Appendix 1

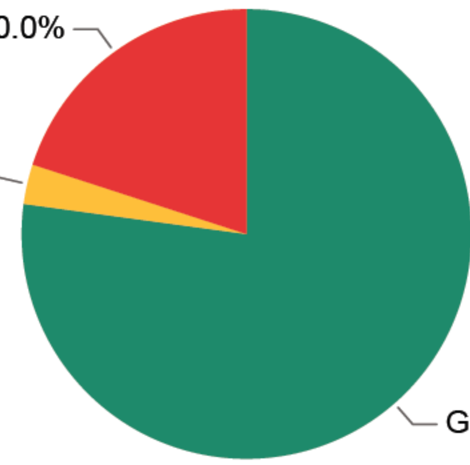
Performance Report Regeneration, Culture & Environment O&S

Q1 2026/27

Summary of performance

There are 53 indicators for the One Medway Council Plan. 35 indicators have data reported for this quarter. There are 18 indicators which have no data reported for this quarter, for which no indicator status could be determined.

27	1	7	18
Green	Amber	Red	No status



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

Priority	All indicators	Green	Amber	Red	No status
Priority 1	4	4			
Priority 2	17	9		1	7
Priority 3	16	5	1	5	5
Priority 5	16	9		1	6
Total	**53**	**27**	**1**	**7**	**18**

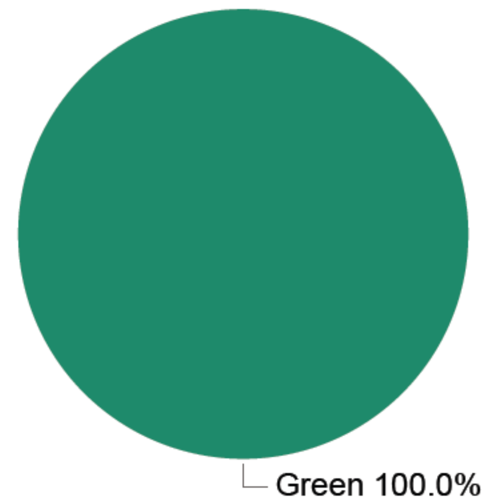
Delivering quality social care and community services

- 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 performance
Priority 1

There are 4 indicators for Priority 1. 4 indicators have data reported for this quarter. There are no indicators which have no data reported for this quarter.

Green	Amber	Red	No status
4	--	--	--



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

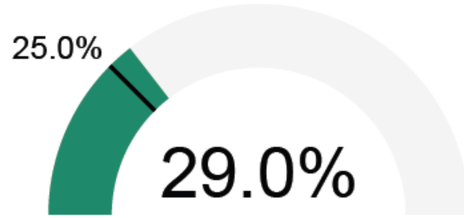
OMCP 1.08 | New learners to Medway Adult Education

Q1 2026-27

Performance status

Green

Current performance



The target is: 25.0%

Direction of travel

Short trend	Long trend
Q4 2025-26	Q1 2025-26

The reporting frequency for this indicator is: quarterly

The data for this indicator is collected: quarterly

The tolerance for this indicator is set to: higher is better

Indicator description

By 2027/28, 5% of Medway Adult Education's learners will be new to the service each year, ensuring that access to education is being provided

Update note

Data as at 6 July 2026

Reporting Period: Q1 April 2026 – June 2026

Data Source: Terms Management System

During this period Medway Adult Education welcomed 146 new learners representing 29% of the total number of learners starting during this time. This demonstrates successful marketing activity and the continued ability to attract residents who are new to adult learning.

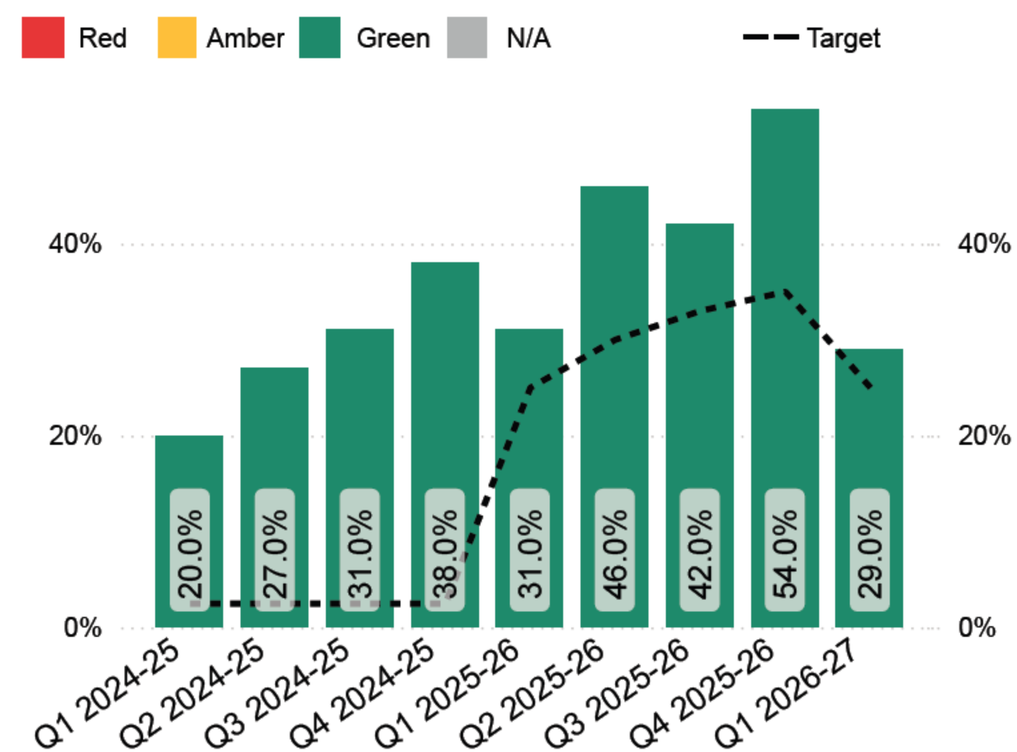
New Enrolments by Department:

- English & Maths: 5%
- Community Learning: 41%
- ESOL: 14%
- Vocational Skills: 40%

Community Learning and Vocational Skills continue to provide important entry points into learning, generating 82 and 79 enrolments respectively. These programmes often act as accessible first steps for residents looking to improve confidence, gain new skills or progress towards employment and further learning, supporting the wider objective of broadening participation.

Referral data suggests that Jobcentre Plus referrals (19%) and the website (13%) are important routes for engaging new learners, highlighting the effectiveness of both partnership working and digital promotion in extending the service's reach. At the same time, returning learners continue to re-engage with provision, indicating a strong balance between recruiting new learners and retaining existing ones.

Historic performance



Medway
Serving You

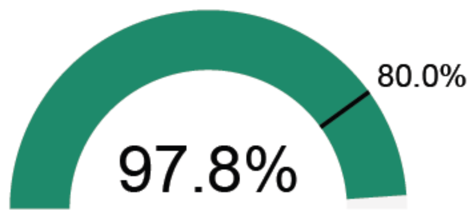
OMCP 1.09a | Satisfaction rates across community hubs and libraries

Q1 2026-27

Performance status

Green

Current performance



The target is: 80.0%

Direction of travel

Short trend	Long trend
Q4 2025-26	Q1 2025-26

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

Indicator description

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

Update note

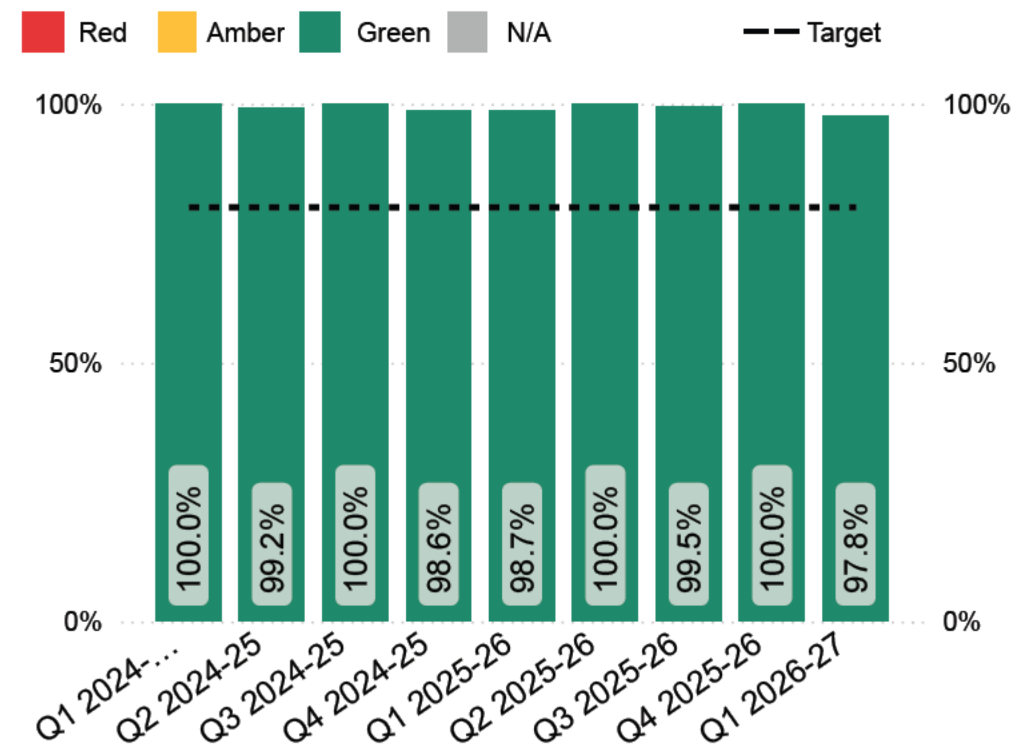
Q1 satisfaction is 97.76%. This is a slight fall from the previous quarter, principally attributable to ICT issues at Chatham and Walderslade Hook Meadow. Key comments this quarter include:

