

ONE MEDWAY COUNCIL PLAN

2024/28

Proud to be Medway



Appendix 1

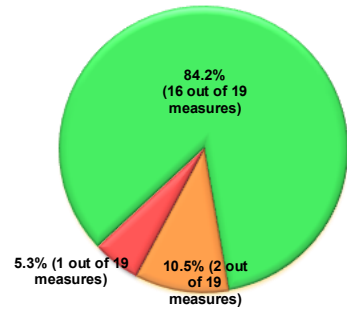
Q1 2025/26 Regeneration, Culture and Environment Overview & Scrutiny Committee



Summary of all performance indicators

There are 54 performance indicators for the One Medway Council Plan 2024/28 relevant to this committee.

Performance

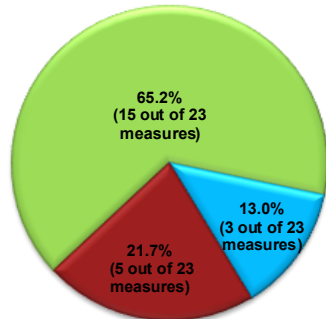


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target

This chart shows the performance for 19 measures:

- 84.2% (16 out of 19 measures) met or exceeded target.
- 10.5% (2 out of 19 measures) were slightly below target (less than 5%).
- 5.3% (1 out of 19 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 23 measures:

- 65.2% (15 out of 23 measures) had an upward long trend.
- 13.0% (3 out of 23 measures) had a static long trend.
- 21.7% (5 out of 23 measures) had a downward long trend.

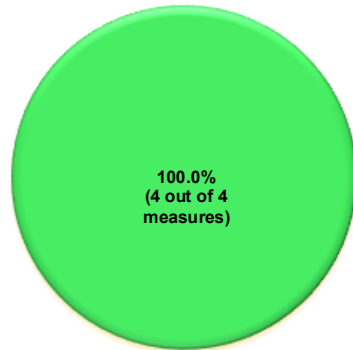
Delivering quality social care and community services

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

Summary of all performance indicators for this priority

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

Performance

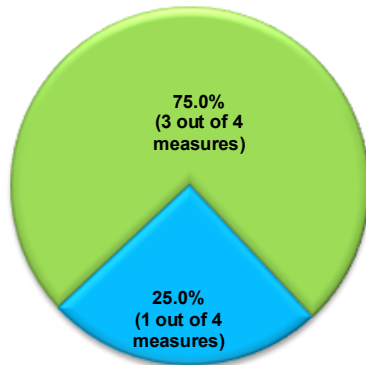


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target

This chart shows the performance for 4 measures:

- 100.0% (4 out of 4 measures) met or exceeded target.
- 0.0% (0 out of 4 measures) were slightly below target (less than 5%).
- 0.0% (0 out of 4 measures) were significantly below target (more than 5%).

Direction of Travel

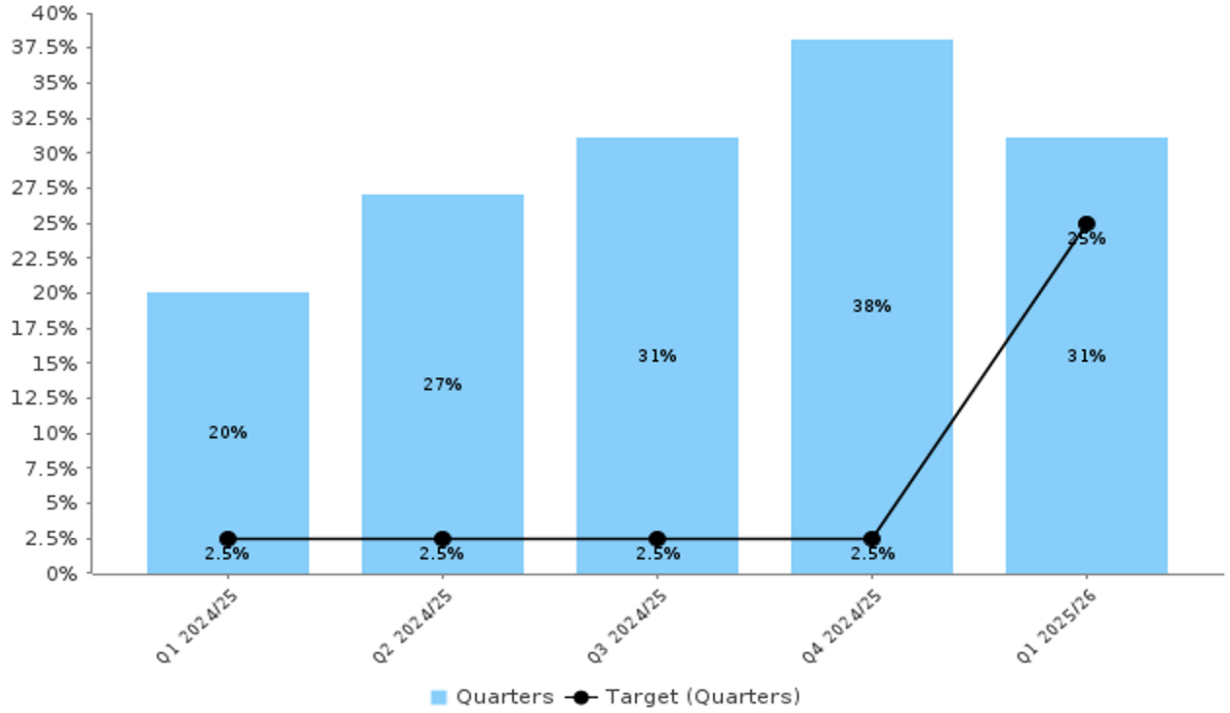


Direction of Travel - key
Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 4 measures:

- 75.0% (3 out of 4 measures) had an upward long trend.
- 0.0% (0 out of 4 measures) had a static long trend.
- 25.0% (1 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 Summary as of 20 June – Q1 Financial Year 2025/26 (April–June 2025) *Extracted from the Terms Management System*

This report captures all learners who commenced or are scheduled to commence learning during Q1. Of the 521 total learners, 169 were new to Medway Adult Education, having not previously studied with us.

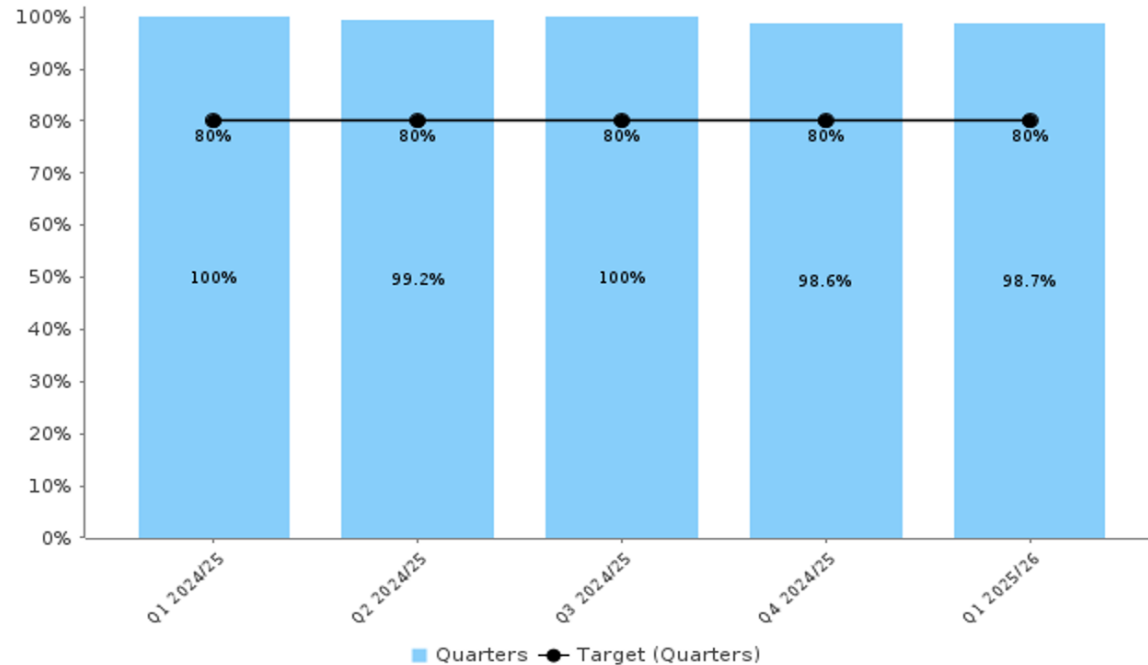
These new learners comprised:

- 57 Community Learning enrolments
- 24 ESOL enrolments
- 95 Vocational Skills enrolments

Significant marketing efforts were undertaken to boost enrolments on Vocational Skills courses during this period. These efforts have contributed to the notable increase in new learner starts.

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

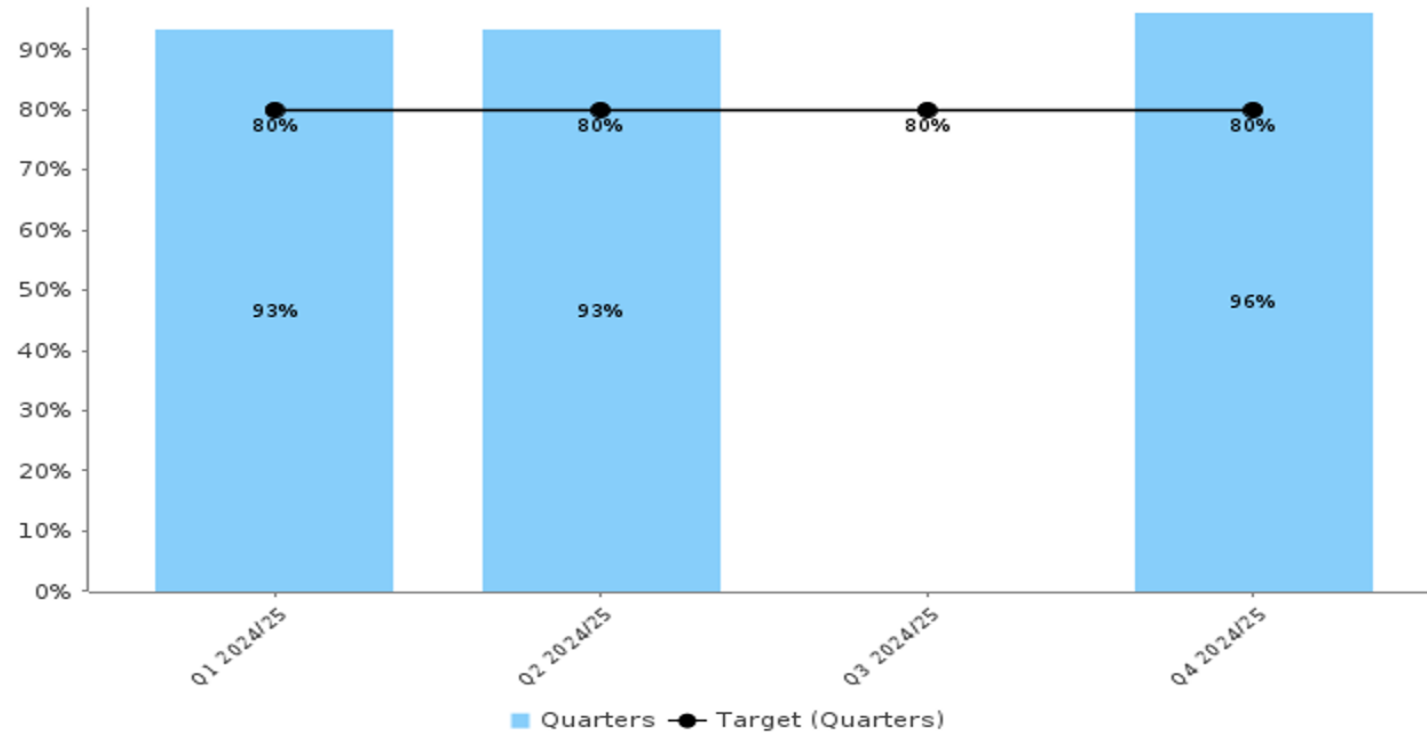
- 1.09a By 2027/28, the satisfaction rates across community hubs and libraries exceeds 80%



Aim to Maximise Green (downward long trend)

Q1 surveys were conducted in Chatham, Cuxton and Walderslade Hook Meadow. Satisfaction has held steady from Q4, with negative feedback in this quarter focused on ASB/disruptive behaviour, facilities and stock availability impacting on customer experience. Notable comments this quarter include:
Always love coming to this library so quiet and staff polite and helpful. I always try and donate books from my collection to help.
Grandchildren always love a visit on Fridays after school and do the work sheets. Lovely ladies who work here and always very helpful.
I retired 20 years ago and started to use the library. Always I have found the librarians at Hook library excellent. So friendly and helpful, they are a credit to you. Not just today every time without exception.

