

ONE MEDWAY COUNCIL PLAN

2024/28

Proud to be Medway

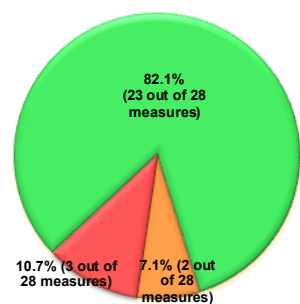


**Q2
2025/26
Regeneration,
Culture and
Environment
Overview &
Scrutiny
Committee**

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

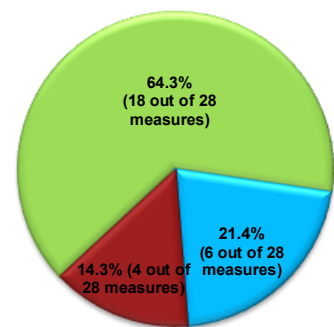
Red

 means significantly below target

This chart shows the performance for 28 of the measures:

- 82.1% (23 out of 28 measures) met or exceeded target.
- 7.1% (2 out of 28 measures) were slightly below target (less than 5%).
- 10.7% (3 out of 28 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 28 measures:

- 64.3% (18 out of 28 measures) had an upward long trend.
- 21.4% (6 out of 28 measures) had a static long trend.
- 14.3% (4 out of 28 measures) had a downward long trend.

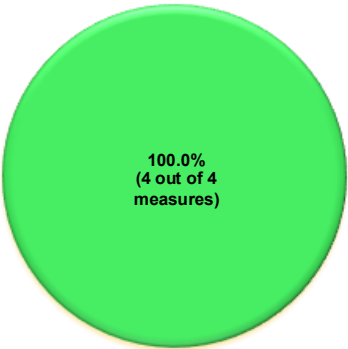
Delivering quality social care and community services

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

Performance



Performance - key

Green means met or exceeded target

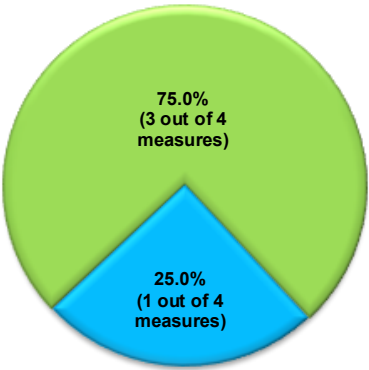
Amber means slightly below target

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

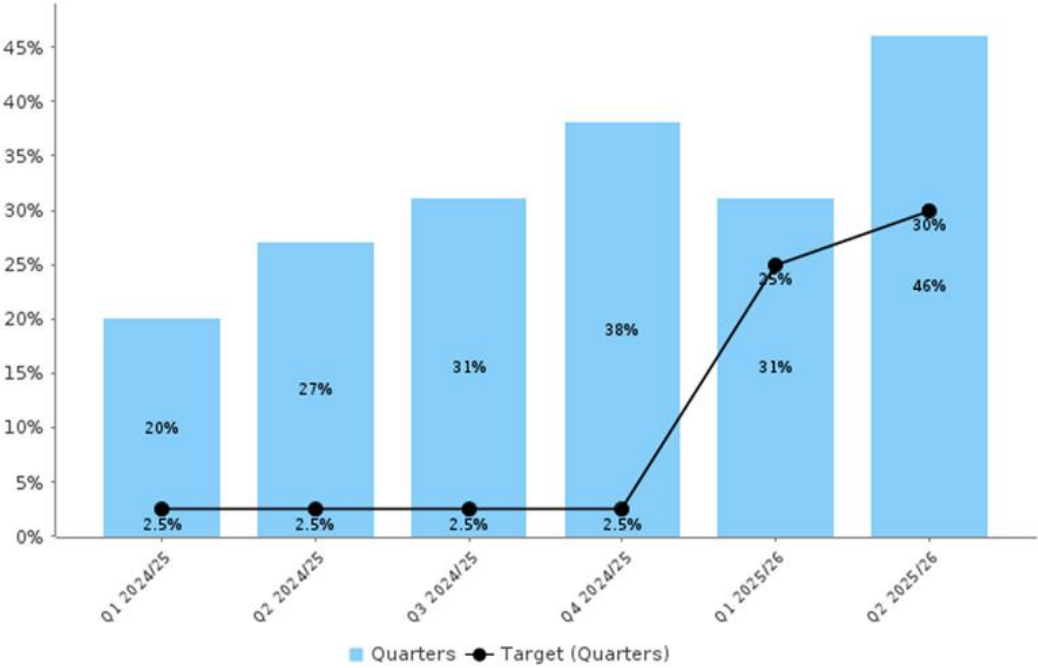
Red means negative travel

This chart shows the direction of travel for 4 measures:

- 75.0% (3 out of 4 measures) had an upward long trend.
- 25.0% (1 out of 4 measures) had a static long trend.
- 0.0% (0 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 extracted from the Terms Management System as of 4 October 2025.

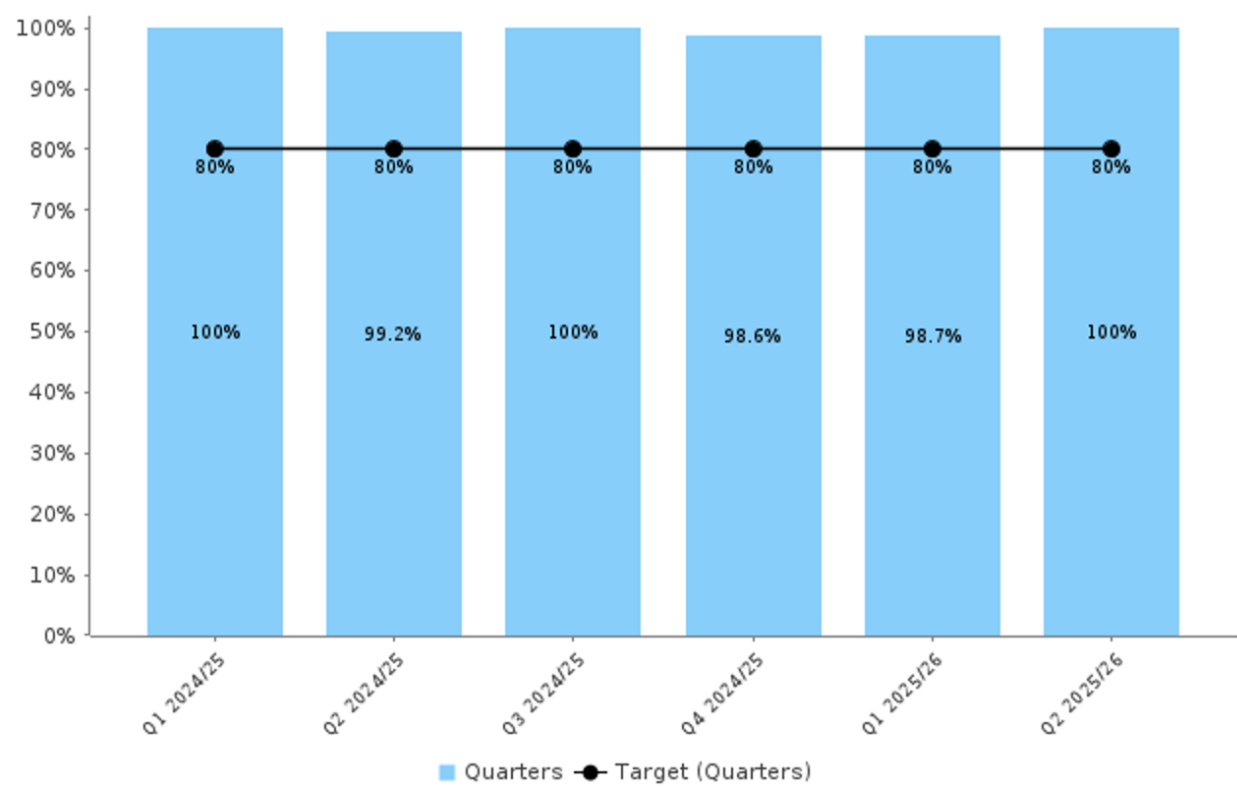
During Q2, which coincides with the start of the academic year, Adult Education services welcomed **513 new learners**, out of a total of **1,119 course enrolments**. This represents a **15-percentage point increase** compared to Q1, indicating a positive impact from recent marketing campaigns and the introduction of new course offerings for the 2025/26 academic year.

Additionally, changes to the Department for Education (DfE) funding rules have expanded learner eligibility, contributing to the growth in enrolments.

Breakdown of New Learners by Course Type:

- 27%** enrolled in ESOL (English for Speakers of Other Languages)
- 13%** in English and Maths
- 19%** in Vocational Skills
- The remaining **41%** in Community Learning programmes

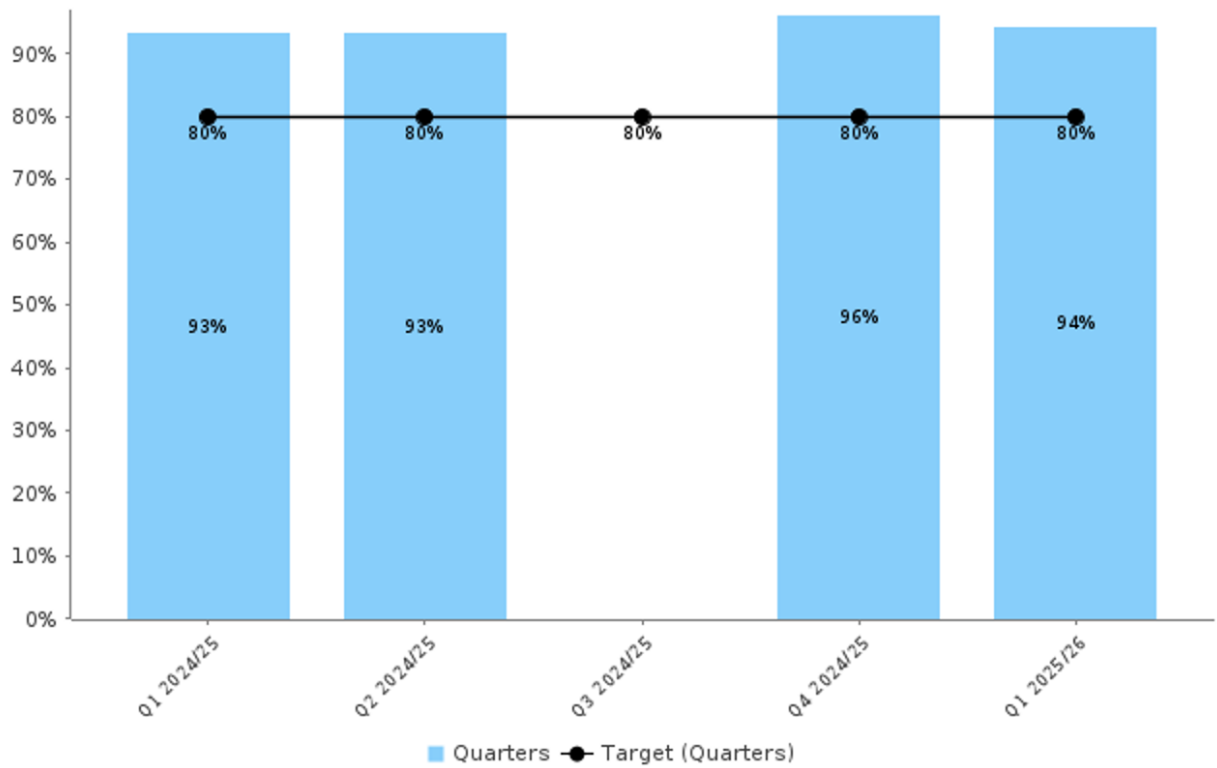
Provide creative, cultural and community services and facilities across Medway that everyone can access and benefit from
- 1.09a By 2027/28, the satisfaction rates across community hubs and libraries exceeds 80%



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

Q2 surveys were conducted in Hempstead, Hoo, Rochester and Walderslade Village. Satisfaction has held steady from Q4, with praise for high customer service standards, the Summer Reading Challenge, craft activities and welcoming atmosphere. Notable comments this quarter include:
Very helpful and informative for 1st time visit. Librarians are always very helpful and approachable. They made the summer reading challenge fun and engaging for my son, this makes him want to come to the library more. Due to their approach my son looks forward to the summer reading challenge every year.
We love coming to craft at the library. The ideas are amazing and lots of resources too so we can be creative. The ladies are very friendly, helpful and gives lots of praise to the children. It's a lovely time together making memories.
Very helpful, always happy to look up books order for reservations. Love the reading challenge. My friend comes to Medway and can not believe how helpful the library staff are. Keep up the good work.