"Not enough power sockets available at study desks (i.e. those for people with laptops etc. Also, it is outrageous that it now costs 25p for a b/w copy & £1 for a colour copy."

"Even though I have lived in Cuxton village for 22 years only just recently starting using Cuxton library since retirement. I've used the library for book loans, PC printing. I have to say I have had amazing service from staff, so helpful going above and beyond to help I have had great interaction with all the ladies thank you."

"I've been coming here for quite a few years now. The staff are brilliant, and the club enjoy being here. Our weekly get togethers are always enjoyable and we love the interaction from the staff too."

Historic performance



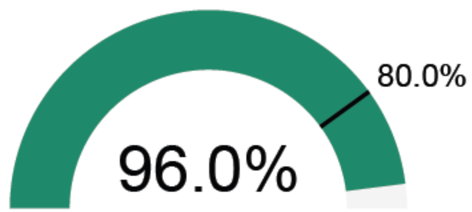
OMCP 1.09b | Satisfaction rates across theatres

Q1 2026-27

Performance status

Green

Current performance



The target is: 80.0%

Direction of travel

Short trend	Long trend
←	←
Q4 2025-26	Q1 2025-26

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

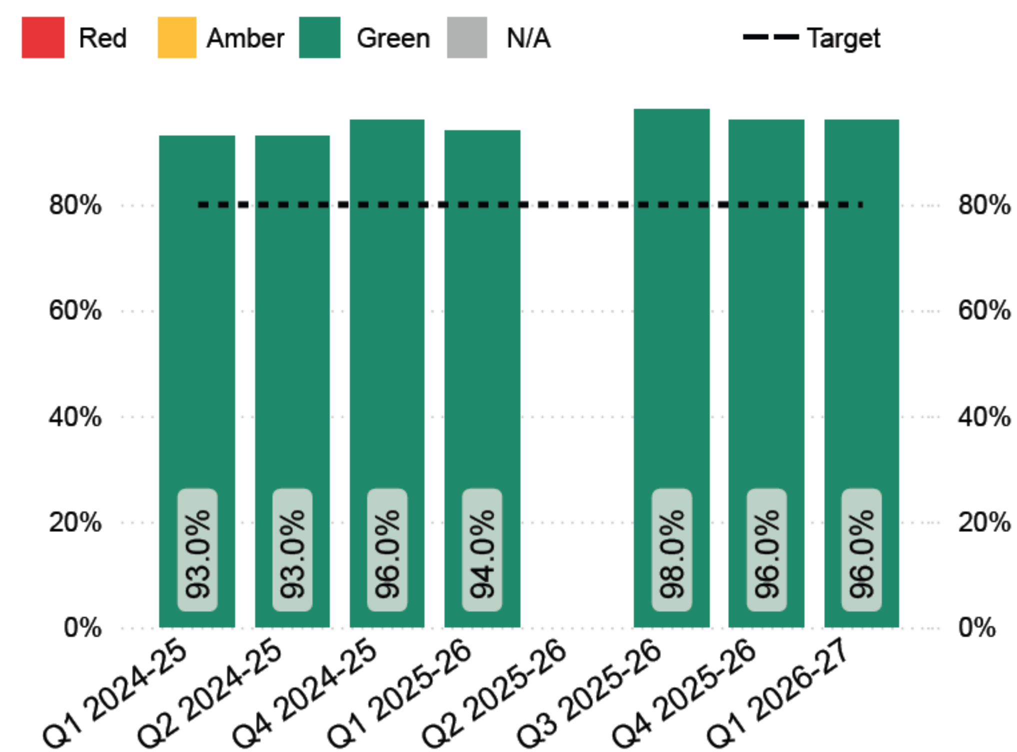
Indicator description

By 2027/28, the satisfaction rates across theatres exceeds 80%.

Update note

Customer Feedback (January – March 2026) Overall satisfaction is at 96% Results from a recent customer survey indicate high satisfaction levels: Ease of buying tickets: 99% Quality of shows: 97% Cleanliness of venue: 93% Helpfulness of staff: 95%.

Historic performance



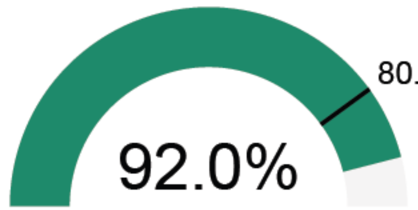
OMCP 1.09c | Satisfaction rates across festivals and events

Q1 2026-27

Performance status

Green

Current performance



The target is: 80.0%

Direction of travel

Short trend	Long trend
--	↑
Q4 2025-26	Q1 2025-26

The reporting frequency for this indicator is: quarterly

The data for this indicator is collected: quarterly

The tolerance for this indicator is set to: higher is better

Indicator description

By 2027/28, the satisfaction rates across festivals and events exceeds 80%.

Update note

Post event survey feedback:

Overall satisfaction rating at 92%.

91% of visitors would recommend Sweeps Festival to others.

87% of visitors said the festival enhances Medway's reputation.

87% of visitors said the festival creates community spirit.

96% of performers would perform at Sweeps again.

89% of performers would recommend Sweeps to other performers.

100% of stallholders would return.

100% of stallholders would recommend Sweeps to other traders.

100% of stallholders were satisfied with event management and organisation.

87% of visitors rated the atmosphere positively, while 83% of stallholders rated the atmosphere 'Very Good'.

55% of visitors stayed for more than four hours, demonstrating strong engagement and economic impact.

Overall, the strongest story emerging from the surveys is that Sweeps Festival 2026 generated exceptionally high levels of visitor enjoyment, performer loyalty, trader satisfaction, community pride and positive perceptions of Medway.

Historic performance

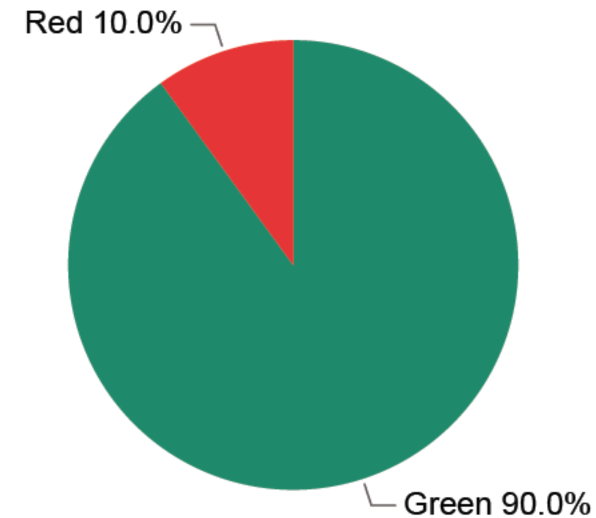
Benefitting from good education, quality jobs and a growing economy

- 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 performance Priority 2

There are 17 indicators for Priority 2. 10 indicators have data reported for this quarter. There are 7 indicators which have no data reported for this quarter, for which no indicator status could be determined.

Green	Amber	Red	No status
9	--	1	7



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

OMCP 2.07 | Support high quality education through Medway Adult Education

Performance status

An update has not been provided for this period.

Current performance

An update has not been provided for this period.

Direction of travel

Direction of travel not available for this performance indicator.

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: met or achieved - where there is a binary target.

Indicator description

By 2027/28 Support high quality education through Medway Adult Education maintaining Good or better Ofsted rating through self-assessment, quality measures and inspection.