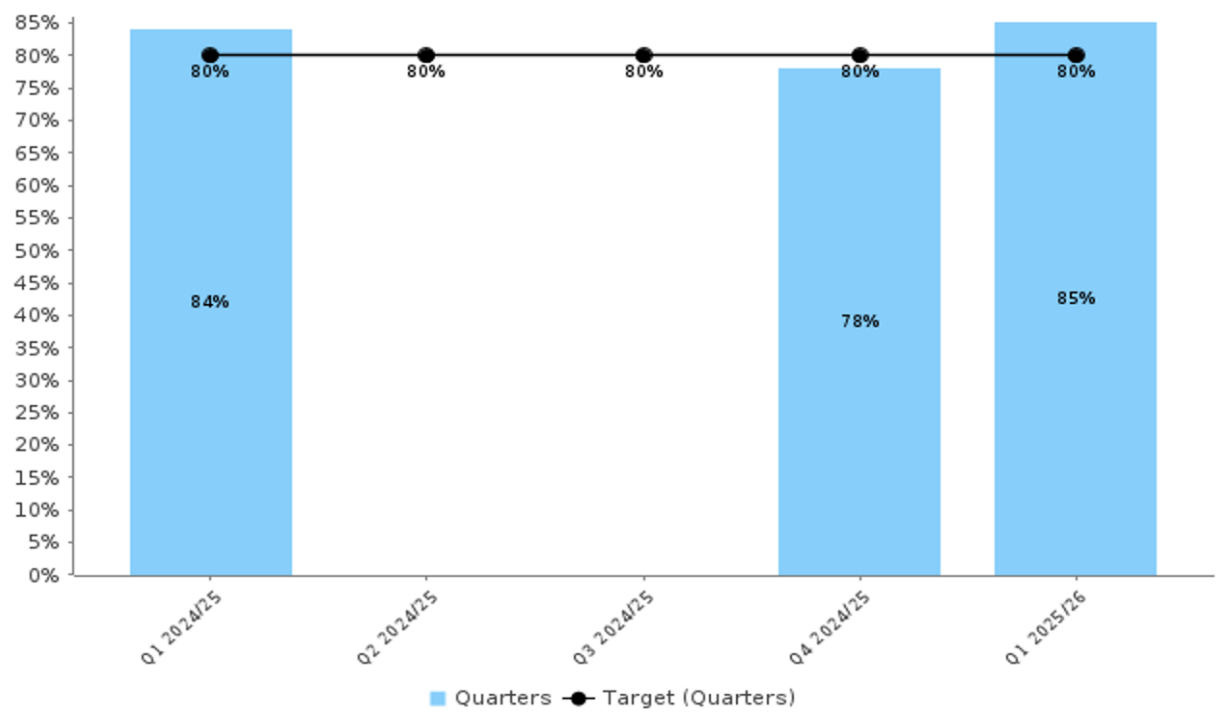
Provide creative, cultural and community services and facilities across Medway that everyone can access and benefit from
- 1.09b By 2027/28, the satisfaction rates across theatres exceeds 80%



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

Reported a quarter in arrears.
Audiences are surveyed once a quarter across all shows. 145 surveys were completed in Q4 (January to March 2025) with the overall satisfaction of 96%. This is broken down into the following:
Ease of buying tickets - Very satisfied/Satisfied - 97%
Quality of the shows - Very satisfied/Satisfied - 97%
Cleanliness of venue - Very satisfied/Satisfied - 96%
Helpfulness of staff - Very satisfied/Satisfied - 97%
Accessibility onto and within the venue - Very satisfied/Satisfied - 93%

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



Aim to Maximise Green (upward long trend)

Rochester Sweeps Festival was a huge success with over 75,000 people visiting over the three days of the early May Bank holiday. Results show that, of those surveyed, 85% of the visitors to Sweeps Festival were very satisfied or satisfied.

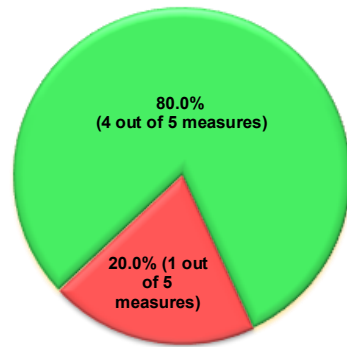
Benefitting from good education, quality jobs and a growing economy

- 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 18 performance indicators for the One Medway Council Plan 2024/28 relevant to this committee.

Performance

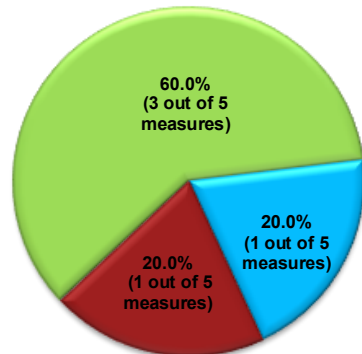


Performance - key
Green means met or exceeded target
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Red means significantly below target

This chart shows the performance for 5 measures:

- 80% (4 out of 5 measures) met or exceeded target.
- 0.0% (0 out of 5 measures) were slightly below target (less than 5%).
- 20.0% (1 out of 5 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 5 measures:

- 60.0% (3 out of 5 measures) had an upward long trend.
- 20.0% (1 out of 5 measures) had a static long trend.
- 20.0% (1 out of 5 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 2026**

Medway Adult Education (MAE) is proud of the achievements of both its learners and staff. In June, to attract new learners and strengthen ties with the community, MAE hosted a well-attended Family Fayre event. The event celebrated the wide range of learning opportunities available and received highly positive feedback from attendees.

As the end of the academic year draws closer, MAE is currently conducting examinations with learners on English, maths, and English for Speakers of Other Languages programmes. Learners are keen to achieve and being well supported to meet their goals.

Meanwhile, projections for apprenticeship achievement this year look positive with a marked increase in the number of apprentices completing and achieving distinctions in their end-point assessments.

Looking ahead, the team have created a curriculum that aligns with both national and local need for next academic year. Enrolments are now open and indicate a continued growing demand for creative courses. Several new offerings are being launched, including a heritage arts programme and courses designed to equip learners with the knowledge and business acumen to curate and market their creative 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
- 2.08a 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.

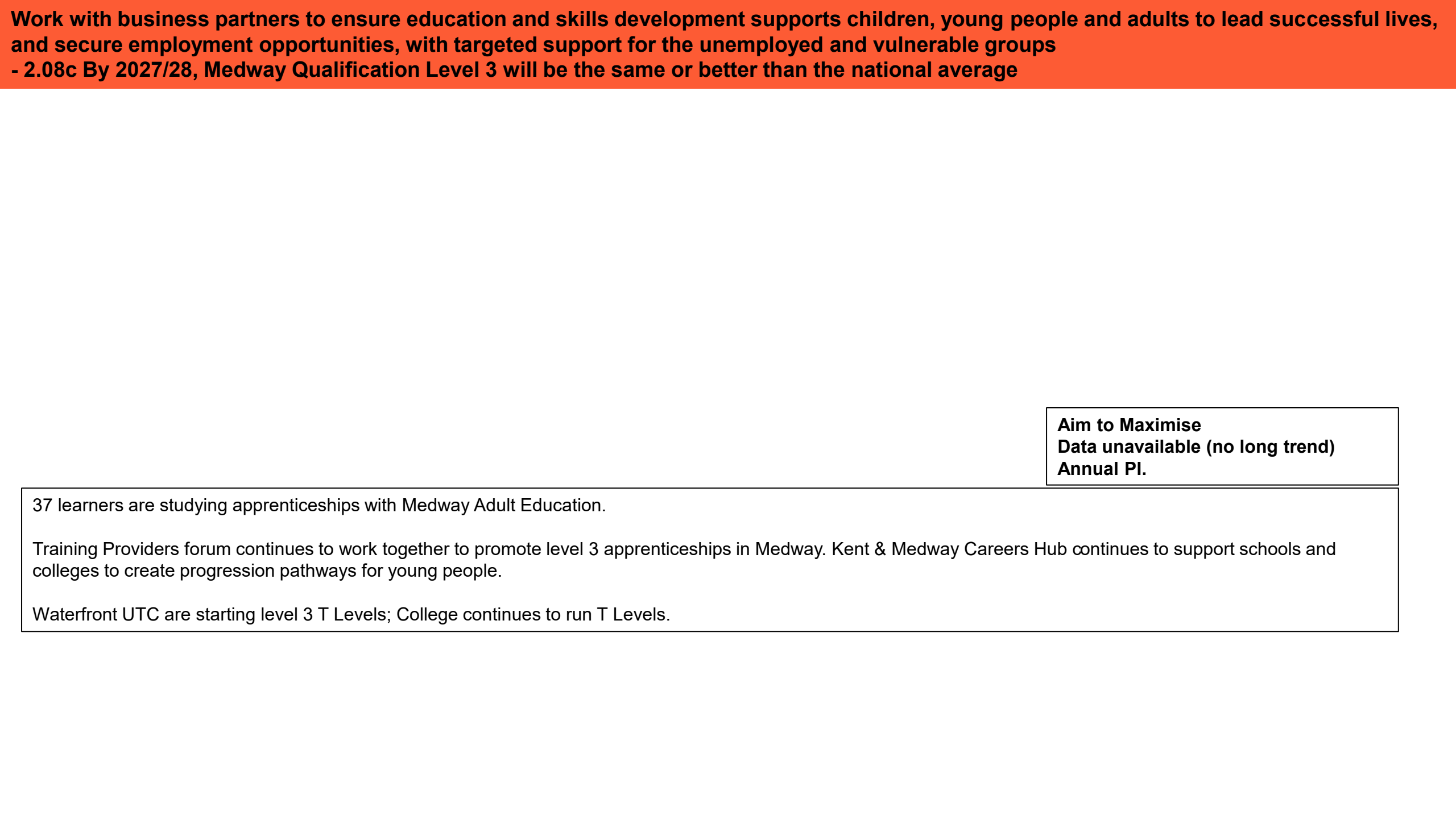
Medway Adult Education have 85 learners and 90 enrolments for level 1 courses and continue to run courses developed to create pathways in to work.

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
- 2.08b 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.**

Medway Adult Education have 61 learners and 67 enrolments for level 2 courses and continue to run courses developed to create pathways in to work and progression.

6 learners are also studying apprenticeships with Medway Adult Education. Training Providers forum continues to work together to promote level 2 apprenticeships in Medway.



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.**

37 learners are studying apprenticeships with Medway Adult Education.

Training Providers forum continues to work together to promote level 3 apprenticeships in Medway. Kent & Medway Careers Hub continues to support schools and colleges to create progression pathways for young people.

Waterfront UTC are starting level 3 T Levels; College continues to run T 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
- 2.08d 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.**

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.
We continue to work with universities to promote level 4 courses and foundation courses at level 4 to increase numbers.

