

ONE MEDWAY COUNCIL PLAN

2024/28

Proud to be Medway



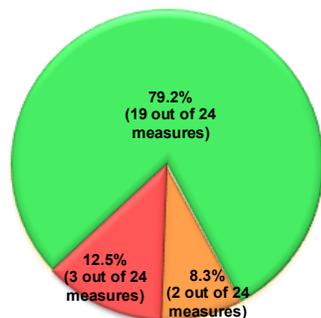
Performance Report

Q3 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. We are reporting on 24 performance indicators this quarter. There are 30 indicators where data is unavailable.

Performance

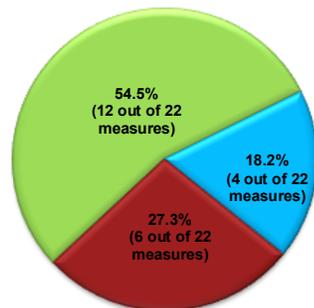


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target

This chart shows the performance for 24 of the measures:

- 79.2% (19 out of 24 measures) met or exceeded target.
- 8.3% (2 out of 24 measures) were slightly below target (less than 5%).
- 12.55% (3 out of 24 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 22 measures:

- 54.5% (12 out of 22 measures) had an upward long trend.
- 18.2% (4 out of 22 measures) had a static long trend.
- 27.3% (6 out of 22 measures) had a downward long trend.

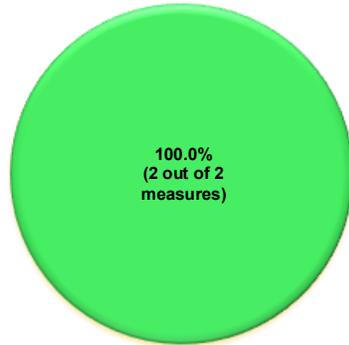
Delivering quality social care and community services

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

Summary of all performance indicators for this priority

There are 4 performance indicators for the One Medway Council Plan 2024/28 which fall under this priority. We are reporting on 2 performance indicators this quarter. There are 2 indicators where data is unavailable.

Performance



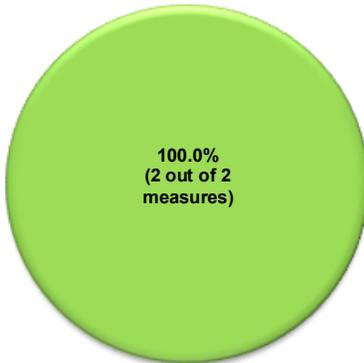
Performance - key

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

This chart shows the performance for 2 measures:

- 100.0% (2 out of 2 measures) met or exceeded target.
- 0.0% (0 out of 2 measures) were slightly below target (less than 5%).
- 0.0% (0 out of 2 measures) were significantly below target (more than 5%).

Direction of Travel



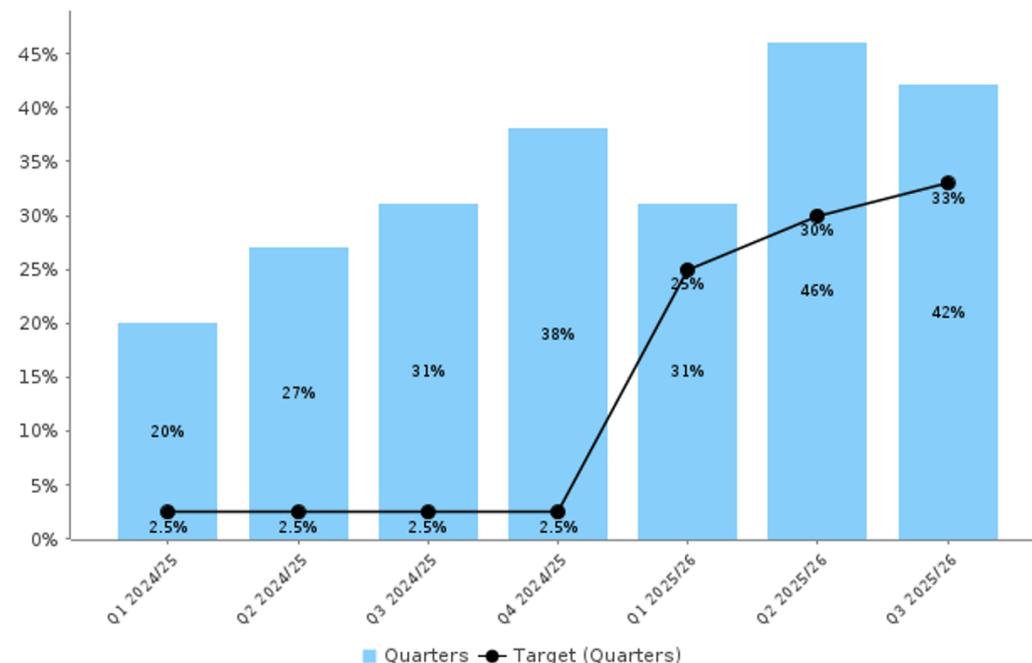
Direction of Travel - key

Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 2 measures:

- 100.0% (2 out of 2 measures) had an upward long trend.
- 0.0% (0 out of 2 measures) had a static long trend.
- 0.0% (0 out of 2 measures) had a downward long trend.

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



Aim to Maximise Green (upward long trend)

Data as at 6 January 2026 Reporting Period: Oct 2025 – December 2025

During Q3, Adult Education welcomed 239 new learners, contributing to a total of 573 individual learners enrolled across all programmes. While this reflects an anticipated 4 percentage point decrease compared to Q2, it marks an 11-percentage point increase from Q3 2024/25. This growth highlights the success of our targeted marketing campaigns and curriculum adaptations designed to meet local needs.

Additionally, recent DfE funding rule changes have expanded learner eligibility, further supporting enrolment growth.

Breakdown of New Learners by Course Type:

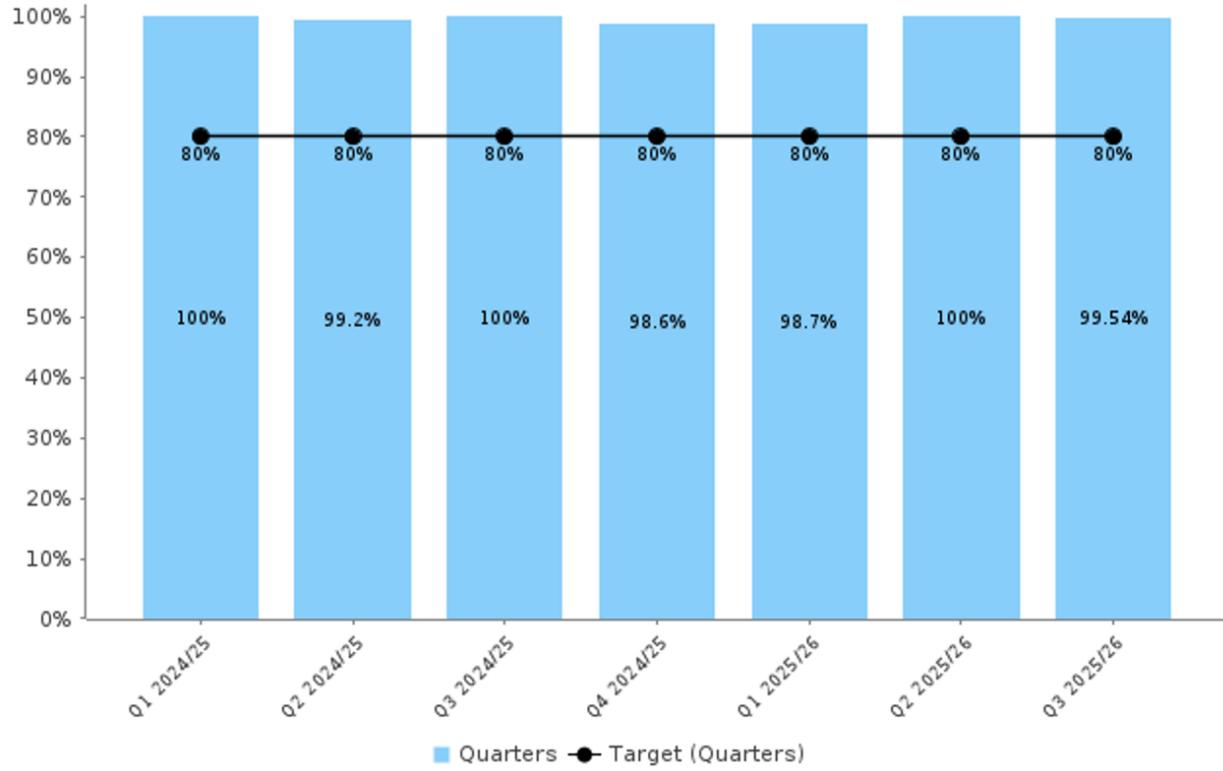
ESOL (English for Speakers of Other Languages): 33%

English & Maths: 22%

Vocational Skills: 23%

Community Learning: 22%

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



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

Q3 surveys were conducted in Grain, Lordswood, Strood and Twydall. Satisfaction has dipped slightly from Q2 driven mainly by concerns over the inaccessibility of Strood whilst the lift has been awaiting repair, a lack of wi-fi connectivity at Grain and requests for additional activities for older children at Lordswood; however statistically this is outweighed by a large increase in positive feedback in particular from Twydall responses.

Plot not shown as the data has not changed since the last report

Aim to Maximise
Data unavailable (no long trend)

Reported a quarter in arrears. Q3 survey results will be available in Q4

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Aim to Maximise
Data unavailable (no long trend)

Reported in arrears. The result of the survey for Rochester Christmas Market will be available in Q4 2025/26

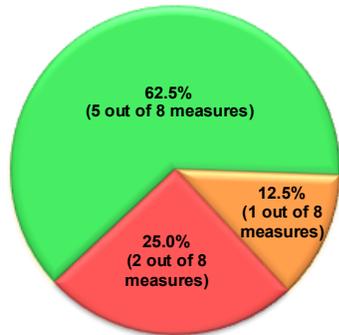
Benefitting from good education, quality jobs and a growing economy

- 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 which fall under this priority. We are reporting on 8 performance indicators this quarter. There are 10 indicators where data is unavailable.

Performance

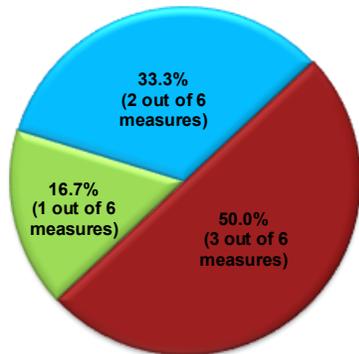


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target

This chart shows the performance for 8 measures:

- 62.5% (5 out of 8 measures) met or exceeded target.
- 12.5% (1 out of 8 measures) were slightly below target (less than 5%).
- 25.0% (2 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 6 measures:

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

Plot not shown as the data has not changed since the last report

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

Medway Adult Education (MAE) is committed to fostering a high-quality learning environment where learners can thrive. The service places learners at the centre of decision-making and works collaboratively with local partners to raise awareness and inform curriculum development. Feedback from stakeholders consistently highlights that learners enjoy their studies and value the positive impact on their health and wellbeing, with the majority reporting increased confidence. In November, the Celebration of Culture Day welcomed 123 adults and their children to the Rochester Centre. Participants shared poetry, stories, songs, and dance, accompanied by traditional food, and expressed what it means to be an MAE learner in their community language. Learners demonstrated pride in showcasing their learning environment to family and friends. Further enrichment activities are planned throughout the academic year to deepen learners' understanding of living, working, and learning in Medway. During Term 2, leaders and managers will conduct observations and provide targeted support to staff to ensure the continued development of professional practice. This approach underpins MAE's commitment to maintaining high standards and improving outcomes for learners.

