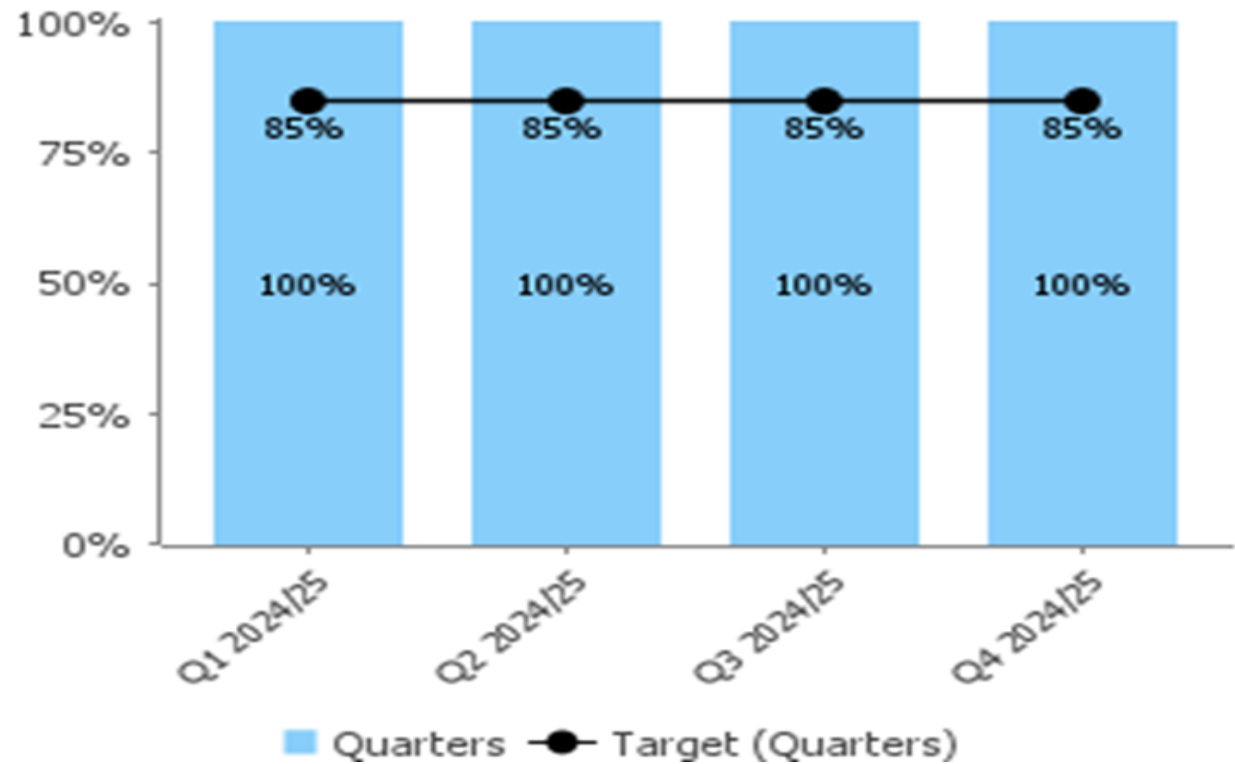


**Aim to Maximise  
Red (no long trend)  
Annual PI.**

This is an annual performance indicator. March 2025 Limehouse Wharf landing platform 96% complete  
Fendering posts to be installed to facilitate safe visit by Waverley Paddle Steamer x3 date late Sept/early Oct 2025. 200 passengers leaving ship at Rochester expected  
Jetstream Tours confirm first sailing to Limehouse Landing @Rochester: Sat May 3 arriving from Southend - 200 passengers on each sailing.  
Jetstream tours continue sailings over Sweeps festival May 4/5. Ongoing discussions with X-Pilot boat to bring additional passengers to Rochester from Whitstable and Queenborough - Summer 2025. Installation of Limehouse Landing at Rochester Riverside to enable river boat tours to Rochester from Southend, Gravesend and Queenborough complete. Jetstream tours begin sailing May - Sept. predicted passengers to Medway 750. Waverley Paddle steamer to make x3 sailings in late Sept - early Oct. predicted passengers to Medway 600. Forecast of 1300 passengers arriving at Rochester between May & Oct 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

- 3.11a By 2027/28, 100% of highway network inspections are carried out on time

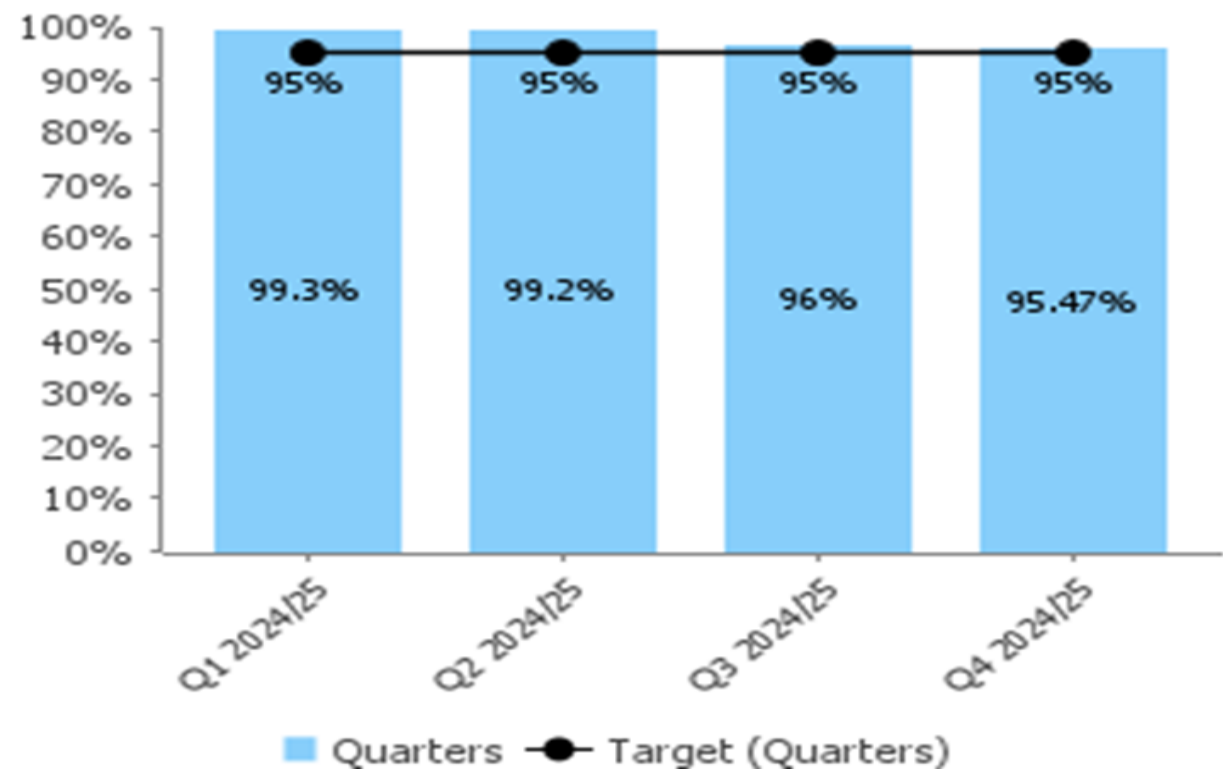


**Aim to Maximise  
Green (static long trend)**

In Q4, 919 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

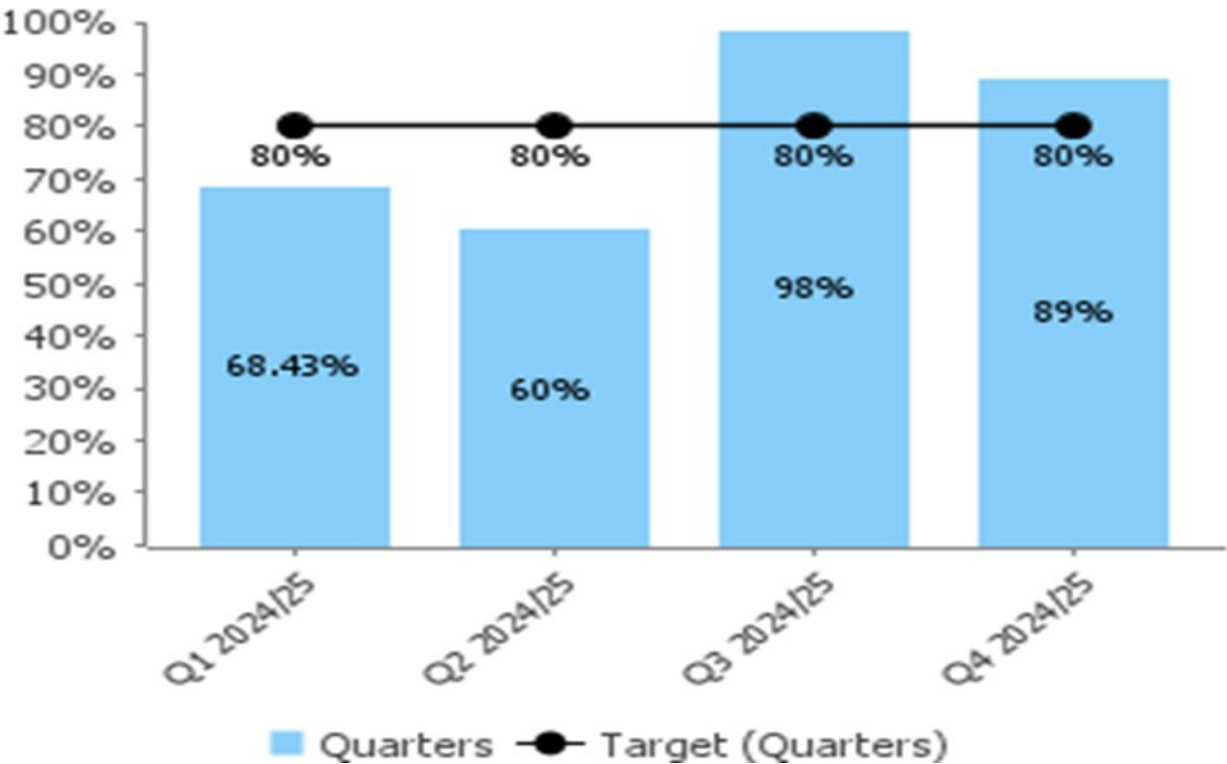


Aim to Maximise  
Green (downward long trend)