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%

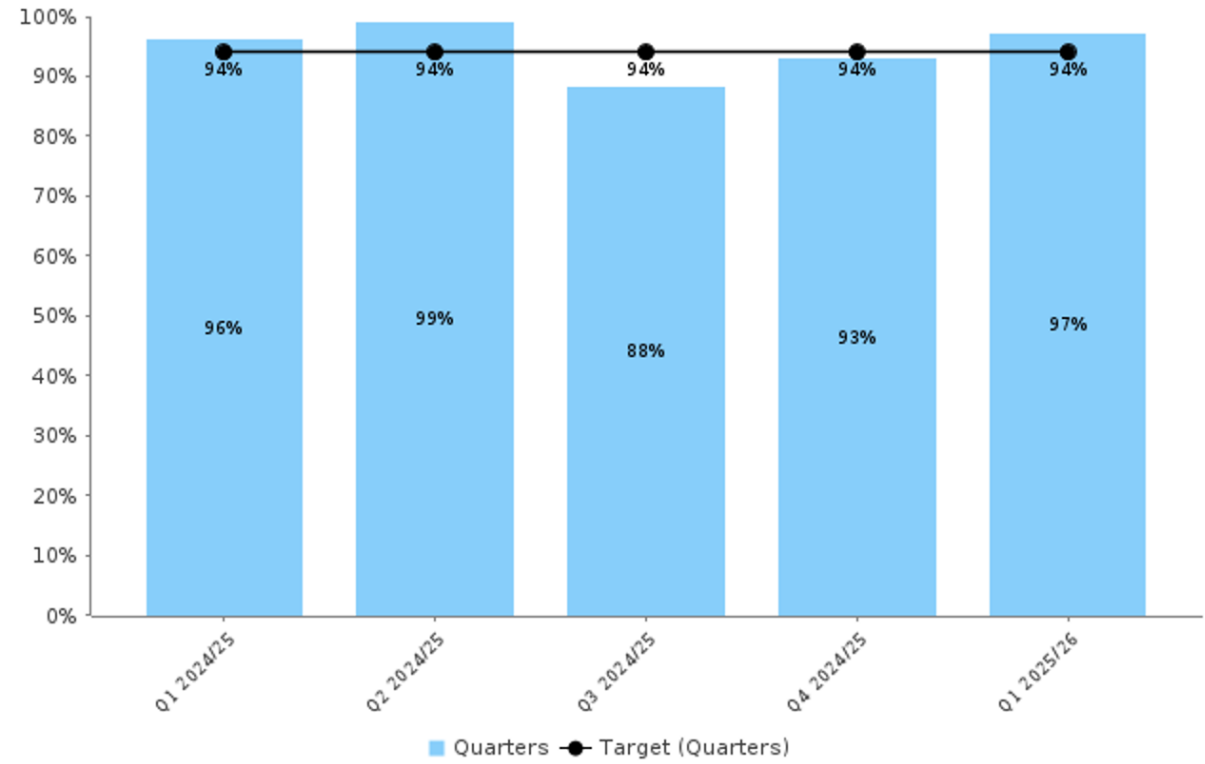
Aim to Minimise
Data unavailable (no long trend)

To support lowering unemployment rates, the Local Get Britain Working plan is being written and Connect to Work launched on the 30th June 2025. Work & Health Strategy. Projects promoting supported internships continue into this year with funding achieved, supported employment also promoted. Industry 4 Council Group Training Association is in development with Kent. Skills Bootcamps have restarted, Lower Thames Crossing and other major projects groups are attended.

The Kent & Medway Careers Hub continues to support schools and college with their students to encourage positive destinations in the workplace. Shared Prosperity Fund projects aimed at getting people into work. Job Centre attending skills meeting to discuss the return of youth hubs. Project Search projects with Amazon and Sodexo are running to open jobs for people with Educational, Health and Care Plans.

Training Providers meet in a forum to discuss how we encourage growth of apprenticeships. Individual skills and employment plans used with businesses aim to help employers recruit. Close working with Reed in Partnership and the Job Centre to get people into work. Working with East Kent College and MidKent College to develop 12-week courses to support people on Universal Credit Health into 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 Green (upward long trend)

Data Summary as of 20 June – Q1 Financial Year 2025/26 (April–June 2025) Extracted from the Terms Management System

This report includes all enrolments that commenced or are scheduled to commence during Q1. A total of 573 starts were recorded in this period, of which 18 learners withdrew. Given that this quarter falls toward the end of the academic year, courses starting during this time tend to be shorter in duration, with typically lower withdrawal rates. Historically, the highest withdrawal points occur in October and March.

Withdrawals by Course Type: · ESOL: 8 learners · Vocational Skills: 6 learners · Community Learning: 4 learners

There were no English or Maths course starts recorded during this period.

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
Data unavailable (no long trend)
Annual PI.

Q4 update - 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
Data unavailable (no long trend)
Annual PI.

Q4 update - 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
Data unavailable (no long trend)
Annual PI.**

Q4 update - 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 unavailable (no long trend)

Q4 update - 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

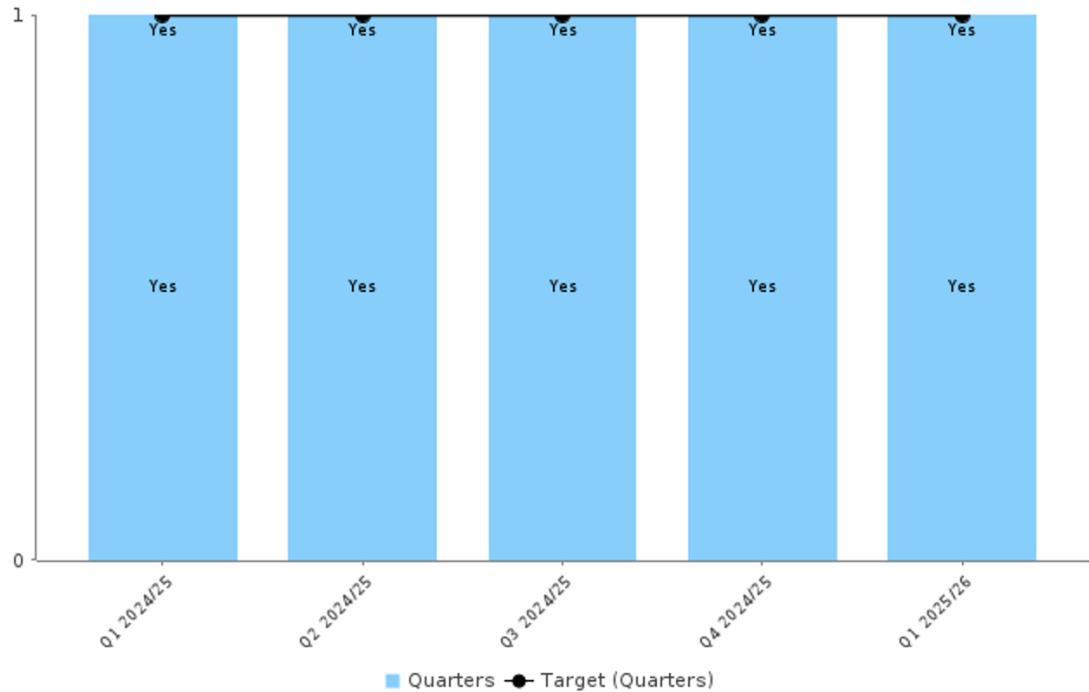
This annual performance indicator is measured a year in arrears, the latest data available has been published in 2023 and provides statistics between 2018-2022. There are no available data yet for a 5-year survival rate for businesses from 2019 to current 2025 as the data is only available for the 2018 cohort – a 5-year survival rate requires five full years of data after the business was born. The most up-to-date data on business survival rates published by the Office of National Statistics (ONS) shows that businesses started in 2018 have a 41.8% 5-year survival rate, the statistics for the following cohorts are:

- 2019 cohorts' 4-year survival rate is at 39.2%
- 2020 cohorts' 3-year survival rate is at 45.4%
- 2021 cohorts' 2-year survival rate is at 73%
- 2022 cohorts' survival rate is at 93%

The downward trend is normal in business demography as the more a business operates the more challenges it faces. However, there are other factors that are also at play as we see the impact of Covid-19 especially in 2019, reflecting the difficulties in access to loans, grants and funding limited to start-ups during that period.

The next release of the data has yet to be announced with the current status on the ONS webpage being “to be announced soon”.

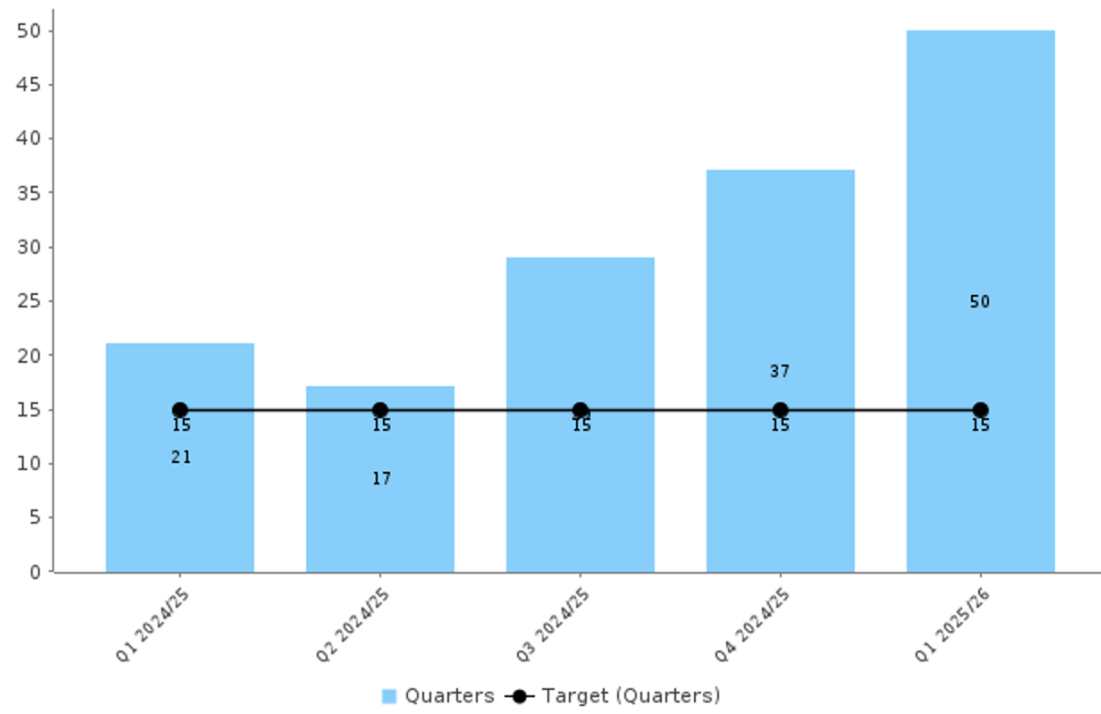
Develop Medway’s reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage
- 2.16a By 2027/28 Support Creative Medway Compact and partners to deliver four quarterly board meetings and 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 – Q1 Update
 CIC Status: Application to become a Community Interest Company approved. Banking arrangements underway to formalise separation from Medway Council.
 Strategic Planning: Board working with Head of Culture, Heritage & Libraries on a long-term business plan and staffing structure for the next five years.
 Fundraising:
 New 3-year fundraising plan finalised. UKSPF bid submitted this quarter. Arts Council bid in development with Medway Council to support joint cultural strategy priorities (skills, creative health, visitor economy). Supporting funding bids for the next phase of Medway Change Makers cultural volunteering programme. Advocacy & Engagement: Active input into the Local Plan and national Arts Council England review on behalf of Medway’s creative community.
 Ongoing monthly sector meetups with Nucleus Arts, quarterly socials, and working groups focused on: Youth engagement in the sector Increasing sector diversity Economic sustainability for cultural organisations