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)

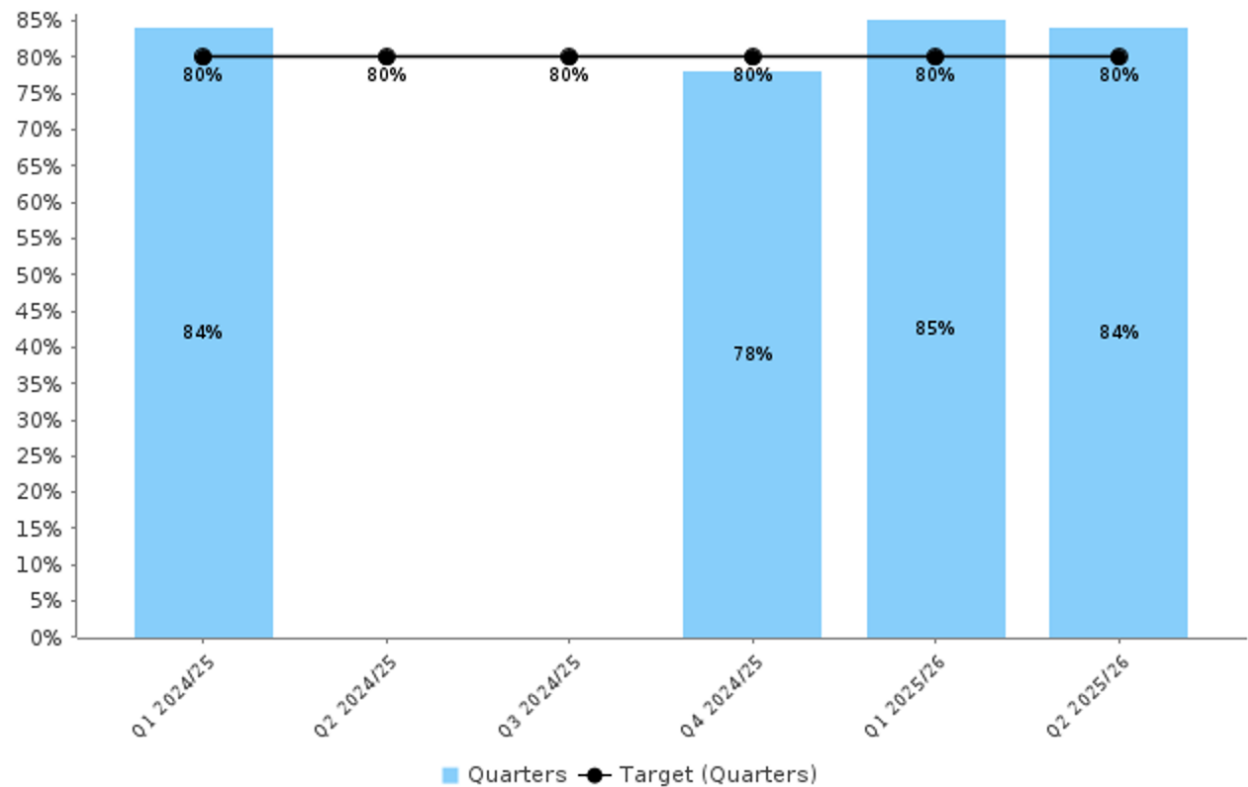
Reported a quarter in arrears.
A recent customer survey with 107 responses, covered performances from April to July (includes some Q2 data but this matches across the theatre season). The survey yielded highly positive feedback:
Survey Category, Satisfied/Very Satisfied

- Ease of Buying Tickets, 99%
- Quality of Shows, 94% (5% did not respond)
- Cleanliness of Venue, 93%
- Helpfulness of Staff, 90% (6% did not respond)

Overall Satisfaction, 94% average
Only one respondent expressed dissatisfaction with a show they attended. All other responses were either positive or neutral.

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)

Reported in Q2 as event took place at the end of the Q1 reporting period.

Armed Forces Day 2025 (28 June) brought nearly **8,000 visitors** to the Historic Dockyard Chatham for a day of celebration and remembrance. Highlights included a **military parade, commemorative service, and live reenactments**, including WWI cavalry displays and Cold War submarine tours aboard HMS Ocelot. Visitors enjoyed **live music** from local bands and choirs and engaged with military units and organisations at interactive stalls. The event also marked the **80th anniversaries of VE Day and VJ Day**, adding historical depth to the celebrations and reinforcing Medway’s strong military heritage.

A post event survey was used to collect feedback and satisfaction. Most responses were positive, with many describing the event as: A great day out - Well organised - Family-friendly - Respectful to veterans and serving personnel. Many said they would attend again next year and praised the atmosphere, the staff, and the opportunity to engage with the military in a meaningful way - Military displays, bands, and parade were often highlighted as standout moments - Veterans and families felt recognised and appreciated - Visitors appreciated the friendly volunteers, clean grounds, and general organisation.

Feedback for consideration includes Difficult terrain (gravel, rail tracks) unsafe for veterans and inaccessible for wheelchairs/pushchairs - Spread-out layout making navigation harder - A focus on promoting the Dockyard over honouring the Armed Forces.

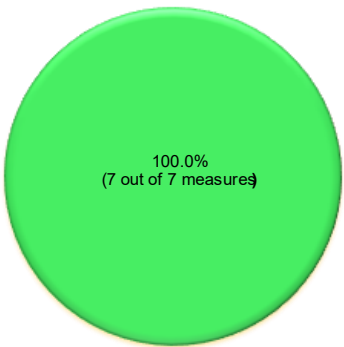
Benefitting from good education, quality jobs and a growing economy

- 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. We are reporting on seven performance indicators this quarter. There are 11 indicators where data is unavailable.

Performance

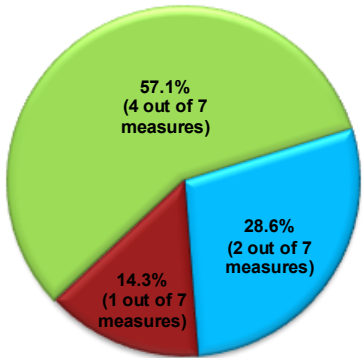


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target

This chart shows the performance for 7 measures:

- 100.0% (7 out of 7 measures) met or exceeded target.
- 0.0% (0 out of 7 measures) were slightly below target (less than 5%).
- 0.0% (0 out of 7 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 7 measures:

- 57.1% (4 out of 7 measures) had an upward long trend.
- 28.6% (2 out of 7 measures) had a static long trend.
- 14.3% (1 out of 7 measures) had a downward long trend.

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

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

The new academic year has started at a pace for Medway Adult Education (MAE) with early indications of continued strong demand for adult and family learning across all areas. To maintain high-quality standards and continuous improvement, managers have formulated self-assessment reports (SAR) and quality improvement plans, which will help shape delivery. Key areas of focus for the coming months include steps to improve attendance, maintaining early identification of barriers to learning, utilising interventions to provide support, and promoting and celebrating impact.

MAE teams have worked exceptionally well with local employers and community partners to provide tailored learning opportunities for their stakeholders. For example, an introduction to British Sign Language (BSL) and deaf-awareness course has equipped some Norse Group employees with communication skills that support accessibility for people in the deaf community, and a project with schools and the Council’s Housing Team to create art installations based upon Gillingham’s historical artefacts to support community cohesion. MAE will continue to engage closely with the community to raise awareness of educational opportunities and help those who may be furthest from education or employment take steps towards maximising their potential or assist in maintaining and improving their health and wellbeing.

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.**

Most available data is from NOMIS dated January 2024 - December 2024.
Medway Adult Education continue to run courses developed to create pathways in to work. Skills Bootcamps have begun in Kent & Medway run by KCC.

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.

The latest available data is from NOMIS dated January 2024 - December 2024.
Medway Adult Education continue to run courses at level 2. Skills Bootcamps have begun in Kent & Medway run by KCC. Training providers still meet to encourage level 2 apprenticeships and skills plans with businesses promote the use of apprenticeships to recruit. Funding is an issue for employers.

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.**

The latest available data is from NOMIS dated January 2024 - December 2024.
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.

The latest data from NOMIS is dated January 2024 - December 2024.
Individual skills and employment plans promote upskilling staff to higher levels of qualifications with all three universities and training providers for higher level apprenticeships. Foundation apprenticeships are being piloted this year.

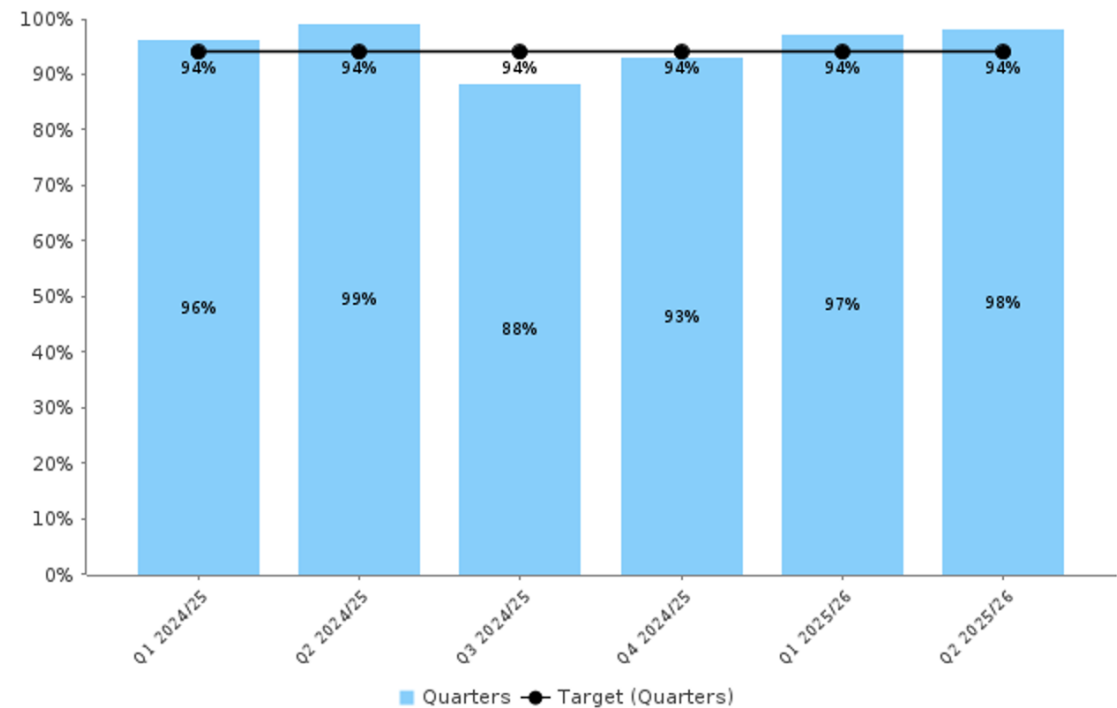
Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups
- 2.09 By 2027/28 unemployment levels will return to 2019 levels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

Aim to Minimise
Data unavailable (no long trend)

Figures are still dated April 2024 – March 2025, the latest available on NOMIS. Activities include jobs fairs with the job centre and Careers Compass with CC Cousins, five projects funded by the Shared Prosperity Fund focussing on skills and employment, Connect to Work, Kent & Medway Get Britain Working Plan and Supported Internship Projects including training for all professionals working with people with SEND planned. Kent & Medway Careers Hub has set priorities for 2025/2026 for schools and colleges which includes raising the awareness of apprenticeships and technical qualifications and a focus on work experience for all students from 11 years old. Skills Bootcamps are launched in Kent and Medway to support people in to work in various sectors. Other projects planned include a focus on people in receipt of Universal Credit Health with MidKent College, an Industry 4 Council project working with employers and the colleges in Kent and Medway and a project with Medway Development Company to support people in to work in the construction sector in 2026.

Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups

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



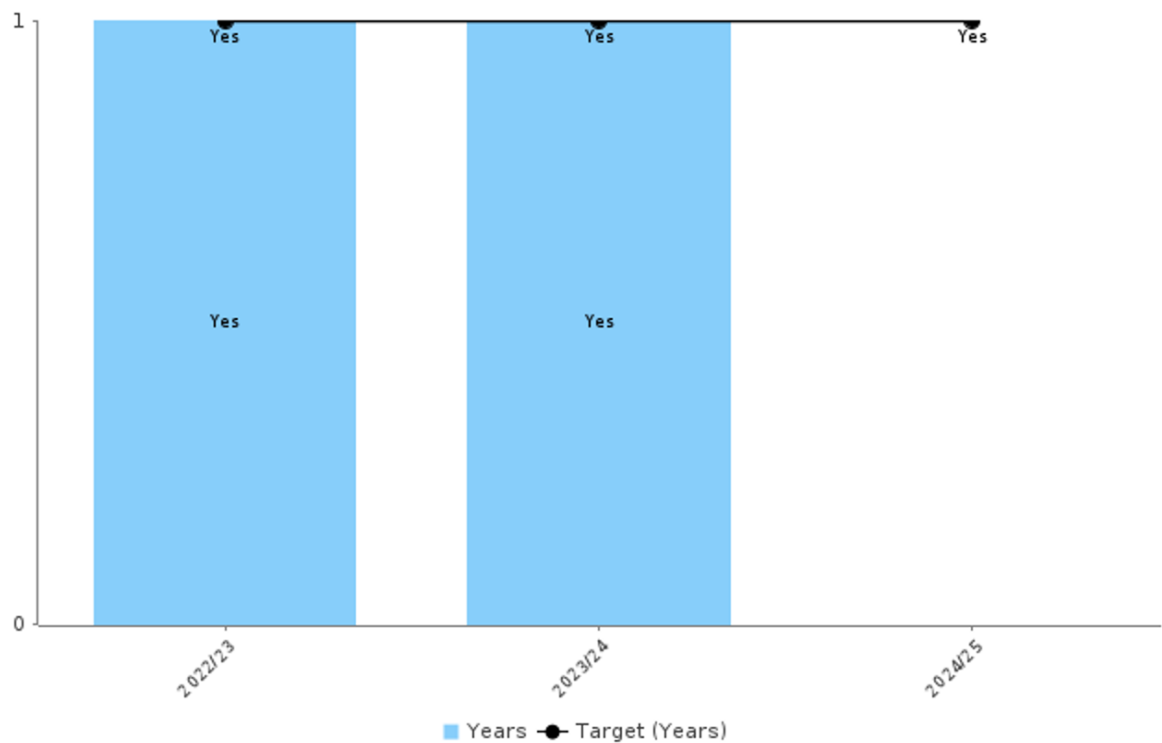
Aim to Maximise
Green (upward long trend)

Data as at 7 October 2025 Reporting Period: July 2025 – September 2025 Data Source: Terms Management System **Overview** Learner retention for courses active during Q2 of the 2025/26 financial year remains high at 98%. This period spans the conclusion of the 2024/25 academic year and the commencement of 2025/26. Historically, Medway Adult Education (MAE) experiences fewer withdrawals during these transitional phases, as learners are either nearing completion or have only recently enrolled.