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

Plot not shown as the data has not changed since the last report

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

The latest 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

Plot not shown as the data has not changed since the last report

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 still a barrier for employers.

Plot not shown as the data has not changed since the last report

**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 all young people. Waterfront UTC have started level 3 T Levels; College continues to run T Levels. Individual skills plans for businesses includes the opportunity to support T Level students.

Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups
- 2.08d By 2027/28, Medway Qualification Level 4 will be the same or better than the national average

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

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

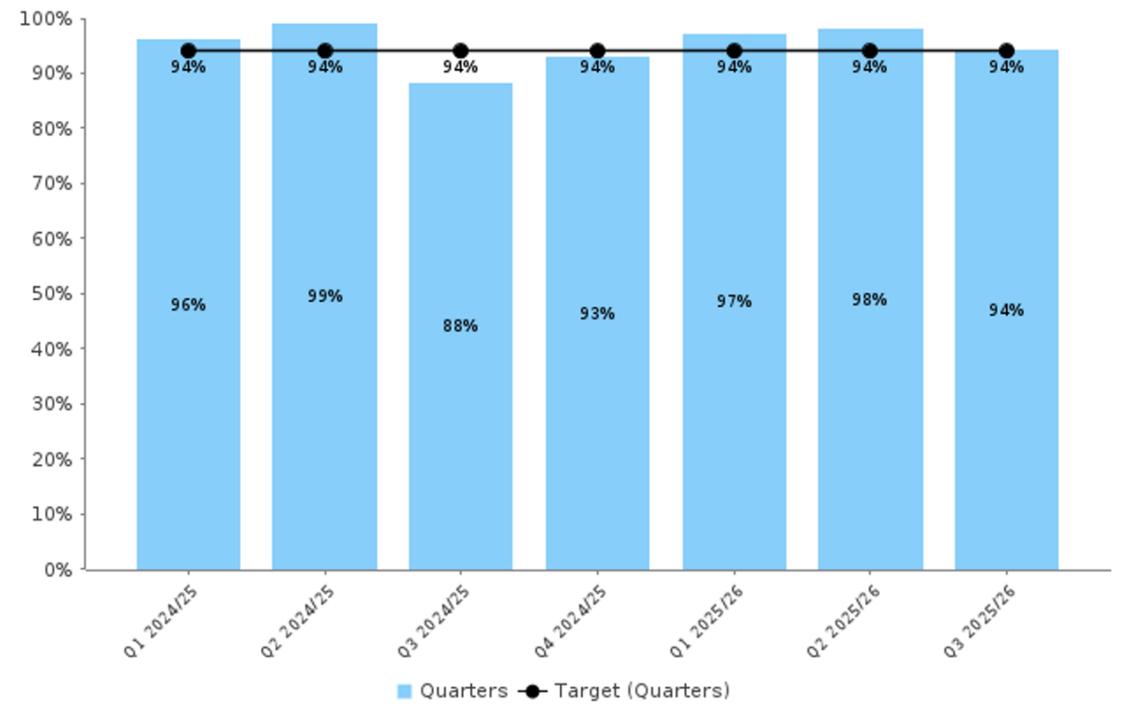
Individual skills and employment plans promote upskilling staff to higher levels of qualifications with all three universities and training providers for higher level apprenticeships. Foundation apprenticeships are being piloted this year.

Plot not shown as the data has not changed since the last report

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

Figures are still dated July 2024 to June 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 for January 2026. 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. Medway Adult Education continue to run courses to support people into work. Individual skills plans for businesses highlight the various ways to recruit.

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 (static long trend)

Data as at 6 January 2026 Reporting Period: Oct 2025 – December 2025
 Learner retention for courses active during Q3 of the 2025/26 financial year stands at 94%, a slight decrease of four percentage points compared to the previous quarter but still meeting our target. This represents a six-percentage point improvement compared to Q3 of 2024/25, reflecting the positive impact of our ongoing initiatives.

Retention by Department:
 English & Maths: 93%
 Community Learning: 99%
 ESOL: 91%
 Vocational Skills: 95%

These strong results are driven by enhanced onboarding processes and proactive learner engagement strategies, ensuring learners feel supported throughout their journey.

Plot not shown as the data has not changed since the last report

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

Gross Value Added (GVA) is a measure of the value of goods and services produced in an area, industry, or sector, and represents the contribution 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.

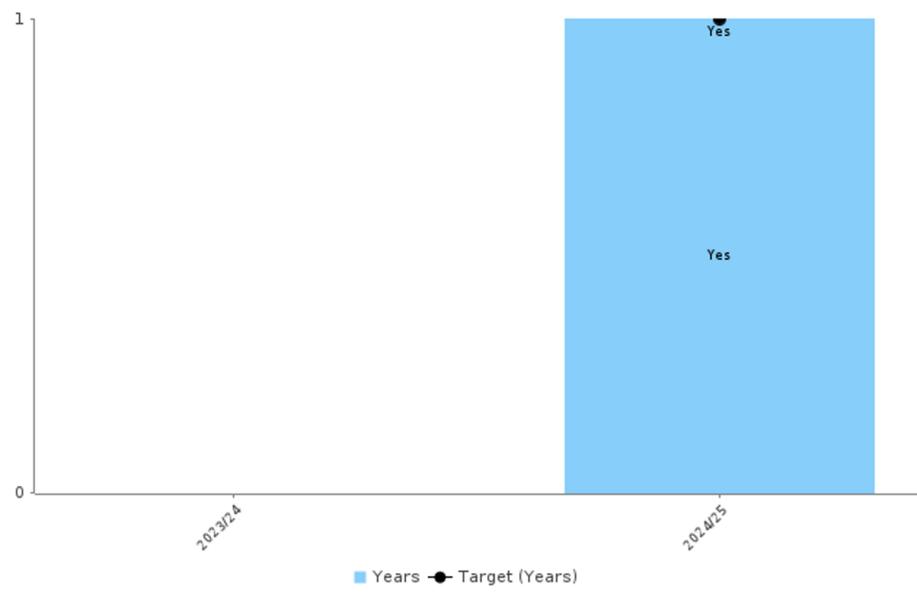
Develop a strong mixed economy which provides training and work opportunities that support career development, increasing high value businesses and expanding high quality employment
- 2.12 By 2027/28, maintain gross value added (GVA) per capita above national level

Plot not shown as the data has not changed since the last report

Aim to Maximise
Yes/No
Data unavailable (no 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



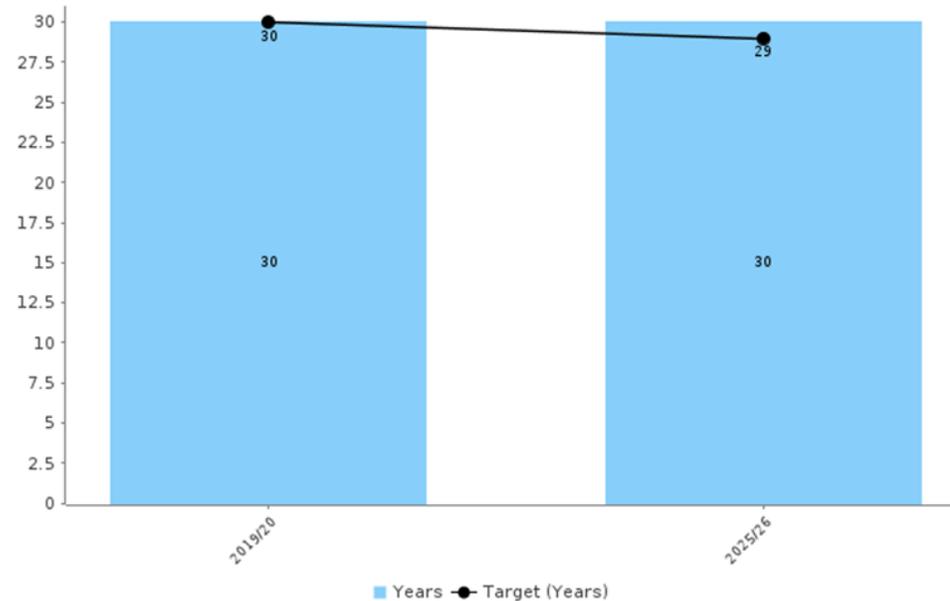
**Aim to Maximise
Yes/No
Green (no long trend)
Annual PI.**

The most recent data available from Office National Statistics was released in 2025. These were provisional figures for 2025 and revised figures for 2024.

The median is the value that splits the data in half: 50% of jobs pay less than this amount, and 50% pay more. 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. Provisional figures for 2025 show the median gross weekly pay figure for Medway was £661.50, this is higher than the UK (642.50), England (£648.40) and Kent (£655.90), but lower than the South East (£678).

The revised median gross weekly pay figures for 2024 show that median pay in Medway was revised up to £627.60 from £626.80. It was also revised up in the UK (up from £613.30 to £615.50), England (up from £618.70 to £619.60) and the South East (up from £654.80 to £655.90). In Kent the median weekly pay remained at £632.40.

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 Amber (no long trend) Annual PI.

The 2025 Indices of Deprivation (IoD) was released in October 2025. It is measured for small areas, Lower Super Output Areas, which are used for national statistics. In 2025, 30 out of 169 small areas in Medway were among the 20% most income deprived in England. This is the same number as in 2019. Although the number stayed the same, because Medway now has more small areas, the proportion fell slightly from 18.4% in 2019 to 17.8% in 2025.

It should be noted that the data is subject to some notable caveats:

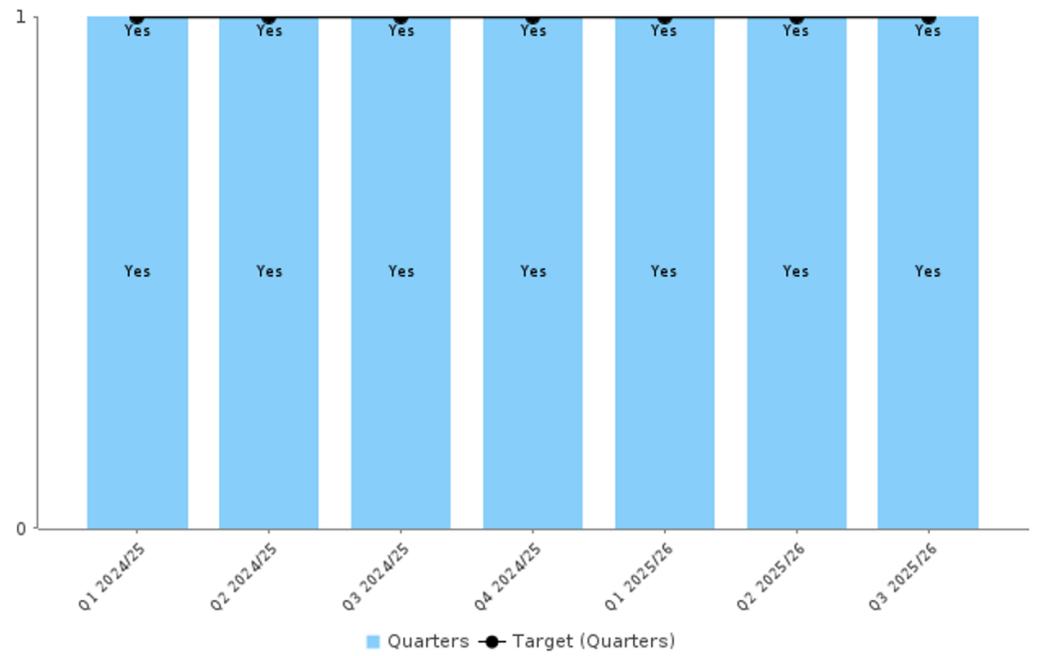
- It's a snapshot, not a strict trend: Each IoD release is designed to be the best picture of deprivation at a point in time, rather than a perfectly consistent time series. The income domain data used in the 2025 IoD relates to data around March 2024, whereas the 2019 IoD relates to data around mid-2015.
- How deprivation is measured has changed: Policy changes (e.g., the roll out and changes to Universal Credit) affect the income domain. The income threshold for measuring low household income moved from 60% to 70% of median income, and the basis changed from Before Housing Costs to After Housing Costs. Some central government data sources and collection methods were updated.
- Geography and numbers have changed: The number of small areas in Medway and across England has increased, which can shift decile and quintile boundaries. Boundary updates and population changes can affect which small areas are included and how they rank.
- Income deprivation is much more prevalent in urban areas: Given the urban classification of Medway there is a higher likelihood of income deprivation in our more urban small areas.