Update note

Medway Adult Education has trained staff to use the Education Inspection Toolkit to self-assess and review the Service's performance over the past academic year. This will support teams to identify areas for improvement and highlight good practices, which will inform decision making and activities for the 2026/2027 academic year. Strengths identified include significant improvement in apprenticeship outcomes, and improved retention in most adult programmes, that the team aim to maintain moving forward.

Historic performance

Red Green

Period	Performance	Target
2025-26	Yes	Yes
2024-25	Yes	Yes

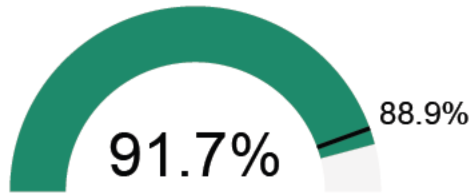
OMCP 2.08a | Proportion of Medway's population with qualification Level 1

Q1 2026-27

Performance status

Green

Current performance



The target is: 88.9%

Direction of travel

Short trend	Long trend
←	←
2024-25	2023-24

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

Indicator description

By 2027/28, Medway Qualification Level 1 will be the same or better than the national average.

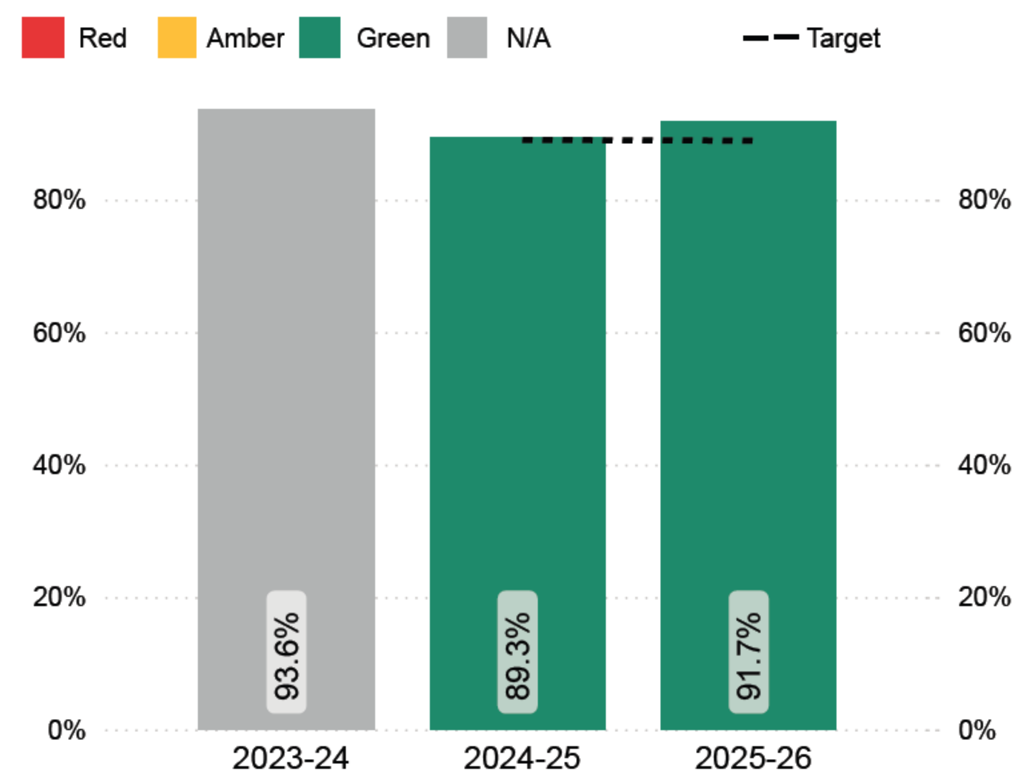
Update note

The latest data from NOMIS is dated January 2025 - December 2025.

Medway 91.7% South east 91.2% National 89.3%

Medway Adult Education continue to run courses developed to create pathways in to work. Skills bootcamps have continued to run in Kent & Medway run by KCC. Lower Thames Crossing have completed a pre-employment course for three NEETs for level 1 Health & Safety.

Historic performance



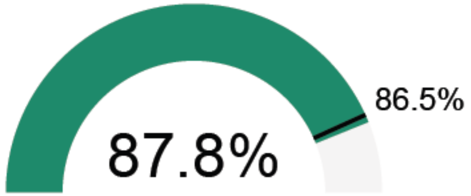
OMCP 2.08b | Proportion of Medway's population with qualification Level 2

Q1 2026-27

Performance status

Green

Current performance



The target is: 86.5%

Direction of travel

Short trend

2024-25

Long trend

2023-24

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

Indicator description

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

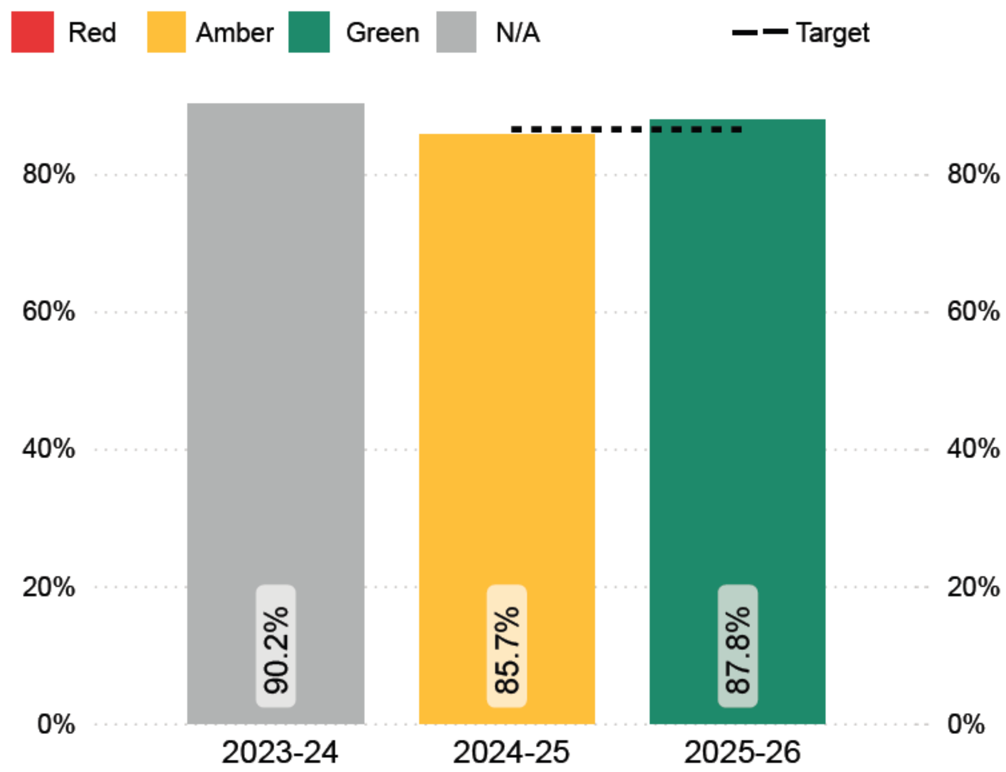
Update note

The latest data from NOMIS is January 2025 - December 2025.

Medway 87.8% South East 88.6% National 87%

Medway Adult Education continue to run courses at level 2. Skills bootcamps have continued to run in Kent & Medway by KCC. Skills plans with businesses promote the use of apprenticeships to recruit. Funding is a barrier for employers, the apprenticeship reform and youth guarantee could support more level 2 apprenticeships.

Historic performance



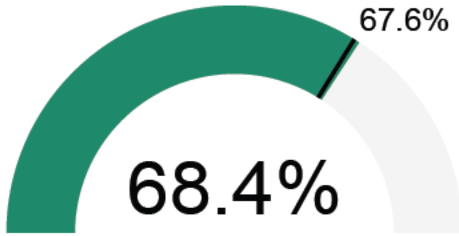
OMCP 2.08c | Proportion of Medway's population with qualification Level 3

Q1 2026-27

Performance status

Green

Current performance



The target is: 67.6%

Direction of travel

Short trend	Long trend
2024-25	2023-24

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

Indicator description

By 2027/28, Medway Qualification Level 3 will be the same or better than the national average.