Full Academic Year Retention (2024/25) For the full 2024/25 academic year (1 August 2024 – 31 July 2025), the current retention rate stands at 85%. This figure is provisional, with the final submission due by 20 October 2025, after which the official retention rate will be confirmed. Retention has declined across all departments. Key observations include **Community Learning**: A reduction in short course provision, which typically yields higher retention, has negatively impacted the overall average.

ESOL: Retention is currently 78%. Delivery was adapted to align with recent funding rule changes, resulting in a shift toward accredited aims. Mixed delivery (accredited and non-accredited learners in the same class) has been phased out. Previously, withdrawals from non-accredited aims could still be partially claimed based on learning evidence. This is now less feasible. Additionally, there has been an increase in ESOL learners relocating out of the area. **English and Maths**: Retention is 71%, with the lowest rates observed in Stepping Stones, Principles of Maths, and GCSE English. Over 50% of withdrawals occurred within the 42-day funding qualifying period, indicating a higher likelihood of early withdrawal in the first term.

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



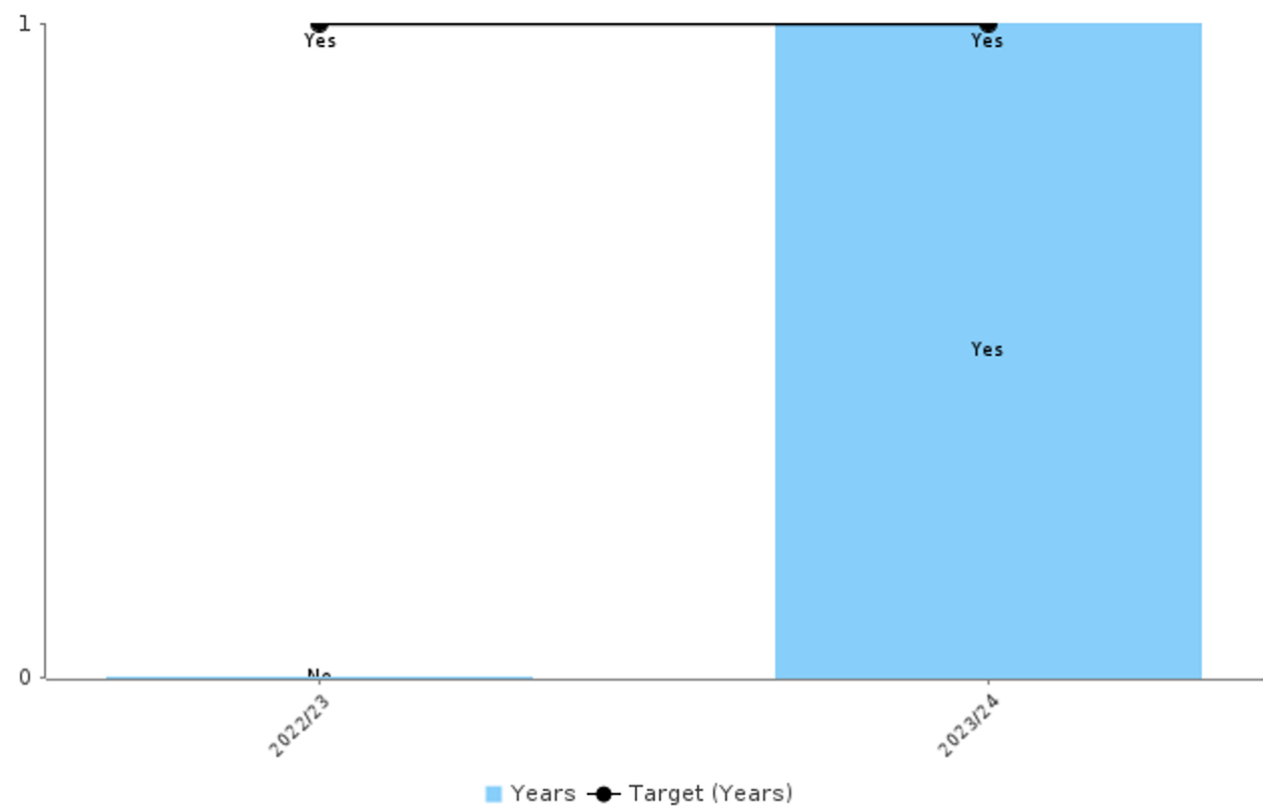
**Aim to Maximise
Yes/No
Green (Static long trend)
Annual PI.**

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 made to the economy. 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 2025, is 2023 data. For Medway, the Gross Value Added per work filled job was £63,959, an increase from £60,784 in 2022.

In 2023, in England, GVA per work filled job was £67,338. 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
Green (upward long trend)
Annual PI.

The most recent data available from Office National Statistics released in 2025, is 2023 data. Per head Gross Value Added (GVA) for Medway is £26,698. Medway saw an increase in GVA per head of 11.6% from 2022 to 2023. In the same period, Kent GVA per head increased by 8%. South East GVA per head increased by 7.6%. England GVA per head increased by 8.1%. Over the last ten years, Medway has seen an increase in GVA per head each year

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.**

Q2 2025/26 update - The most recent data available from Office National Statistics was 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)

Q2 2025/26 update - The overall income deprivation score for Medway is 13.4%, data provided by ONS collected in 2019. This data set was released in 2021 and has not yet been updated.
Of the 163 neighbourhoods in Medway, 30 were among the 20% most income deprived In England.

Revised deprivation data is expected to be released at the end of October 2025.

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 is 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 annual update to the business survival rate is published by the Office of National Statistics and is currently estimated to be released in November 2025.

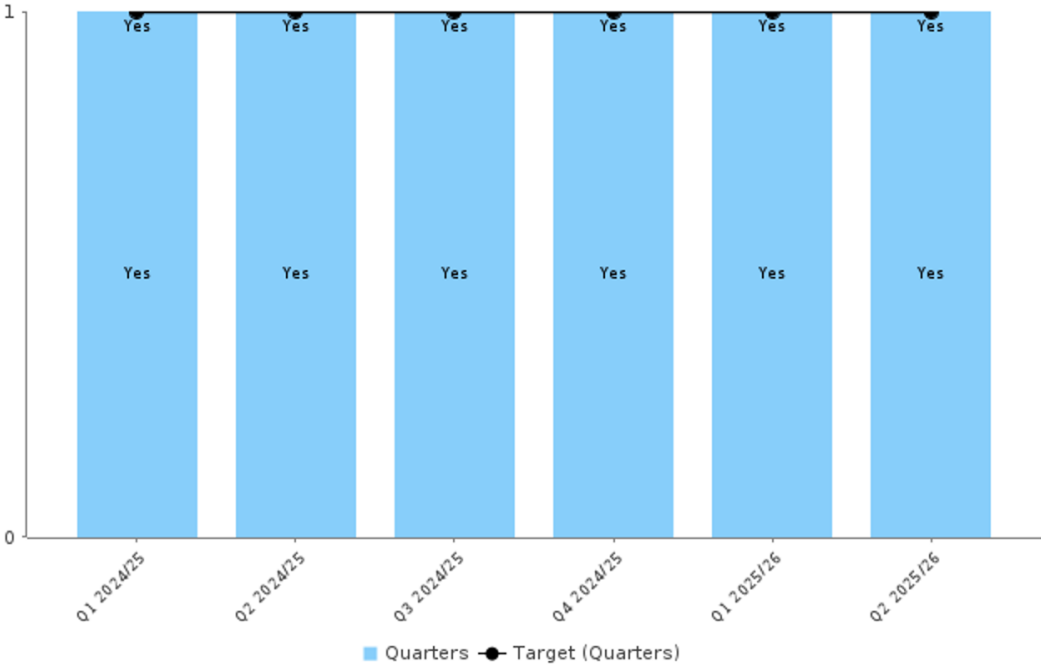
The most up-to-date data on business survival rates published by the Office of National Statistics (ONS) shows that businesses started in 2018 have a 41.8% 5-year survival rate, the statistics for the following cohorts are:

- 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.

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)

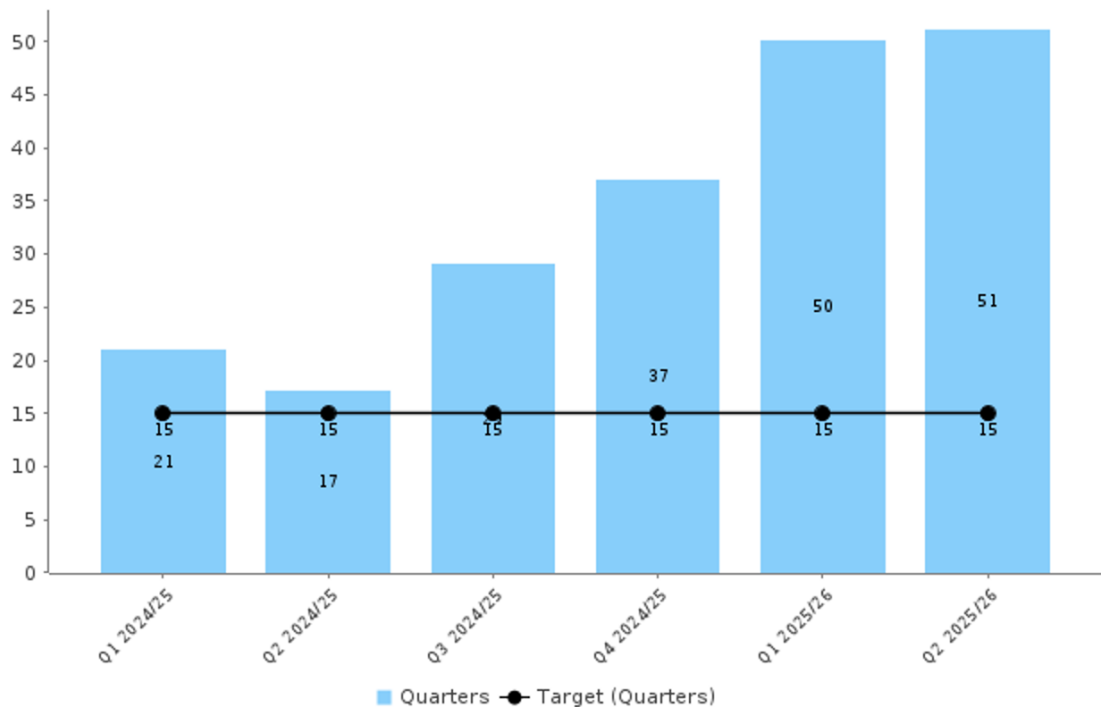
Fundraising

Medway Council is supporting the development of a £60K ACE bid to fund a **3-year cultural strategy delivery plan**. Focusses will be finalised following September’s open space event.

UKSPF bid was successful and supports core costs and creative business support. Creative Medway is a partner on two trust and foundation bids developing Tempo’s **Medway Change Makers** cultural volunteering programme.

Advocacy and engagement: · Responded on behalf of the sector to the Council’s **Local Transport Plan** consultation. · Attended the **Business Skills Showcase**. Took part in the **Historic England Historic Places Panel visit**, focussed on sector and community-led cultural regeneration. UKSPF funded **skills development and networking for creative businesses** in development. Led sector communications as part of the **Creative Health** programme. Ongoing **monthly sector meetups** with Nucleus Arts, **quarterly socials**, and **working groups** focused on: Youth engagement in the sector · Increasing sector diversity · Economic sustainability

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)

Surgery Session days where the sector can book an hour with a team member to discuss and receive advice and support on their project ideas, challenges and barriers, funding applications. Culture Team use these sessions to help connect the artists/organisations with local networks and other projects, suggest funding opportunities, read through funding applications, help avoid duplication of projects locally and promote opportunities to pool resources.

The Culture Team supported 51 organisations and artists: Kent Aayyappa Temple, Ideas Test , Medway Culture Club, Temple of Kulture, Photoworks, Michi Masumi, Wendy Daws, Christopher Sacre, Emily Stocker, Kieran Riddell, Heather Burgess, Dante of Die, Artspoint, Sarah Hehir, Electric Medway, Cohesion Plus, Live Music Now, Tie Dye Drama, A+E Lab, Roshni Nichols, Wordsmithery, Jane Pitt, House of Stars, Hypha Studios, Kings School, Loop Dance Company, Lyrici Arts, Mess Room, Hannah Whittaker, Jatin Patel/Kalikas Armour, Icon Theatre, Creative Medway, Mrs Baker’s Medway Theatre Company, Paramount Foundation (Sticks n Stone), Medway Pride (Pride), Tiller & Wheel/Sun Pier House, Nicole Mollett and Jose Den Hartog, Medway Open Studios, Medway Creative Schools Network, MCEP, North Kent CEPS (Gravesham, Dartford and Swale) with Royal Ballet & Opera, Medway Arts & Homelessness Forum, Intra Community Trust, Rochester and West Kent Art Society, LV21, ICCi, Child Friendly Medway, Heritage/Guildhall Team, Jay Patel, Dominic Markes – who was successful with his Developing Your Creative Practice Arts Council application we helped with.