During Q4, 3,158 jobs were completed, of which 143 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



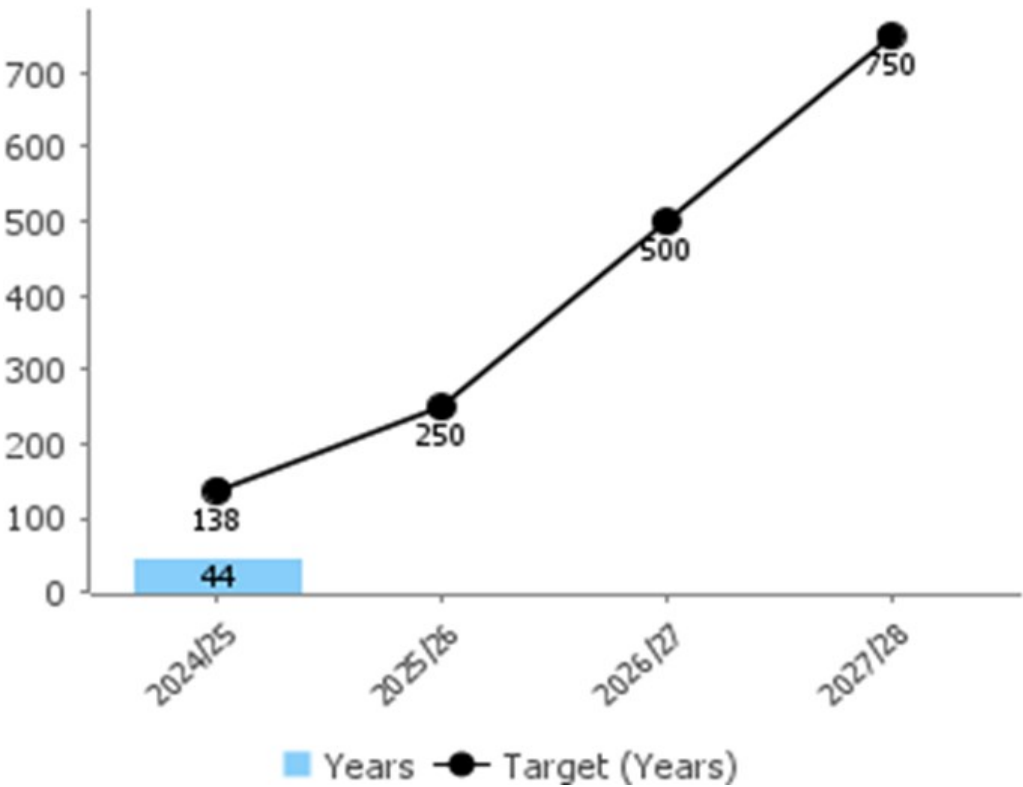
Aim to Maximise  
Green (upward long trend)

The roadworks completed in Q4 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

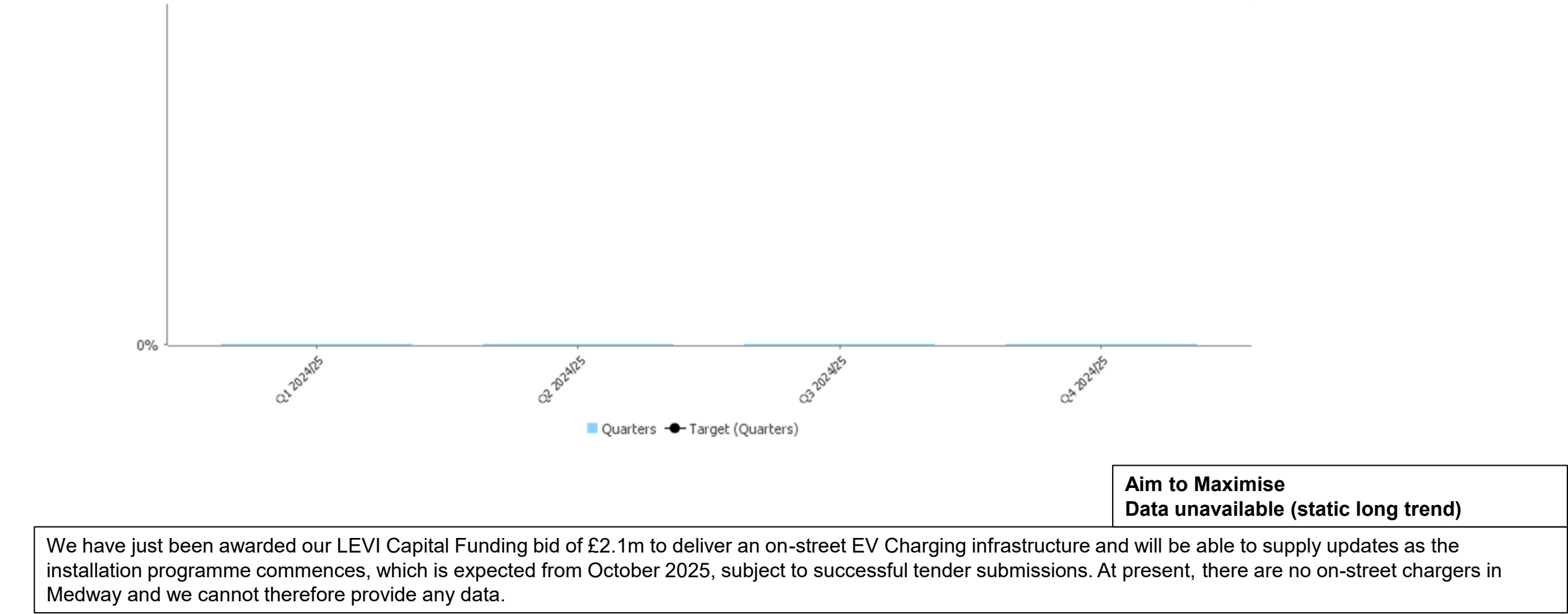


Aim to Maximise  
Red (no long trend)  
Annual PI.

Our LEVI Capital funding to deliver an On-Street EV Charging Infrastructure has been received and works are now underway to prepare our route to market. It is expected that alongside the 44 existing charge points in Council Car Parks, that LEVI will deliver a minimum 140 new charge points in the first year of the contract.

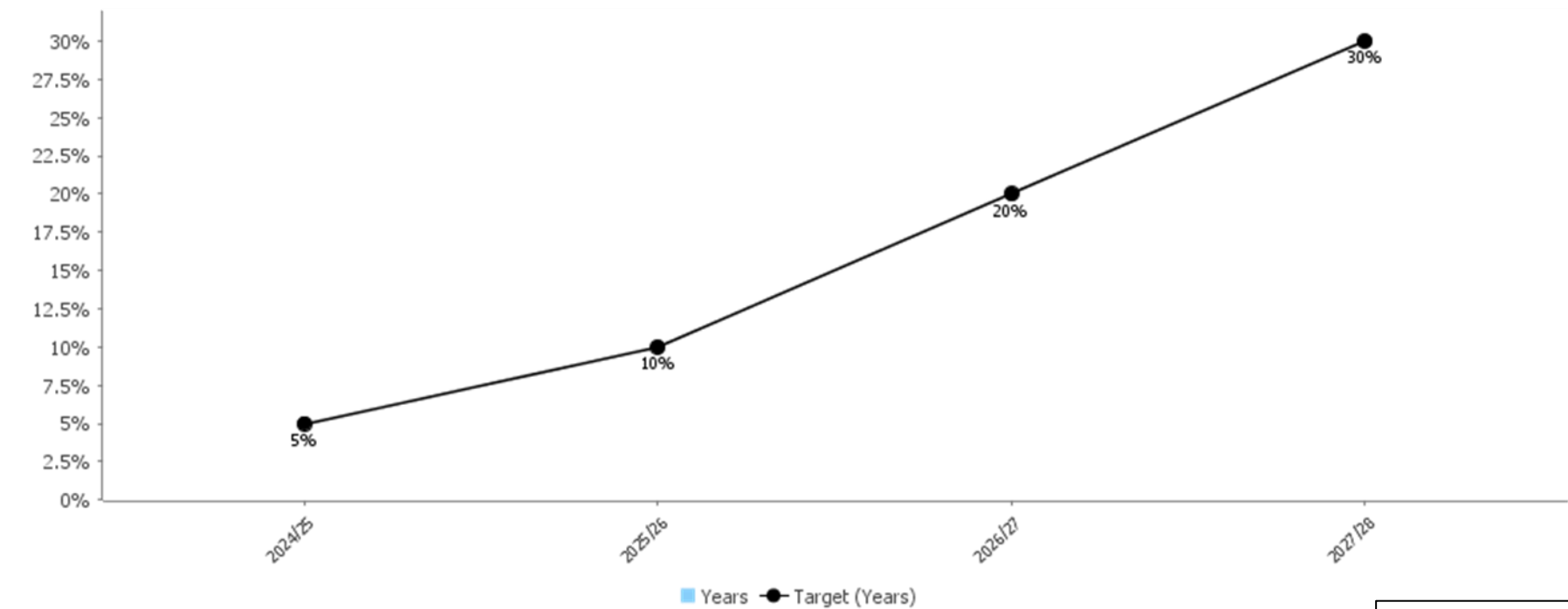
Engage Medway’s residents in ensuring Medway is clean and well maintained. Protect and enhance Medway’s river, green spaces and environmental assets as a means of effectively tackling climate change