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)

Sector Support in Q1 via surgeries, 121 meetings, partnership and bid support.
The Culture Development Team supported 50 organisations including: Dynamix, Square Pegs Arts, Fun Palaces, Let Loose Initiative, Sean Ximines, Kieran Poole, Elliot Foreman, LV21, Fleur De Lis Theatre Company, Steven Keevil, Dominic Markes, Susan Shaw, Medway School of Art, Medway Photographers, Theo Allotey-Papoe, Nucleus Arts, Rochester Cathedral, Icon Theatre, Lyrici Arts, Dockyard/Guildhall Museum, GEM, iCCi, Ideas Test, Counterpoints Arts, Photoworks, Arts & Homelessness International, Loop Dance Company, Live Music Now, Medway Arts & Homelessness Forum, Estuary Festival, Intra Community Trust, Medway Cultural Education Partnership, Celebrating St Albans partnership, Wordsmithery, Dominic Markes, We Live Here, Sun Pier House, Temple of Kulture House of Stars, Mess Room, ZigZag Scrapstore, Medway African and Caribbean Association, Creative Medway, Rikard Osterlund, BUP Festival, Rob Flood, Short Brothers Aviation Pioneers Group, WHoop! Festival (Whose Hoo), Intra Arts and 51Zero

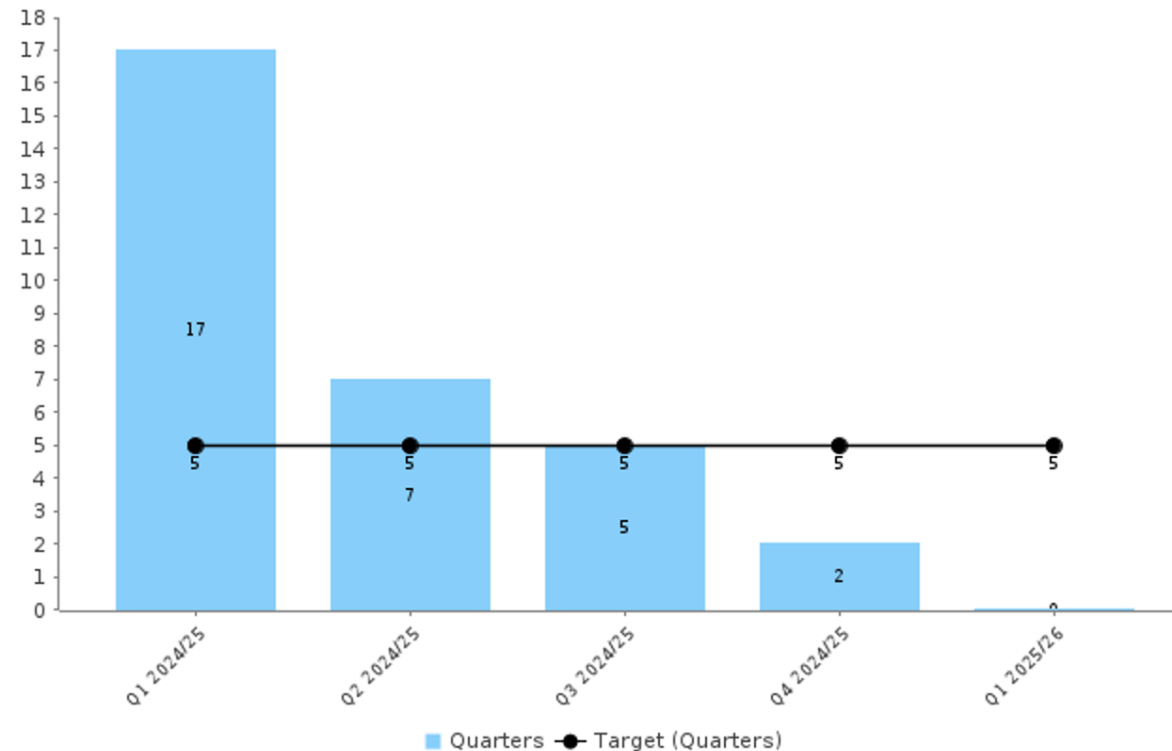
Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage
- 2.17 By 2027/8 implement a minimum of five community led pilot projects which showcase heritage- driven regeneration

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

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.

The next round of community project funding will be announced and awarded in Q2 and Q3 2025/26 with delivery of these projects in Q4. The outputs from these projects into Medway Archives will 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



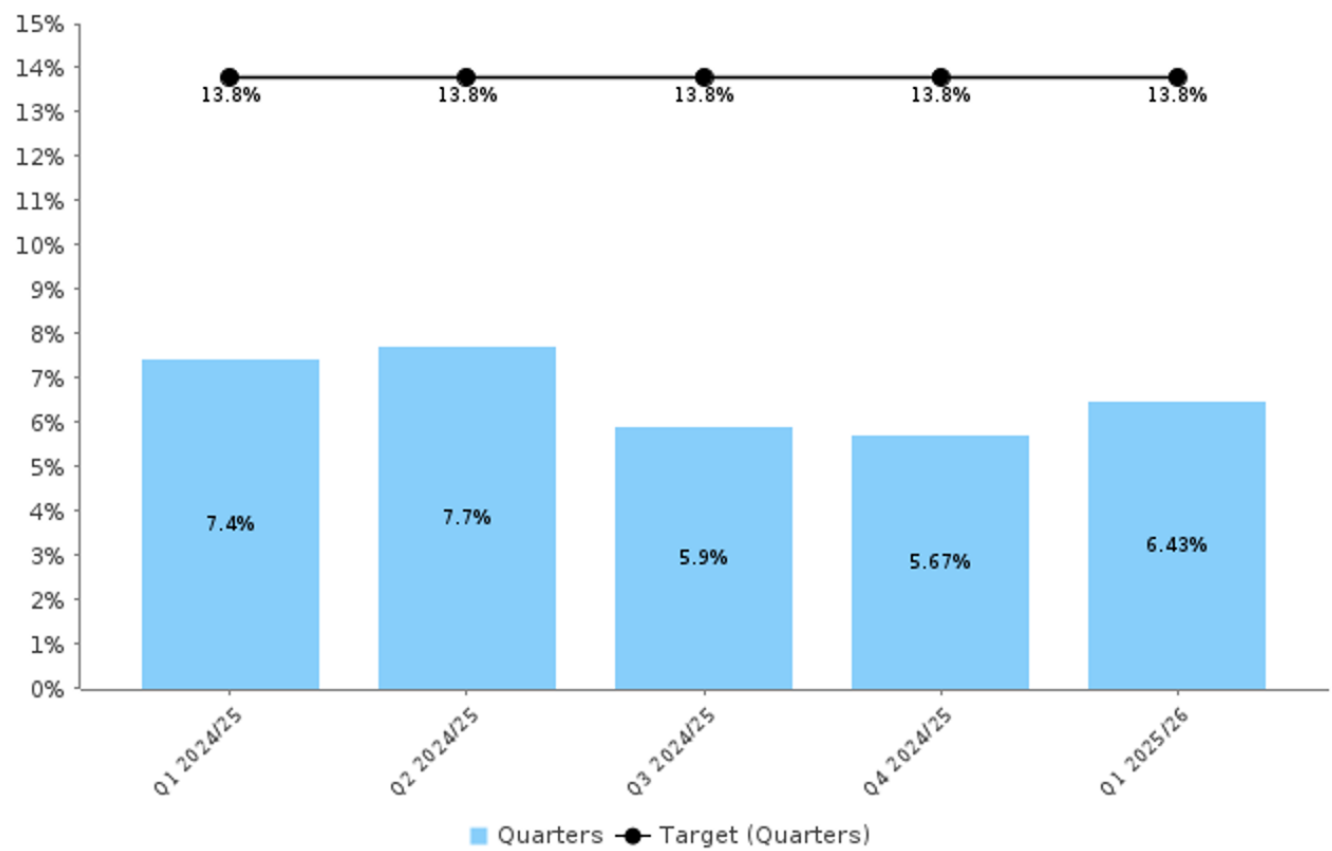
**Aim to Maximise
Red (downward long trend)**

No new application has been received during Q1 2025-26 as the online application has been taken down due to re-launch efforts. During this quarter, the team has been working on making several changes including increasing the amount that can be awarded, creating a separate scheme and application form for previously successful applicants and updates on the webpage and existing online application. The application forms and webpage is expected to go live again, and interest has racked up for the grant with having received multiple enquiries for the re-launch.

Audits – no new audits, however, the uptake it expected to increase after the changes for the grants go live in the next few weeks as the grants amount are to be increased as so will drive more people to completing the audits.

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

- 2.19 By 2027/28, vacancy rates are below the national average across Medway's town centres



Aim to Minimise Green (upward long trend)

The vacancy rate in Medway for Q1 is 6.43%. Medway's low vacancy rate continues. The national vacancy rate is 14% (Experian Goad).

Support the growth and diversification of business in our town centres, reflecting the importance of placemaking and regeneration
- 2.20 By 2027/28 8,000 new businesses will have been created in Medway

Aim to Maximise
Data Unavailable (no long trend)
Annual PI. Due November 2025

This performance indicator is measured using data from the Office of National Statistics with a year in arrears. As such, no new updates since November 2024, the next release of the data has yet to be announced with the status on the ONS webpage being “to be announced soon”.

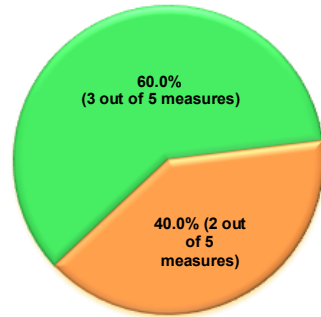
Enjoying clean, green, safe and connected communities

- 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 16 performance indicators for the One Medway Council Plan 2024/28 relevant to this committee.

Performance



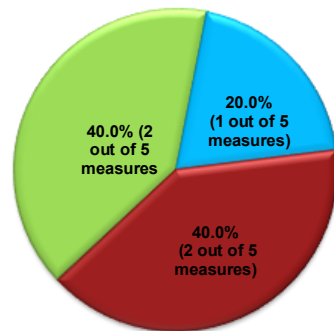
Performance - key

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Direction of Travel



Direction of Travel - key

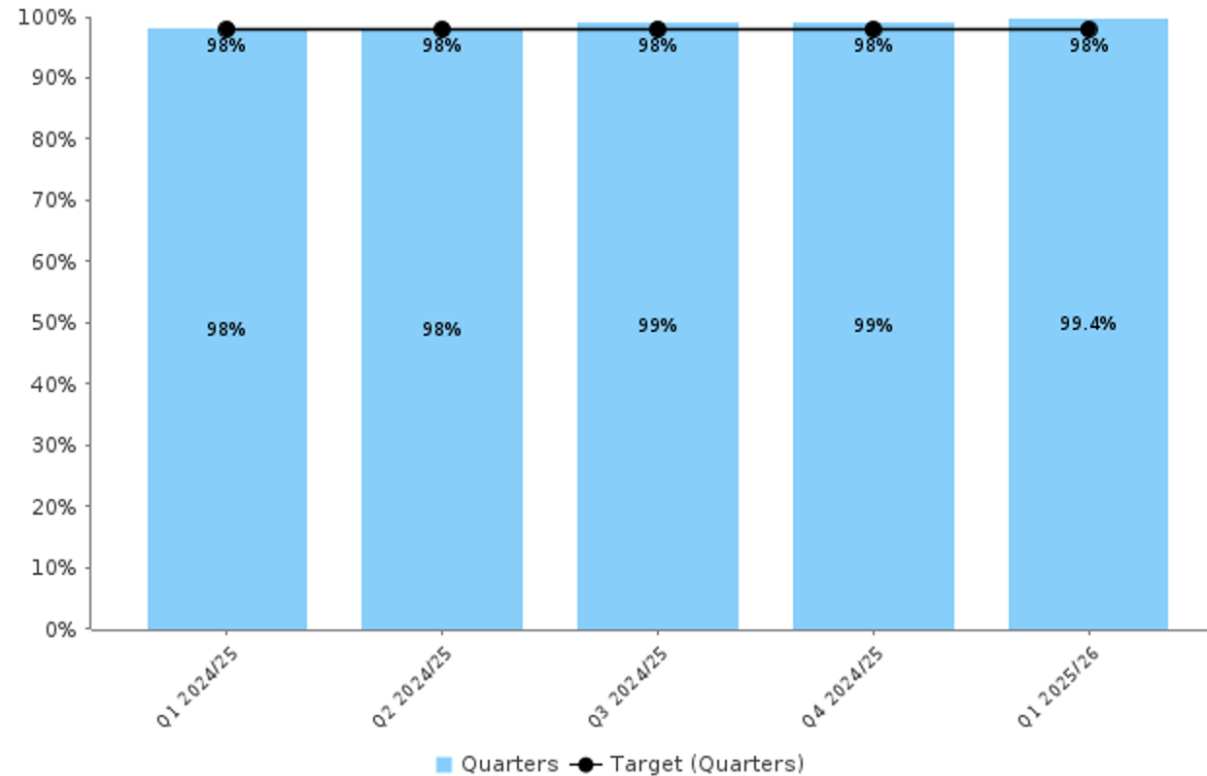
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- 40.0% (2 out of 5 measures) had a downward long trend.