Plot not shown as the data has not changed since the last report

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

There has been no annual update to the business survival rate as published by the Office of National Statistics, remaining at 42.7%.

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



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

Advocacy & Engagement

Creative Medway’s annual Cultural Community Get Together in September welcomed 65 sector representatives, marking the strategy’s midway point and shaping priorities for 2026 onwards.

- The Sector Diversity Working Group launched a resource to help organisations prioritise diversity.
- Monthly sector meetups continue, hosted by Nucleus Arts
- Fed into the Kent & Medway Skills Local Skills Improvement Plan sector roundtables.

Fundraising

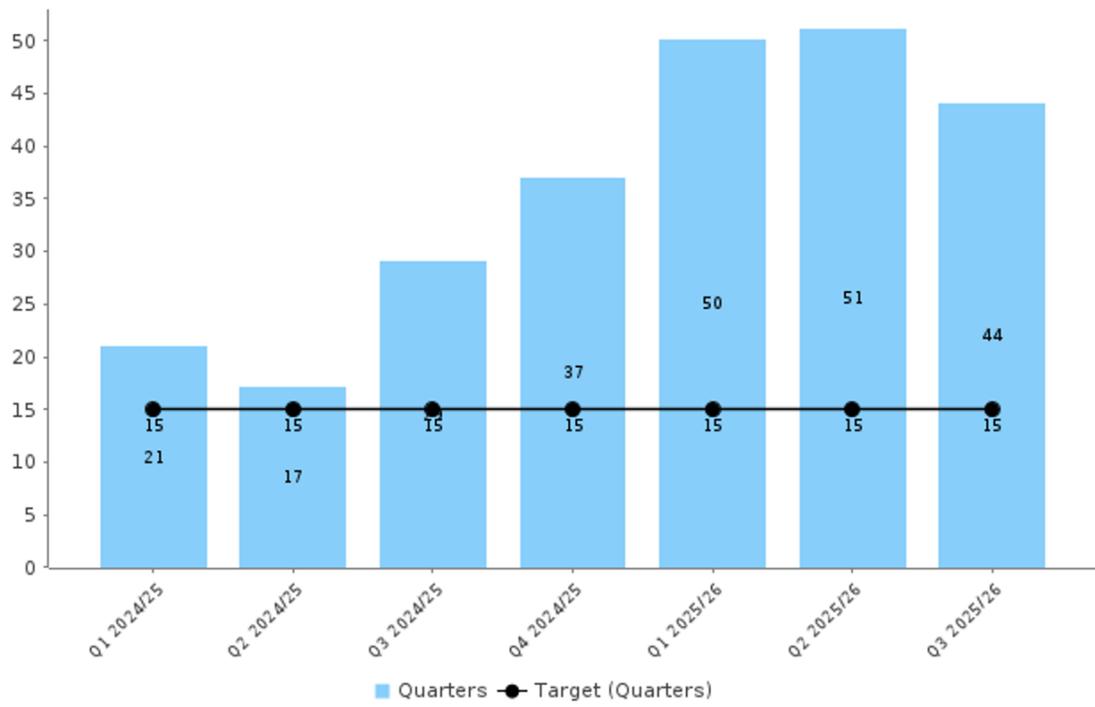
- £60,000 Arts Council England bid drafted to cover core costs for two years and support early-career creatives and emerging businesses.
- £2,500 Kent Community Foundation bid submitted for CIC start-up costs.

Strategy & Staffing

- Council and Creative Medway Board held a future-planning away day; agreed to refocus as a trade body for Medway’s creative sector.
- Supported development of place-based cultural models, including Creative Kent and Creative Bedford.

Following the departure of the Strategic Programmes Manager, an interim strategic lead has been appointed to ensure ongoing progress between January and March 2026.

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.

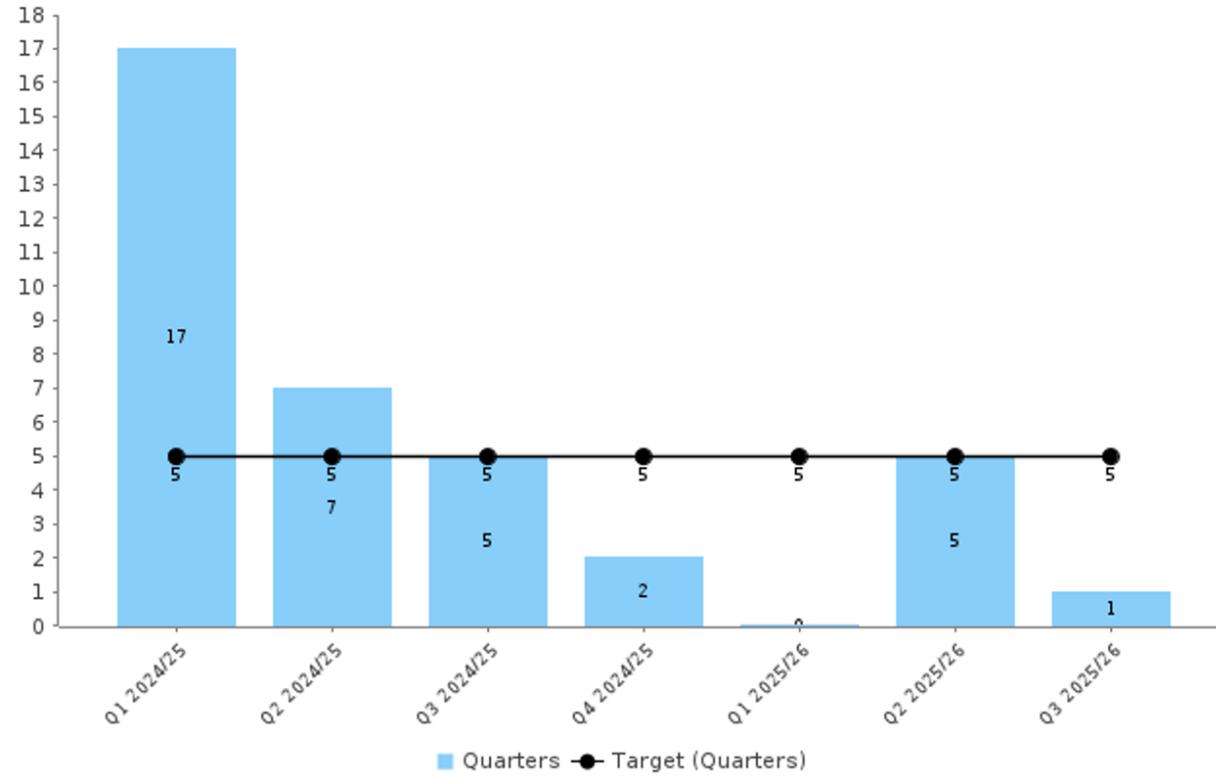
The Culture Team supported 44 organisations and artists: Rochester Art Fair, Francis Knight, The Amelia, Rochester Cathedral, Intra Community Trust, Electric Medway, Bligh School, MACA, Steven Keevil, Medway Open Studios, Spotlites, Nucleus, Tempo, Poco Loco, Wordsmithery, Kent Music, Christopher Sacre/See & Create, Gabi Almeida, Sophie Jongman, Chrissie Peters, Wendy Daws, Photoworks, Medway Arts and Homelessness Forum/Arts and Homelessness International, We Live Here, Architectural Heritage Fund, Applause, Jay Patel, Tickets For Good, Changeling Theatre, Rochester and West Kent Art Society, D Live/Bup Festival, MCEP, Medway Creative Schools Network, iCCi/Gulbenkian, Icon Theatre, Ideas Test, Live Music Now, Royal Engineers, Adult Education, Intra Arts - Wayzgoose Print Fair, Chatham House Christmas makers market, Jane Furst exhibition INTRA, Halpern Black Britain exhibition, Medway History Showcase at RE Museum.

Plot not shown as the data has not changed since the last report

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 latest Heritage Place grant funding is live, with applicant support via online information and Q&A sessions, in-person library drop ins and 1:1s support. A press release profiled successful previous recipients. Marketing and comms will be tweaked on an ongoing basis to reflect submissions. Funding decisions will be made by the end of February 2026, with the grant delivery period running from February to October 2026.

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

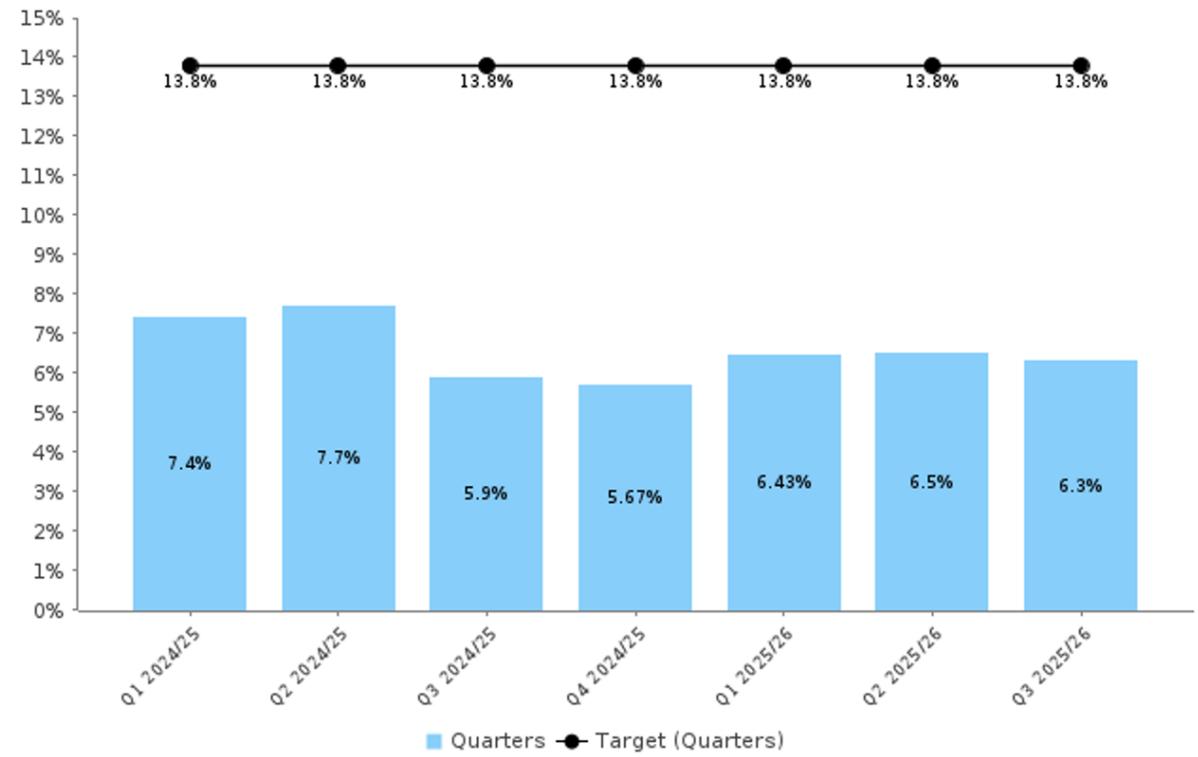


Aim to Maximise
Red (downward long trend)

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. One £5,000 grant was issued. Business investment continues to remain sluggish with a difficult wider economic picture both globally and nationally, so green investment lessens as a priority overall.