- 3.13b By 2027/28, on-street electric vehicle chargers achieve 100% utilisation



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

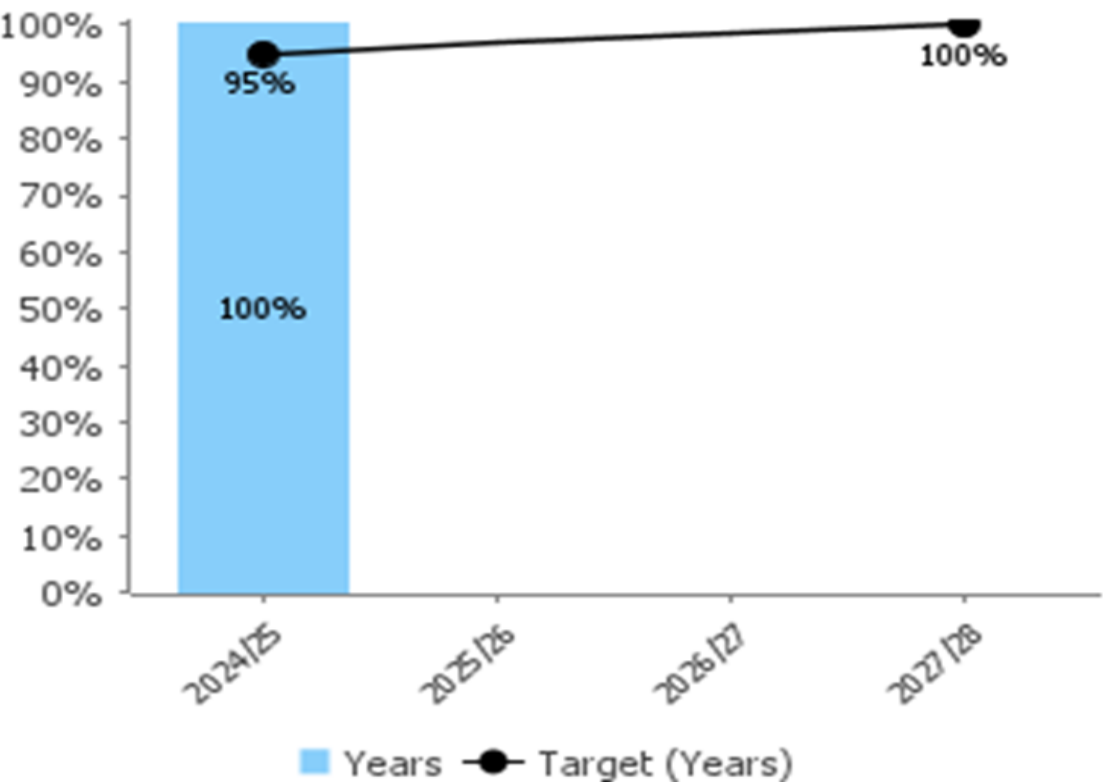


**Aim to Maximise**  
**Data unavailable (no long trend)**  
**Annual PI. 2024/25 data due Q1 25/26**

As at Q4, we completed our commitment to deliver 12 carriageway resurfacing schemes, 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. The annual figure cannot be provided by the contractor at this time. The 2024/25 data should be available in Q1 2025/26.

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 Green(no long trend) Annual PI.

As at Q4, 100% of material removed from our 12 carriageway resurfacing schemes was diverted from landfill for recycling.

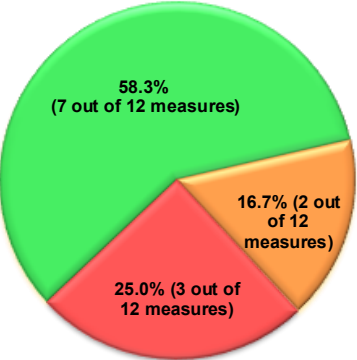
# Living in good quality, affordable homes

- 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 relevant to this committee.

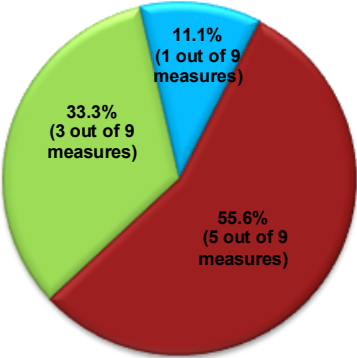
## Performance



**Performance - key**  
**Green** means met or exceeded target  
**Amber** means slightly below target  
**Red** means significantly below target

This chart shows the performance for 12 measures as 4 measures are unavailable:  
58.3% (7 out of 12 measures) met or exceeded target.  
16.7% (2 out of 12 measures) were slightly below target (less than 5%).  
25.0% (3 out of 12 measures) were significantly below target (more than 5%).

## Direction of Travel

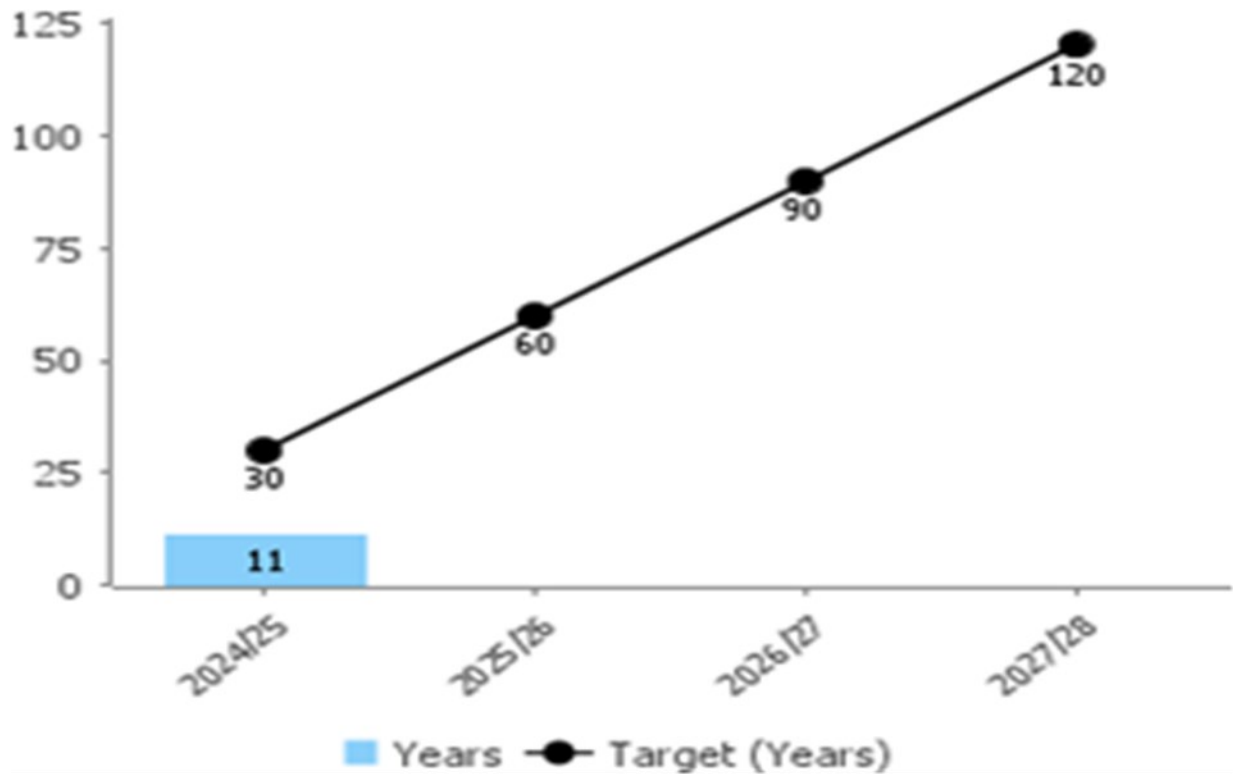


**Direction of Travel - key**  
**Green** means positive travel  
**Blue** means static  
**Red** means negative travel

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.

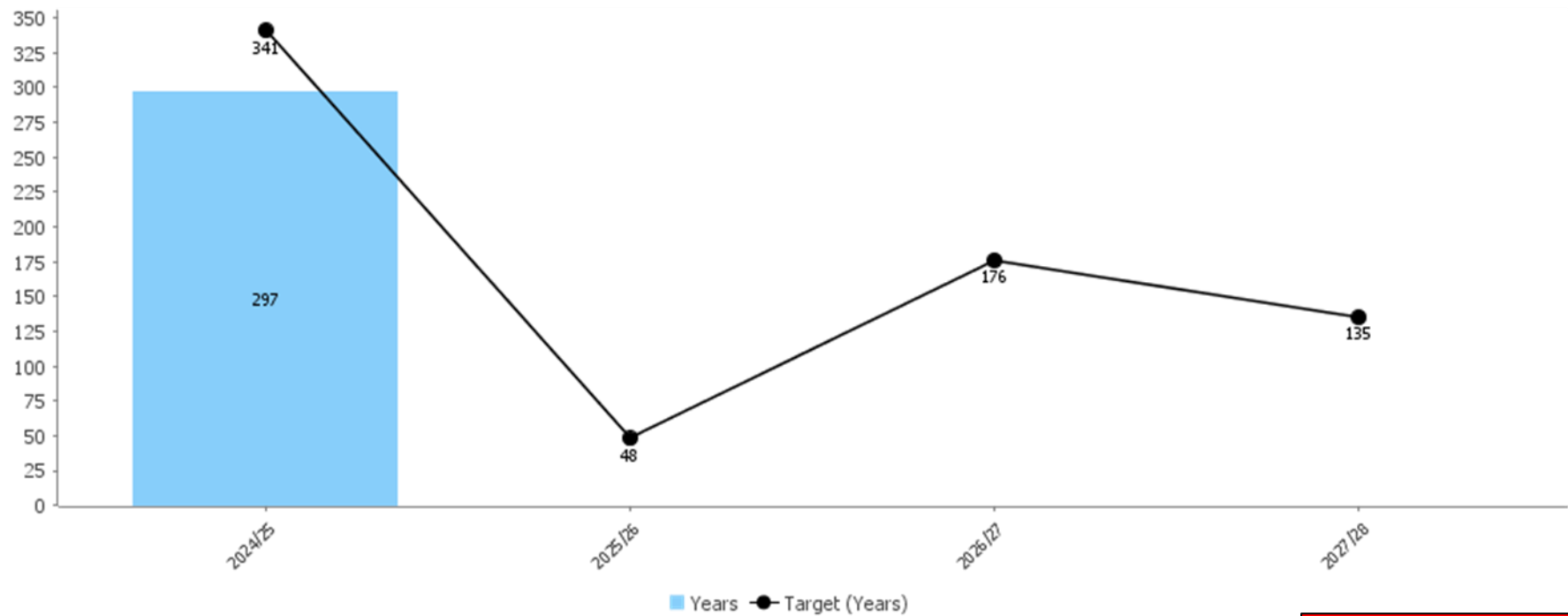
Increase the supply of good quality, energy efficient and sustainable homes that reflect the needs of the communities in Medway  
- 5.02 By 2027/28, increase the housing revenue account (HRA) council stock by 4%