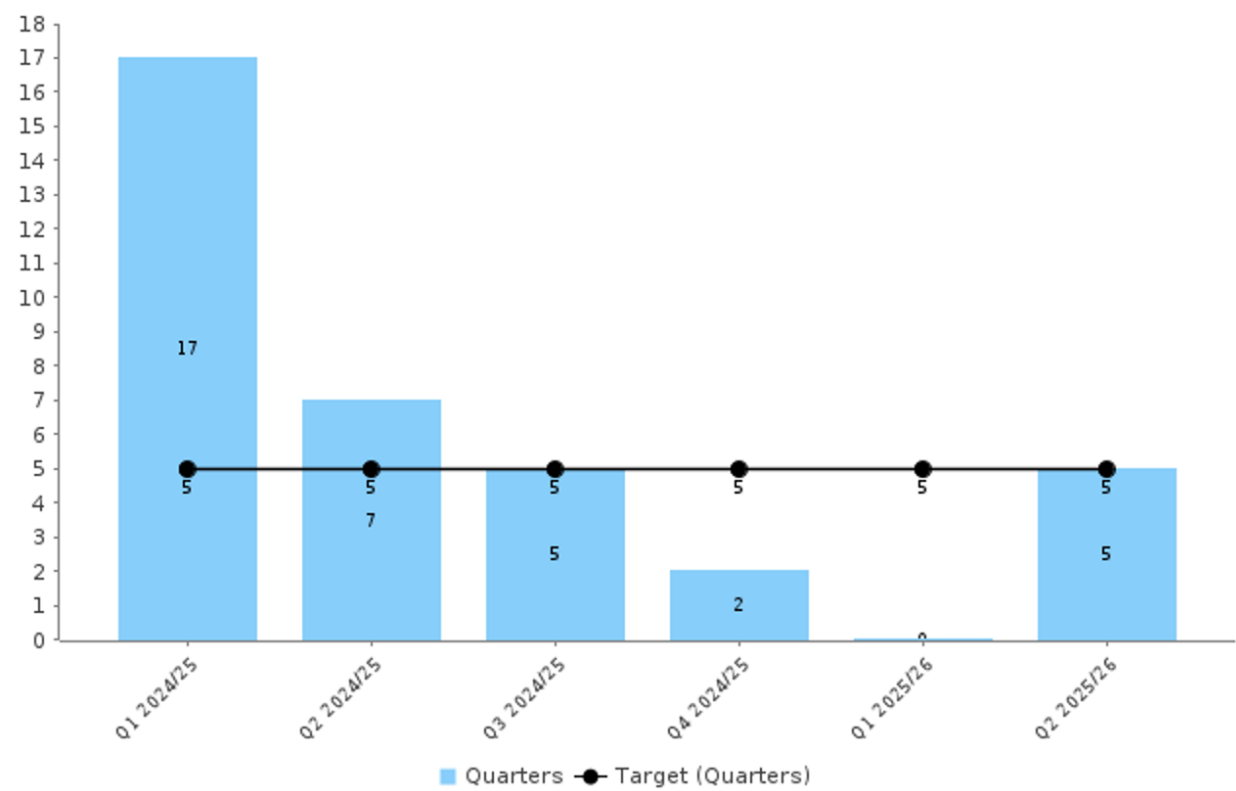
Develop Medway’s reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage
- 2.17 By 2027/8 implement a minimum of five community led pilot projects which showcase heritage- driven regeneration

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 was hoped to be announced and awarded in Q2 & Q3 with delivery of projects in Q4 2025/26. We still await confirmation from the funder that we can proceed with this programme.

Develop Medway’s reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage

- 2.18 By 2027/28 increase the number of Medway businesses to become green by 80

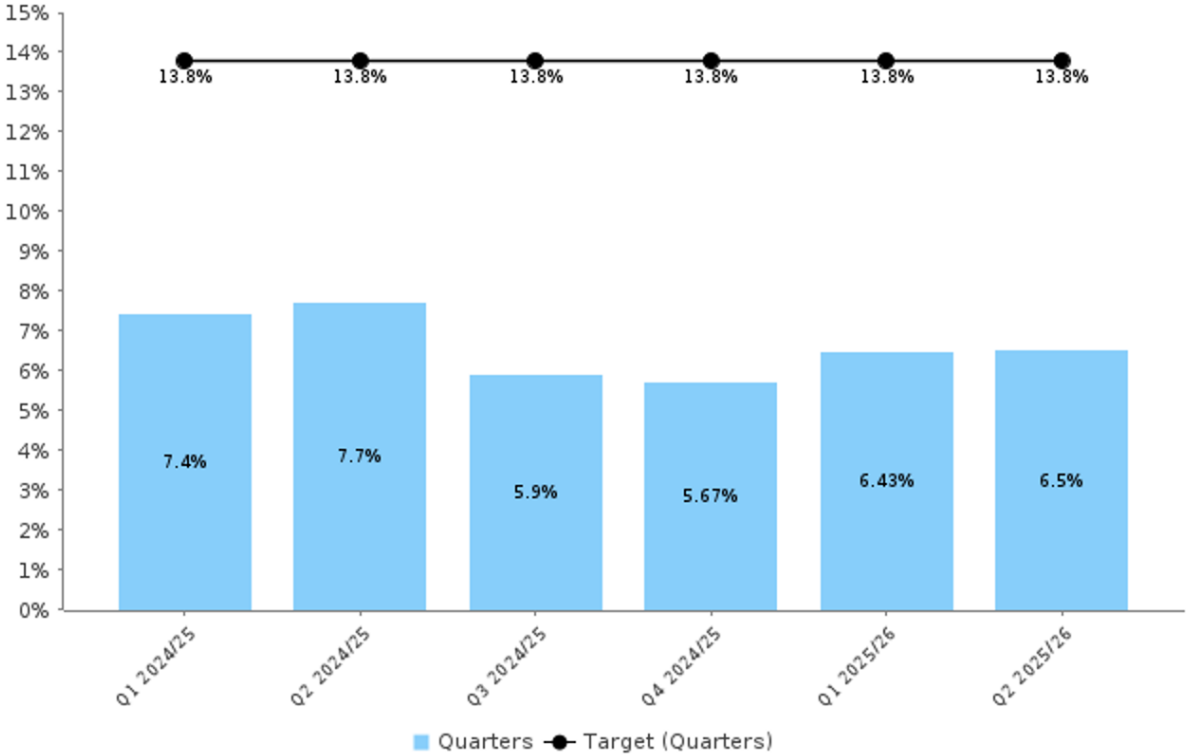


**Aim to Maximise
Green (upward long trend)**

Following a relaunch in early August 2025 of the Partners for Green Growth Grant, the maximum grant awarded has doubled from £2500 to £5000, with a policy that previous successful applicants can apply for the difference between their original grant and the £5000 maximum. Two new audits completed with more in the pipeline and three grant applications with two awarded.

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

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



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

The vacancy rate in Medway for Q2 is 6.5%, which is static compared to Q1. Medway's low vacancy rate continues. The national vacancy rate is 14% (Experian Goad). Our target is to remain below 13.8% and we are on track with our vacancy rate across the five town centres well below at 6.5%.

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 (ONS). This data is a year in arrears. The latest ONS report is due in November 2025 and will be reported in Q3 2025/26. This data will be reporting on the year 2024/25.

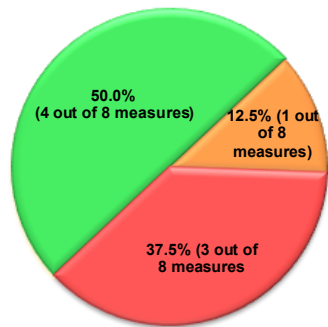
Enjoying clean, green, safe and connected communities

- 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. We are reporting on eight performance indicators this quarter. There are eight indicators where data is unavailable.

Performance

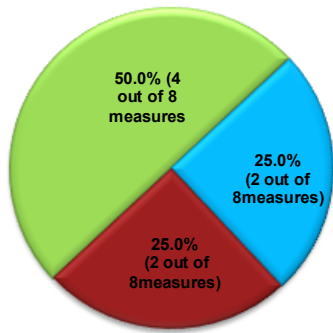


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target

This chart shows the performance for 8 measures:

- 50.0% (4 out of 8 measures) met or exceeded target.
- 12.5% (1 out of 8 measures) were slightly below target (less than 5%).
- 37.5% (3 out of 8 measures) were significantly below target (more than 5%).

Direction of Travel



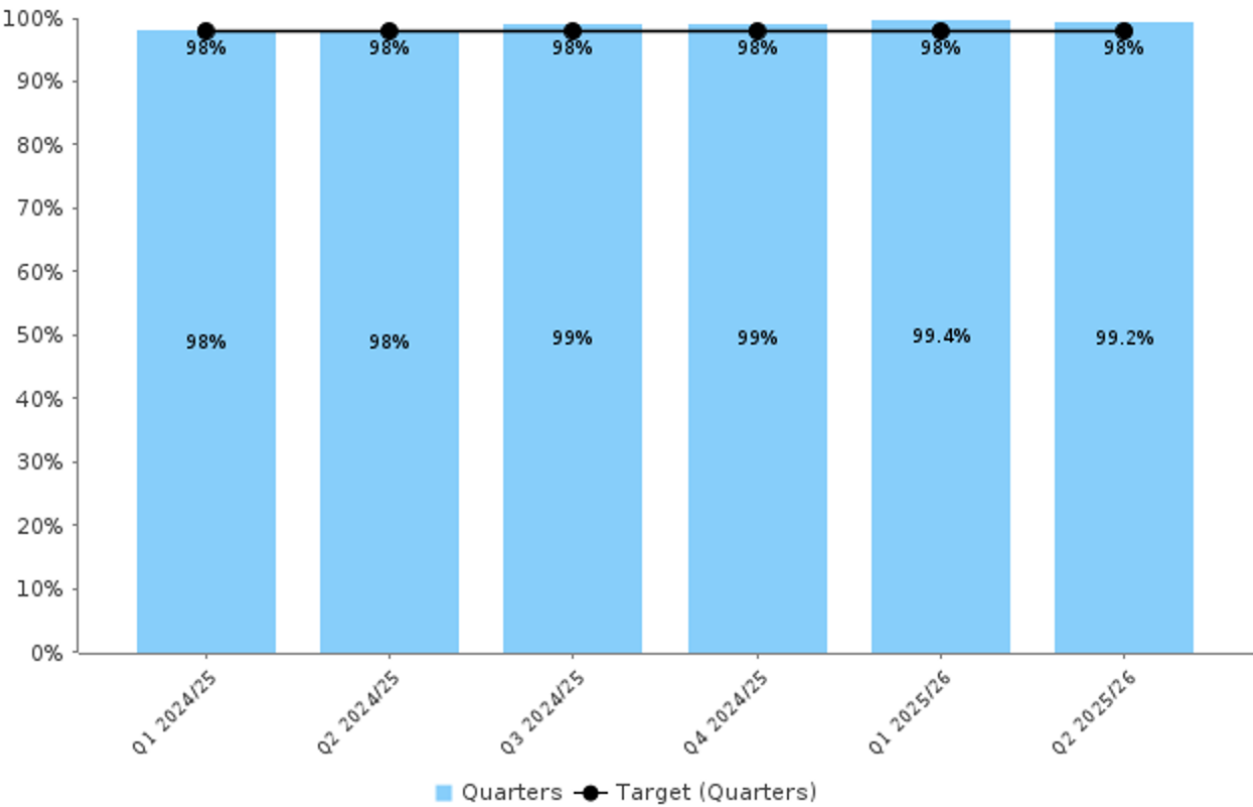
Direction of Travel - key
Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 8 measures:

- 50.0% (4 out of 8 measures) had an upward long trend.
- 25.0% (2 out of 8 measures) had a static long trend.
- 25.0% (2 out of 8 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 Q2, 99.2% 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 15 sites with a total area of 29,105m2

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 extended funding for the programme into 2025/26, Year 4 of the programme is underway supporting over 40 community projects and will now be able to fund the 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.