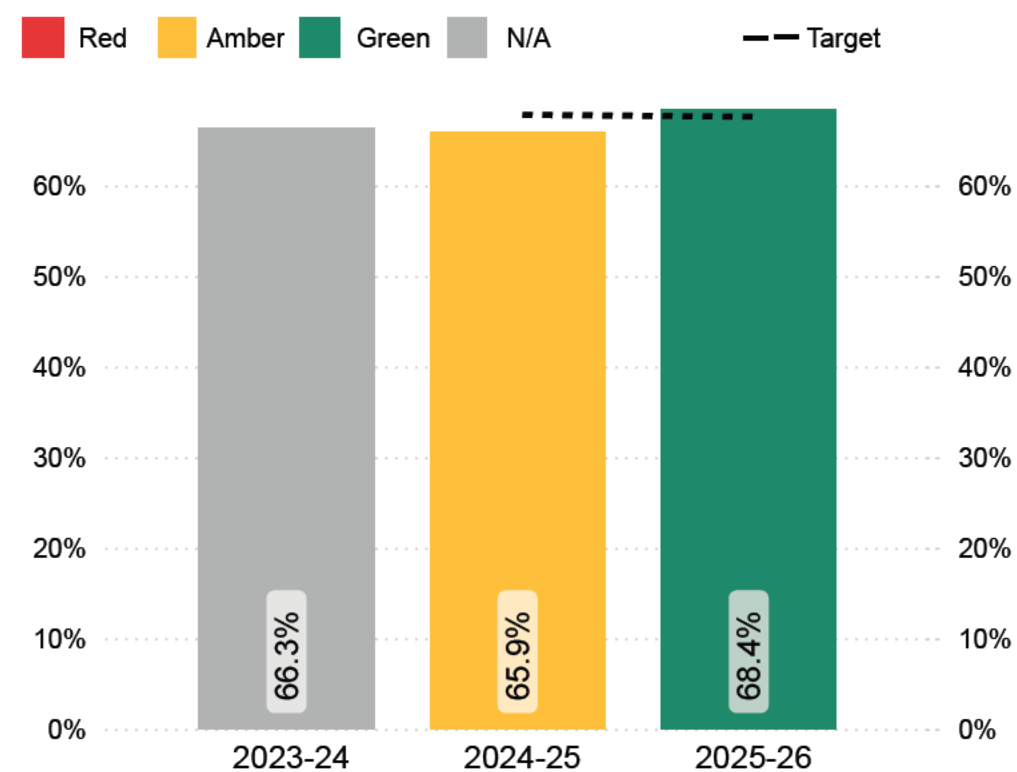
Update note

The latest data from NOMIS is dated January 2025 - December 2025

Medway 68.4% South East 71% National 69%

The Training Providers Forum continues to work together to promote level 3 apprenticeships, the apprenticeship reform and youth guarantee could help improve numbers. Kent & Medway Careers Hub continues to support schools and colleges to create progression pathways for all young people. Waterfront UTC and some schools run level 3 T Levels. College continues to run T Levels and run as many level 3 courses as possible and holds waiting lists. Individual skills and employment plans for businesses includes the opportunity to support T Levels placements and level 3 apprenticeship providers.

Historic performance



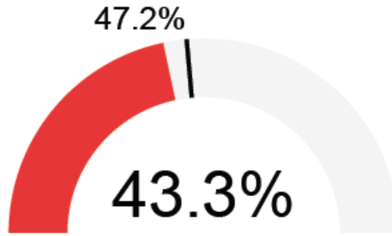
OMCP 2.08d | Proportion of Medway's population with qualification Level 4

2026-27

Performance status

Red

Current performance



The target is: 47.2%

Direction of travel

Short trend

2024-25

Long trend

2023-24

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

Indicator description

By 2027/28, Medway Qualification Level 4 will be the same or better than the national average.

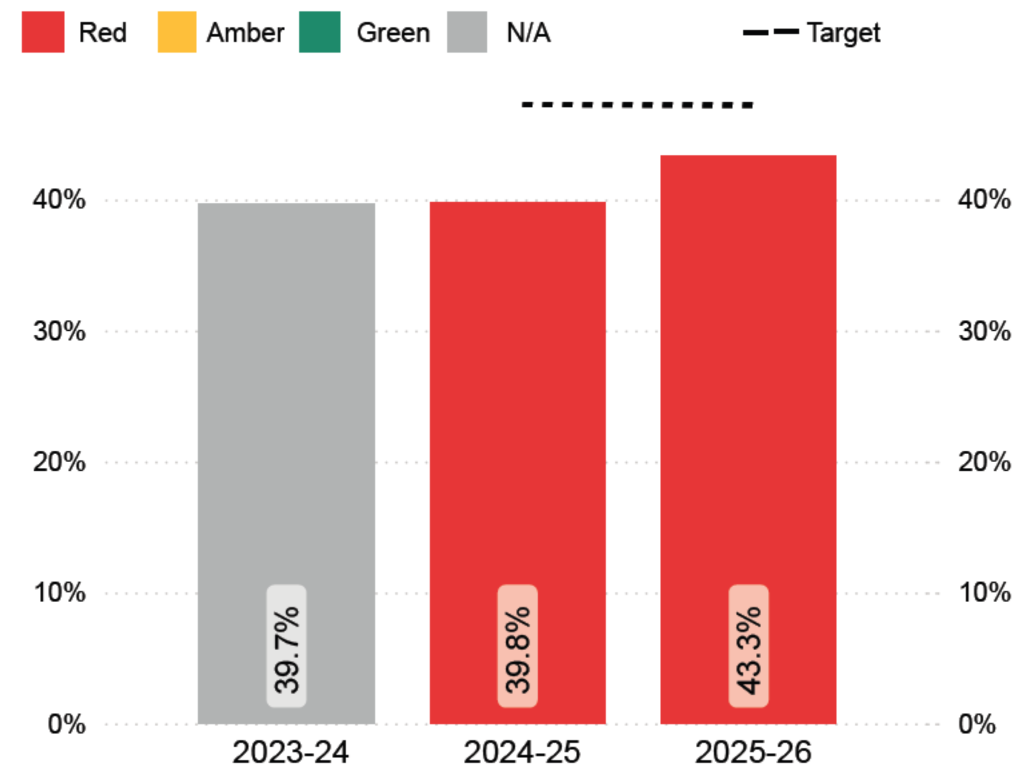
Update note

Most current data from NOMIS is dated January 2025 - December 2025

Medway: 43.3%   South East 49.5%   National 48.6%

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 but not large numbers of them so far. The apprenticeship reform and youth guarantee may help with higher apprenticeship numbers.

Historic performance



OMCP 2.09 | Medway unemployment levels

Q1 2026-27

Performance status

An update has not been provided for this period.

Current performance

An update has not been provided for this period.

Direction of travel

Short trend	Long trend
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Q4 2025-26	Q1 2025-26

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: falls within a range.

Indicator description

By 2027/28 unemployment levels will be between 2.5% and 4.5%.

Update note

Figures are January 2025 – December 2025 – the latest model-based figures on NOMIS. Medway 3.6% South East 3.6% Great Britain 4.5%

Skills and employment initiatives continue to deliver positive outcomes across Medway. The OHOB/Medway Development Company project has trained 36 people, with 23 securing employment, including three NEETs. Connect to Work has had 314 expressions of interest, 144 programme starts and 23 unemployed participants entering work since July 2025 exceeding Department for Work and Pensions targets. The team continues strong community and employer engagement working with The Education People and now The Forward Trust. The Supported Internship Forum continues promoting employment pathways for young people with SEND, two DFN Project Search programmes are running with Amazon and Sodexo. During June 2026, information about supported internships and Connect to Work were presented to Medway Council managers alongside apprenticeships, T Levels and work experience opportunities. The Kent & Medway Careers Hub is raising awareness of apprenticeships, technical qualifications and work experience, including a pilot programme in two Medway schools. Skills Bootcamps, Industry 4 Council projects and Medway Adult Education continue supporting residents with skills development and routes into employment.
Support for businesses includes tailored skills and employment plans, while partners such as Brighter Futures, Volunteer it Yourself and the Lower Thames Crossing are creating opportunities for NEETs and young people in care. Work also continues with HMP Rochester, volunteering organisations and the DWP Youth Guarantee to help more residents into employment.

Historic performance

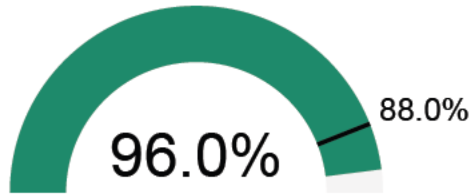
OMCP 2.10 | Medway Adult Education retention rate

Q1 2026-27

Performance status

Green

Current performance



The target is: 88.0%

Direction of travel

Short trend	Long trend
←	←
Q4 2025-26	Q1 2025-26

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

Indicator description

By 2027/28 Medway Adult Education maintains 88% retention rate for adults on courses academic year.