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

The build for Truro Manor (phase 6, 44 homes) is anticipated to complete in summer 2025 due to timescales required for gas work road closures. Lennox Wood (phase 5, 19 homes) is on track and the contractor on site, with completion anticipated for April/May 2026. An application for £1.650m has been submitted to the Affordable Homes Programme, with confirmation of the funding expected in April/May 2025. The ecology works for Aburound House (phase 5, 18 homes) are starting again on 7th April 2025, with start on site anticipated for early summer. Exchange of contracts for Block B Ingram Court in (9 homes) has been delayed due to a planning query regarding a S106 payment, exchange is anticipated for April 2025 with completion in the summer. A budget request will be put forward in Q1 of 2025/26 for further development projects in the HRA pipeline.

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

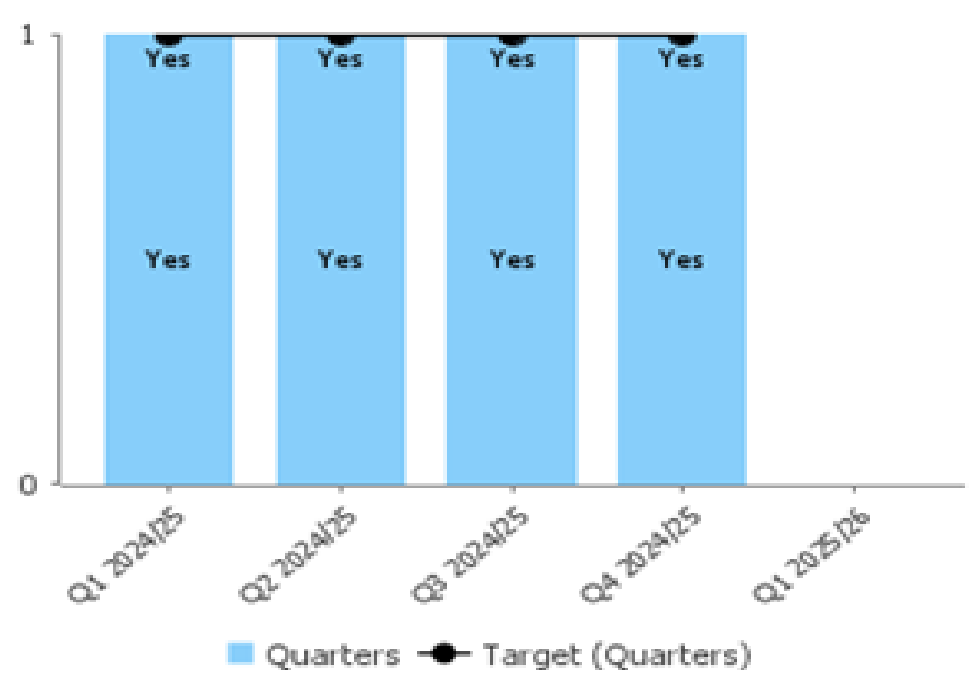


**Aim to Maximise  
Red (no long trend)  
Annual PI.**

This is an annual performance indicator. Delivered as at Q4 24/25:  
Garrison Point - All 115 homes completed.  
Chatham Waterfront – All 182 completed  
Britton Farm - 44 homes to be delivered. This will now be completed by Q2 25/26 due to subcontractor resource delay.  
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.

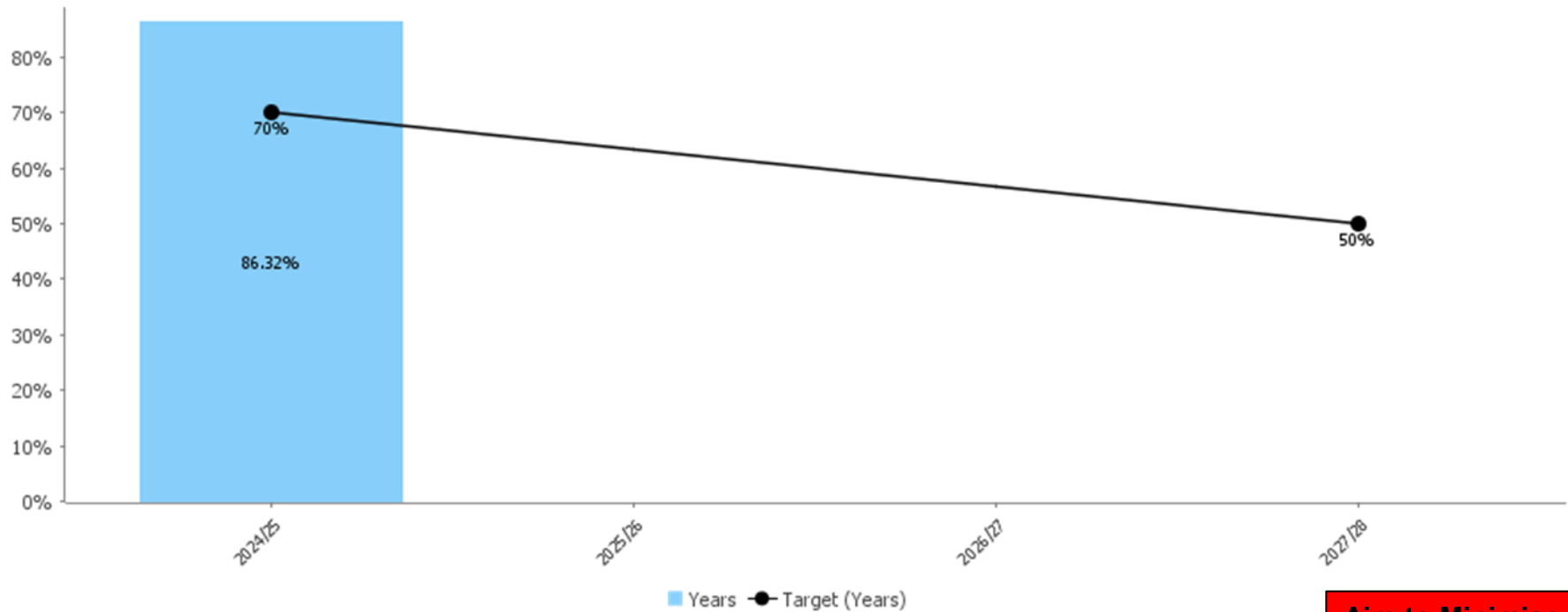
Cabinet approved an updated Local Development Scheme, which sets out the timetable for the Local Plan, on 17 December 2024. Key milestones are:

- Publication of Draft Plan at Regulation 19 – June 2025
- Submission of plan for examination – November 2025
- Adoption of plan following examination – December 2026

Working towards reporting Reg 19 Local Plan to Full Council on 26 June 2025 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%