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

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



Aim to Maximise Green (upward long trend)

During Q1, 99.4% 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 2026

There are 16 roads included in this year's Road Resurfacing programme. Our Term Maintenance Contractor is programmed to complete all 16 sites within the financial year.

Each location was selected from a list of priority 1 sites and matched to the budget.

The schemes commenced in April 2025 and so far, we have completed 11 sites with a total area of 17,035m²

Celebrating the individuality of all parts of the Medway community, ensuring services, events and activities reflect and support the diverse communities of Medway

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

**Aim to Maximise
Data only
Data unavailable (no long trend)
Annual PI. Due March 2026**

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.

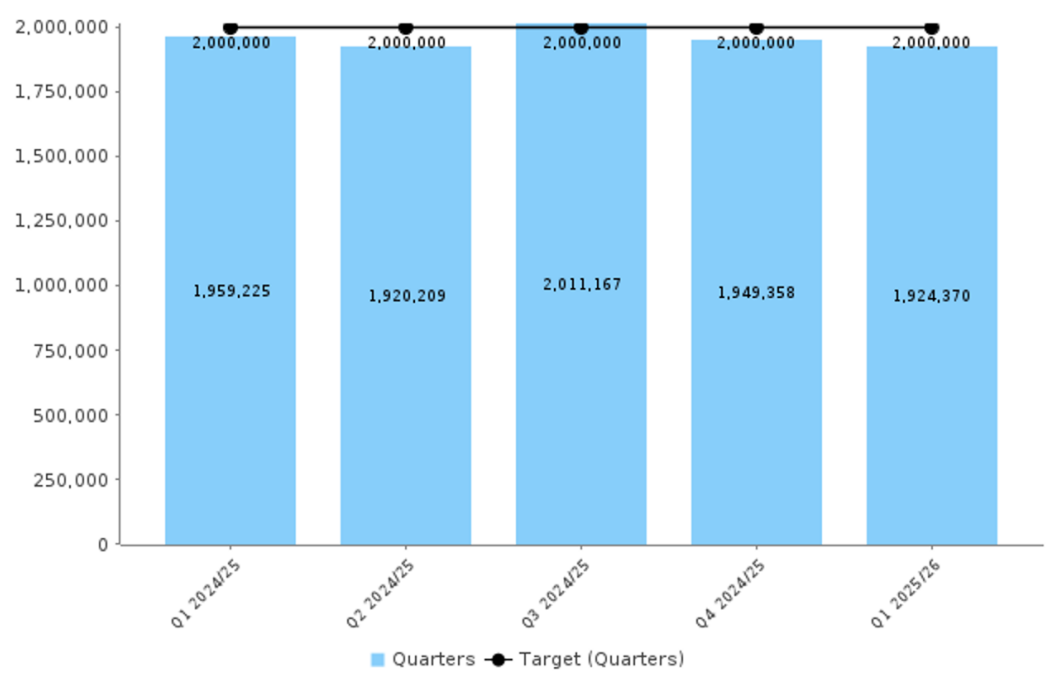
Government has now confirmed funding for the programme into next year, year 4 of the programme has launched and will now be able to fund creation of a survey to measure community satisfaction levels in Medway. The SPF programme has built a strong network of communities to promote and share the survey once available.

**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 2026**

During Q1 work commenced on the commissioning of consultancy support to assist with the delivery of six high-level projects identified within Medway's Local Cycling and Walking Infrastructure Plan (LCWIP), progressing each scheme to the detailed design stage. The aim is to take each project to a sufficient level of detail to commence a public consultation and, dependent on the consultation results, the construction phase.

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)**

The number of bus journeys undertaken on the Medway network during Q1 was 1,924,370. This is slightly down on the previous Q1 total, though still a considerable increase on previous first quarter totals back to pre-Covid period.

**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 2026**

The Medway Air Quality Action Plan was submitted to and noted by Overview and Scrutiny and was heard at Cabinet on 8 July 2025. Cabinet approved the action plan for adoption.

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
Data unavailable (no long trend)
Annual PI Due August 2025

All eight applications were submitted in January 2025. Full judging visits have taken place at the Vines, Gillingham Park, Hillyfields, Riverside Country Park and Capstone Farm Country Park. Mystery shops are taking place at Great Lines Heritage Park, Broomhill Park and Ranscombe Farm Nature Reserve. The announcement of the results of Green Flag Awards for 2025/26 isn't released until late July 2025. As soon as our team receive the official announcement and press release from Keep Britain Tidy it will be shared with the Communications team.

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 2026**

Waverley Paddle Steamer (the only ocean-going paddle steamer in the world) is scheduled to visit Medway on 26 September 2025 and berth at Limehouse Landing, Rochester.

The Waverley Paddle Steamer will be joined by steam tugs Challenge and Portway. Local yacht and sailings clubs are encouraged to hold rallies and invite additional vessels from beyond Medway to join a welcome flotilla at Long Reach & Gillingham Reach (locations between Gillingham and Hoo within the estuary)

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

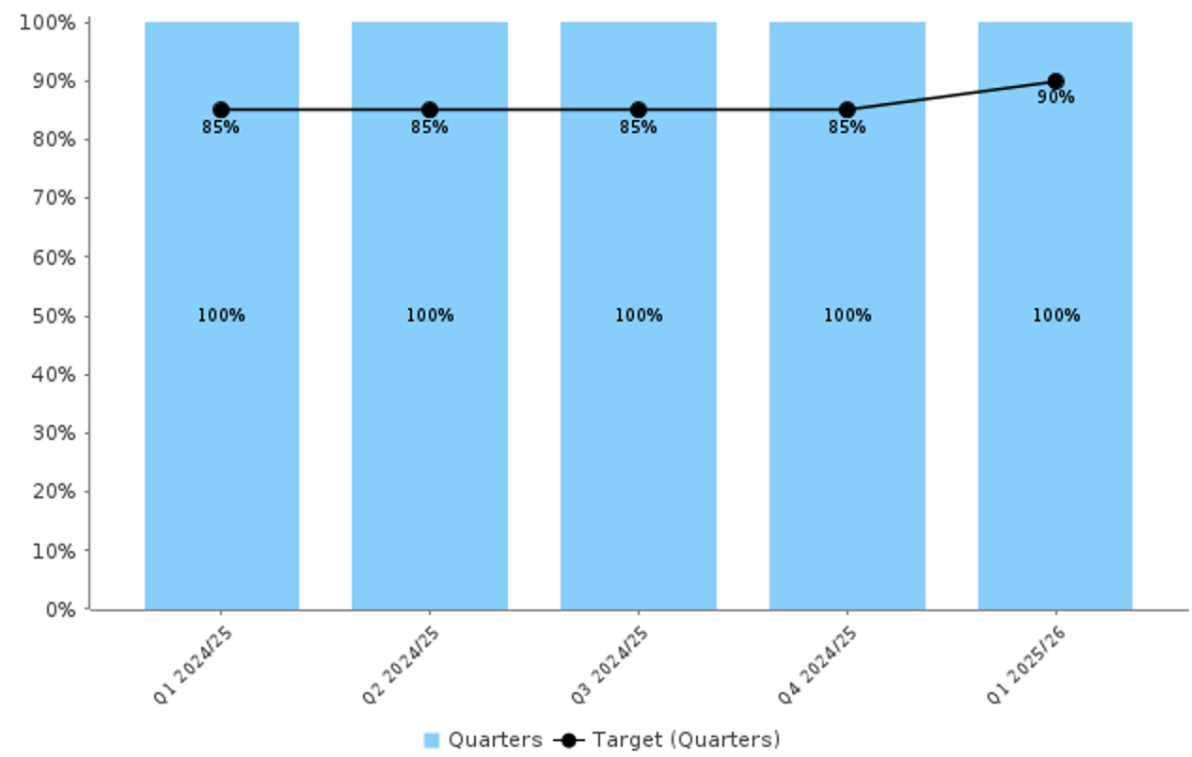
**Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2026**

The new embarkation point Limehouse Landing, located at Limehouse Wharf, Rochester Riverside, is now in use by Jetstream Tours. From May to October 2025 Jetstream Tours are offering regular one-hour circular cruises to Upnor and day trips from Southend to Rochester.

Since operation commenced on 3 May 2025 at the start of Sweeps festival, Medway has received 200 visitors from Southend and 200 visitors using the one-hour cruise. This is on target to reach 1300 passengers arriving at Rochester between May and October 2025.

The welcome event for the first visit by Waverley Paddle steamer to Rochester, arriving at Limehouse Landing on 26 September, will include steam tugs Challenge and Portway providing an escort. Local sailing and yacht clubs will welcome the ship at Gillingham Reach and Long Reach (between Gillingham and Hoo, centre of estuary). The Waverley Paddle Steamer is offering a sailing from Rochester to London on 3 October 2025.

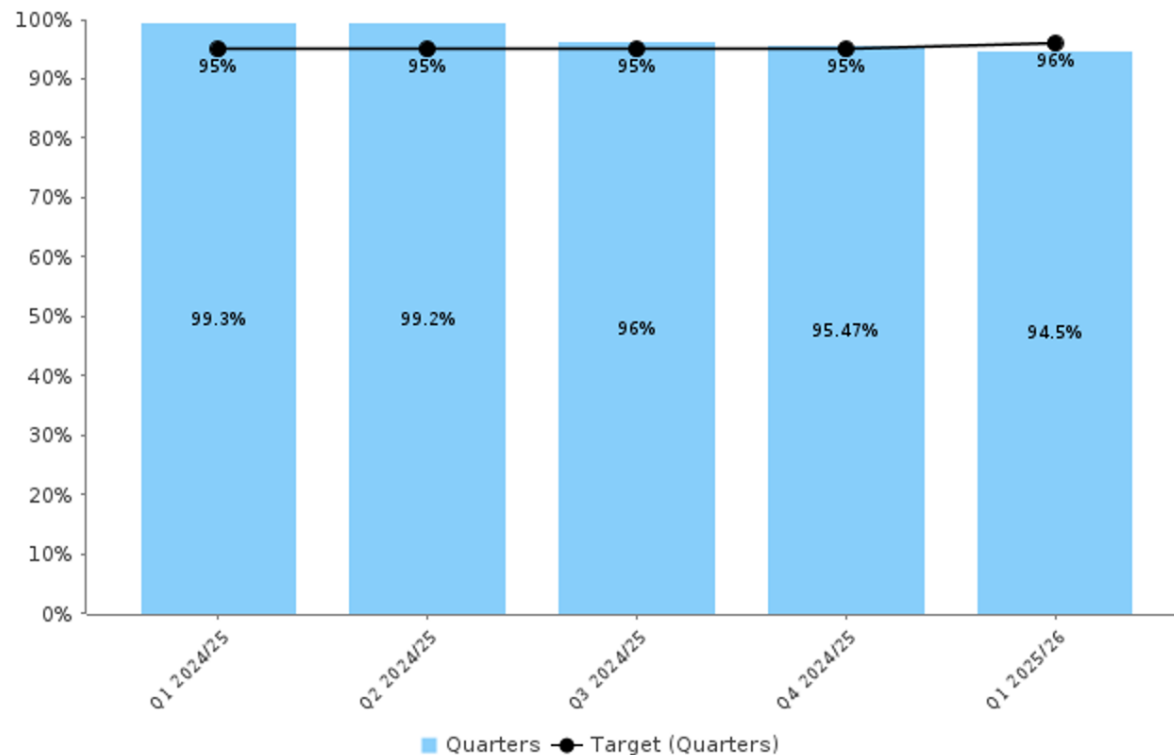
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.11a By 2027/28, 100% of highway network inspections are carried out on time



Aim to Maximise Green (static long trend)

In Q1, 854 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.