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

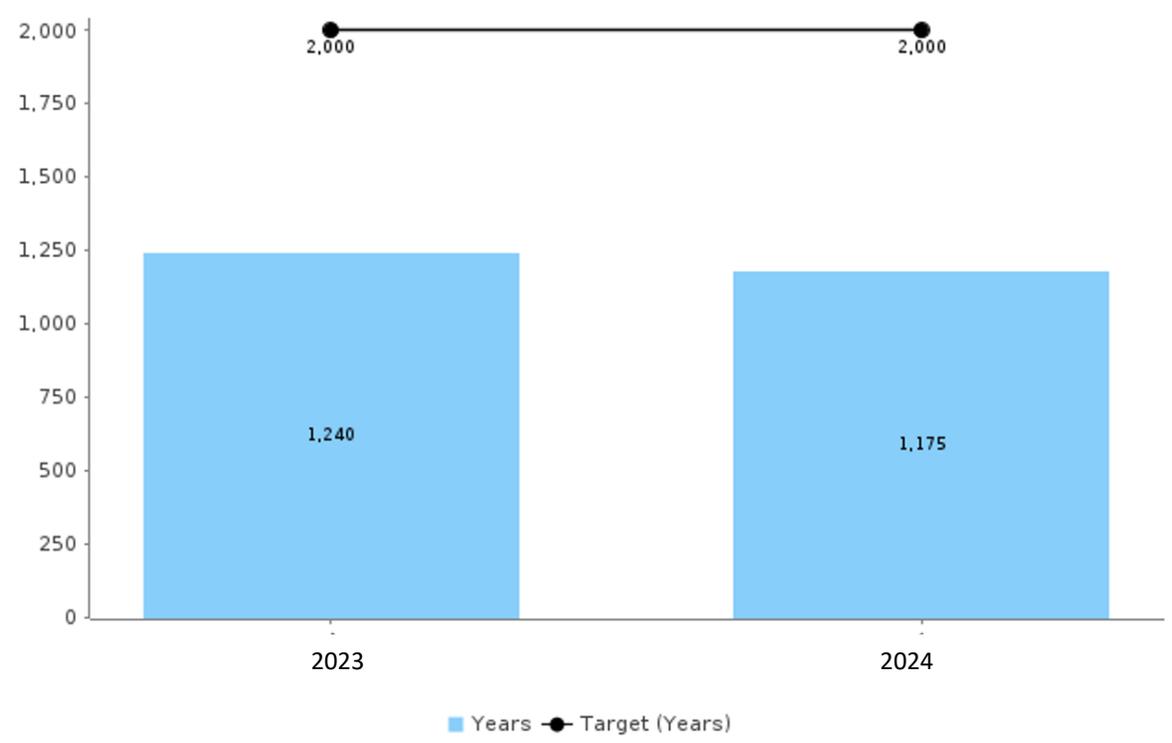


Aim to Minimise Green (downward long trend)

The Medway town centres vacancy rate for Q3 is 6.3%, a fall of 0.2 percentage points. From 6.5 to 6.3 which ensures Medway Council remain well below the national vacancy rate of 13.8%.
Reasons why are related to the state of the economy; generally large stores have suffered as a result. With our town centres having smaller national branches and independent retailers we have been able to buck the trend compared to other UK centres.

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

- 2.20 By 2027/28 8,000 new businesses will have been created in Medway



**Aim to Maximise
Red (downward trend)
Annual PI.**

Quarterly updates can now be provided due to revised and improved ONS data. These give rounded estimates of new business births.

Between Q1 and Q3 2025 a total of 890 business births were recorded. This was the fourth highest in the South East after Buckinghamshire, Milton Keynes, and Brighton and Hove, and highest in Kent.

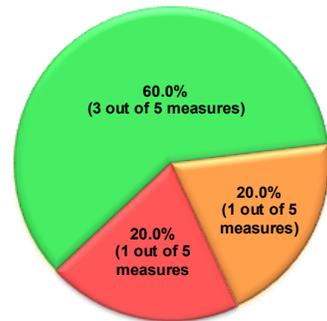
Enjoying clean, green, safe and connected communities

- 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 which fall under this priority. We are reporting on 5 performance indicators this quarter. There are 11 indicators where data is unavailable.

Performance

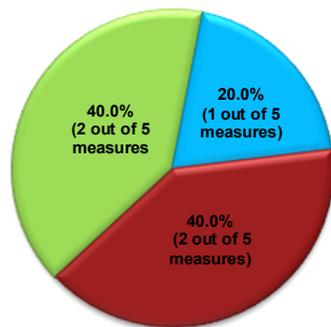


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target

This chart shows the performance for 5 measures:

- 60.0% (3 out of 5 measures) met or exceeded target.
- 20.0% (1 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



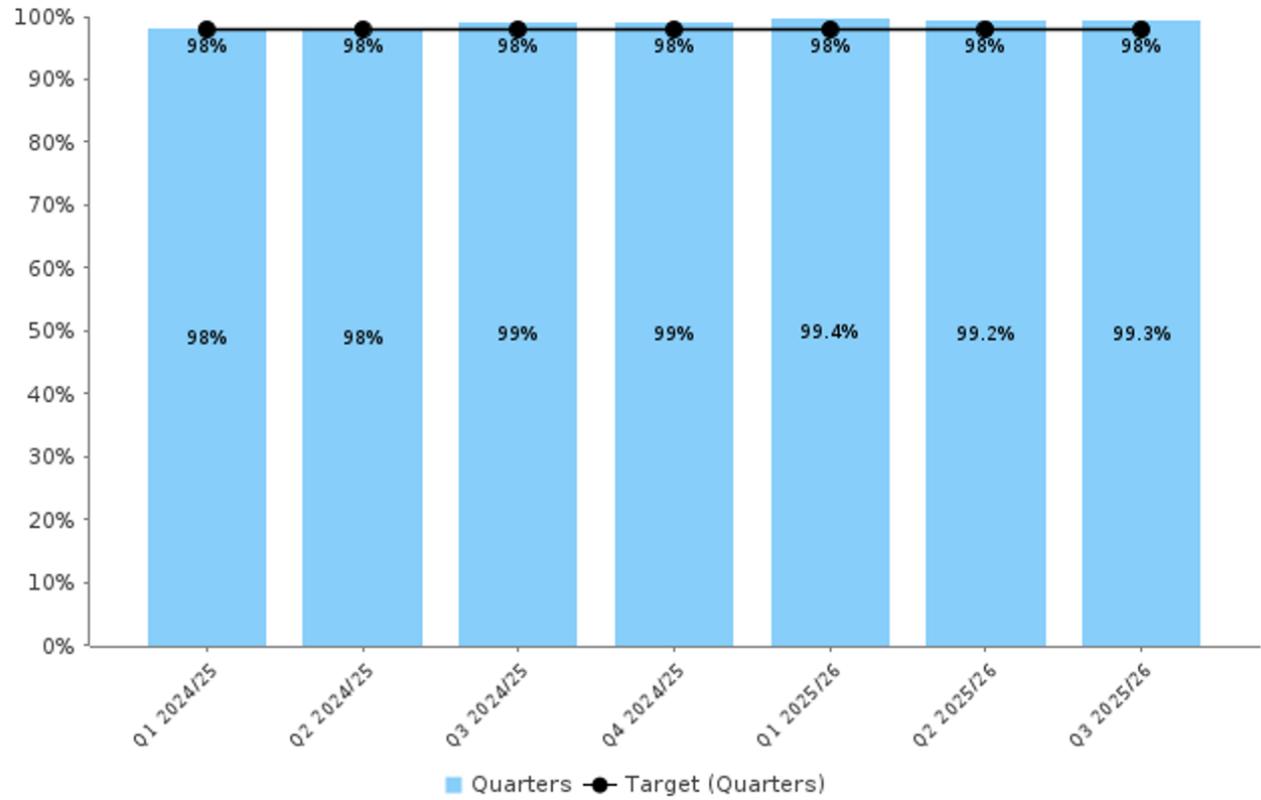
Direction of Travel - key
Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 5 measures:

- 40.0% (2 out of 5 measures) had an upward long trend.
- 20.0% (1 out of 5 measures) had a static long trend.
- 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 Q3, 99.3% 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.

Plot not shown as the data has not changed since the last report

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

A total of 16 roads included in this year's Road Resurfacing programme have been completed as of Q3. In addition to this work, large patching works were carried out using capital funding at over 50 additional sites, adding value to the network and improving its visual appearance where full resurfacing was not necessary.