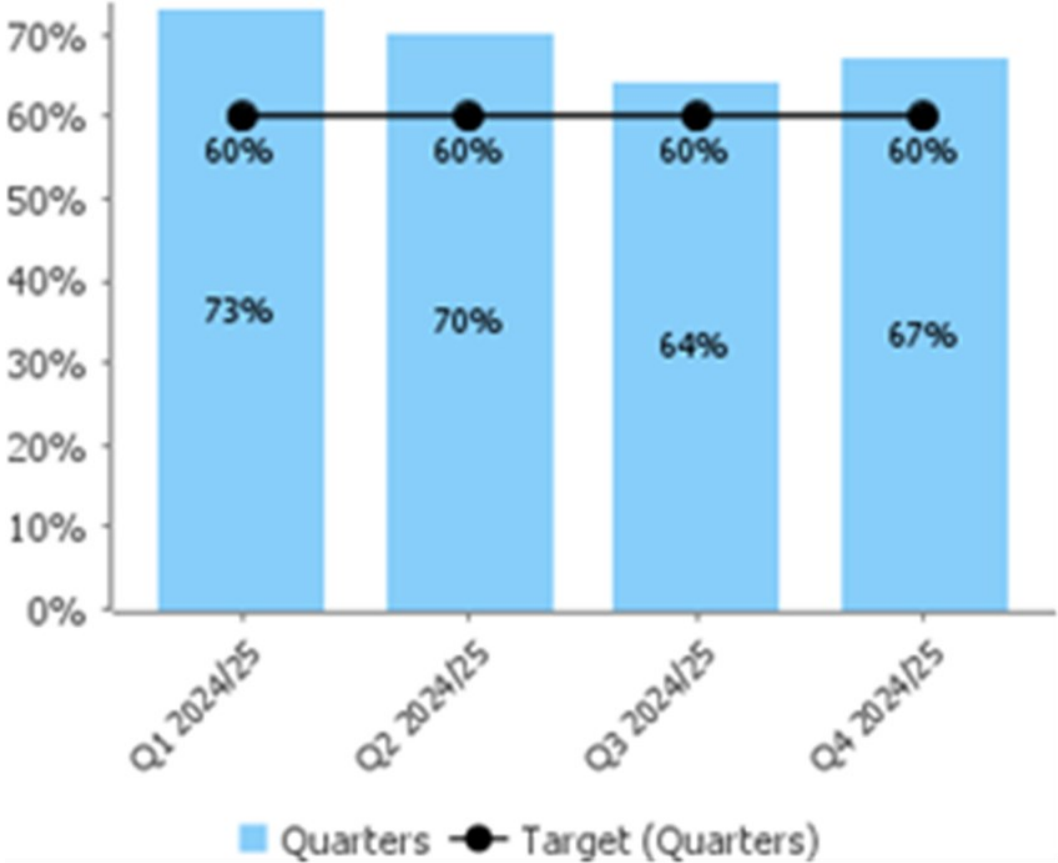


**Aim to Minimise  
Red (no long trend)  
Annual PI.**

At the end of Q4, 82.8% of those households in temporary accommodation (TA) were placed under nightly paid, private sector arrangements. As of 31 March 2025, there are 589 households in all forms of temporary accommodation. 484 households are in nightly, paid private sector temporary accommodation at a cost of £28,105 per night. As expected, the average numbers across this quarter have increased from Q3. We should note that we anticipate that we may see a further increase in approaches of households experiencing homelessness with the current national cost of living issues and the coming Renters Reform Act. However, with the increase in TA Owned Acquisition programme develops and with the TA Reduction Actions coming into play we are confident that we should see this number begin to reduce through Q1 of 2025-26. At the end of Q4 there are 69 Households are HRA TA in use, 12 corporate in TA use, 14 owned TA in use and 0 Bed and Breakfast TA in use. Medway Councils Private Rented Sector Team has now joined with One Medway Lettings through the client find offer we have seen a 50% increase in successful signups and through the new Full managed service have acquired 7 properties and managed to successfully sign up 5 clients from temporary accommodation. 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 41 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

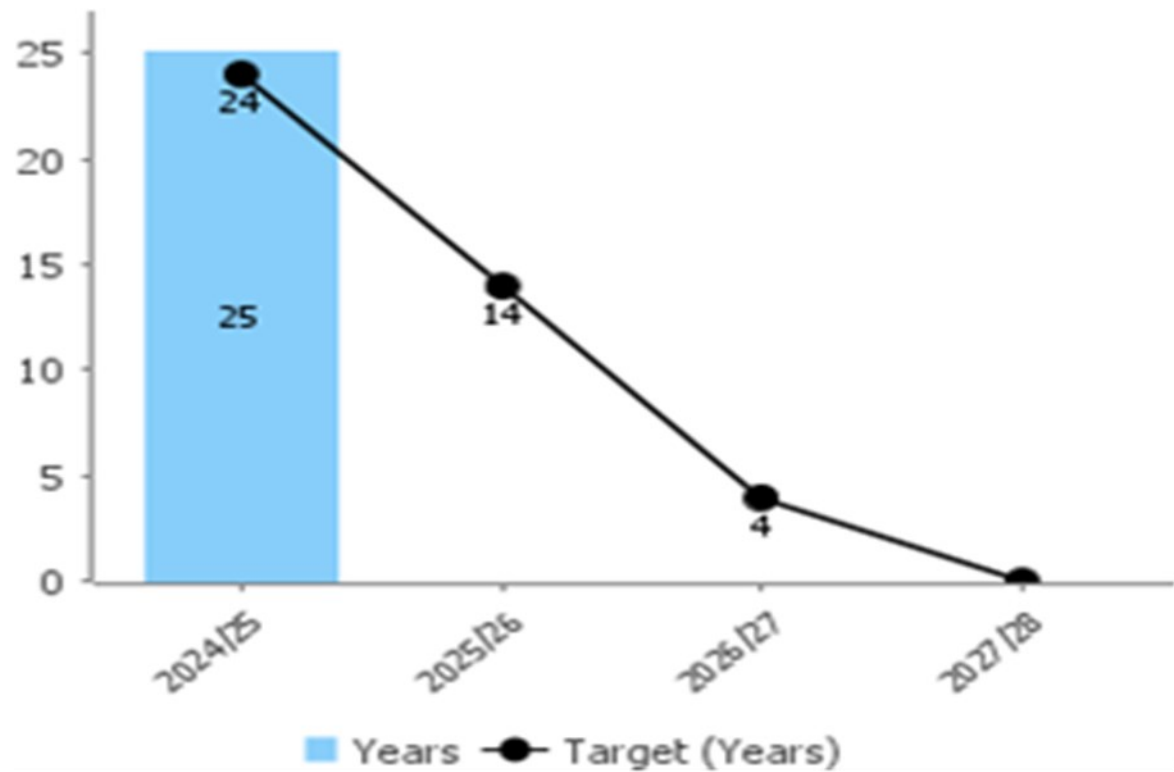


**Aim to Maximise  
Green (downward long trend)**

At the end of Q4, Housing Options have seen over 3600 households' approach for assistance, of all households where a homeless duty has been triggered 67% 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 a total of 313 households for being prevented from homelessness and avoiding the need for emergency accommodation generating an additional saving to Medway Council of the region of £227,000.00. This is supported by the Private Rented Sector Team which has been rebranded to One Medway Lettings who have through an improved offer been able to negotiate with local landlords to acquire properties and at the end of Q4 saw an increase of 50% in successful signups compared to 2023/24 on our tenant find service. One Medway Lettings fully managed service has successfully signed up 7 properties for the scheme and moved 5 families from temporary accommodation into their new homes with 2 further households being identified for the other 2 properties.

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

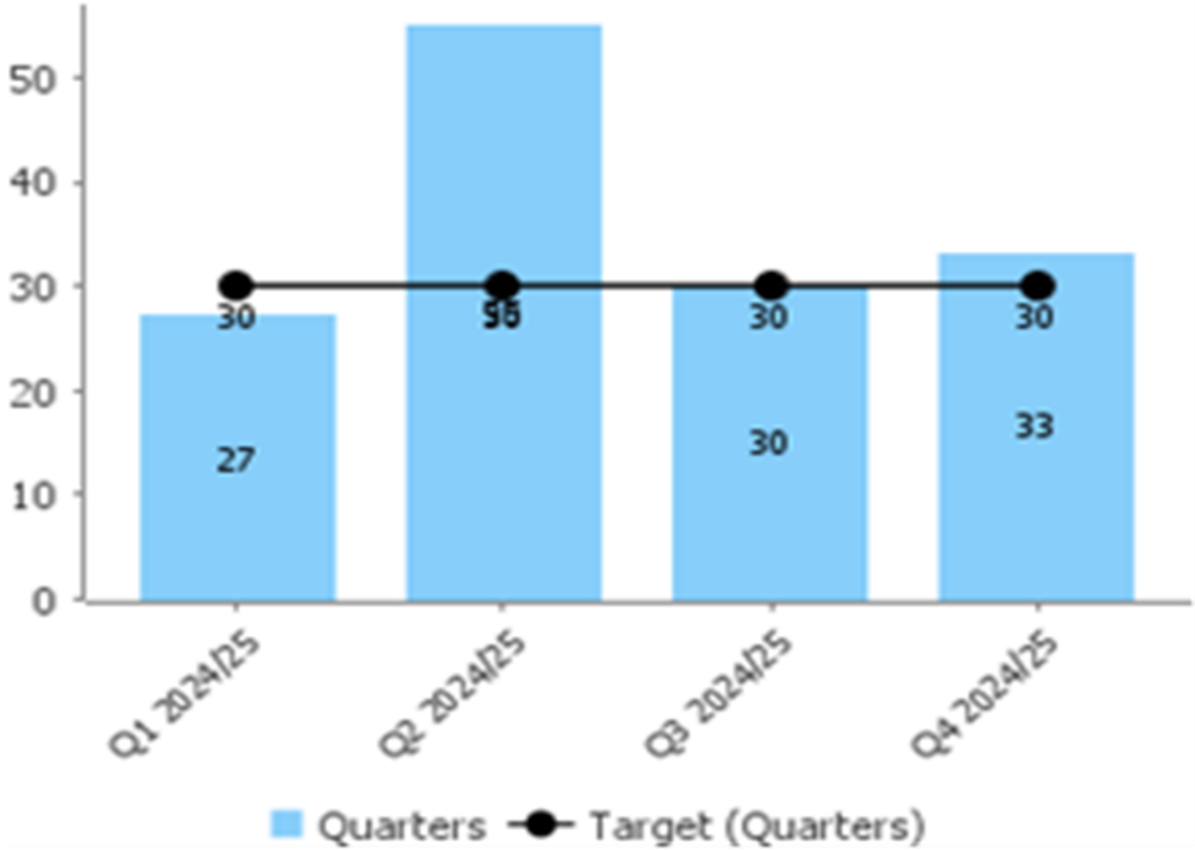


**Aim to Minimise  
Amber (no long trend)  
Annual PI.**

The Rough Sleeping team have been working with a whole system approach during the last quarter – this has included multi agency service visits to the winter shelter and a weekly task and finish group has been running to move people into longer term accommodation in a planned way. To meet demand, additional funding has been utilised throughout March to increase capacity, and the shelter has been running at an average of 25 spaces per night. To date, 28 people have been assisted into more sustained accommodation options and each person currently using the shelter will have a written plan confirming what ongoing assistance can be offered, including relevant agencies contact details before the shelter closes. Medway Housing have agreed to keep the shelter open for a further two weeks until 14 April 2025 to maximise opportunities for move on prior to closure. As well as agencies attending the shelter to provide support on site, there is a running programme of surgeries at Caring Hands day centre to increase the number of homeless applications taken to ensure better tracking of outcomes for the people who have used the shelter. From April, a more intensive staffing model will be deployed at the Medway Assessment Centre (MAC) to see if move on rates can be increased to allow more people to access the service over the course of the year, and to allow for a higher level of individual need to be met.