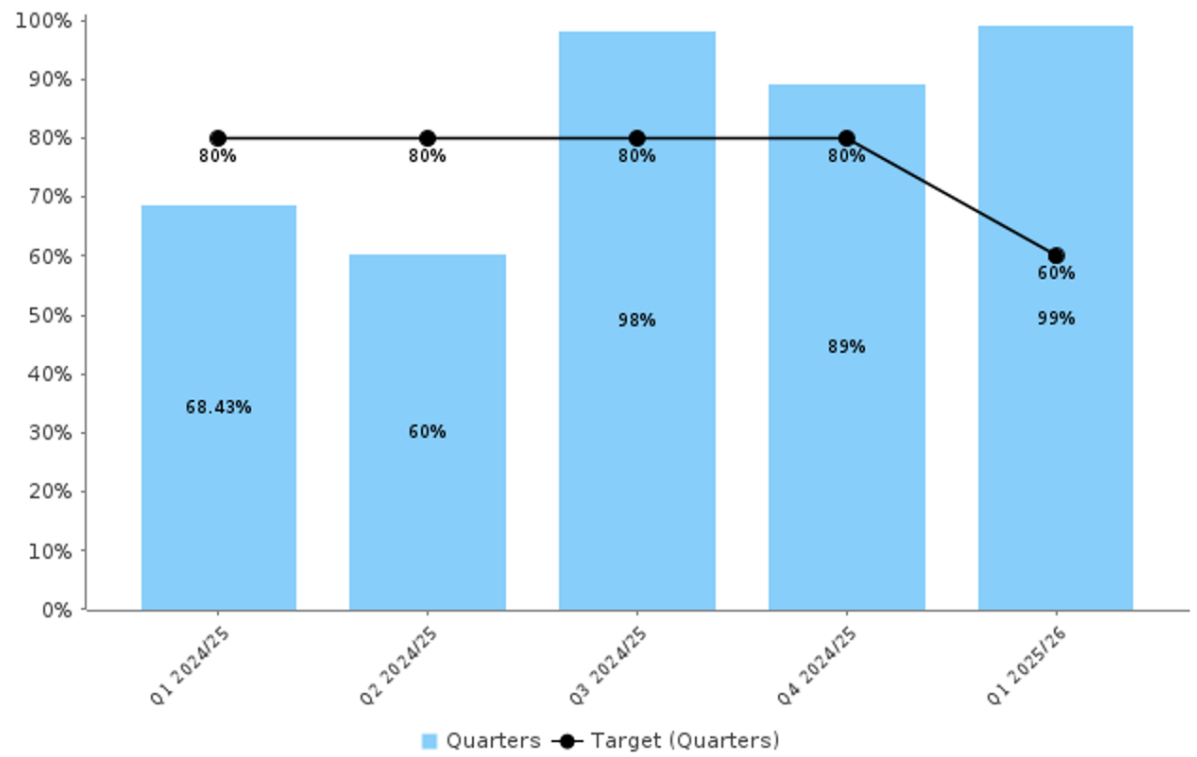
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.11b By 2027/28, 95% of identified highway network defects are repaired within the priority timeframe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



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

During Q1, 1,808 works were completed, of which 99 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 Q1 (2,905) are 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 2026

Our LEVI Capital funding to deliver an On-Street EV Charging Infrastructure is with the LEVI Support Body awaiting approval of our route to market. Once the approval is received, tender documents will be active, with award of contract anticipated around Q3. It is hoped some physical installations will commence in Q4.

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
Data unavailable (no long trend)

Invitations to tender will be issued in Q2 2025, with award of contract during Q3 2025.
Physical installations are expected to commence late in Q4 2025 and throughout 2026/27.

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 2026.**

There are 16 roads included in this year's Road Resurfacing programme. Our Term Maintenance Contractor is programmed to complete all 16 sites within the financial year.
Each location was selected from a list of priority 1 sites and matched to the budget.
The schemes commenced in April 2025 and so far, we have completed 11 sites with a total area of 17,035m2.

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 2026

As of Q1, 100% of material removed from 11 sites with a total area of 17,035m2 was diverted from landfill for recycling.

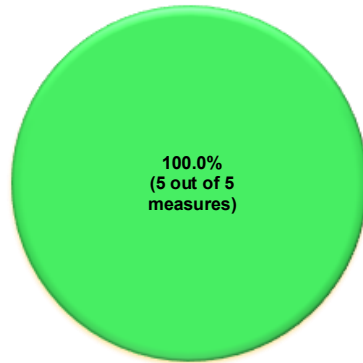
Living in good quality, affordable homes

- 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.

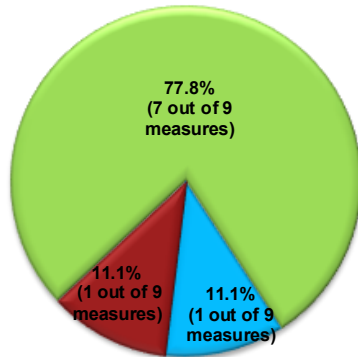
Performance



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

This chart shows the performance for 5 measures:
100.0% (5 out of 5 measures) met or exceeded target.
0.0% (0 out of 5 measures) were slightly below target (less than 5%).
0.0% (0 out of 5 measures) were significantly below target (more than 5%).

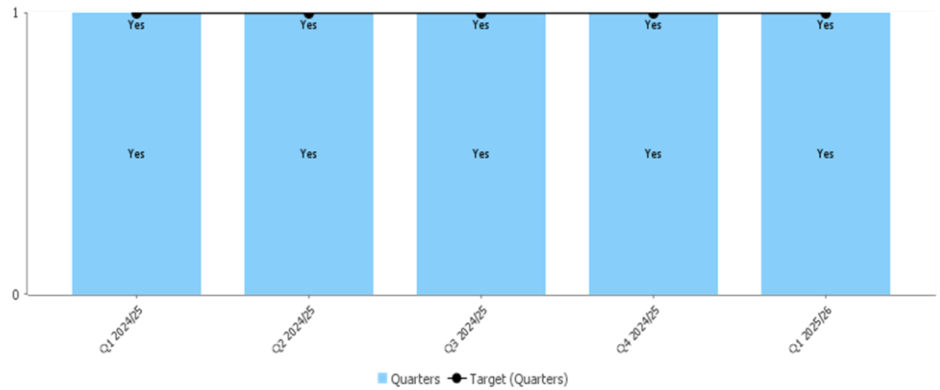
Direction of travel



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:
77.8% (7 out of 9 measures) had an upward long trend.
11.1% (1 out of 9 measures) had a static long trend.
11.1% (1 out of 9 measures) had a downward long trend.

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)**

Full Council at its special meeting on 26 June, agreed the Regulation 19 Draft Local Plan for publication. Consultation started on 30 June and runs through to 11 August. This will then enable time to consider comments on the plan and complete final reports to then be submitted to Planning Inspectorate with the Plan and comments in November 2025, in accordance with the agreed timeframe in the Local Development Scheme. This will then enable an Examination in Public in 2026 and hopefully adoption of a Plan by the end of that year.

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 2026

This is an annual indicator, and the final figure will be confirmed in March 2026.

The HRA has several acquisitions forecast for delivery during 2025/26. A new build development of 12 x 2 bed houses is due to complete during Q2 along with the acquisition of Block B Ingram Court which will provide nine flats. The new build block of 44 flats at Truro Manor (former Britton Farm site) is due to complete in Q2. We are also acquiring properties for HRA stock through the Local Authority Housing Fund Round 3 (LAHF R3) resettlement element, for which we have four completions due before the end of March 2026.

Our Phase 5 development site at Lennox Wood is fully underway and anticipated to complete in May 2026, delivering 19 houses, the Aburound House development has just recently started on site and will deliver 18 flats in summer 2026.

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 2026

This is an annual performance indicator.
Britton Farm - 44 homes to be delivered. This will now be completed by Q2 25/26 due to subcontractor resource delay.
The Strood Civic project due to begin in 2025/26 has yet to start. Delays in obtaining a grant from Homes England to unlock the site has delayed the works start date.
Mountbatten House works started on site in April 2025.

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 2026**

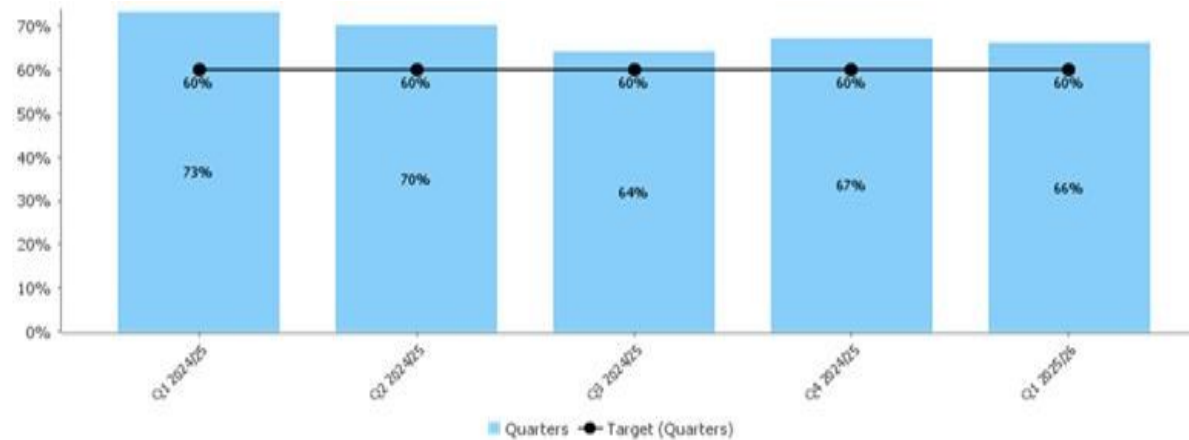
At the end of Q1 there are 614 households in all forms of temporary accommodation (TA). An increase of 25 households from 31 March 2025.

Of these, 512 are in nightly paid private sector accommodation, 83.4% of all TA being in nightly paid provision at a cost of roughly £30,091.64 per night.

It was anticipated that numbers entering TA would increase in the first quarter of the year, and we are aware that the impact of the Renters Rights Act will also have an effect on homeless approaches, however, we are still confident in the TA Acquisition programme's planned success. With a current target of 190 TA properties owned and managed by Medway Council by the end of the financial year. Additionally, we are currently making plans to do a competitive commission for Private TA provision, with the intention of improving management and getting great control over costs.