Update note

Data as at 6 July 2026

Reporting Period: April 2026 – June 2026

Data Source: Terms Management System

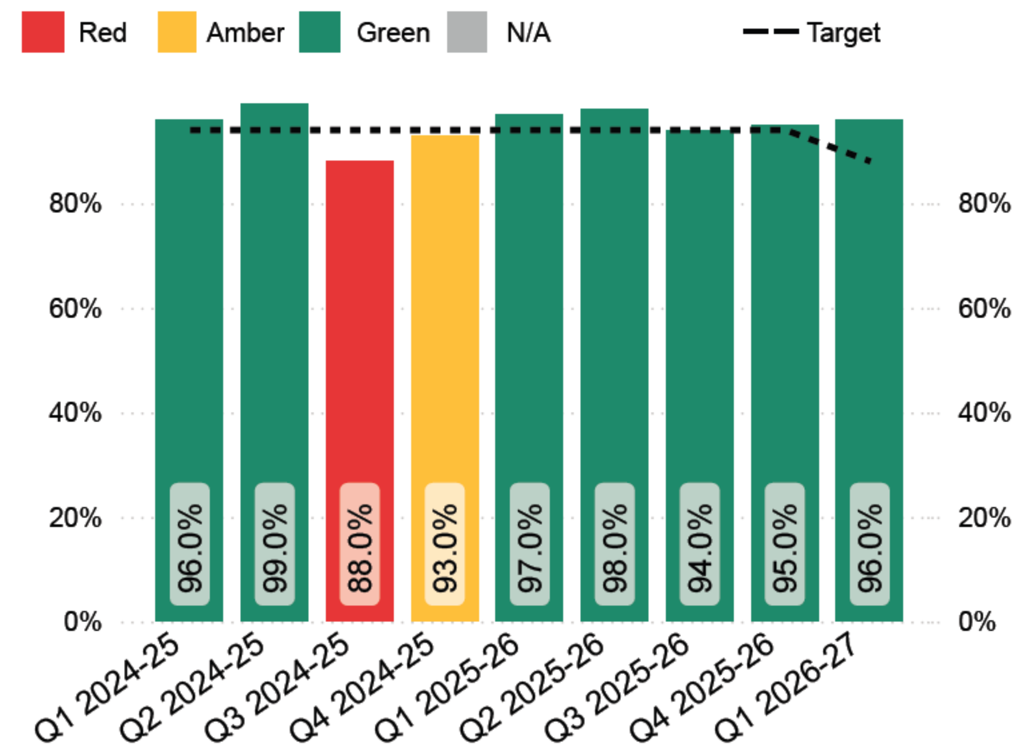
Retention by Department:

- English & Maths: 98%
- Community Learning: 99%
- ESOL: 94%
- Vocational Skills: 95%

Between April and June 2026, there were 71 learner withdrawals across the service, with the highest numbers recorded in ESOL and Vocational Skills. This period typically experiences lower withdrawal rates, as learners are approaching the end of the academic year and are generally more committed to completing their programmes and achieving their learning goals. Of all withdrawals during the reporting period, 52% were from accredited courses leading to a qualification. Nearly half of these learners had enrolled from January onwards, which is consistent with the trend that learners on longer-term accredited programmes are more likely to withdraw within the first three months of their course. The remaining 48% of withdrawals were from non-accredited courses. These programmes are often designed to support learner engagement, build confidence, and prepare individuals for progression into further learning opportunities, including accredited courses.

Overall, retention rates remain strong across all curriculum areas, ranging from 94% to 99%, despite a small number of withdrawals during the period. The pattern of withdrawals is in line with expected learner behaviour, particularly within longer-term accredited programmes where withdrawals are more likely to occur during the early stages of learning. The high retention rates indicate that learners continue to remain engaged with their studies and are successfully progressing towards course completion and achievement.

Historic performance



Performance status

An update has not been provided for this period.

Current performance

An update has not been provided for this period.

Direction of travel

Direction of travel not available for this performance indicator.

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: met or achieved - where there is a binary target.

Indicator description

By 2027/28 maintain current level of GVA per filled workforce job.

Update note

Gross Value Added (GVA) measures the value of goods and services produced within an area and represents its contribution to the economy. A filled workforce job refers to a job occupied by an employee within a specific area.

The latest available data from the Office for National Statistics relates to 2023 and was published in 2025. In Medway, GVA per filled workforce job was £63,959, an increase of 5.2% from £60,784 in 2022. The equivalent figure for England was £67,338.

GVA per filled workforce job in Medway has increased consistently since 2009. Although the Medway figure remains below the national average, the long-term upward trend indicates continued growth in productivity and supports progress towards maintaining the current level of GVA per filled workforce job by 2027/28.

Historic performance

Red Green

Period	Performance	Target
2023-24	Yes	Yes
2022-23	Yes	Yes

OMCP 2.12 | GVA per capita

Q1 2026-27

Performance status

An update has not been provided for this period.

Current performance

An update has not been provided for this period.

Direction of travel

Direction of travel not available for this performance indicator.

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: met or achieved - where there is a binary target.

Indicator description

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

Update note

Gross Value Added (GVA) measures the value of goods and services produced within an area and represents its contribution to the economy. This indicator uses GVA per head of population, including all residents regardless of age or employment status.

There is currently no published timetable for the release of more recent GVA per head data for Medway. The latest available data from the Office for National Statistics relates to 2023 and was published in 2025. GVA per head in Medway was £26,698, compared with the UK figure of £36,103.

Between 2022 and 2023, Medway's GVA per head increased by 11.6%, exceeding the rate of growth seen in Kent (8.0%), the South East (7.6%), and England (8.1%) over the same period.

Although GVA per head in Medway remains below the national figure, the measure has increased year-on-year over the last decade, demonstrating sustained economic growth in the local economy.

Historic performance

Red Green

Period	Performance	Target
2023-24	Yes	Yes
2022-23	No	Yes

Medway
Serving You

OMCP 2.13 | Maintain the Medway average weekly income per hours worked

Q1 2026-27

Performance status

An update has not been provided for this period.

Current performance

An update has not been provided for this period.

Direction of travel

Direction of travel not available for this performance indicator.

The reporting frequency for this indicator is: quarterly

The data for this indicator is collected: annually

The tolerance for this indicator is set to: met or achieved - where there is a binary target

Indicator description

By 2027/28, maintain Medway average weekly income per hours worked, above national average.

Update note

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.

Historic performance

Red Green

Period	Performance	Target
2025-26	Yes	Yes
2024-25	Yes	Yes

Performance status

An update has not been provided for this period.

Current performance

An update has not been provided for this period.

Direction of travel

Short trend	Long trend
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2024-25	2023-24

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

Indicator description

By 2027/28, raise the business survival rate to 41%.

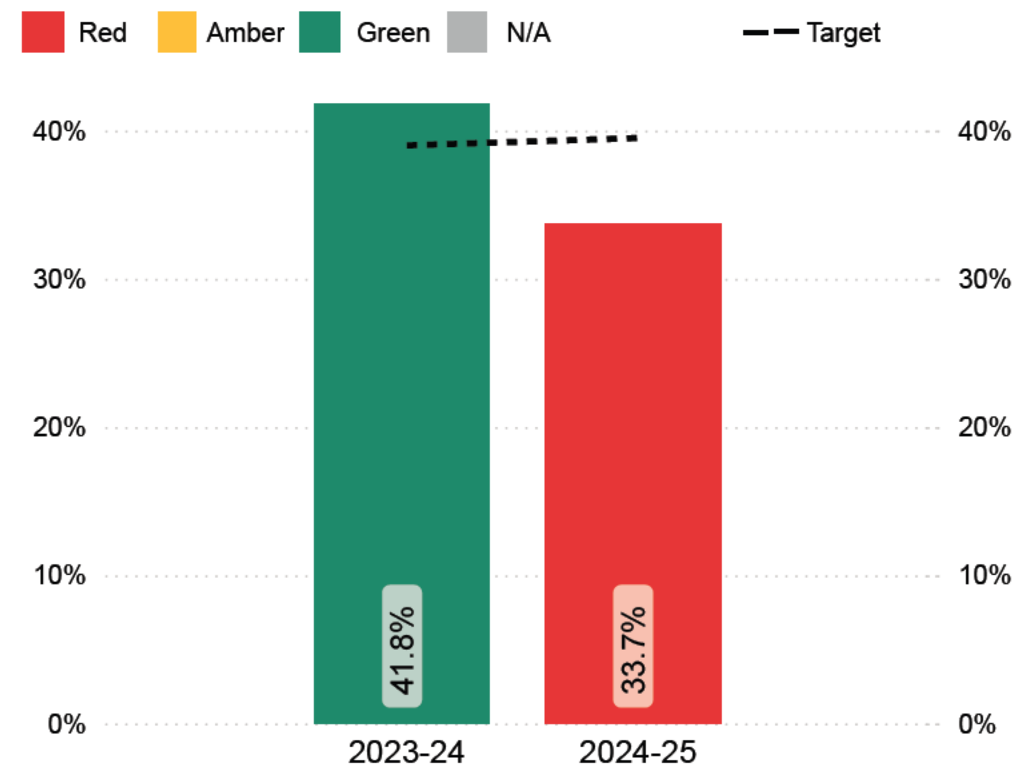
Update note

Reporting on 5-year survival rates between start-ups in 2019 to 2024 reflecting latest data sets.