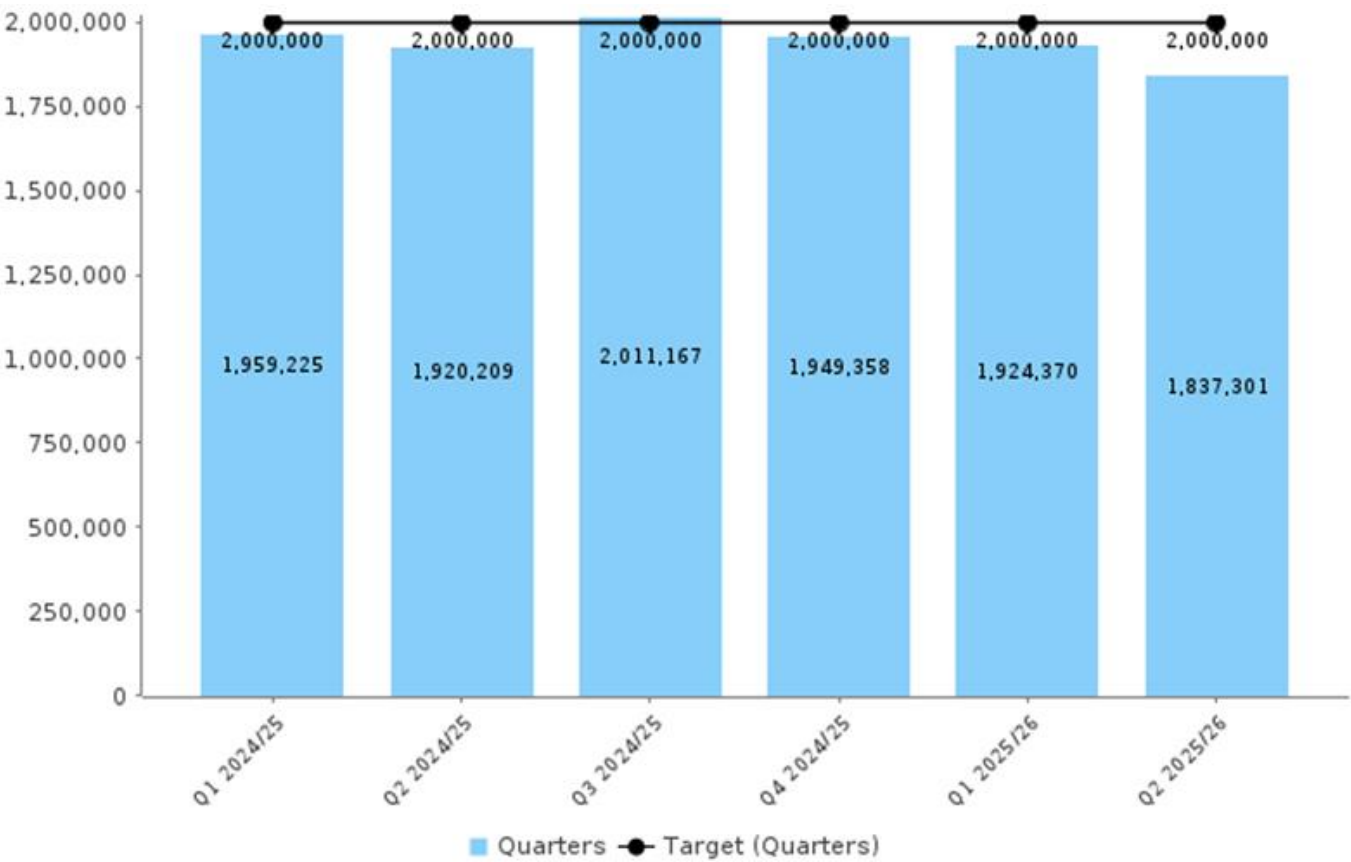
Provide improved opportunities to walk, cycle, use public transport and electric vehicles, reducing carbon emissions and improving air quality
- 3.05 By 2027/28, residents and visitors have access to 100 miles of signed cycle routes in Medway

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

During Q2 officers appointed the successful consultant to assist with progressing six high-level project concepts identified and prioritised within Medway's Local Cycling and Walking Infrastructure Plan (LCWIP). The work will include taking these six projects to the design stage. The aim is to develop these walking and cycling schemes to a level of detail sufficient for progression to public consultation and ultimately, the construction stage. Preliminary designs will be in place by end of Q3.

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
Red (downward long trend)

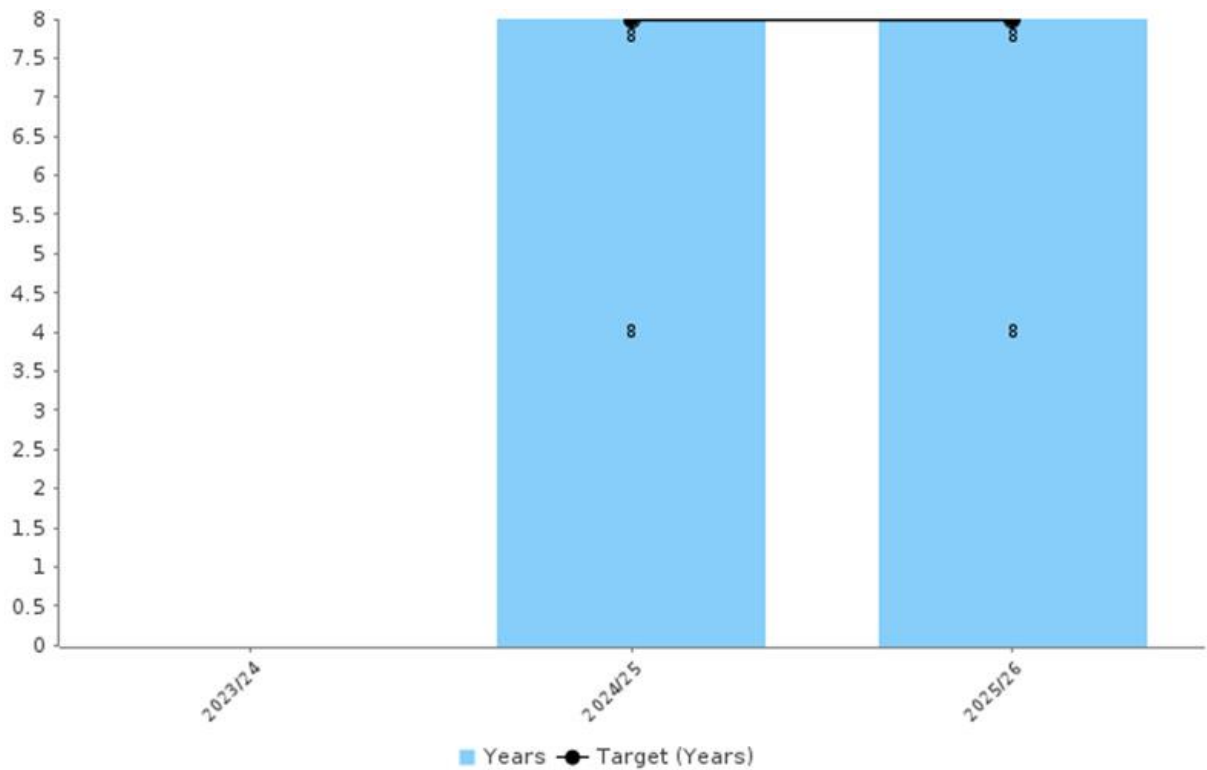
The number of bus journeys in Medway during Q2 was 1,837,301. This is slightly down on previous Q2 periods. Currently, we are not on course to reach the annual target of 9 million bus journeys for Medway this year. Officers have investigated bus travel more widely with other authorities and it has been reported that bus travel has reduced generally across the country, dropping by around 7% on average (Medway's drop is 4.3% currently). This has been attributed to the rise in the fare cap from £2 to £3 per journey. Officers are still working to help promote bus travel through the Local Bus Infrastructure Plan and the Bus Service Improvement Plan, as well as more targeted campaigns such as the Free Bus Travel Weekend promotions in December on the 6th to 7th, and the 13th to 14th. Officers will continue to monitor bus patronage closely across Q3 and Q4.

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 2025-30 Air Quality Action Plan was approved by cabinet for adoption on 7 July 2025. An update on progress will be provided in the next annual status report which is next due for submission to DEFRA by the end of June 2026.	

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

- 3.08 By 2027/28, maintain the Green Flag accreditation of 8 parks

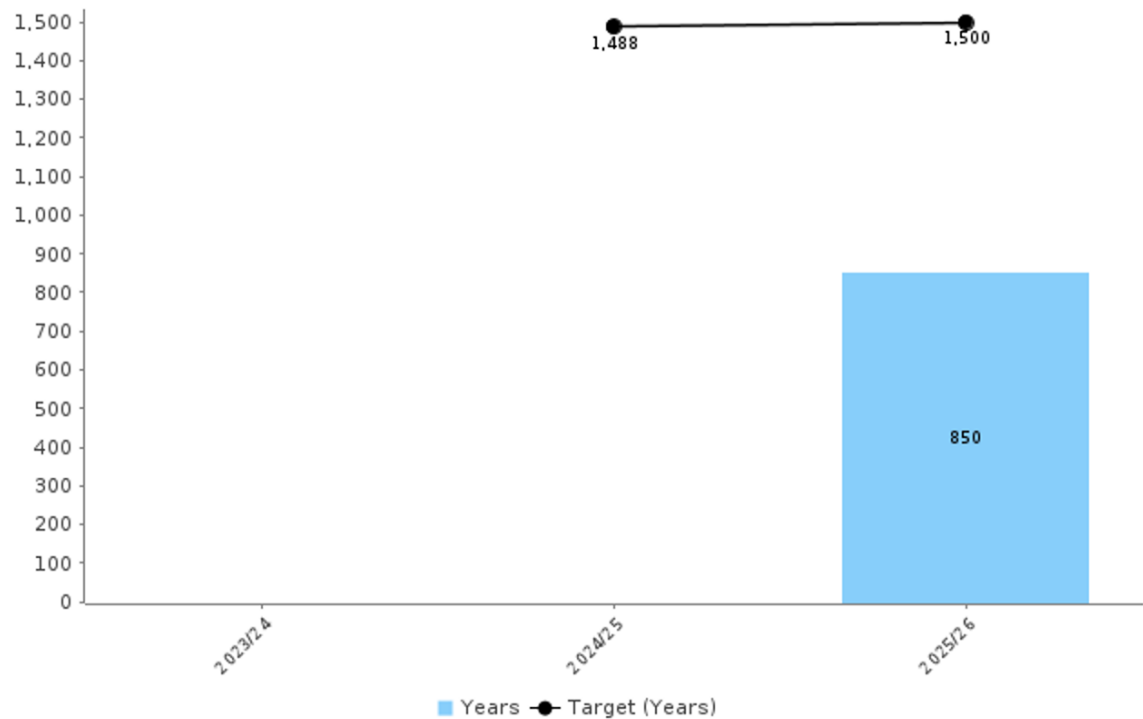


**Aim to Maximise
Green (static long trend)
Annual PI**

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 took place at Great Lines Heritage Park, Broomhill Park and Ranscombe Farm Nature Reserve. All eight sites successfully achieved Green Flag Awards for 2025/26. Official announcement from Keep Britain Tidy was shared with the Communications team and publicised. Management plans to be reviewed over the autumn for new application submission in January 2026.

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

- 3.09 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 (upward long trend)
Annual PI.**

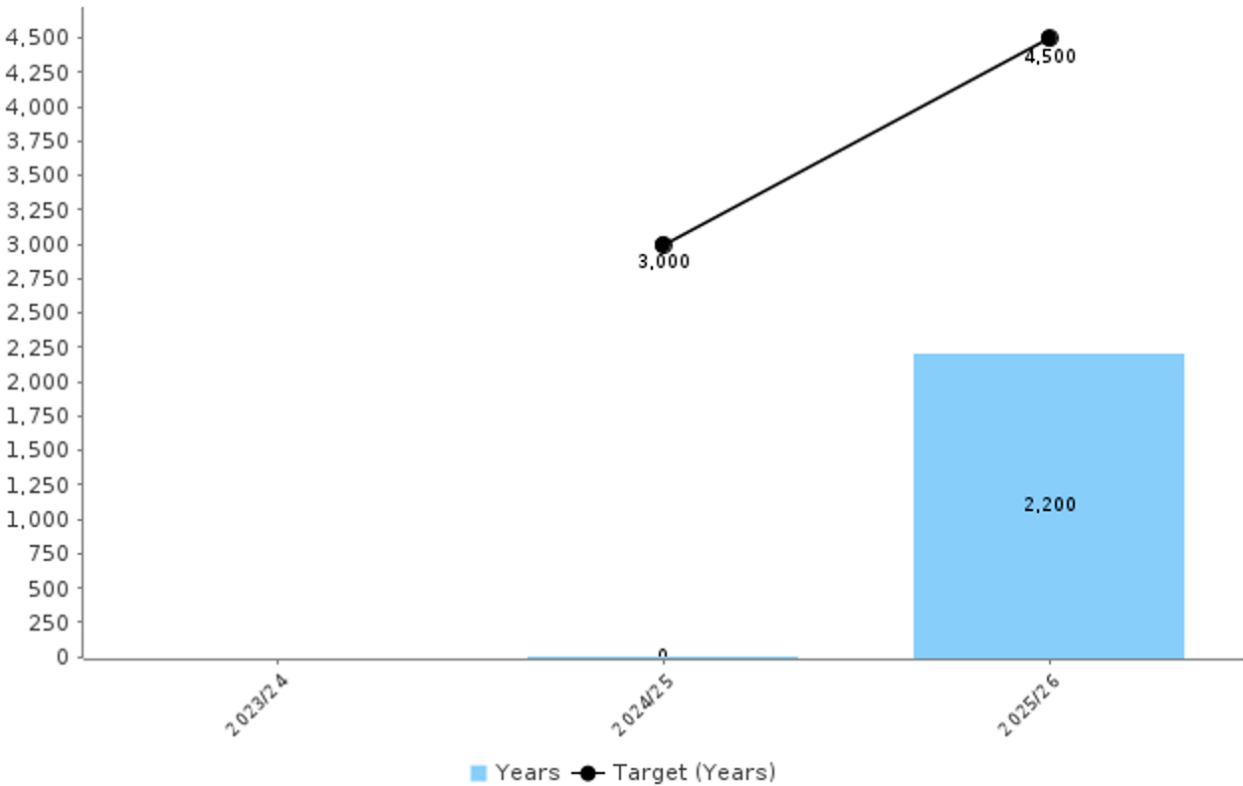
This is an annual performance indicator. Waverley Paddle Steamer (the only ocean-going paddle steamer in the world) visited Medway on 26 September 2025 for the first time and berthed at Limehouse Landing, Rochester.

The Waverley Paddle Steamer was joined by steam tug Challenge and a second boat X-Pilot and welcomed by several leisure craft at the mouth of the estuary and more vessels at Gillingham Reach.