At the end of Q1 there are 75 HRA TA in use, 11 corporate TA properties with one property void, 15 owned TA in use and 0 Bed and Breakfast TA in use.

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)

The financial year 25/26 has started as expected with 945 approaches to the Housing Options Team for Q1 compared to 872 for 24/25 in increase of 8%. In order to reduce the amount of clients in temporary accommodation a number of initiatives have been developed which has reduced resources in the Housing Options Team, although this is an essential step to reduce the numbers in temporary accommodation it has had an effect on the successful prevention & relief outcome, for Q1 we have still seen 236 cases prevented or relieved being 66% of all cases where a duty has been accepted of this 125 of the cases prevented would have been TA placements. However, the Move On Team have compensated these numbers with supporting 37 main duty owed families to vacate temporary accommodation and move into permanent private rented sector properties.

One Medway Lettings incorporate all the different offers Medway has; this includes :

Client find service – where the team match clients to a property only, either we have been offered, or a client sources themselves

Rent Guarantee - we offer a rent guarantee for the duration of the first year's tenancy

Fully Managed service – we take over management of the property, pay guaranteed rent to the landlord and manage the tenant and if required all repairs for the duration of the agreement. We have been successful in securing a total of 12 properties to our full managed service and signed 11 families from TA in, these were some of our larger families in TA that have been in the longest and the hardest to move so this is a great achievement for the Team, in addition for the client find service the team secured an additional 133 properties for Q1 and increase of 34% on the same period last year and managed to sign up 81 clients again an increase in sign ups of 35%

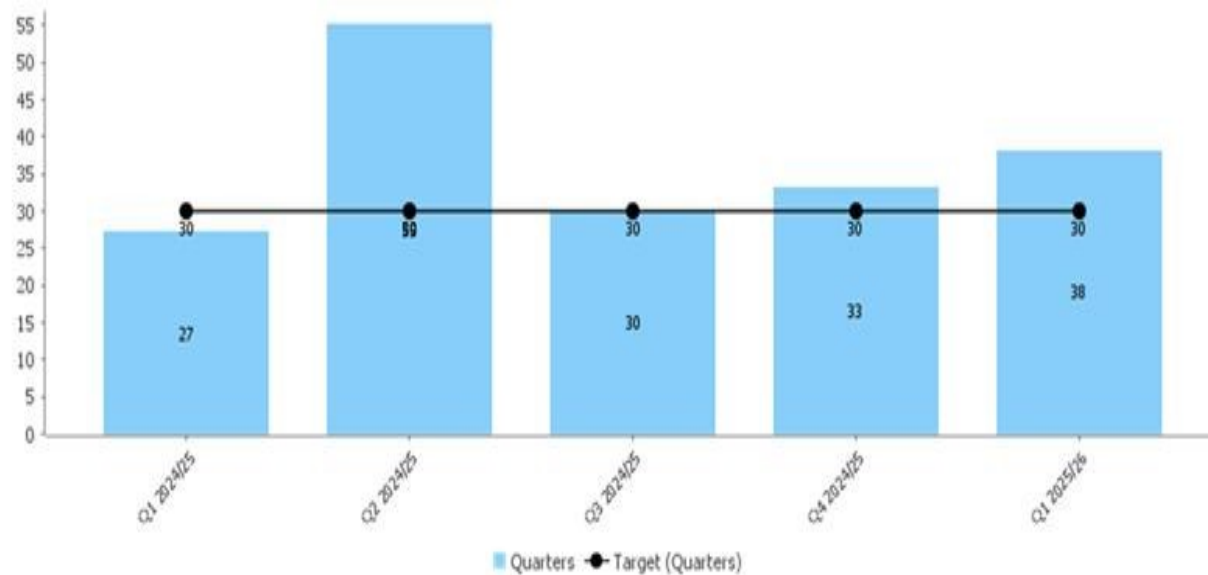
Assist people with specific accommodation needs including older people, people with disabilities, people needing specialist support and those who find themselves homeless

- 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 2026**

The Rough Sleeping Service multi agency approach has been working with a highly challenging workload this quarter but has had significant successes in getting people into first stage accommodation and then seeing people move on to more settled accommodation. 46 people in total moved out of the night shelter directly into accommodation and move on to longer term options. The warmer months often see an increase in numbers of people sleeping out and this spring has been no exception, however, the team are working from 5.00am to engage with people and offer support, with currently around 80 people on their caseload. There was significant reduction in numbers from May to June. An analysis of the people who stayed at the winter night shelter showed a number who had come to Medway over the winter from other local authorities, additionally significant numbers of people released directly from prison. We will be running a session to see what we can learn from this and see where we can proactively engage with e.g. prison services, neighbouring Local Authorities, as the winter shelter is not a suitable route into accommodation. Rough Sleeping Services are currently taking part in a Chatham High Street initiative with Kent Police and the Community Safety Partnership. The initiative targets support from the team for people who are vulnerable and need assistance to engage with services, whilst also looking to feed into a reduction in anti social behaviour, with police colleagues taking action within the newly created public space protection order. Funding announcements are expected in late Q3, and plans are being developed about what additional resources would be needed to deal with complex cases who need a multi agency approach, this includes significant work with the Kent and Medway Safeguarding Adults Board.

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

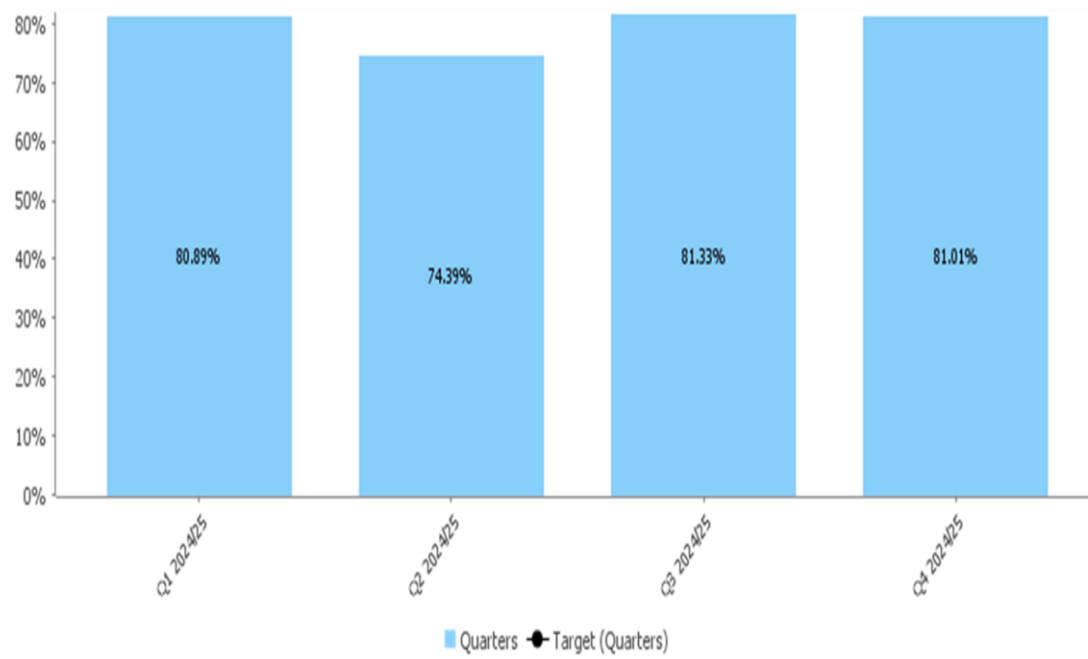


**Aim to Maximise
Green (upward long trend)**

During Q1, 38 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.

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.

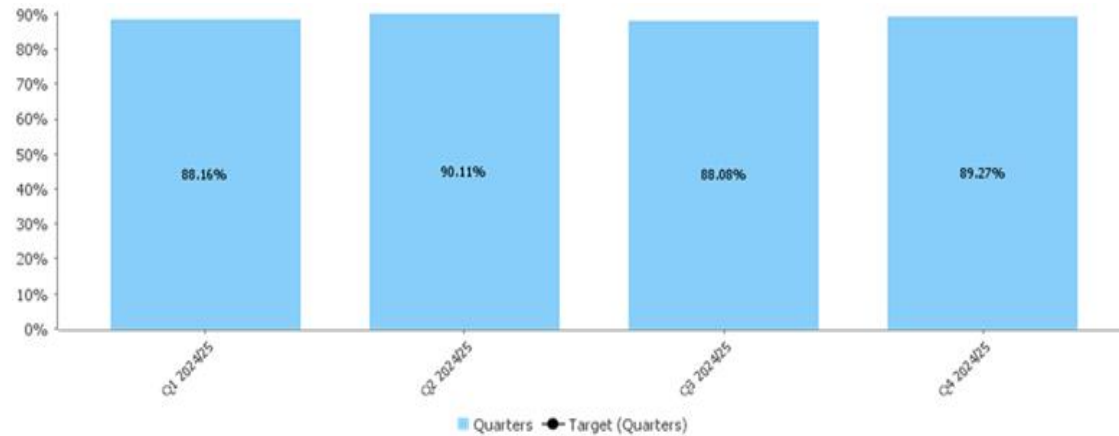
Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives
- 5.06a Satisfaction with parks and green spaces - direct users CP



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

Reported a quarter in arrears
Satisfaction amongst users of parks and open spaces was 81.01% in Q4 24/25, 0.32 percentage points less than the 81.33% figure seen in Q3 24/25. Fewer users were dissatisfied about the service (6.96%, up slightly from 6.67% in Q3) than neutral (11.4% of respondents, up slightly from 11.3% in Q3). A further 0.6% gave no response to this question. These results are based on the 158 users of parks and open spaces from the 233 respondents to the Q4 24/25 Citizens' Panel, giving a margin of error of +/-7.8%, meaning the change in satisfaction is not statistically significant.

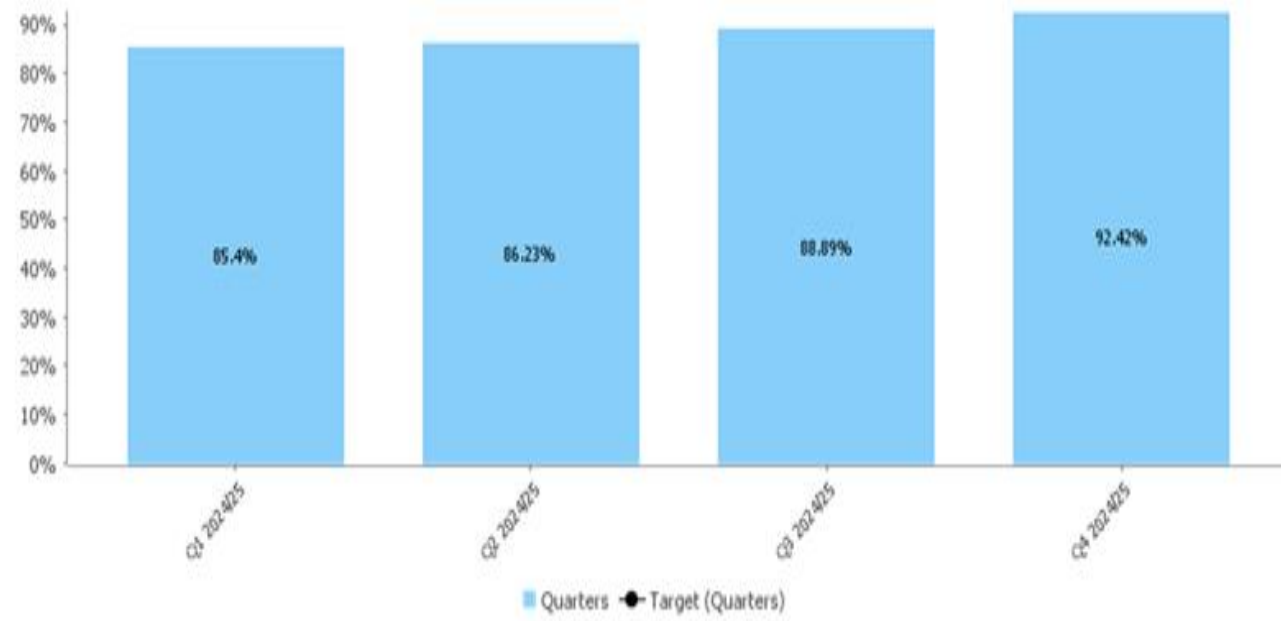
Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives
- 5.06b Satisfaction with refuse collection - Citizens Panel result