Updated data expected in November 2026.

Though the figure for 2024 remains low compared to the target, evidence of early intervention in recent years is being reflected in latest 4-year survival rates (39%) and 3-year survival rates (53.7%).

Historic performance



Medway Serving You

OMCP 2.16a | Support the Creative Medway Compact to advance the cultural strategy

Q1 2026-27

Performance status

Green

Current performance

Yes

The target is: Yes

Direction of travel

Direction of travel not available for this performance indicator

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: met or achieved - where there is a binary target.

Indicator description

By 2027/28, support the Creative Medway Compact to advance the cultural strategy by annually hosting five advocacy and engagement events with partners, submitting two bids for funding to support delivery, and conducting an annual review of strategic plans.

Update note

Three year plan

- New three year plan developed in response to sector engagement over Autumn 2025.
- Key focusses include:

(i) supporting pathways into the sector for young and diverse community members via bursaries, volunteering, placements. networking, etc;
(ii) working towards a new youth arts festival and programme of work with young people and schools in partnership with Medway Cultural Education Network;
(iii) specialist creative career development opportunities, including mentoring, workshops and regional and national learning visits;
(iv) sector advocacy focussed around LGR, a new culture awards, blog and comms, review of successes achieved over the first half of the Cultural Strategy delivery period;
(v) organisational development, focussed on fundraising, board development, investment into digital systems etc.

Fundraising and organisational development

- Staffing capacity has been increased to support the new 3 year plan, a Board skills audit is being reviewed, and the new trade body model is being further scoped and tested ahead of launch.
- Results are awaited for Medway Together Fund and Arts Council bids due this summer.

Historic performance

Red Green N/A

Period	Performance	Target
Q1 2026-27	Yes	Yes
Q4 2025-26	Yes	Yes
Q3 2025-26	Yes	Yes
Q2 2025-26	Yes	Yes
Q1 2025-26	Yes	Yes
Q4 2024-25	Yes	Yes
Q3 2024-25	Yes	Yes
Q2 2024-25	Yes	Yes
Q1 2024-25	Yes	Yes

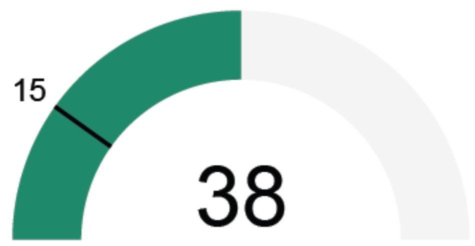
OMCP 2.16b | Cultural project advice and support sessions

Q1 2026-27

Performance status

Green

Current performance



The target is: 15

Direction of travel

Short trend	Long trend
↑ Q4 2025-26	↓ Q1 2025-26

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

Indicator description

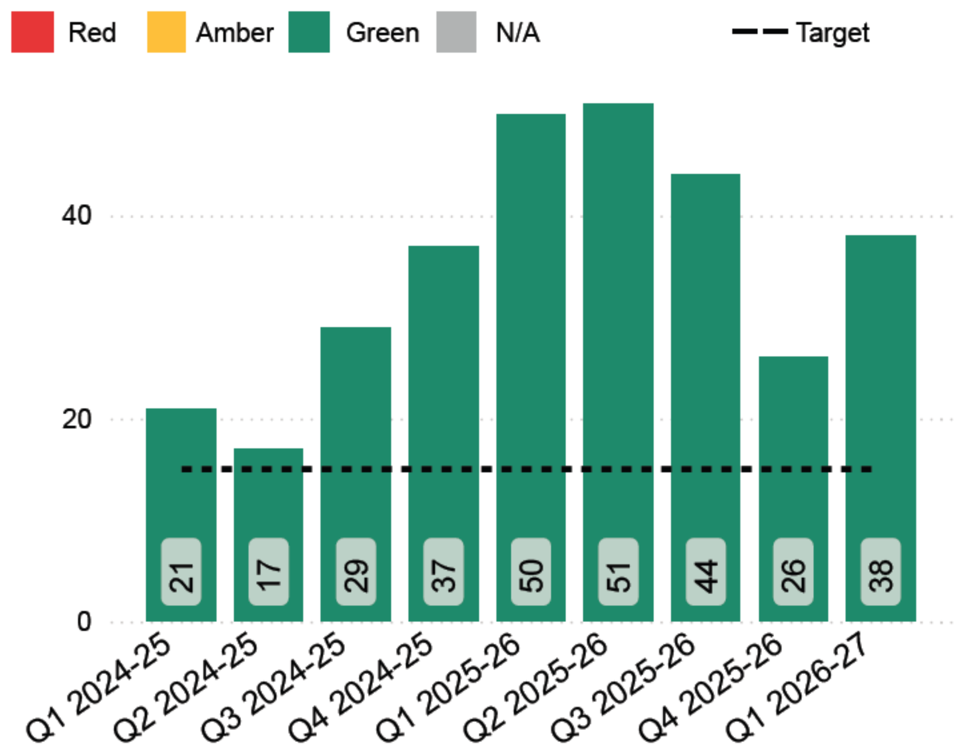
By 2027/28 Undertake 5 monthly sector surgeries 60 a year, 240 over the 4 years of the plan.

Update note

Surgery Session days offer one-hour bookings for project advice and support. The Culture Team uses these sessions to connect artists and organisations with local networks, suggest funding opportunities, review applications, prevent duplication of local projects, and highlight opportunities for collaboration and shared resources.

The Culture Development Team supported 38 organisations and services. These included: Town Centre Management, Regeneration, Gun Wharf Project Board, Medway Together, Libraries (National Year of Reading), Housing/Greenspaces, Ideas Test, Cohesion Plus, Zest Theatre, Spotlites, Medway Markets, Intra Community Trust (ICT), Network Rail, MESS ROOM, Live Music Now, Creative Medway, Medway Can Sing, Dominic Markes, WHOOP Festival, Rochester Cathedral, Medway Cultural Education Partnership (MCEP), Royal Ballet & Opera, Medway School of Arts, PREVENT Kent and Medway, Medway Fighter, Nucleus, Arts Council England, Wordsmithery, Square Pegs, Herbert Baker Society CIC, Matilda Flood, Arts and Homelessness International, Medway Arts and Homelessness Forum, RCTCBC Arts Officers, Photoworks, Fleur de Lis, Electric Medway and the Architectural Heritage Fund.

Historic performance



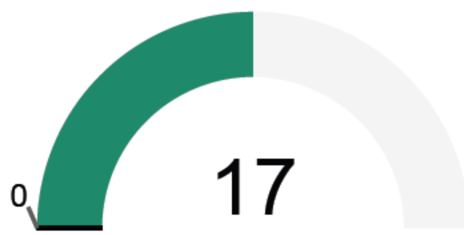
OMCP 2.17 | Community led pilot projects which showcase heritage- driven regeneration

Q1 2026-27

Performance status

Green

Current performance



The target is:

Direction of travel

Short trend	Long trend
↑	--
Q4 2025-26	Q1 2025-26

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

Indicator description

By 2027/8 implement a minimum of five community led pilot projects which showcase heritage- driven regeneration.