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



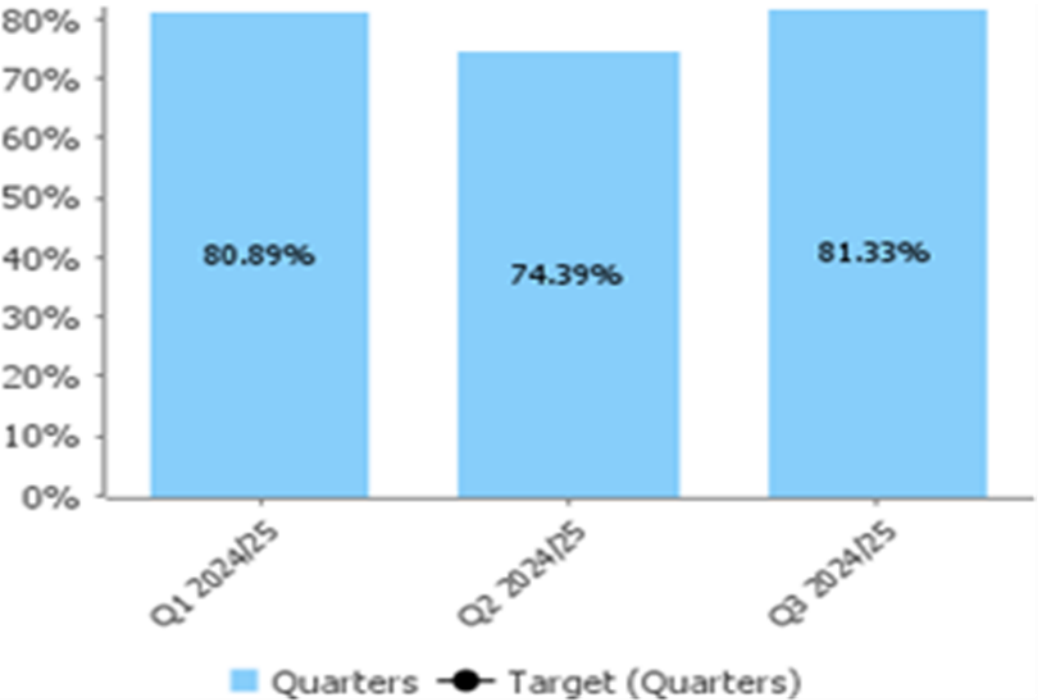
Aim to Maximise  
Green (downward long trend)

During Q4, 33 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. Seven Discretionary stair lift grants, and two 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. (upward long trend)**

This performance indicator is reported quarterly in arrears. This update is for Q3 2024/25

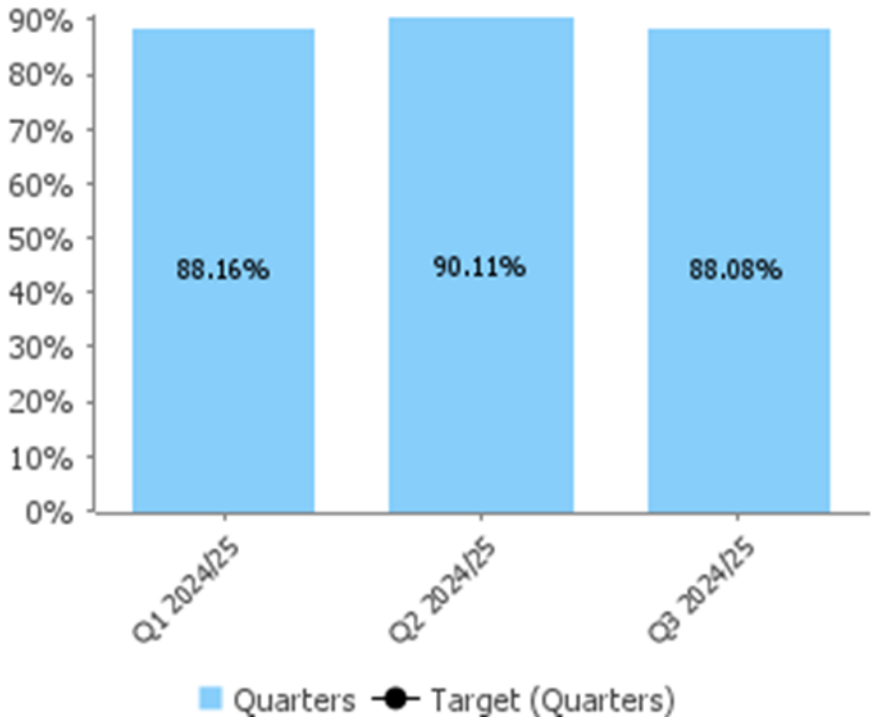
Satisfaction amongst users of parks and open spaces was 81.33% in Q3 24/25, 6.94 percentage points more than the 74.39% figure seen in Q2 24/25.

Fewer users were dissatisfied about the service (6.67%, down from 13.41% in Q2) than neutral (11.3% of respondents, down from 11.6% in Q2). A further 0.7% gave no response to this question.

These results are based on the 150 users of parks and open spaces from the 235 respondents to the Q3 24/25 Citizens’ Panel, giving a margin of error of +/-8.0%, 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

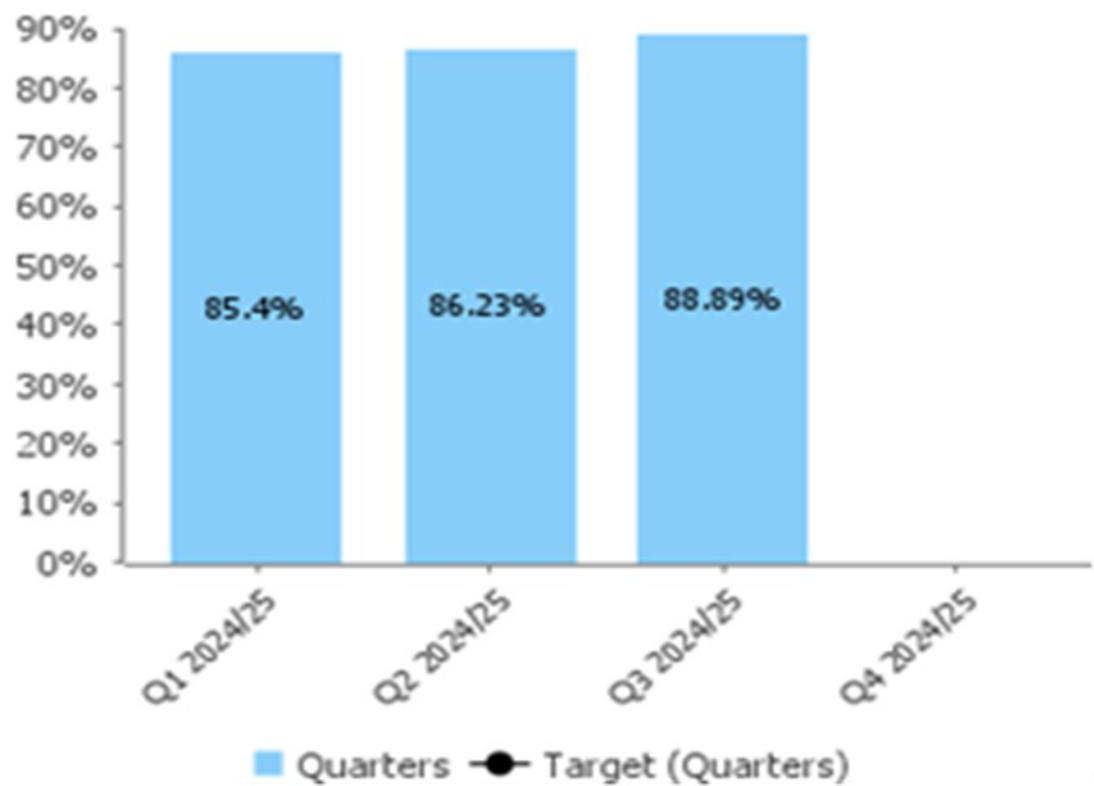


**Aim to Maximise  
Data only. (downward long trend)**

Reported a quarter in arrears. Q3 - satisfaction with refuse collection decreased to 88.08% in Q3 24/25 (down from 90.11% in Q2 24/25). 4.3% of respondents were neutral about the service (up from 4.0% previously) and 4.3% were dissatisfied (higher than the 3.2% seen in the previous quarter). A further 3.4% did not know or gave no response (up from 2.8% in Q2). The results are based upon 235 respondents to the Q3 24/25 Citizens’ Panel giving an overall margin of error of +/-6.4%, 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



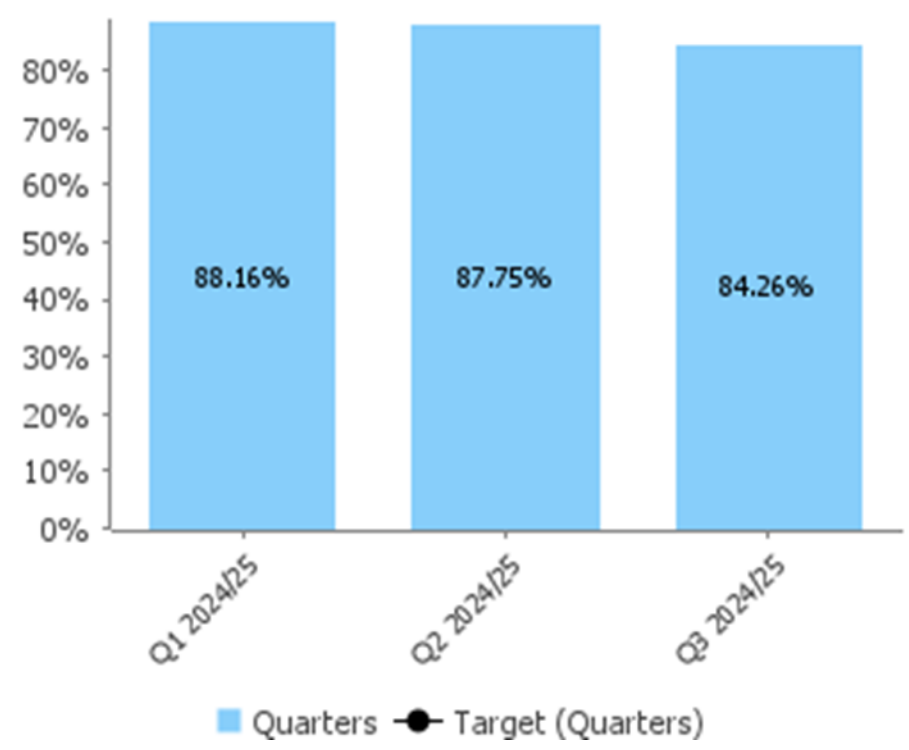
**Aim to Maximise**  
**Data only (upward long trend)**