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

Reported a quarter in arrears
Satisfaction with refuse collection increased to 89.27% in Q4 24/25 (up from 88.08% in Q3 24/25).
3.9% of respondents were neutral about the service (down from 4.3% previously) and 4.3% were dissatisfied (the same as seen in the previous quarter). A further 2.5% did not know or gave no response (down from 3.4% in Q3).
The results are based upon 233 respondents to the Q4 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

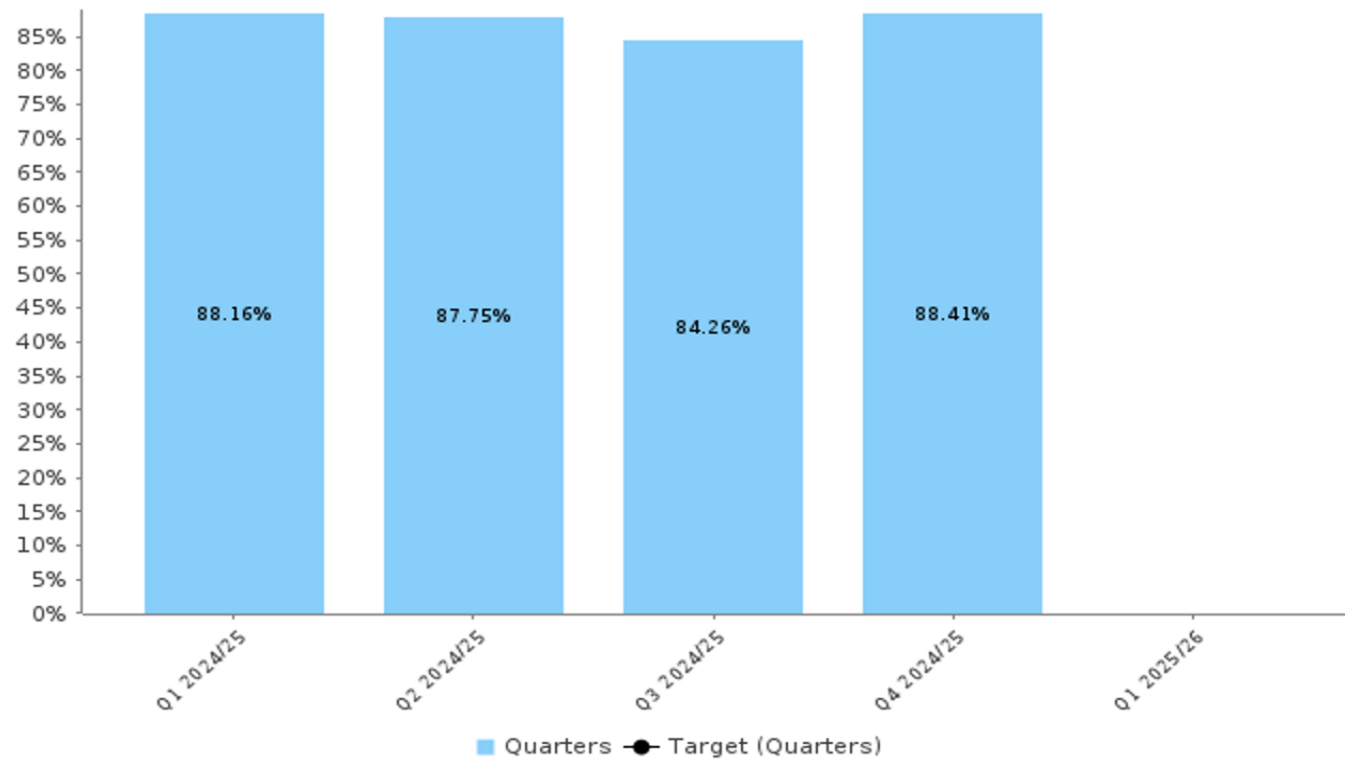


**Aim to Maximise
Data only (upward long trend)**

Reported a quarter in arrears
Satisfaction amongst users of the tip (HWRC) was 92.42% in Q4 2024/25. 4.5% of users were neutral about the service and 3.0% were dissatisfied. These results are based on the 132 users of the tip from the 233 respondents to the Q4 2024/25 Citizens' Panel, giving a margin of error of +/-8.5%.

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

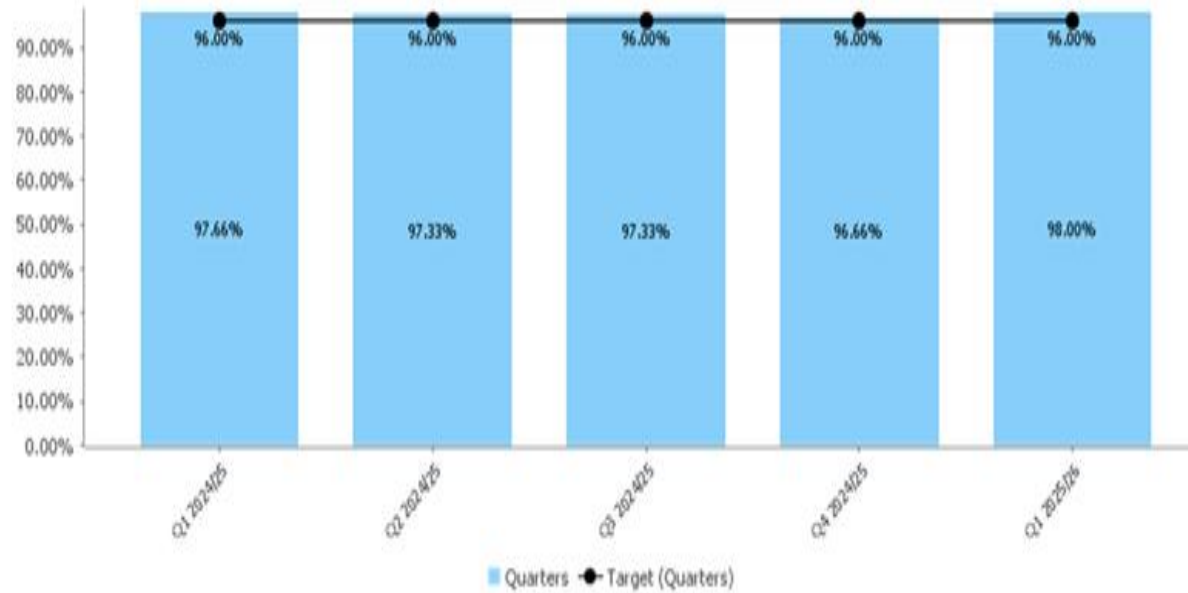


**Aim to Maximise
Data only (upward long trend)**

Reported a quarter in arrears.
Satisfaction with recycling collections (brown bin, blue/white bag and clear sacks) was 88.41% in Q4 2024/25, up from 84.26% in Q3 2024/25. The number of respondents who were neutral about the facilities was 2.1% (down from 5.1% in Q3). 6.8% of respondents were dissatisfied (the same as in Q3). A further 2.5% of respondents did not know or did not give a response (down from 3.8% in Q3).
The results are based upon 233 respondents to the Q4 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 (upward long trend)

Medway is split into 24 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 Q1 2025_2026, 98% 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 294 satisfactory inspections of A and B grades in Q1 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 2026

This is an annual indicator, and the final figure will be confirmed in March 2026. The team are currently working with an external provider to carry out the annual tenant satisfaction measures (TSM) survey. It is anticipated that the survey will be carried out during September and October 2025 with preliminary results expected in December 2025.

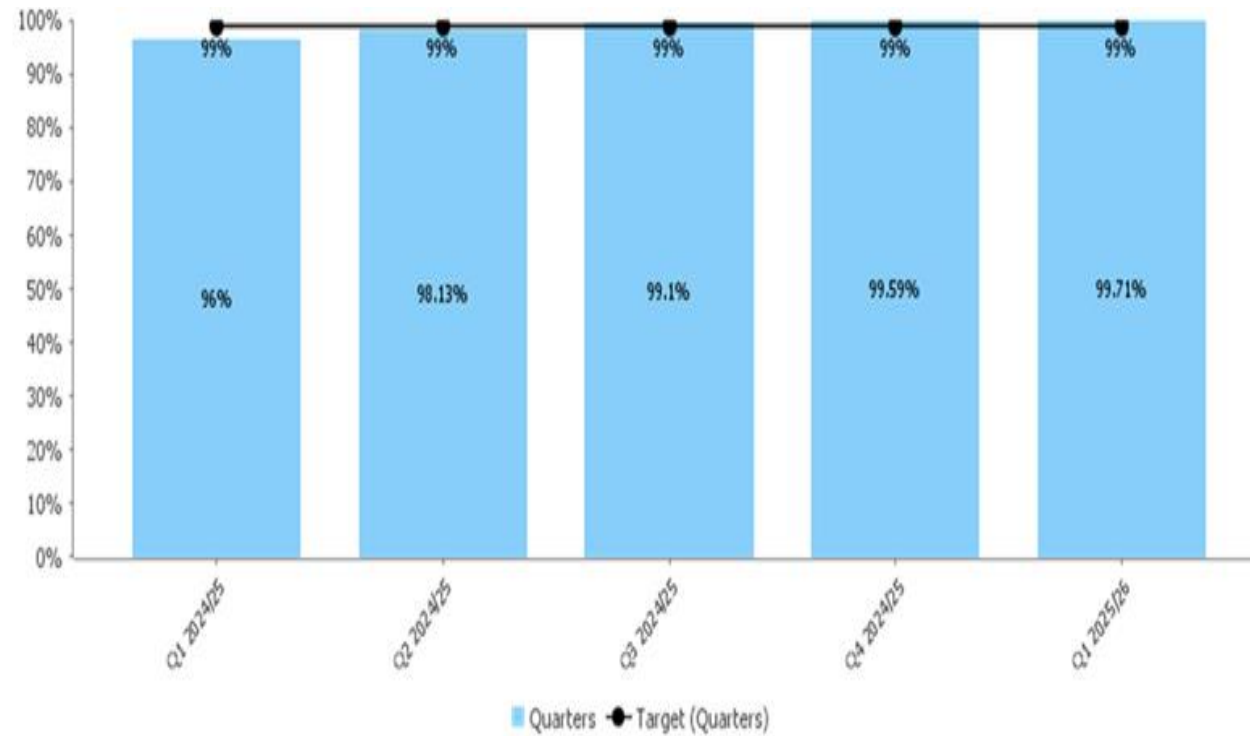
The Tenant Satisfaction Measures survey, conducted between September and October 2024, was sent to 2,555 tenants via email or text, including reminders. A total of 585 responses were received, resulting in a 23% response rate. The Regulator requires a minimum response rate of around 500 tenants based on our current stock size. Surveys were primarily conducted by telephone, with an online option available via email and SMS.

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 2026

At the end of Q1 the average energy efficiency score (SAP rating) for the HRA housing stock surveys was 71.41.
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 Q1, average compliancy was 99.71% 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 Q4 at 99.59%. 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 2026

This is an annual indicator, and the final figure will be confirmed in March 2026.
At the end of Q1 82.68% meets the Decent Homes Standard. This figure is expected to rise as planned work replacement programmes continue throughout 2025/26.