Plot not shown as the data has not changed since the last report

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

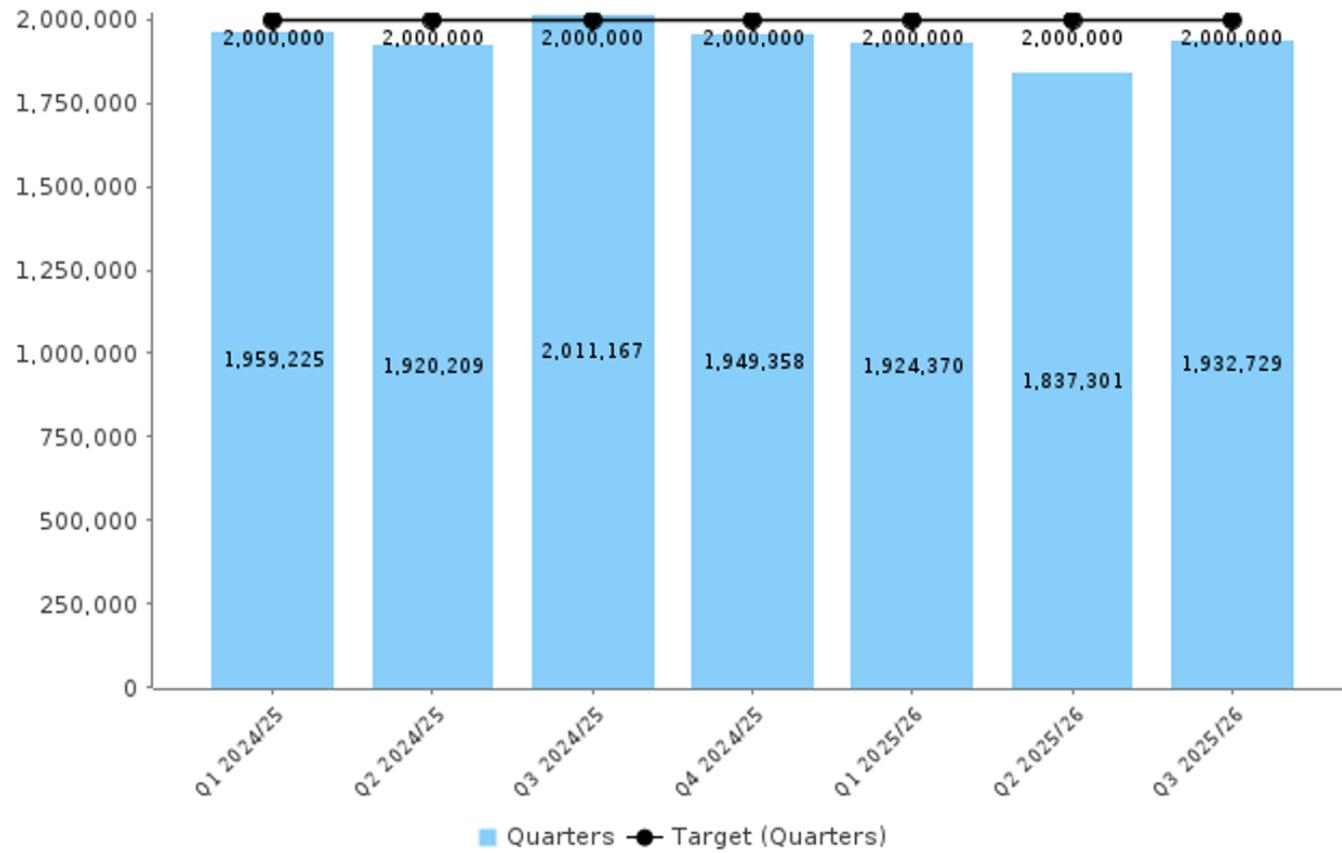
The UK Shared Prosperity Fund programme ends in March 2026, this will be replaced by a new Council funded programme supporting Medway's communities in 26/27. There is currently no additional revenue to resource the survey set up.

Plot not shown as the data has not changed since the last report

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

During Q3 work progressed on the development of cycling scheme designs in line with Medway's Local Cycling and Walking Infrastructure Plan. Officer feedback was provided on preliminary designs for routes CY05, W05A, W05B, W08A, and W08B, along with design options for CY06 covering Sturdee Avenue and Woodlands Road. These points were discussed in detail during the progress meetings with the design consultant in December to inform the next stage of design development. During Q4 there will be to hold a stakeholder engagement session (intended in mid-February), involving council officers, Active Travel England, Portfolio Holder, and other relevant contacts. Following this, a Road Safety Audit will be undertaken for all routes, with public consultation likely to take place in March.

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 (upward long trend)**

The number of bus journeys in Medway through Q3 was 1,932,729. Whilst this is an increase on the previous quarter, this is slightly down on the previous two Q3 figures. Officers will examine the data received from operators further in Q4 to ascertain why there has been a slight drop in patronage through this quarter.

Plot not shown as the data has not changed since the last report

**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.

Plot not shown as the data has not changed since the last report

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

Currently updating management plans, judges' feedback comments and working through actions plans ready for the submission of the 2026/27 applications at the end of January 2026 for all 8 Green Flag Award sites and the Green Heritage Award for Great Lines Heritage Park.

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

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

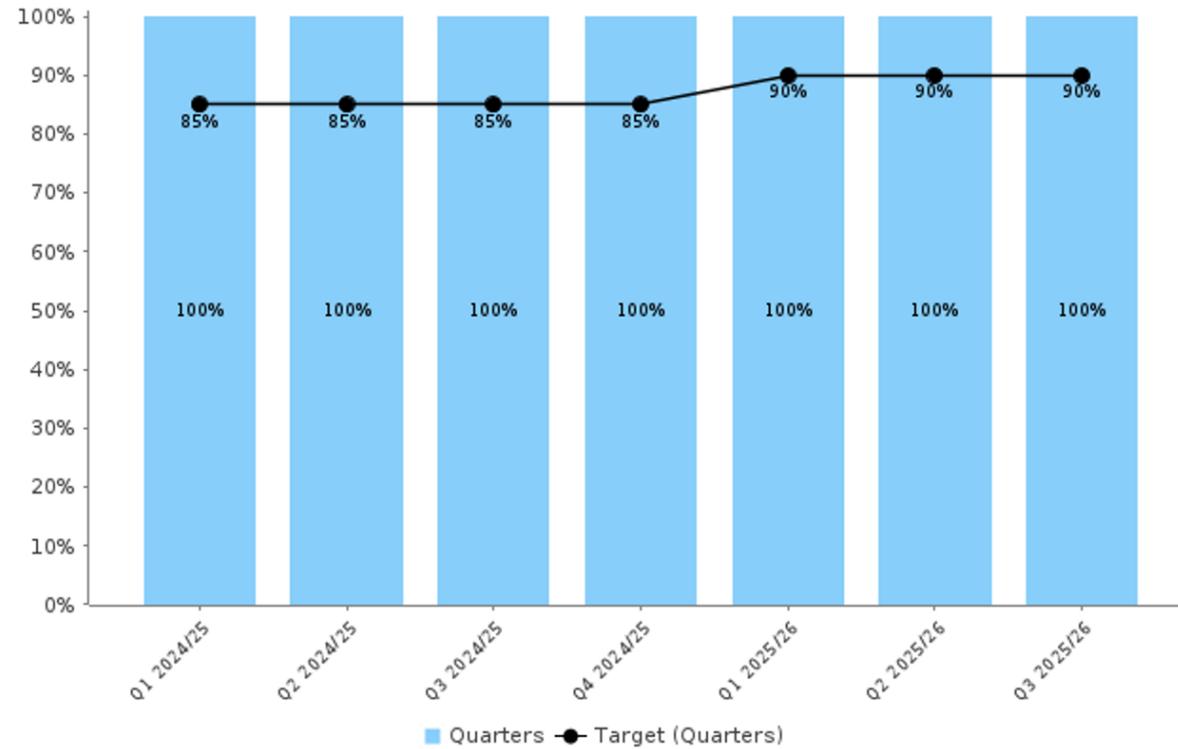
This is an annual performance indicator. The Waverley Paddle steamer visit brought 750 passengers to Rochester. Jetstream tours estimate an additional 700 people were brought to Rochester - total 1450 people arrived in Medway via directly attributed to the opening of Limehouse Landing at Rochester Riverside. The Waverley event did not attract the yacht numbers hoped partly owing to sailing happening on a weekday. Negotiations with Waverley's owner will include next sailings occurring on weekends to attract more yacht visitors. Additional visits by passenger carrying ships for 2026/27 are being explored.

Plot not shown as the data has not changed since the last report

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

River boat services from Limehouse Landing have now ceased until April 2026. The 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.

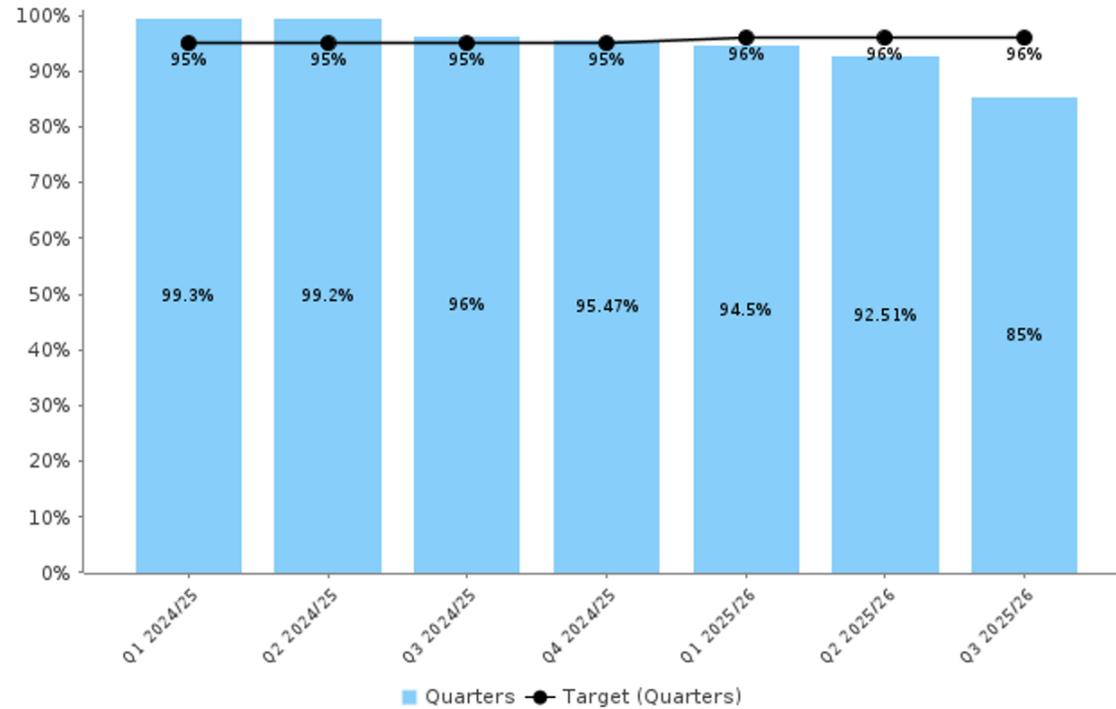
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.11a By 2027/28, 100% of highway network inspections are carried out on time



Aim to Maximise Green (static long trend)

In Q3, 1,031 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



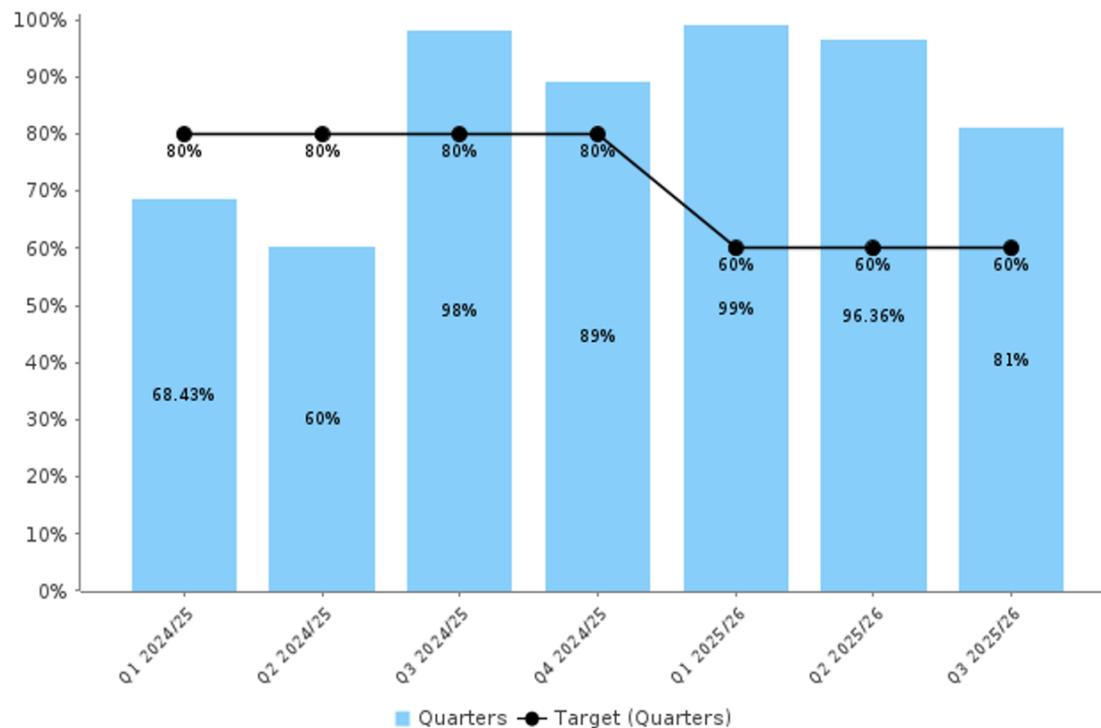
**Aim to Maximise
Red (downward long trend)**

During Q3, 2,440 works were completed, of which 366 were beyond the target completion date. Most of these works were for street lighting, which have “agreed specified dates. This priority category differs from standard defect priorities because it does not have a fixed, pre-defined timescale (e.g. 2 hours, 24 hours, 28 days) against which performance can be consistently measured at the point the defect is identified.