The rally season for marinas and clubs on the Medway has concluded for 2025/26. Forecasting for 2026/27 to be reviewed. Additional visits are partly dependant on river events and local, regional and national promotion.

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 (upward long trend)
Annual PI.**

Limehouse Landing was used by Jetstream Tours from May to October in 2025. The total number of passengers was 1,350 on the Jetstream Tours one-hour circular cruises to Upnor and day trips from Southend to Rochester.

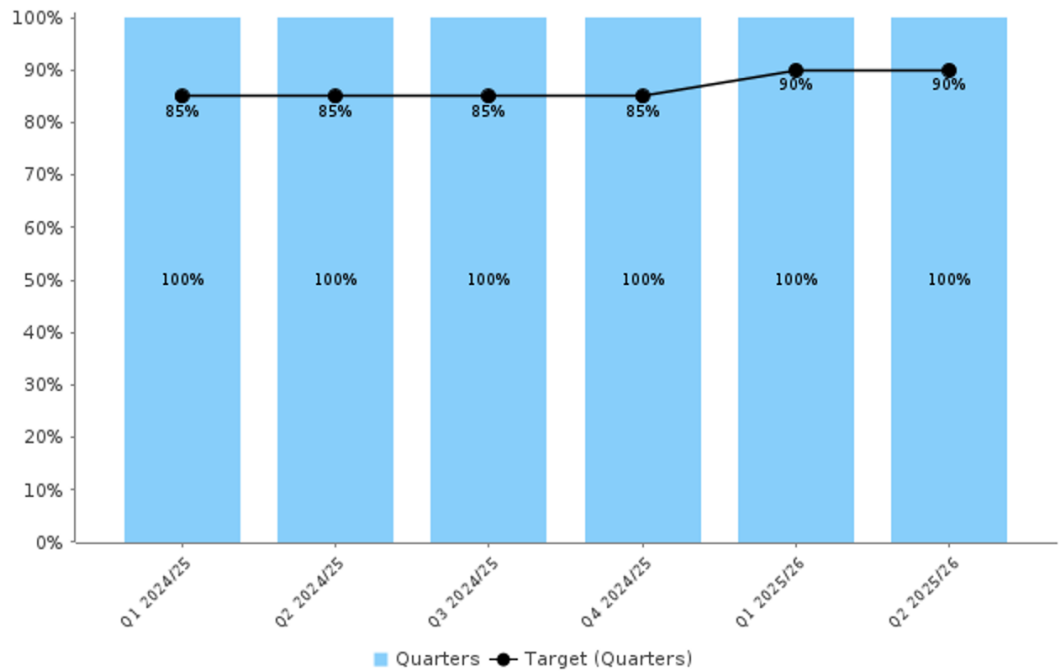
The welcome event for the first visit by the Waverley Paddle steamer to Rochester was on 26 September. The steamer visited again on 4 October. There were 850 passengers.

The total number of passengers arriving/leaving Rochester via the river in 2025 was 2,200

River boat services from Limehouse Landing have now ceased until April 2026 Target of 4,550 passengers this year has not been achieved. Improved promotion of sailings and awareness of new landing stage will be made in 2026.

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

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

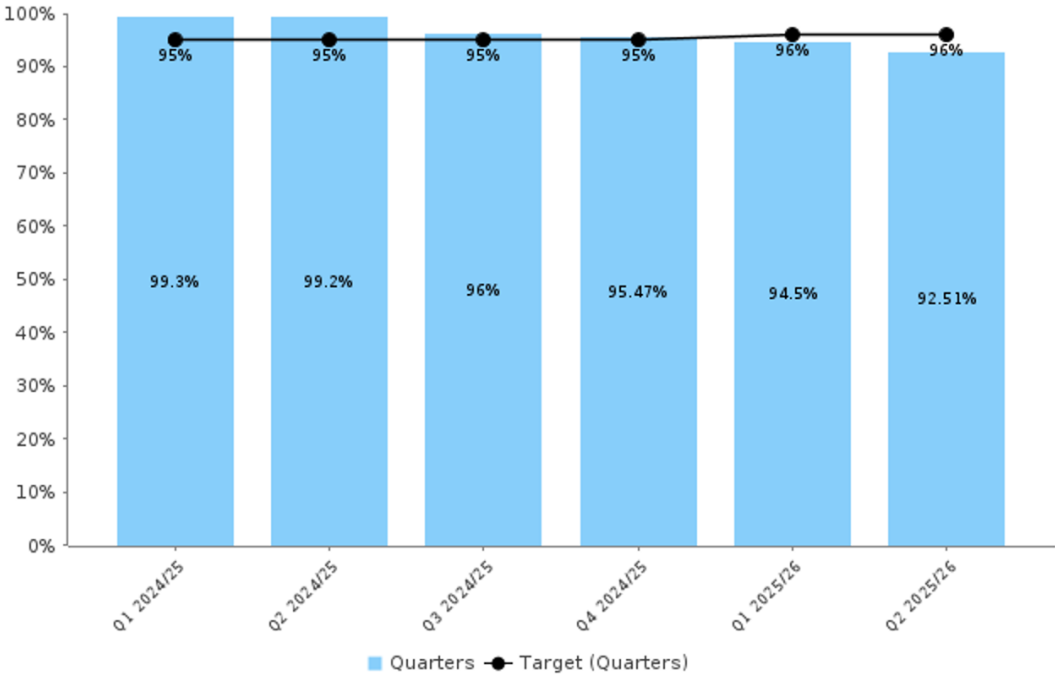


**Aim to Maximise
Green (static long trend)**

In Q2, 843 Highway Inspections were carried out, all of which were on time. Our Confirm Asset Management System enables the service 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

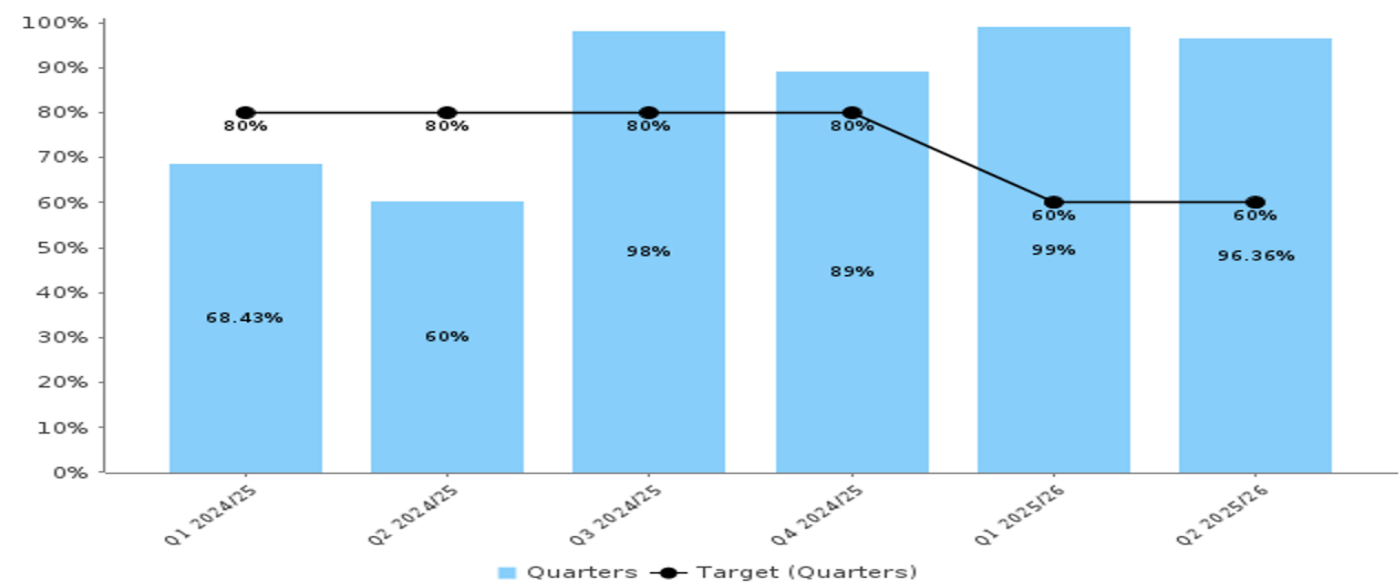


**Aim to Maximise
Amber (downward long trend)**

During Q2, 2,629 works were completed, of which 197 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 Q2 (3,159) 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 Q4 2025/26. Whilst it was hoped physical installations would commence in Q4, this is now unlikely until Q1 2026/27 once the contract has mobilised.

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 unavailable (no long trend)
There has been a delay with getting our route to market signed off by the LEVI support body, but we are now awaiting final approval with a view to go out to tender by 1 November 2025. Due to the timeframe required for tender submissions, it is likely tender award will be during Q4 2025/26 with physical installations commencing late Q1 2026/27, subject to contract signing and mobilisation.

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 15 sites with a total area of 29,105m2

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

As of Q2, 100% of material removed from 15 sites with a total area of 29,105m2 was diverted from landfill for recycling.

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

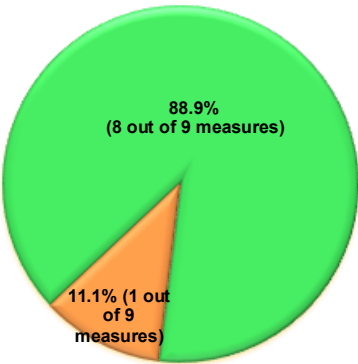
Living in good quality, affordable homes

- 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. We are reporting on nine performance indicators this quarter. There are seven indicators where data is unavailable.

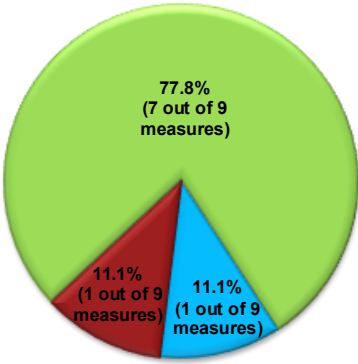
Performance



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

This chart shows the performance for 9 of the measures:
88.9% (8 out of 9 measures) met or exceeded target.
11.1% (1 out of 9 measures) were slightly below target (less than 5%).
0.0% (0 out of 9 measures) were significantly below target (more than 5%).

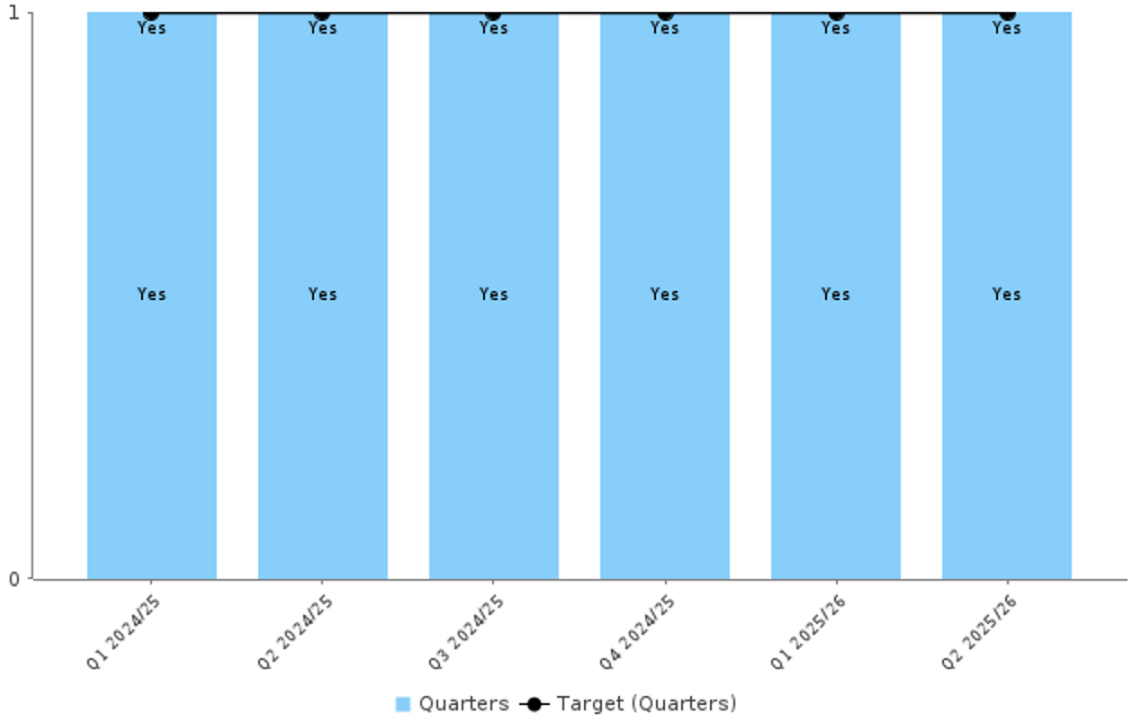
Direction of travel



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 ran through to 11 August. The comments on the plan are being considered, and final documentation will be collated to be submitted to Planning Inspectorate with the Plan 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.
During Q2 the HRA completed on the acquisition of Block B, Ingram Court which has delivered nine flats for HRA stock. During the next quarter, 44 flats at Truro Manor (former Britton Farm site) and 12 houses in Borstal are anticipated for completion. The Phase 5 sites at Lennox Wood and Aburound House are on track for delivery by summer 2026 (37 homes in total). There are circa another 130 properties under review in the HRA pipeline for delivery within the next few years.

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 early Q3 2025/26 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

This is an annual measure.

At the end of Q2 there are 616 households in Temporary Accommodation (TA). An increase of two households from 30 June 2025.