Satisfaction amongst users of the tip (HWRC) was 88.89% in Q3 2024/25. 5.6% of users were neutral about the service and 3.9% were dissatisfied. These results are based on the 126 users of the tip from the 235 respondents to the Q3 2024/25 Citizens’ Panel, giving a margin of error of +/-8.7%. The CP results conflict with waste services own most recent direct user satisfaction survey (undertaken Q2 2024) where the views of 2,324 respondents gave an overall satisfaction rating of 93% (questions were based on cleanliness, availability of recycling points and staff). However, it is important to note that this is not a direct comparison, as we are comparing a Q3 CP survey to a Q2 service survey. Despite this, the service’s own surveys generally show a higher overall satisfaction rating compared to CP results. The direct users survey is run twice a year, usually in Q2 and Q4 for six weeks. The survey is sent by email to those who have made a HWRC booking during the six-week survey period. The Citizens’ Panel survey is sent to a group of residents who have agreed to help Medway Council better understand their views and opinions on issues that affect Medway. The panel is made up of residents who are representative of the area by geographical location, age, sex and ethnicity.



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

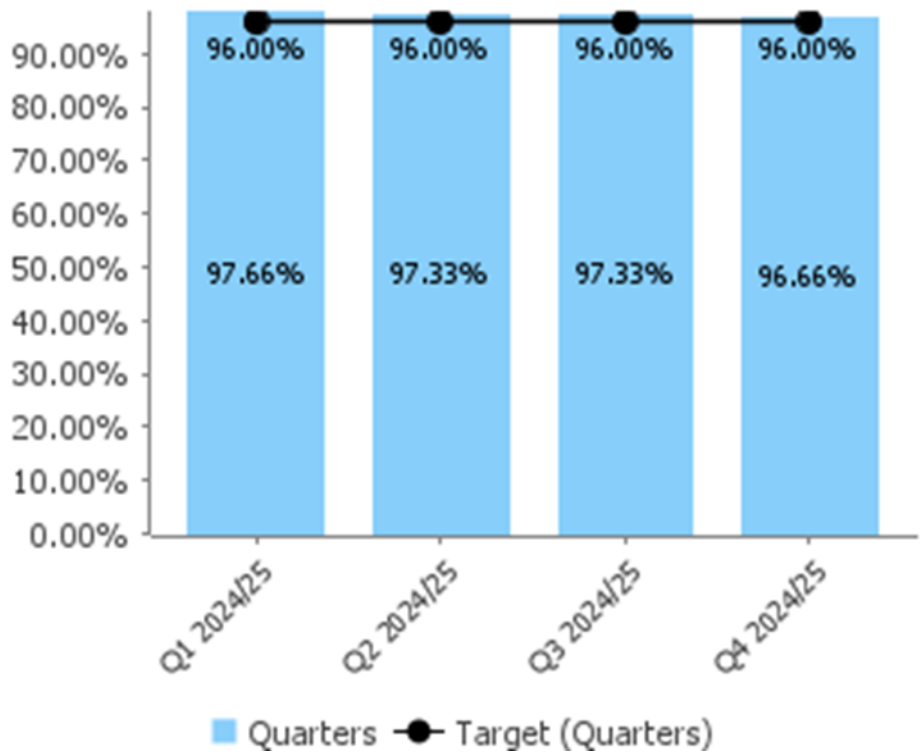


**Aim to Maximise**  
**Data only (downward long trend)**

Reported a quarter in arrears. Q3 - Satisfaction with recycling collections (brown bin, blue/white bag and clear sacks) was 84.26% in Q3 2024/25, down from 87.75% in Q2 2024/25. The number of respondents who were neutral about the facilities was 5.1% (up from 4.7% in Q2). 6.8% of respondents were dissatisfied (up from 5.2% in Q2). A further 3.8% of respondents did not know or did not give a response. The results are based upon 235 respondents to the Q3 2024/25 Citizens' Panel giving an overall margin of error of +/-6.4%. 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

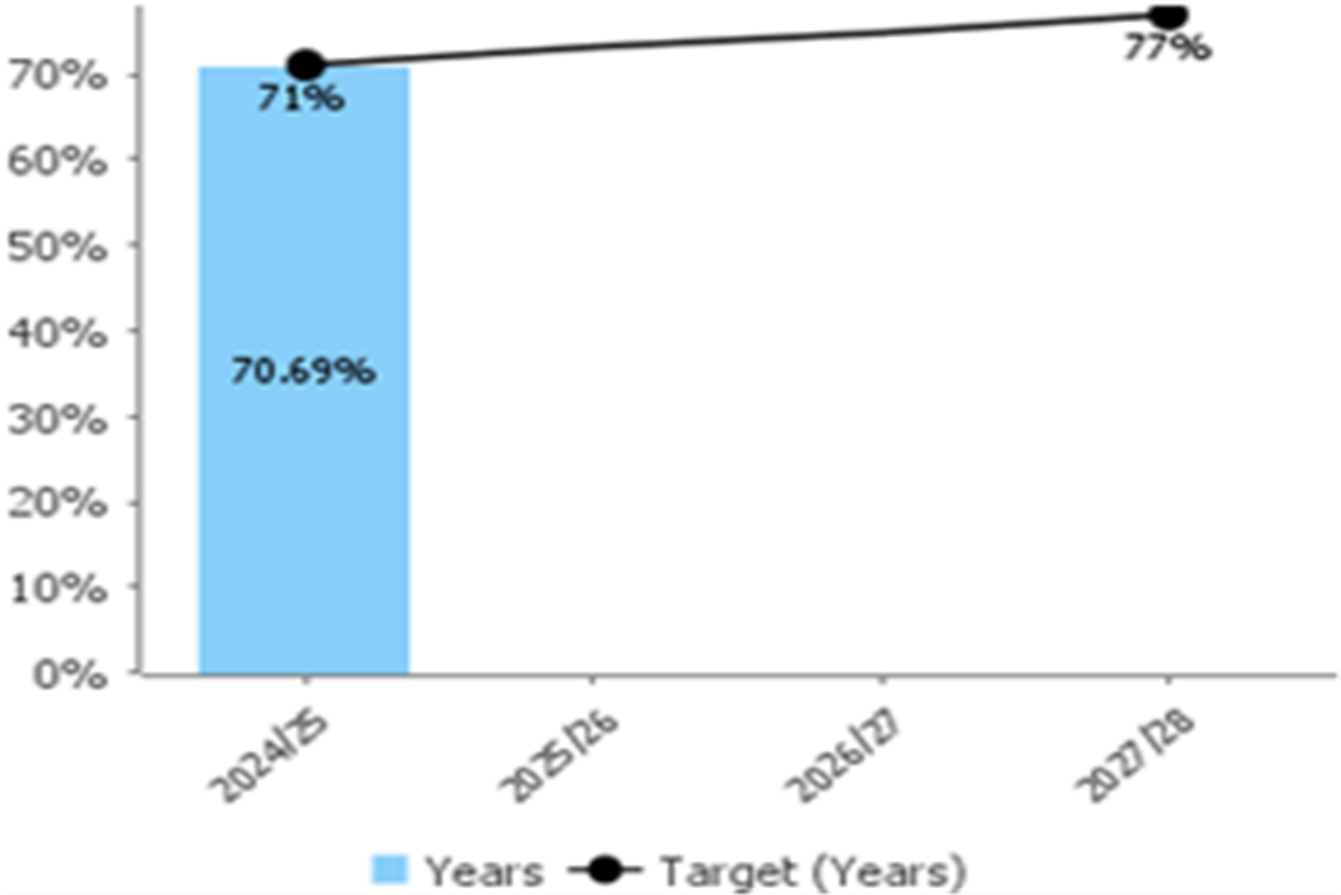


**Aim to Maximise  
Green (downward long trend)**

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 Q4 24/25, 96.66% 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 290 satisfactory inspections of A and B grades in Q4 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%