Update note

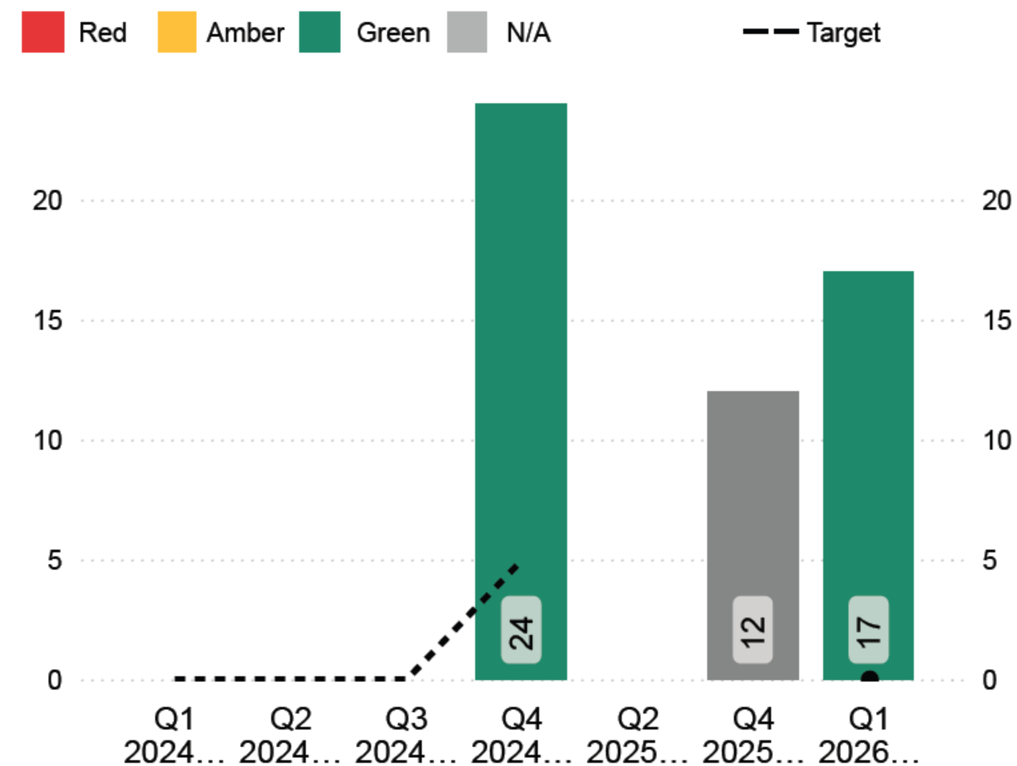
5 annual community grants have been awarded, focussed on youth culture, Thames barges, food production, diverse histories, and Milton Chantry.

12 heritage projects were granted funding this year as part of the Medway Heritage Place programme totalling £120,000.

Heritage Place project grants support positive social outcomes for local people and communities as well as the development of Medway's visitor economy. The funding supports successful projects to work in partnership to increase the scale and ambition of their work and grassroots heritage groups to develop their skills as well as the impact of their activities.

The Whose Hoo community grants support community projects that benefit the local community and celebrate the Hoo Peninsula's heritage. The successful projects were selected for their ability to increase community participation in heritage and surface untold histories of community significance. Successful projects support health, wellbeing and skills as well as community voice.

Historic performance



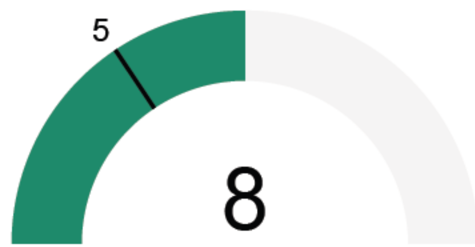
OMCP 2.18 | Supporting businesses to become green

Q1 2026-27

Performance status

Green

Current performance



The target is: 5

Direction of travel

Short trend	Long trend
↑	↑
Q4 2025-26	Q1 2025-26

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

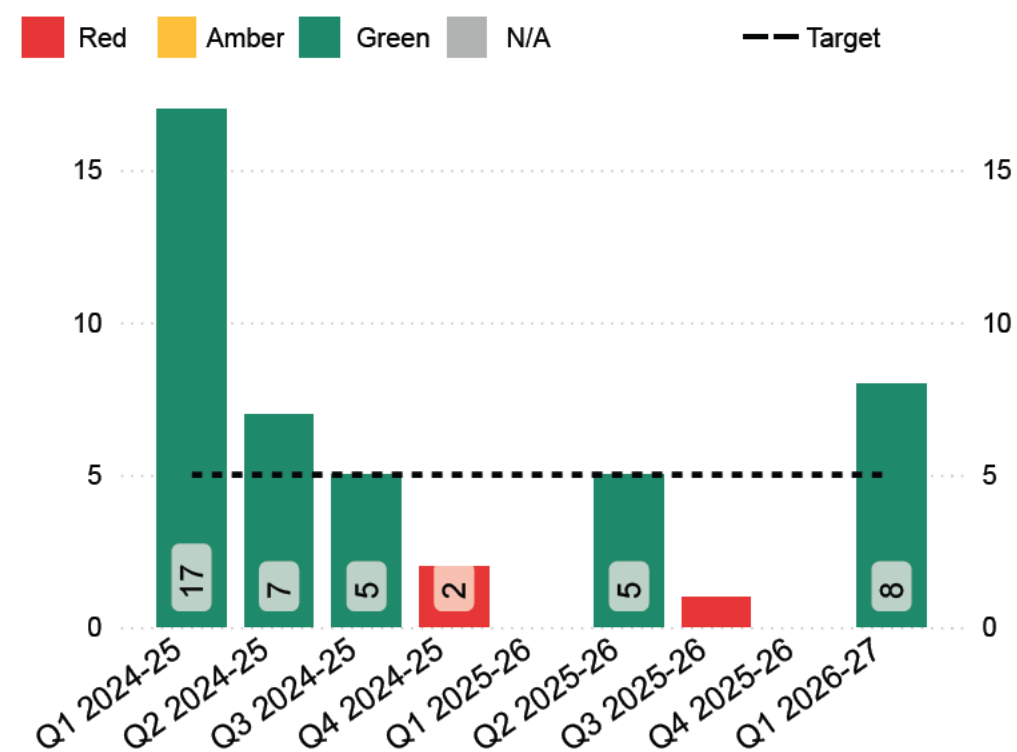
Indicator description

By 2027/28 support 80 businesses to become green.

Update note

During this period, six new Net Zero audits were completed, supporting organisations in identifying opportunities to lower their carbon footprint and enhance operational sustainability. Two further Net Zero grants, totalling £10,000, were awarded to assist businesses in delivering projects and initiatives that contribute towards achieving Net Zero ambitions.

Historic performance



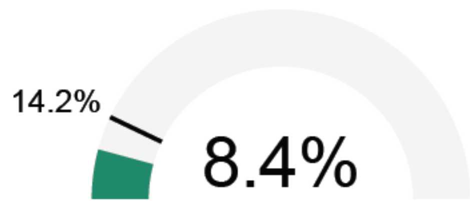
OMCP 2.19 | Medway town centre vacancy rates

Q1 2026-27

Performance status

Green

Current performance



The target is: 14.2%

Direction of travel

Short trend

Q4 2025-26

Long trend

Q1 2025-26

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: lower is better.

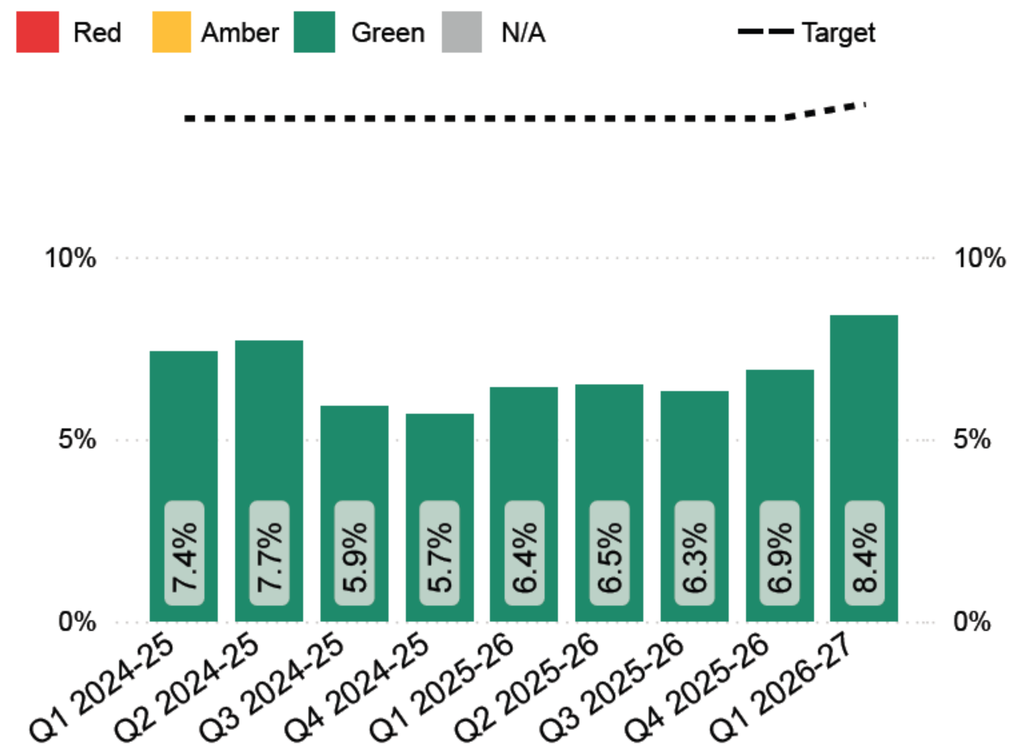
Indicator description

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

Update note

Medway's average town centre vacancy rate compares very favourably with the national average of 14.2% (UK Floorspace Vacancy Rate, Experian Goad), standing at almost half the national rate and indicating a strong level of occupancy across the borough's town centres.