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 (downward long trend)

The roadworks completed in Q3 (3,562) is taken from the volume of roadworks carried out in that period. This figure will fluctuate regularly depending on the number of permits applied for. This measure is looking at all roadworks from Utilities and Council works and will be used to improve performance throughout the year ahead.

Plot not shown as the data has not changed since the last report

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

We now have approval from the LEVI Support Body to go out to tender following their review of our proposed route to market. The tender is planned to go live on 26 January 2026, subject to Procurement Board approval. The tender will be active for a 12-week period; therefore, it is anticipated that contract award would be from 1 June 2026.

Plot not shown as the data has not changed since the last report

Aim to Maximise
Data unavailable (no long trend)

We now have approval to go out to tender, which should be live from 26 January 2026. Once contract award has been issued (1 June 2026) we will work with the successful Charge Point Operator on our Phase 1 implementation Plan to deliver a minimum 140 chargers on-street within the first 2 years of the contract.

Plot not shown as the data has not changed since the last report

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

Our contractor is working with the asphalt supplier to calculate the amount of recycled material in products used on road schemes in Medway (RAP content). As we use several different materials, we are awaiting confirmation, however our Contractor has provided assurances that the minimum we are currently using is 30% or more.

Plot not shown as the data has not changed since the last report

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

As of Q3, 100% of material removed from 16 sites with a total area of 29,105m² was diverted from landfill for recycling.

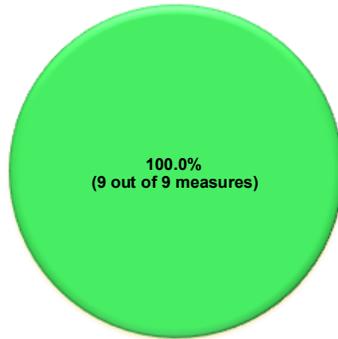
Living in good quality, affordable homes

- 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 which fall under RCE directorate under this priority. We are reporting on 9 performance indicators this quarter. There are 7 indicators where data is unavailable.

Performance



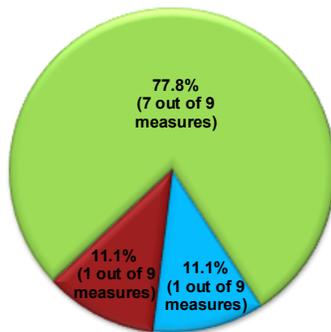
Performance - key

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

This chart shows performance for 9 measures:

- 100.0% (9 out of 9 measures) met or exceeded target.
- 0.0% (0 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



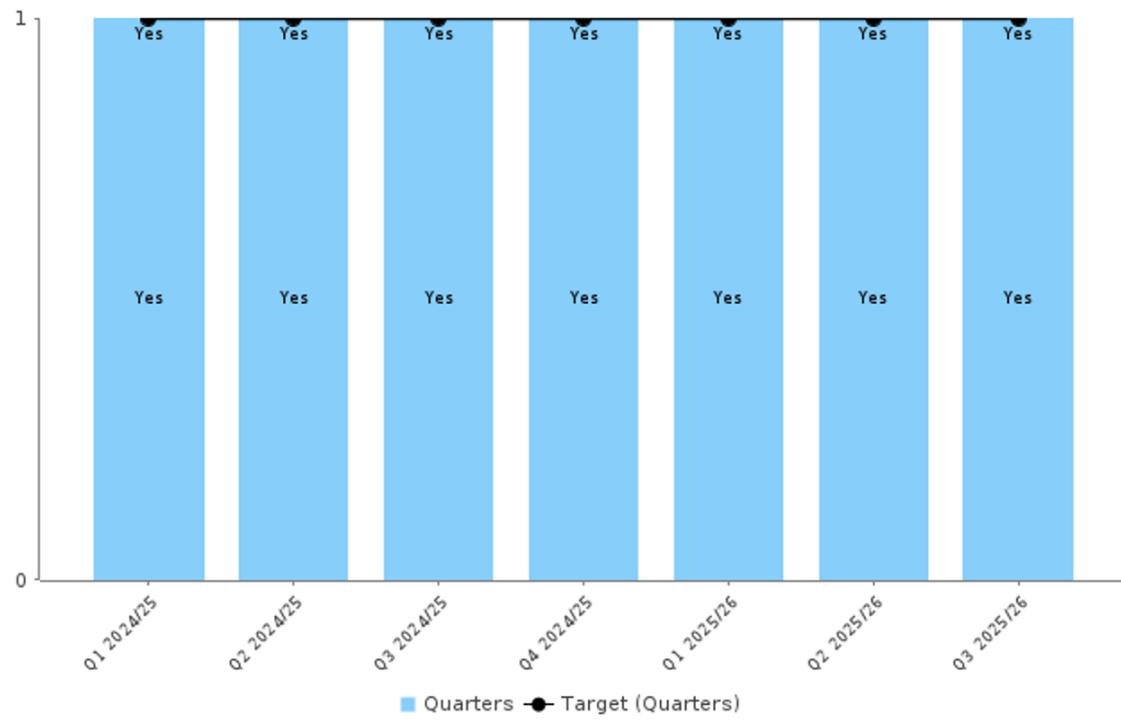
Direction of Travel - key

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)**

Having collated all the comments following consultation on the regulation 19 draft plan over the summer. The LPA has discussed with officers from MHCLG, met an experienced Planning Inspector for guidance (as recommended by MHCLG) and completed the pre submission checklist. The Planning Inspectorate have responded to the checklist which necessitated a little more work, particularly in the form of Topic Papers. Notwithstanding the additional work, the Draft Plan was submitted to the Planning Inspectorate under regulation 22 on 18 December 2025. A programme officer for the Local Plan examination has been appointed. We now await to hear from the Inspectorate on both the name of the Inspector appointed and dates for the examination, which is expected to commence in the spring of 2026.

Plot not shown as the data has not changed since the last report

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. In Q3 the HRA completed the acquisition of 12x2 bed houses in Borstal, a new build turnkey development. Completion of the 44 flats at Truro Manor has slipped to early 2026 so will now be delivered in Q4. The HRA has also acquired open market and buy back properties through the Local Authority Housing Fund, with three completed so far and a further three due for completion in Q4. Approval has been given for the acquisition of 30 Affordable Homes through a S106 site in Frindsbury, which is due to start on site early 2026.

Plot not shown as the data has not changed since the last report

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 January 2026.

The Strood Civic project due to begin in 2025/26 has now commenced with enabling works under way, funded under Brownfield Land Release Fund. Additional grant has also been approved under the Brownfield Infrastructure Land fund to raise the remainder of the site, and the funding agreement is due to be signed early January 2026, and the works will start immediately after.

Mountbatten House works started on site in April 2025 and is on track to complete early 2027.

Plot not shown as the data has not changed since the last report

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

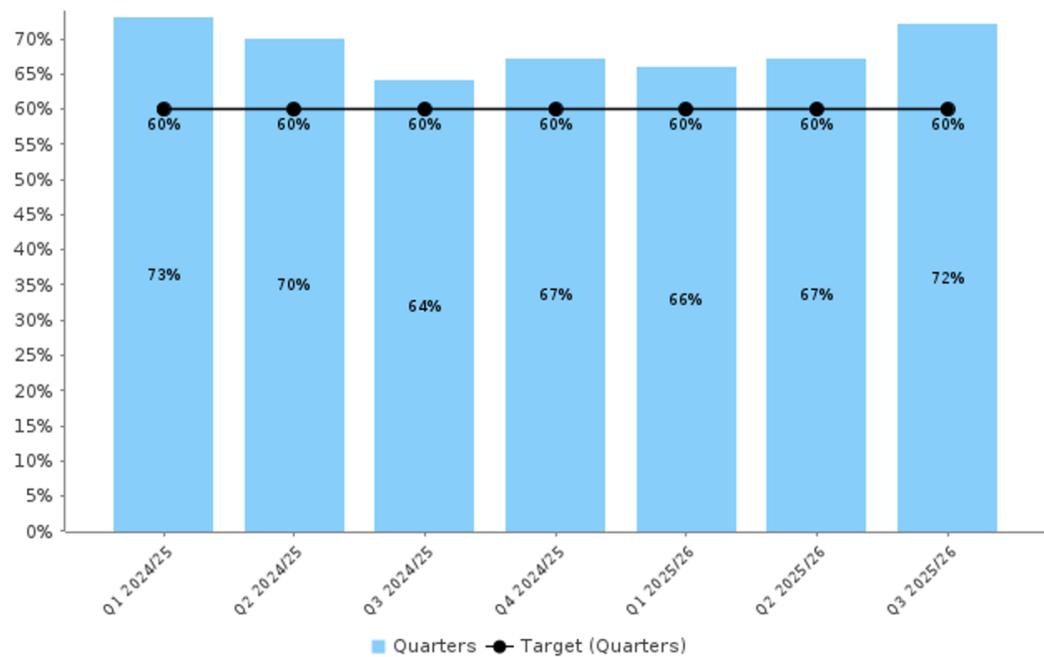
At the end of Q3 there are 603 households in all forms of temporary accommodation (TA). A decrease of 13 households from 30 September 2025. Of these 499 are in nightly paid private sector accommodation, 83% of all TA being in nightly paid provision at a gross cost of roughly £29,852 per night. This is a decrease from Q2 of 3% and £1,274 reduction per night in gross costs.

We have brought online a wing of Waterside court (TA Owned acquisition) and have 17 flats occupied there, bringing the total of TA Owned property in use up to 31 as of the end of December 2025. The teams continue to work on the other flats and floors being occupied in the new year. We also anticipate Pullmans House early in the new year and are completing negotiations on Chatham Waterfront Block E. Once all current planned TA Owned acquisitions are completed and occupied this will take our TA Owned numbers to 183. Against current numbers in TA, this would put the use of private sector TA at around 53%.

Teams continue to work hard to ensure that prevention and Move On are kept at optimal levels.

At the end of Q3 there are 65 HRA TA in use, 11 Corporate TA properties with one property void, 31 Owned TA in use with three voids 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 (upward long trend)

Overall demand for Housing Options has increased as expected. To date, there have been 2,941 client approaches, compared with 2,610 at the same point last year, representing a 13% increase. Encouragingly, a higher proportion of cases are being accepted at the prevention stage rather than as homeless-on-the-day cases, which is giving the team more time to work towards sustainable outcomes. Of the 72% of homeless clients for whom a duty is owed and whose cases have been either prevented or relieved, 52% were successful prevention cases. This demonstrates the positive impact of dedicated teams enabling more focused and effective interventions.