Of these, 530 households (86% of TA) are in nightly paid private sector accommodation at approximately £31,126 per night, a 2.6% cost increase from Q1 (+£1,034 per night).

Early Q2 saw slight reductions, but September added 21 households.

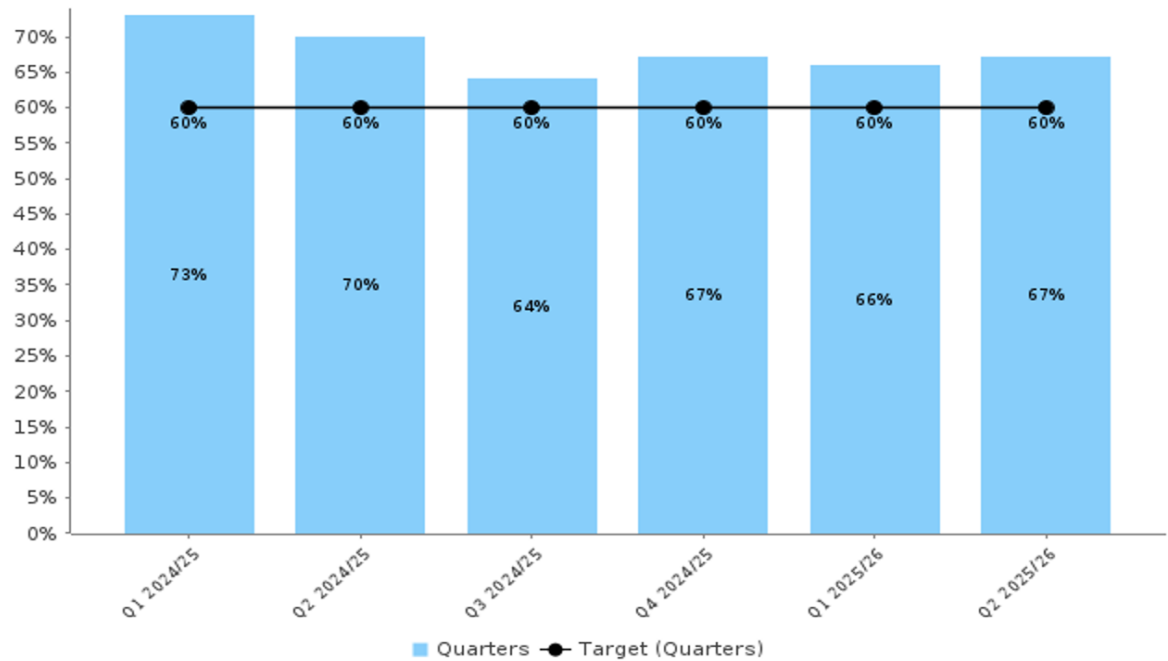
The TA Acquisition Plan target of 115 units by September was missed due to delays; only 15 owned properties are in use. The blocks of accommodation being acquired will be handed over for use by December 2025.

At the end of Q2 there are 65 HRA TA, 11 Corporate (1 void), 12 Owned (3 voids), 1 B&B.

Teams are going through significant service pressures, including a full team Rehousing restructure and the requirement to develop the team to provide housing management functions for the TA Acquisitions. Teams are focusing on prevention and Move On.

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

- 5.05a By 2027/28, prevent or relieve more than 60% of homeless households where a homeless duty has been triggered



Aim to Maximise Green (upward long trend)

Approaches to Housing Options are as expected, with 2,000 clients to date, up from 1,723 last year. A higher proportion of prevention cases are being accepted, compared to homeless on the day cases, giving the team time to achieve successful outcomes.

Of cases where a duty was triggered, 67% were prevented or relieved. To improve results, officers now focus exclusively on either duty or prevention leading to more successful prevention outcomes.

The Move On team, that are focused on the main duty cases that are in temporary accommodation despite staffing challenges, supported over 120 clients to leave temporary accommodation in Q2.

One Medway Lettings has been key to success, securing 25 properties and moving 23 tenants (including 65 children) from temporary accommodation, saving over £230,000, with two more properties pending. Additionally, the tenant-find service helped 165 households secure private rentals and prevent or relieve homelessness in Q2.

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

This is an annual indicator.

The team continues to address rough sleeping through a multi-agency approach focused on early intervention, safeguarding, and continuity of service. Many individuals experiencing rough sleeping require healthcare, mental health, and substance misuse support, and collaboration helps tailor services to these needs.

Despite complex cases, the team has successfully moved people into accommodation and kept a steady flow of people off the streets. Outreach now starts at 4:30am to manage rising referrals.

Housing services recently engaged prison and probation managers to promote early information sharing and planning, reducing the risk of homelessness on release.

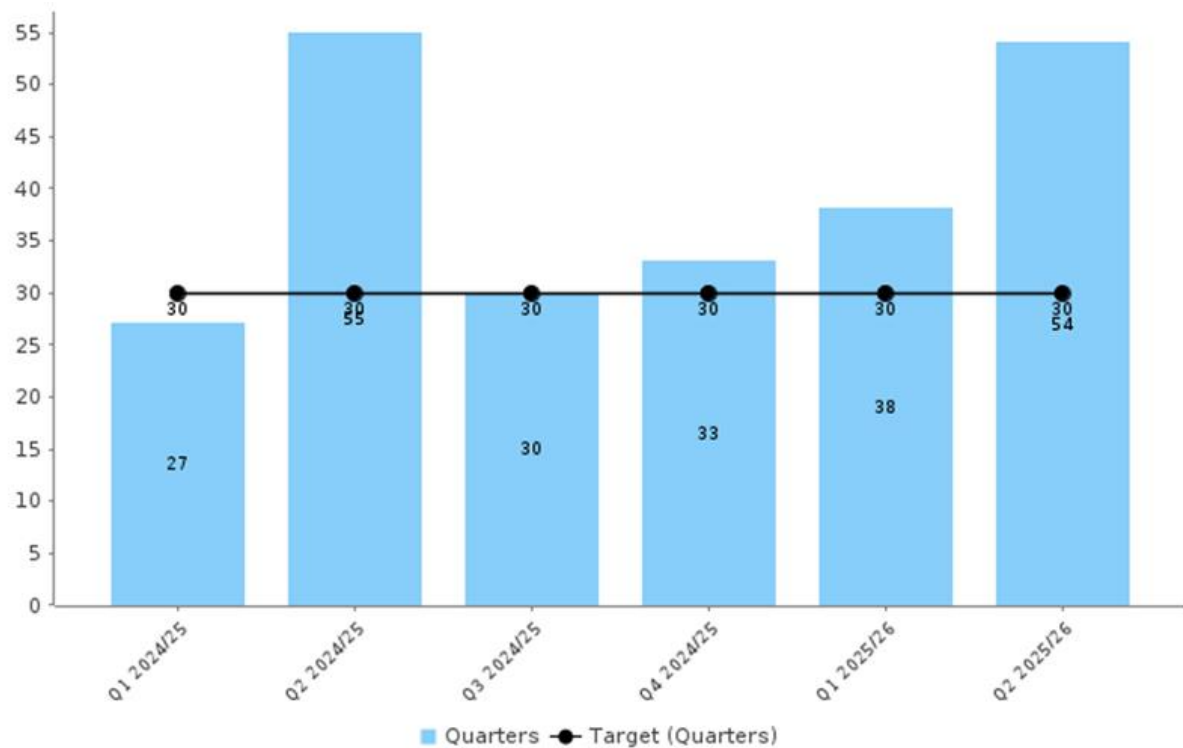
Breaking the cycle of homelessness and reoffending remains a priority.

We also met NHS safeguarding leads to strengthen joint working for hospital discharges and highlight Medway's housing challenges.

Plans for winter provision are being finalised, building on the proven benefits of extended shelter opening during 2024/25.

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

- 5.05c By 2027/28, 480 people have been assisted to remain in their homes by utilising the disabled facilities grant



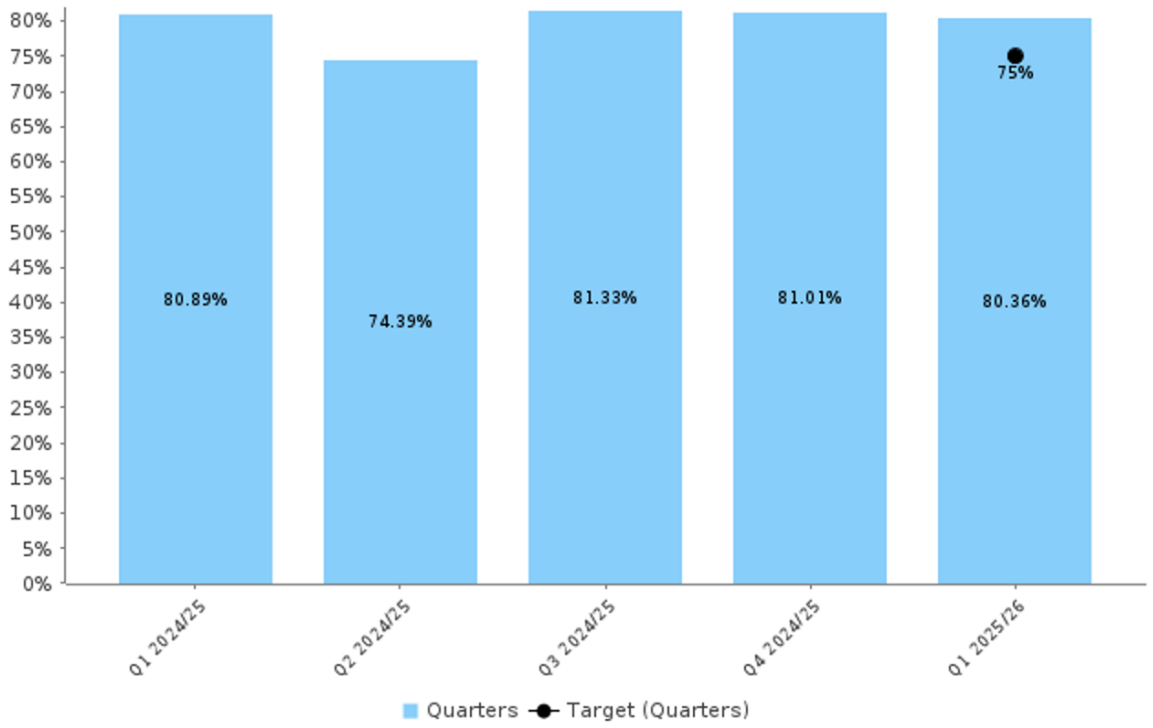
**Aim to Maximise
Green (upward long trend)**

During Q2, 54 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

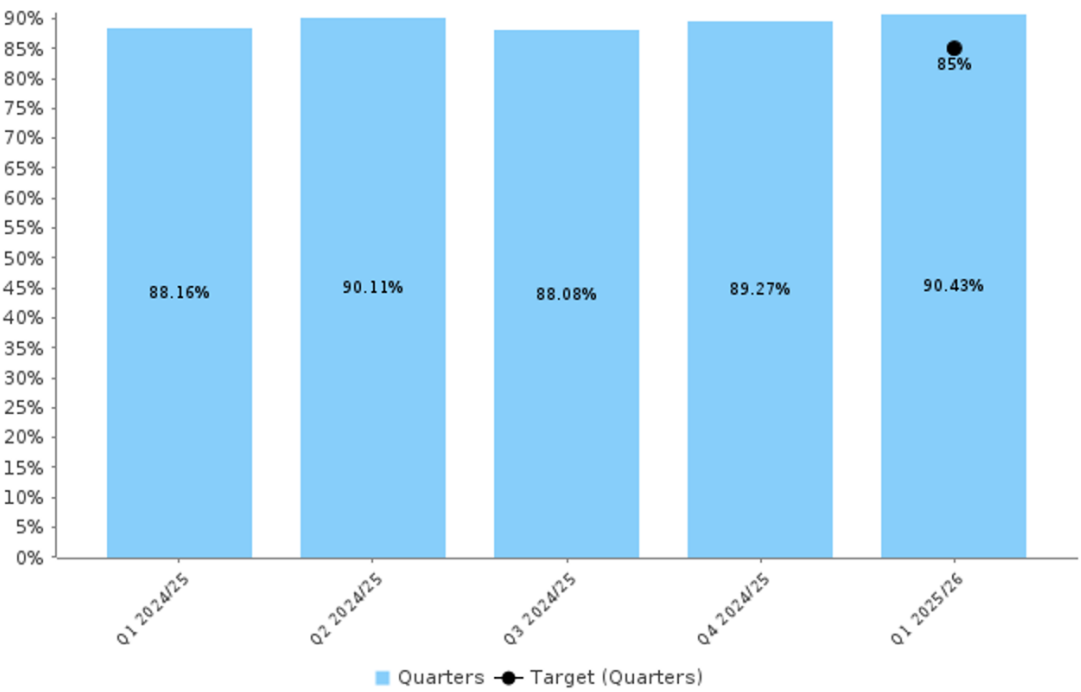


**Aim to Maximise
Green (upward long trend)**

Reported a quarter in arrears.
Satisfaction amongst users of parks and open spaces was 80.36% in Q1 25/26, 0.65 percentage points less than the 81.01% figure seen in Q4 24/25. Fewer users were dissatisfied about the service (9.20%, up slightly from 6.96% in Q4) than neutral (10.4% of respondents, down slightly from 11.4% in Q4). These results are based on the 163 users of parks and open spaces from the 209 respondents to the Q1 25/26 Citizens’ Panel, giving a margin of error of +/-7.6%, meaning the change in satisfaction is not statistically significant.

Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people’s lives

- 5.06b Satisfaction with refuse collection - Citizens Panel result



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

Reported a quarter in arrears

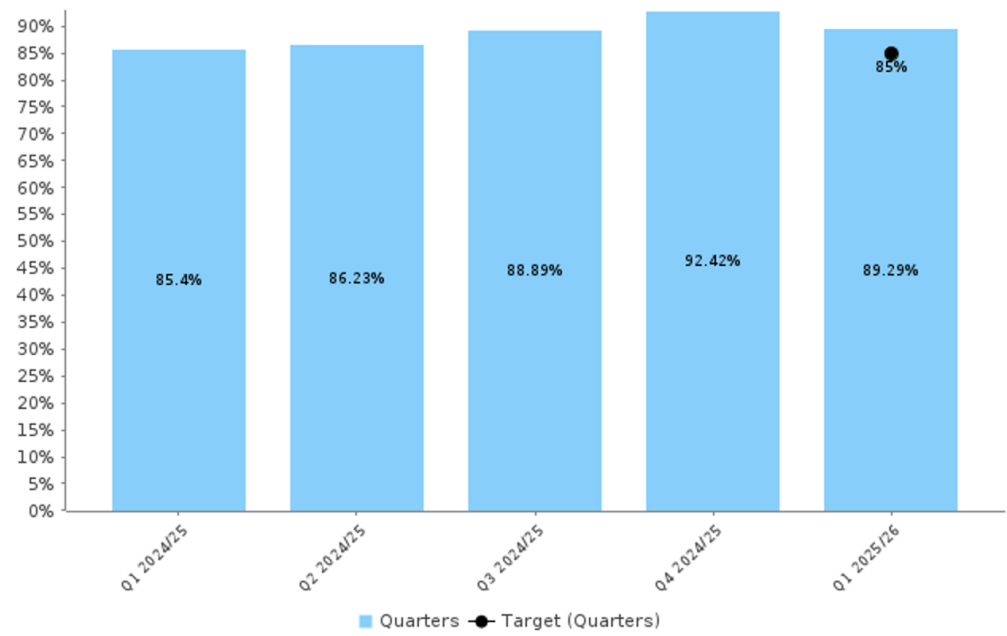
Satisfaction with refuse collection increased to 90.43% in Q1 25/26 (up from 89.27% in Q4 24/25).

4.8% of respondents were neutral about the service (up from 3.9% previously) and 3.8% were dissatisfied (down from 4.3% in the previous quarter). A further 1.0% did not know or gave no response (down from 2.5% in Q4).

The results are based upon 209 respondents to the Q1 25/26 Citizens’ Panel giving an overall margin of error of +/-6.7%, 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

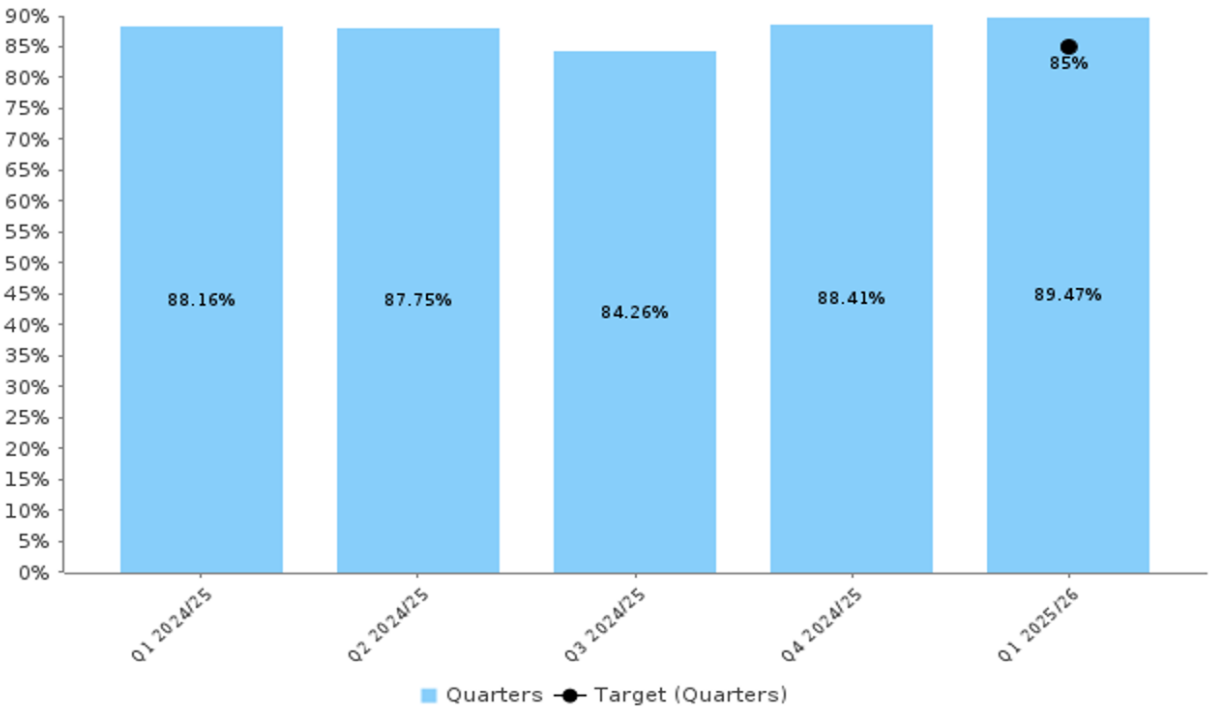


**Aim to Maximise
Green (upward long trend)**

Satisfaction amongst users of the tip (HWRC) was 89.29% in Q1 2025/26. 5.4% of users were neutral about the service and 5.4% were dissatisfied. These results are based on the 112 users of the tip from the 209 respondents to the Q1 2025/26 Citizens’ Panel, giving a margin of error of +/-9.2%.

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
Green (upward long trend)**

Reported a quarter in arrears.

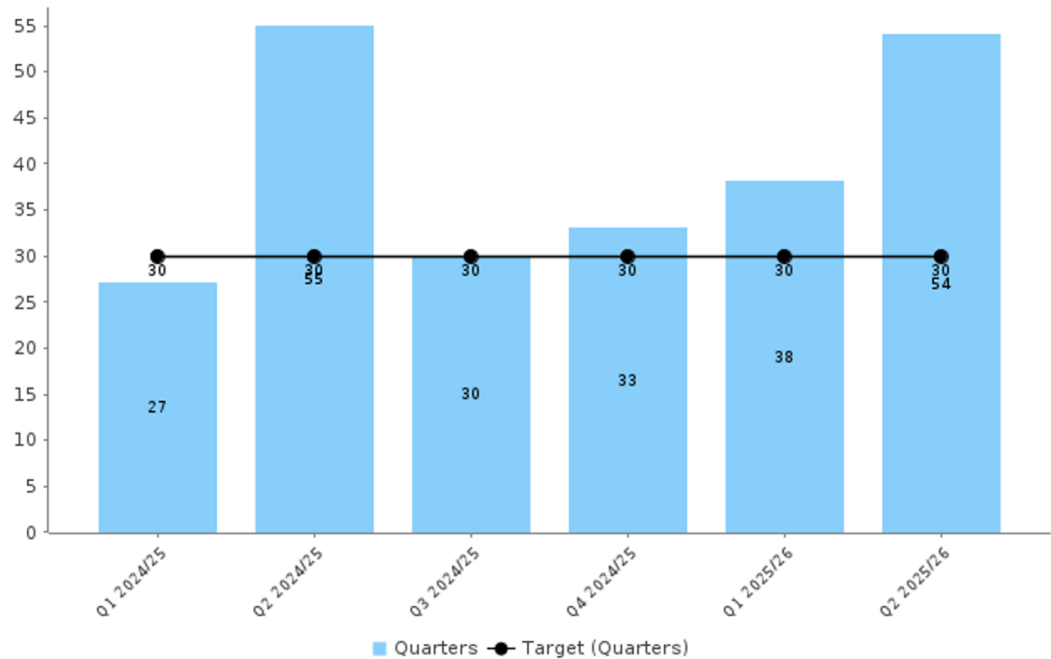
Satisfaction with recycling collections (brown bin, blue/white bag and clear sacks) was 89.47% in Q1 2025/26, up from 88.41% in Q4 2024/25. The number of respondents who were neutral about the facilities was 5.7% (up from 2.1% in Q4). 4.8% of respondents were dissatisfied (down from 6.8% in Q4). None of the respondents answered did not know or did not give a response (down from 2.5% in Q4).

The results are based upon 209 respondents to the Q1 2025/26 Citizens' Panel giving an overall margin of error of +/-6.7%.

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 Q2 2025/26, 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 295 satisfactory inspections of A and B grades in Q2 requiring no further action; this is due to a robust contract monitoring programme and a high standard of cleanse being achieved by Medway Norse.

A visual inspection of 50 metres is reviewed for the amount of litter present and graded. This is a transect. A to B assessed grades are acceptable for litter. C to D assessed grades are unacceptable. The number of sites that are at an acceptable standard at the time of inspection (grades A to B) are then reported as an overall percentage of good standard sites. For example, 97 sites at grades A to B / 100 x 100 = 97% of areas inspected were at an acceptable standard for litter.

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

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

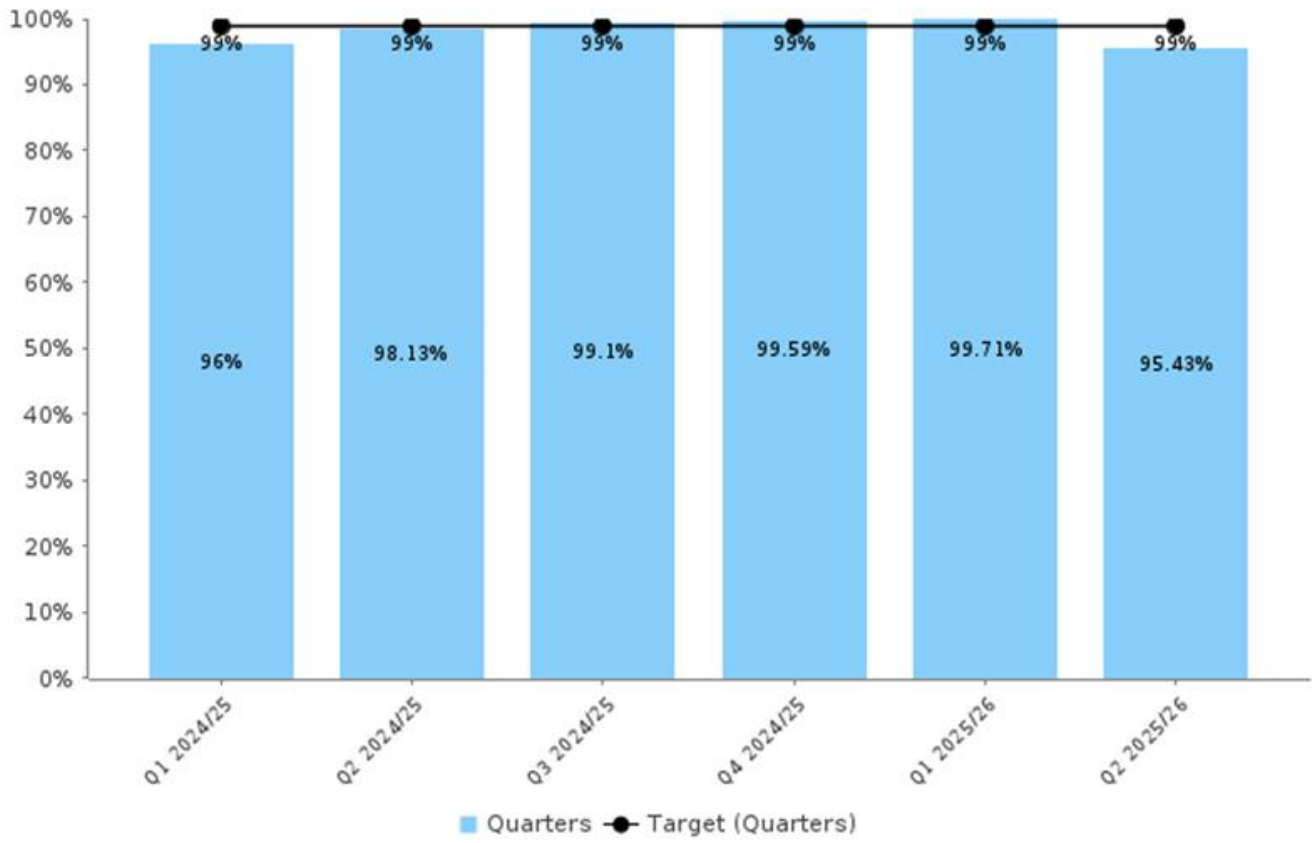
This is an annual indicator, and the final figure will be confirmed in March 2026. The team are currently working with an external provider to carry out the annual tenant satisfaction measures (TSM) survey, which will be running through September and October 2025. It is anticipated that preliminary results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

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

This is an annual indicator, and the final figure will be confirmed in March 2026.
At the end of Q2 the average energy efficiency score (SAP rating) for the HRA housing stock was 71.44 Surveys are routinely carried out to ensure all property records are up to date and accurate.

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



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

At the end of Q2, average compliancy was 95.43% 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 decrease since the end of Q1 at 99.71%.
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 Q2 88.45% meets the Decent Homes Standard. This figure is expected to rise as planned work replacement programmes continue throughout 2025/26.