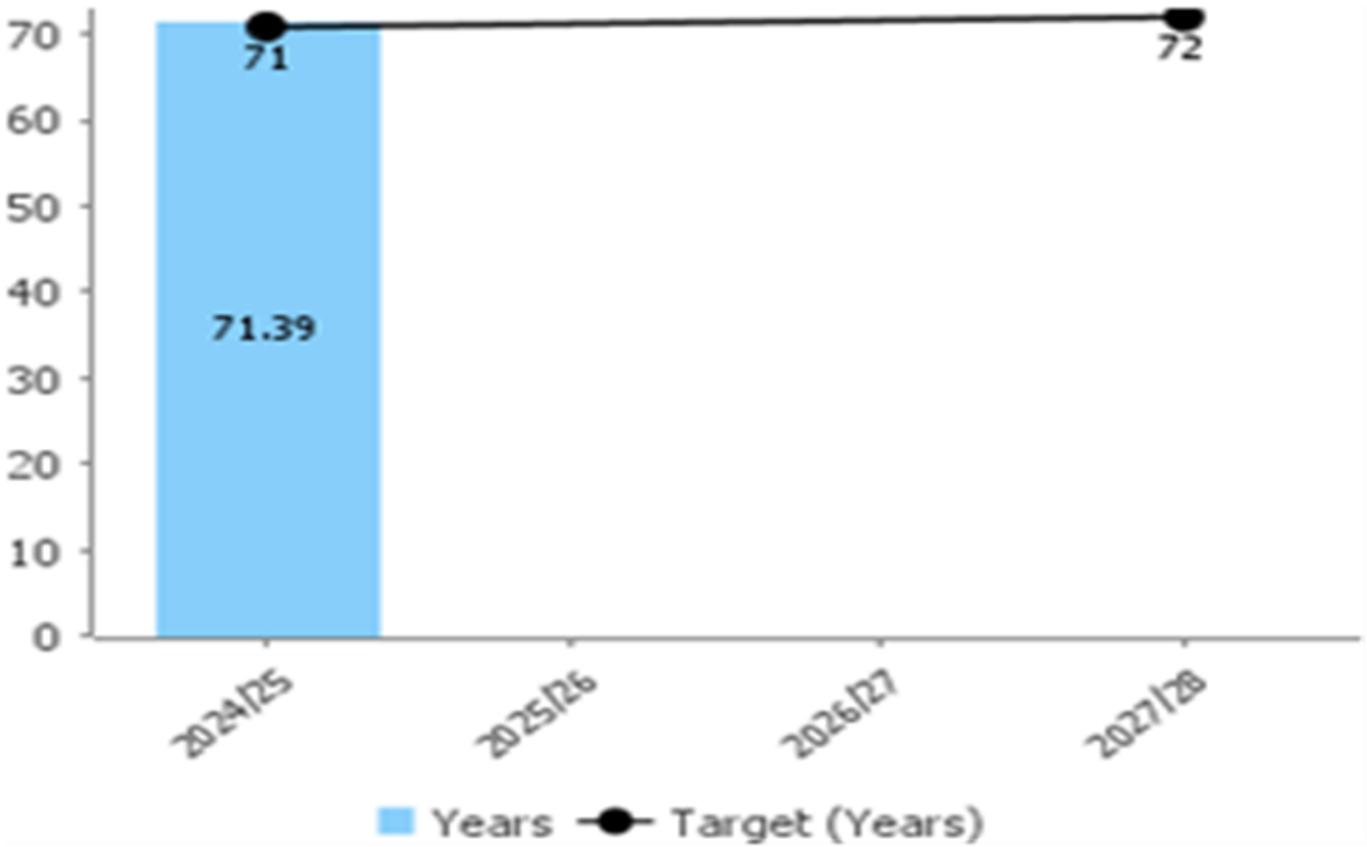


Aim to Maximise  
Amber (no long trend)  
Annual PI.

The Tenant Satisfaction Measures survey, conducted between September and October 2025, was sent to 2,555 tenants via email or text, including reminders. A total of 585 responses were received, resulting in a 23% response rate. The Regulator requires a minimum response rate of around 500 tenants based on our current stock size. Surveys were primarily conducted by telephone, with an online option available via email and SMS. This year we have achieved an overall satisfaction of 70.7% which is an increase from 69% last year.

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

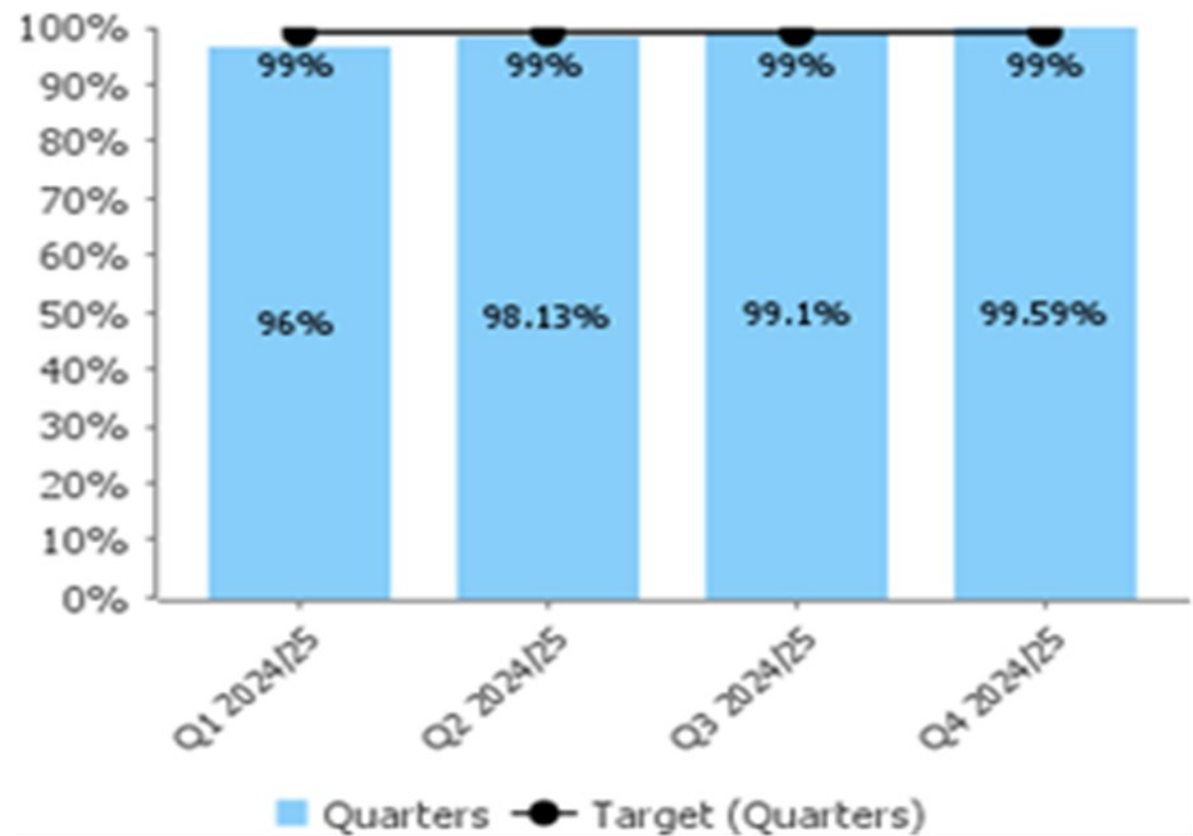


Aim to Maximise  
Green (no long trend)  
Annual PI.

This is an annual indicator. At the end of Q4 the average energy efficiency score (SAP rating) for the HRA housing stock was 71.39 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%

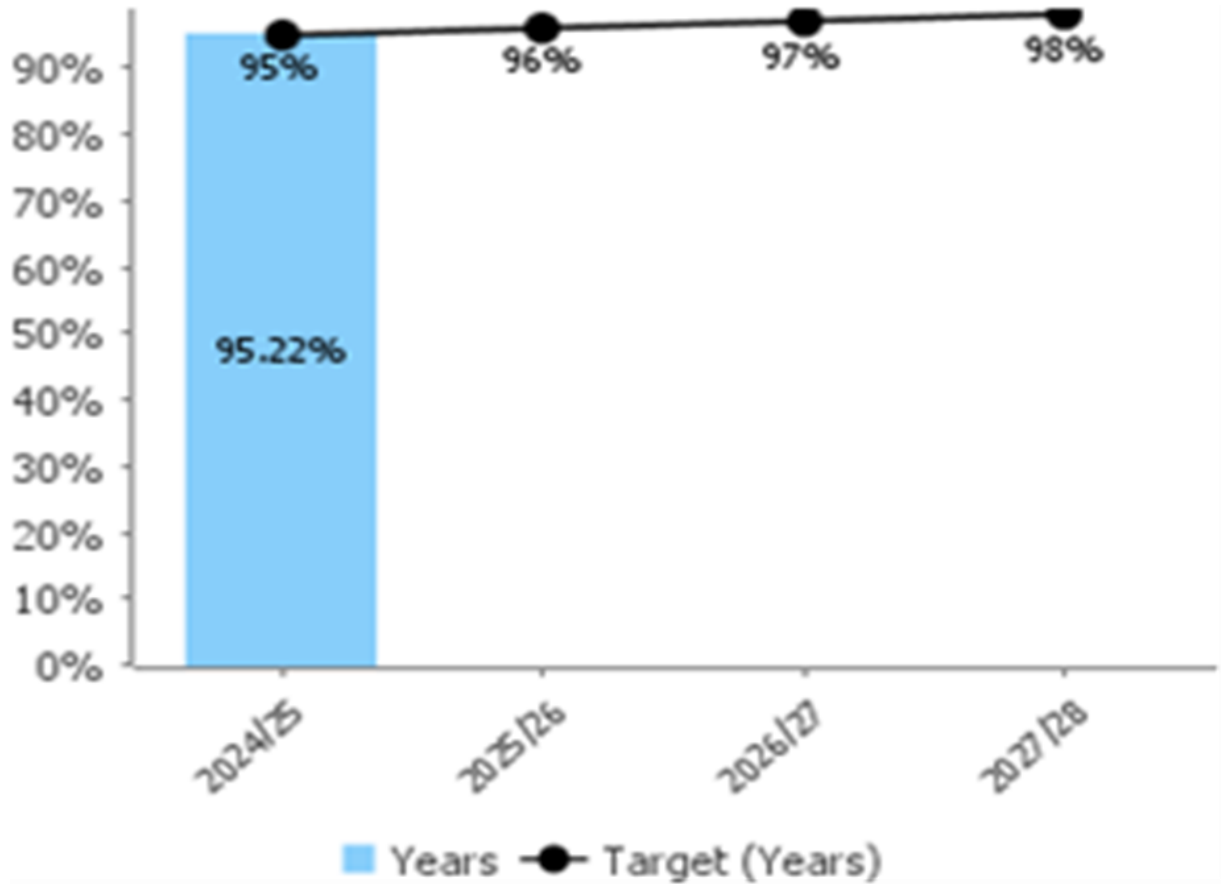


Aim to Maximise  
Green (upward long trend)

At the end of Q4, average compliancy was 99.59% across the six main streams (Fire Risk Assessments, Asbestos reinspections, water safety, lifts, annual gas servicing and five-year electrical testing). There has been a slight increase since the end of Q3 at 99.1%. 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  
Green (no long trend)  
Annual PI.

This is an annual performance indicator. At the end of Q4 95.22% meets the Decent Homes Standard. This is up from 94.26% at the end of Q3 and has met the target of 95% by year end.