In addition, the Move On Team and OML continue to deliver strong results, with approximately 280 people having moved on from temporary accommodation to date. Of these, 30 placements have been achieved through the new One Medway Lettings scheme.

Plot not shown as the data has not changed since the last report

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

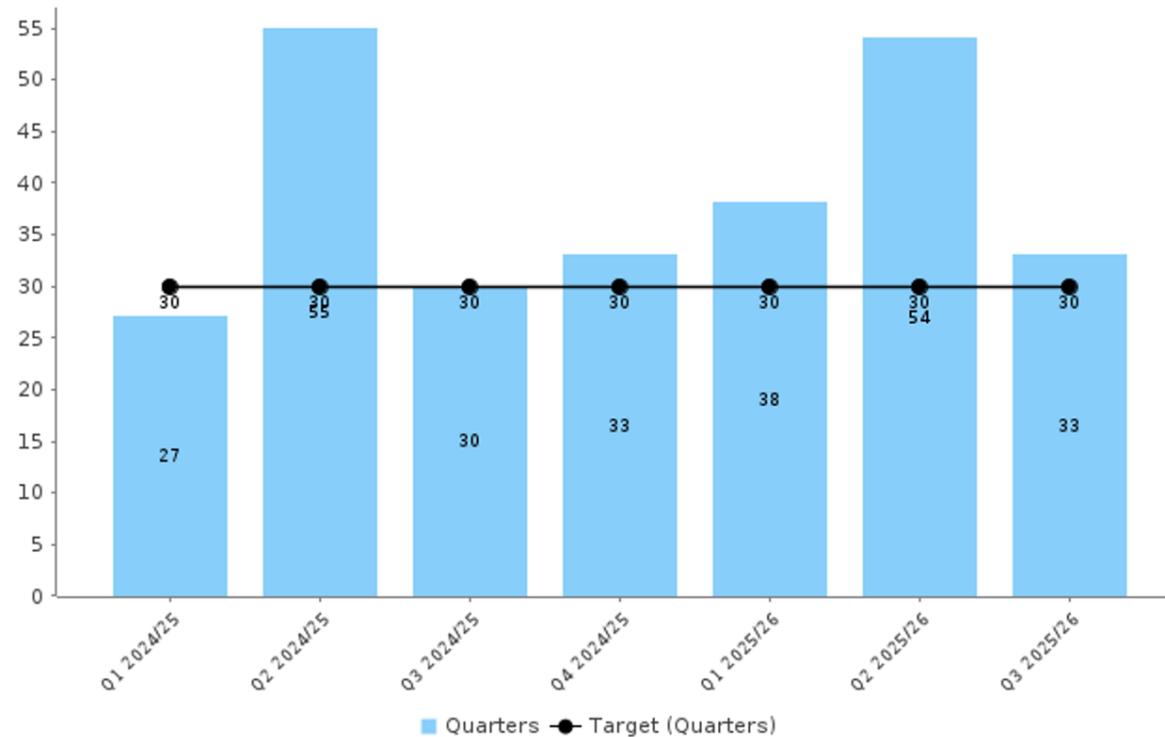
Due to ongoing high numbers of referrals, outreach continues to run from 4:30am several days per week. As the cold weather is here, the team have been liaising with internal and external partners, calling professionals meetings to raise concerns about vulnerable people who are at additional risk from the cold. All available steps are being taken to get as many people into accommodation as possible and the team work to ensure that there is a flow of people from the off the street assessment centre into longer term accommodation, to ensure that rooms remain available for people as they are identified as sleeping rough. As part of this, a new cross agency Task and Finish group is being set up specifically for women with multiple disadvantages.

The winter night shelter has now opened and will stay in operation until the end of March 2026. The shelter offers a space for people to stay warm overnight, and a range of partner agencies will be attending and offering support around accommodation, physical and mental health, substance use treatment and accessing services and benefits. We have funded an additional breakfast club at a commissioned drug and alcohol recovery service to allow more opportunities to engage with people and offer support.

A property has been secured to start a pilot project, this will allow those with specific drug and alcohol treatment needs to move from the shelter into a small scale supported house, which will allow targeted work to be carried out to support their recovery.

As in all years, the Rough Sleeping team and Housing Services will work in a collaborative One Medway approach to ensure that the maximum number of people accessing the shelter find accommodation during the three months of operation. There will be a weekly Task and Finish group to troubleshoot any issues and look at agreed move on solutions.

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

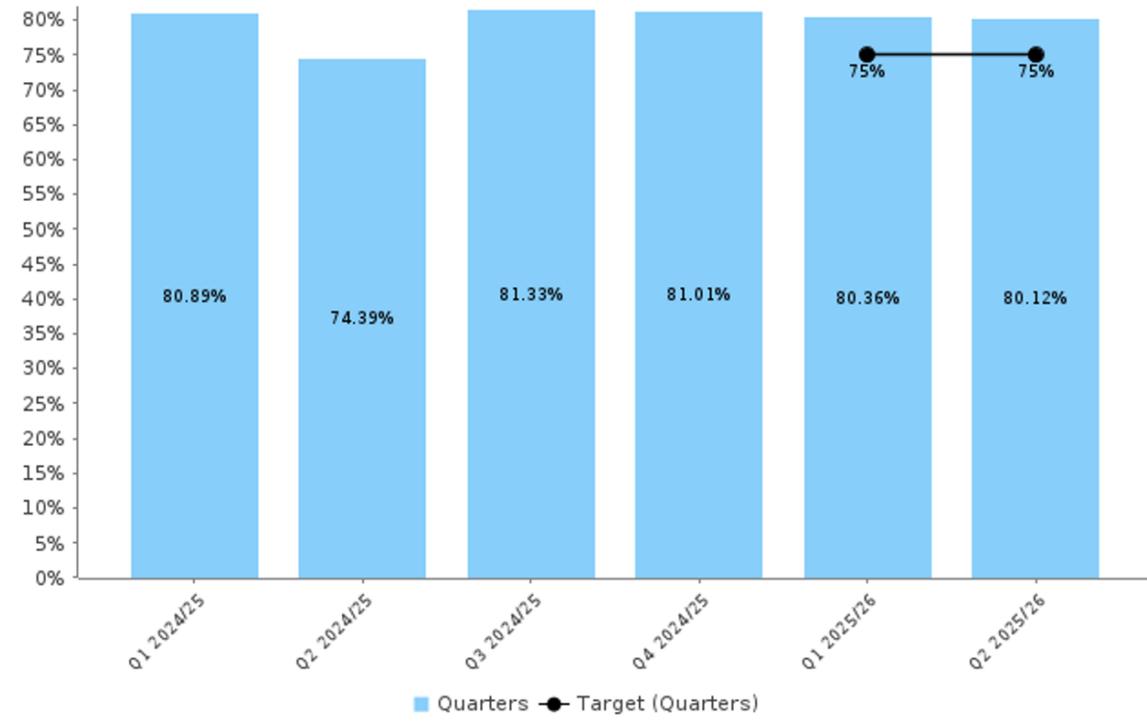


Aim to Maximise Green (downward long trend)

During Q3, 33 Disability Facility Grant (DFG) applications have been approved. The adaptations from these grants can restore the use of the home so that our clients can regain or retain their independence and carry on living in the community. 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

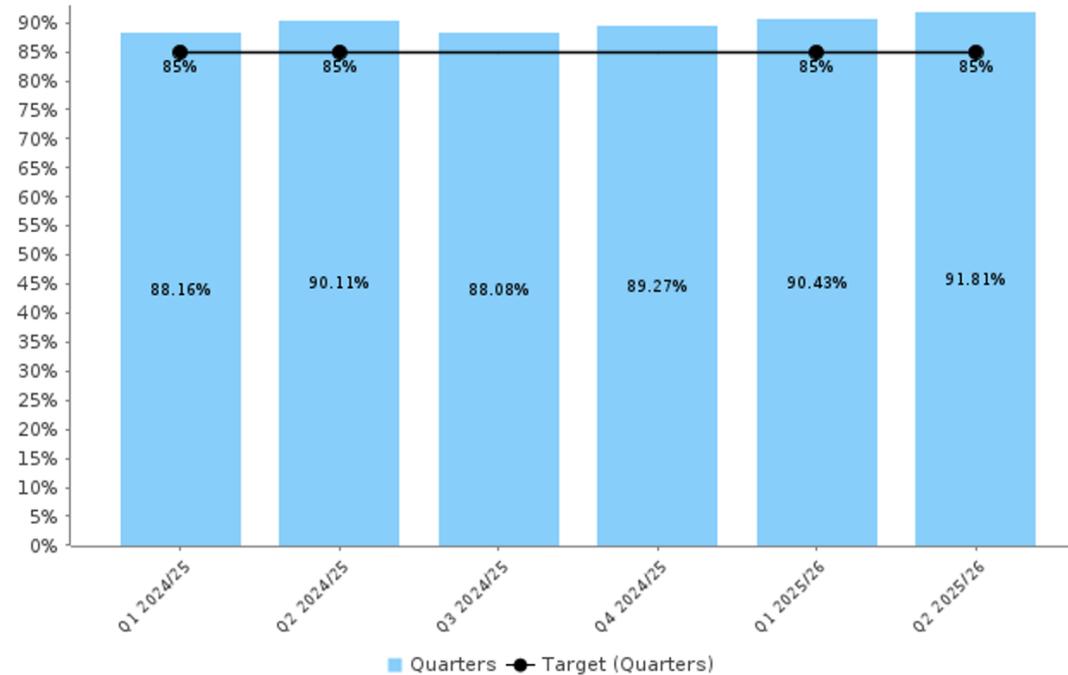


Aim to Maximise Green (upward long trend)

Reported a quarter in arrears.
Satisfaction amongst users of parks and open spaces was 80.12% in Q2 25/26, 0.24 percentage points less than the 80.36% figure seen in Q1 25/26. Fewer users were dissatisfied about the service (8.33%, down slightly from 9.2% in Q1) than neutral (10.3% of respondents, static when compared to 10.4% in Q1). These results are based on the 156 users of parks and open spaces from the 220 respondents to the Q2 25/26 Citizens' Panel, giving a margin of error of +/-7.9%, 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

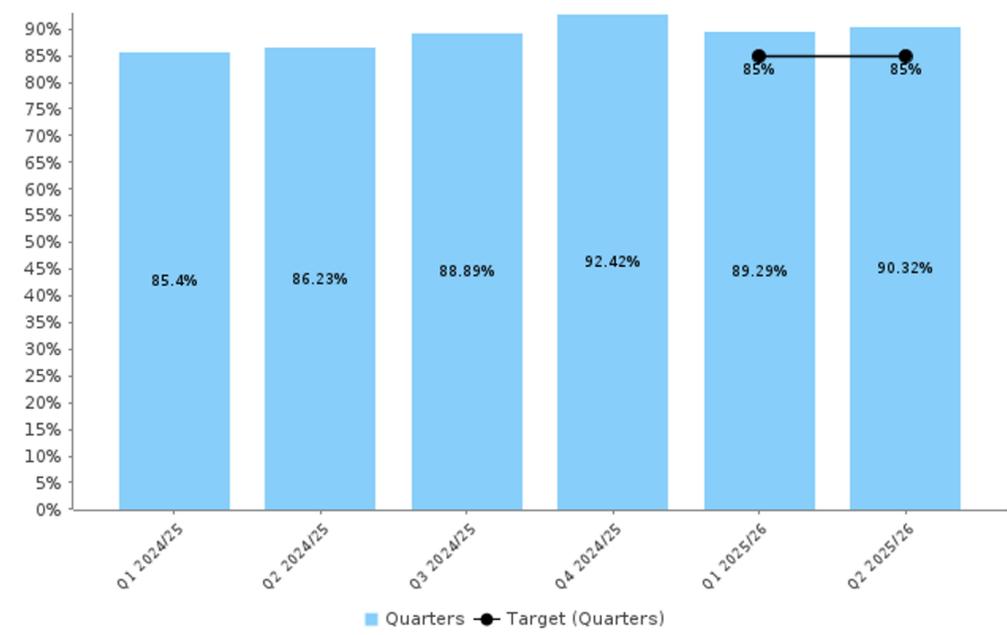


**Aim to Maximise
Green (upward long trend)**

Reported a quarter in arrears
Satisfaction with refuse collection increased to 91.81% in Q2 25/26 (up from 90.43% in Q1 25/26).
1.8% of respondents were neutral about the service (down from 4.8% previously) and 3.6% were dissatisfied (down from 3.8% in the previous quarter). A further 2.7% did not know or gave no response (up from 1.0% in Q1).
The results are based upon 220 respondents to the Q2 25/26 Citizens' Panel giving an overall margin of error of +/-6.6%, 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

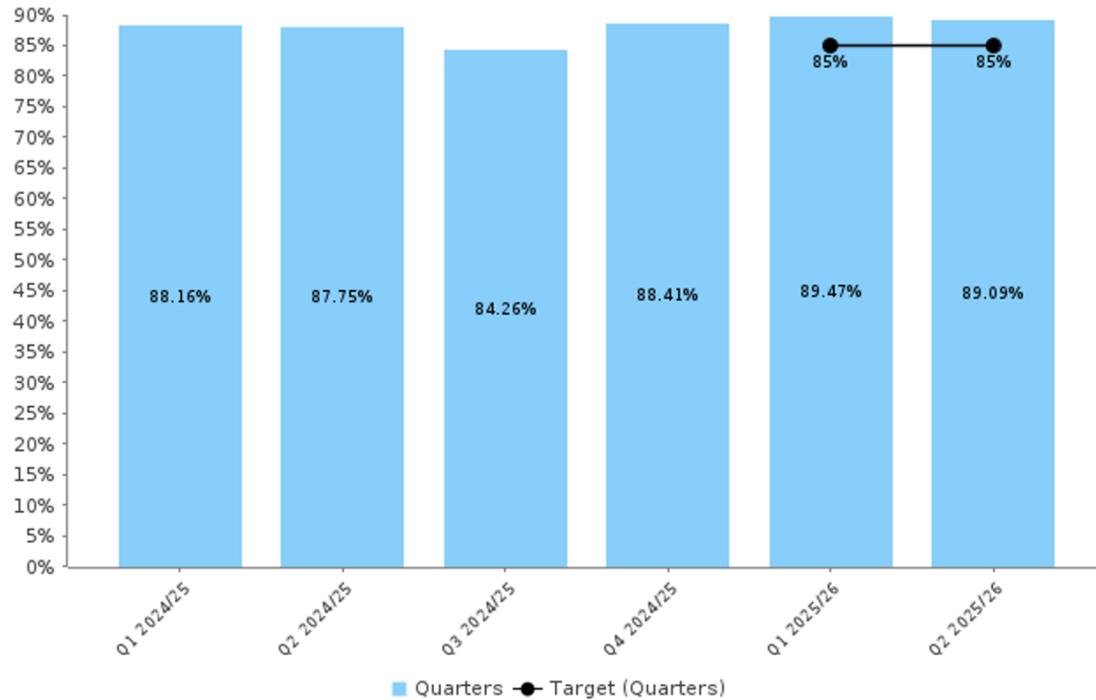


Aim to Maximise Green (upward long trend)

Satisfaction amongst users of the tip (HWRC) was 90.32% in Q2 2025/26. 5.6% of users were neutral about the service and 4.0% were dissatisfied. These results are based on the 124 users of the tip from the 220 respondents to the Q2 2025/26 Citizens' Panel, giving a margin of error of +/-8.8%.

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

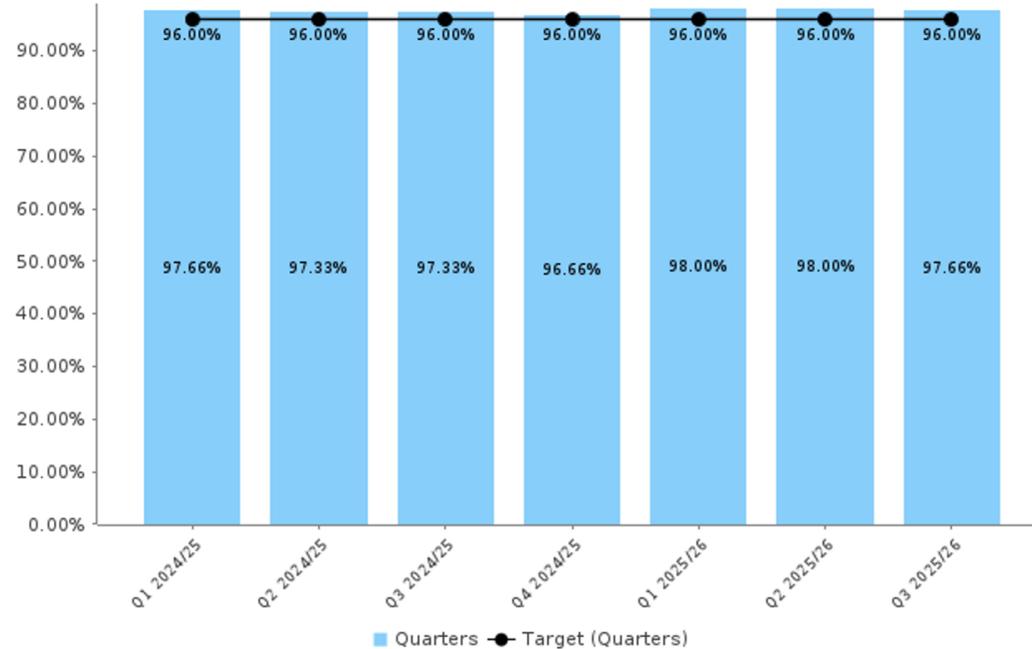


Aim to Maximise Green (upward long trend)

Reported a quarter in arrears.
Satisfaction with recycling collections (brown bin, blue/white bag and clear sacks) was 89.09% in Q2 2025/26, down slightly from 89.47% in Q1 2025/26. The number of respondents who were neutral about the facilities was 3.2% (down from 5.7% in Q1). 4.0% of respondents were dissatisfied (down from 4.8% in Q1). 3.6% of respondents answered did not know or did not give a response (up from 0% in Q1).
The results are based upon 220 respondents to the Q2 2025/26 Citizens' Panel giving an overall margin of error of +/-6.6%.
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 Q3 2025_2026, 97.6% 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 293 satisfactory inspections of A and B grades in Q3 requiring no further action; this is due to a robust contract monitoring programme and a high standard of cleanse being achieved by Medway Norse.

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

Plot not shown as the data has not changed since the last report

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 annual tenant satisfaction measures (TSM) survey was conducted in September and October 2025 and a total of 573 responses were received. The overall tenant satisfaction rose to 75.2% from last years result of 70.70%. The team are currently using feedback from the survey to develop priorities and an action plan to aid further service improvements.

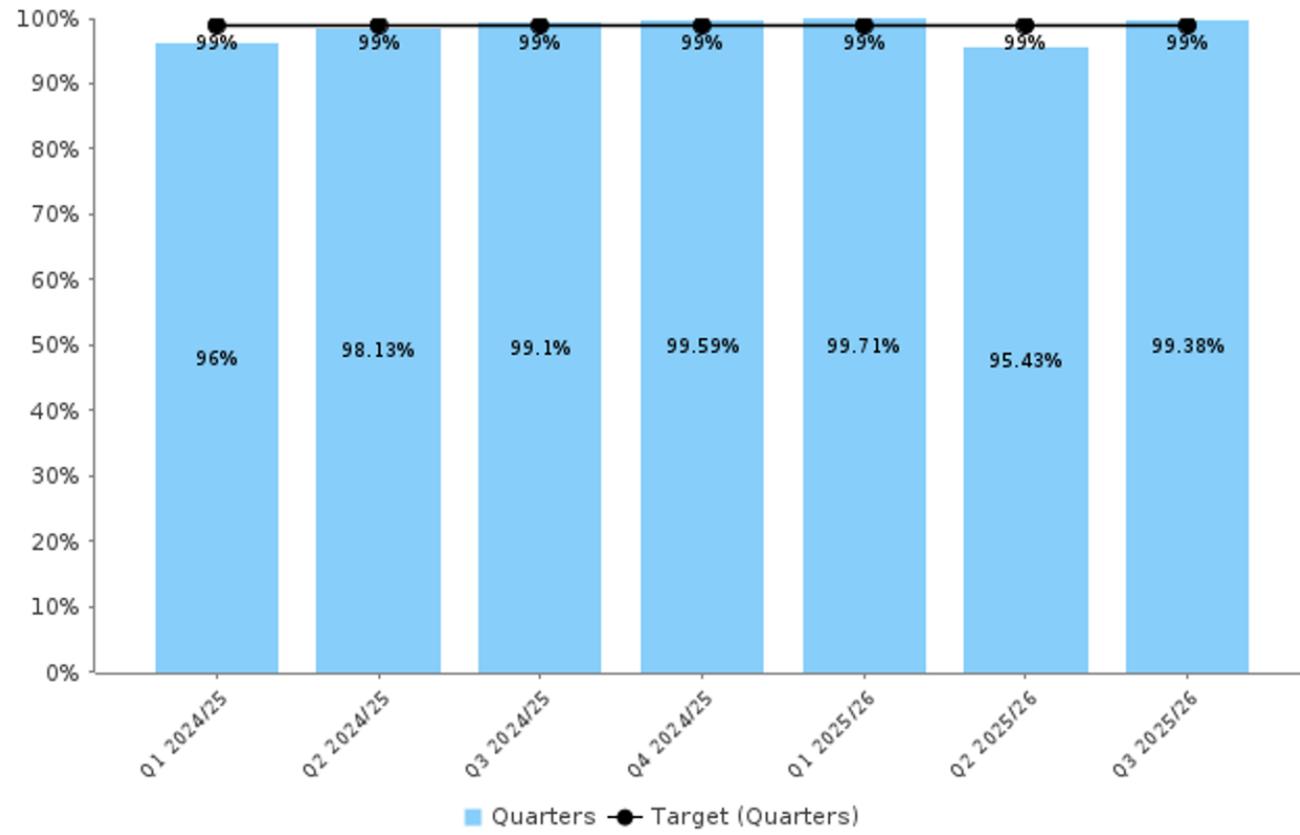
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Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due March 2026

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

At the end of Q3 the average energy efficiency score (SAP rating) for the HRA housing stock was 71.43 Surveys are routinely carried out to ensure all property records are up to date and accurate.

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



Aim to Maximise Green (upward long trend)

At the end of Q3, average compliancy was 99.38% 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 Q2 at 95.43%. 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.

Plot not shown as the data has not changed since the last report

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 Q3 90.85% meets the Decent Homes Standard. This figure is expected to rise as planned work replacement programmes continue throughout 2025/26.