Historic performance



OMCP 2.20 | New business creation

Q1 2026-27

Performance status

An update has not been provided for this period.

Current performance

An update has not been provided for this period.

Direction of travel

Short trend	Long trend
--	--
2025-26	2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

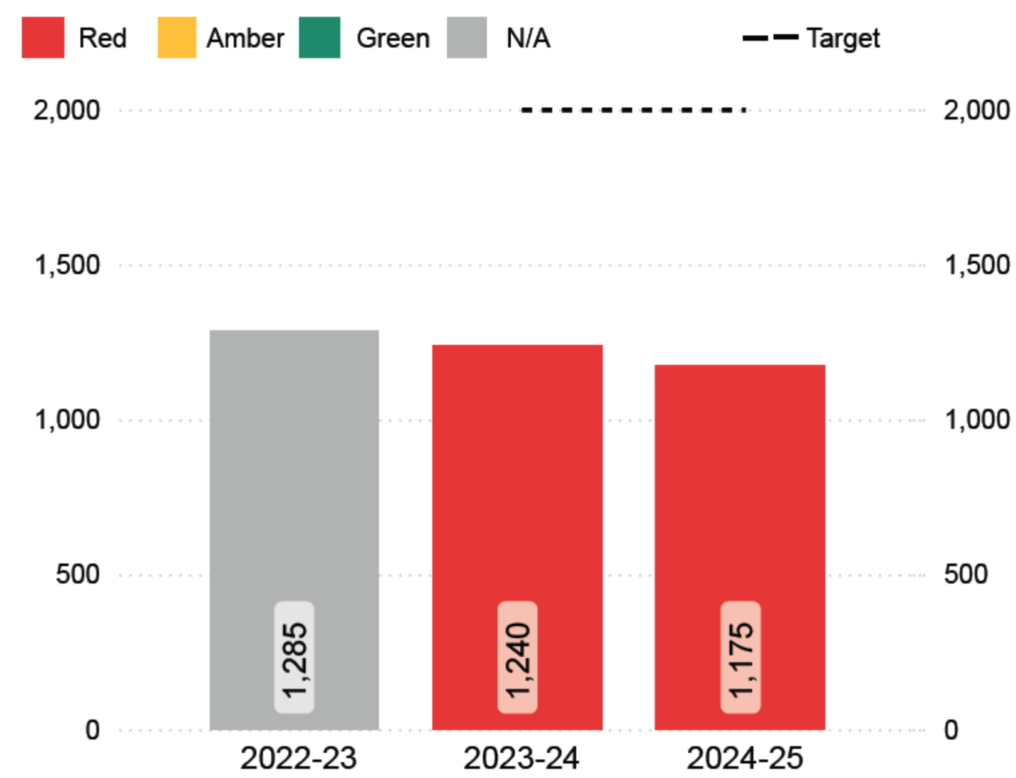
Indicator description

By 2027/28, 4,000 new businesses will have been created in Medway.

Update note

Performance remains on track, with business birth figures of 1,240 in 2023 and 1,175 in 2024 recorded in the first two years of the four-year monitoring period. These results demonstrate a consistently strong level of business start-up activity within the area and suggest that, if current trends continue, the KPI is likely to be exceeded by the end of the target period. Continued monitoring will be undertaken to ensure performance remains on course and that any emerging trends are identified at an early stage.

Historic performance



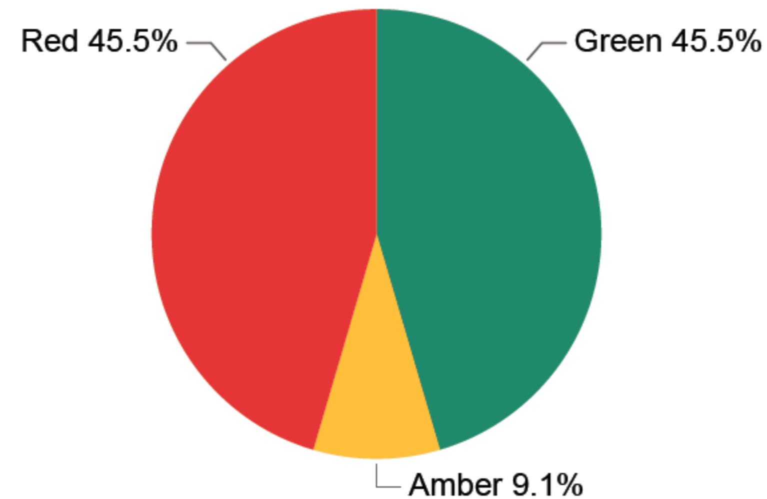
Enjoying clean, green, safe and connected communities

- 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 performance
Priority 3

There are 16 indicators for Priority 3. 11 indicators have data reported for this quarter. There are 5 indicators which have no data reported for this quarter, for which no indicator status could be determined.

5	1	5	5
Green	Amber	Red	No status



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

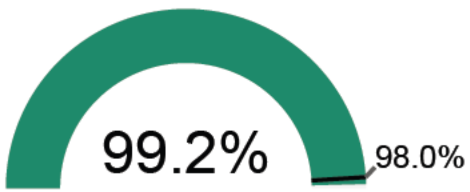
OMCP 3.01 | Streetlights in illumination

Q1 2026-27

Performance status

Green

Current performance



The target is: 98.0%

Direction of travel

Short trend ← Q4 2025-26

Long trend ← Q1 2025-26

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

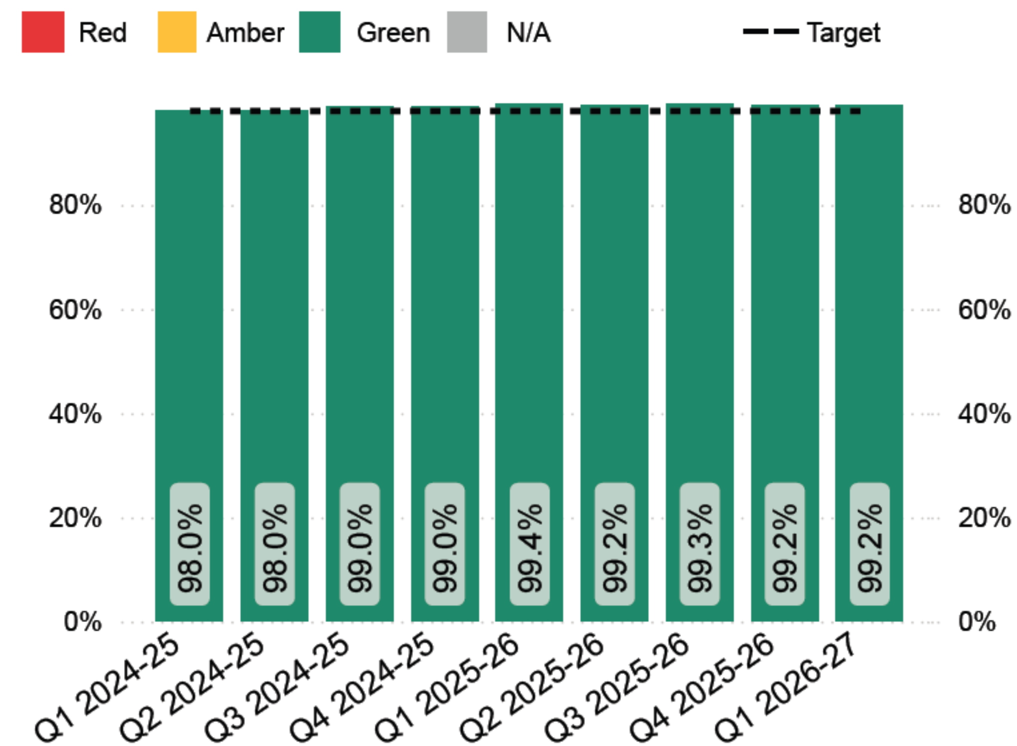
Indicator description

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

Update note

During Q1, 99.2% of lighting columns were in illumination throughout this period. CMS nodes on the lighting columns provide information to the back office system to enable this calculation to be undertaken.

Historic performance



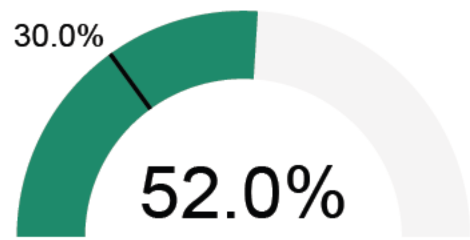
OMCP 3.02 | Priority 1 roads programmed for maintenance

Q1 2026-27

Performance status

Green

Current performance



The target is: 30.0%

Direction of travel

Short trend	Long trend
↑	↑
2025-26	2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

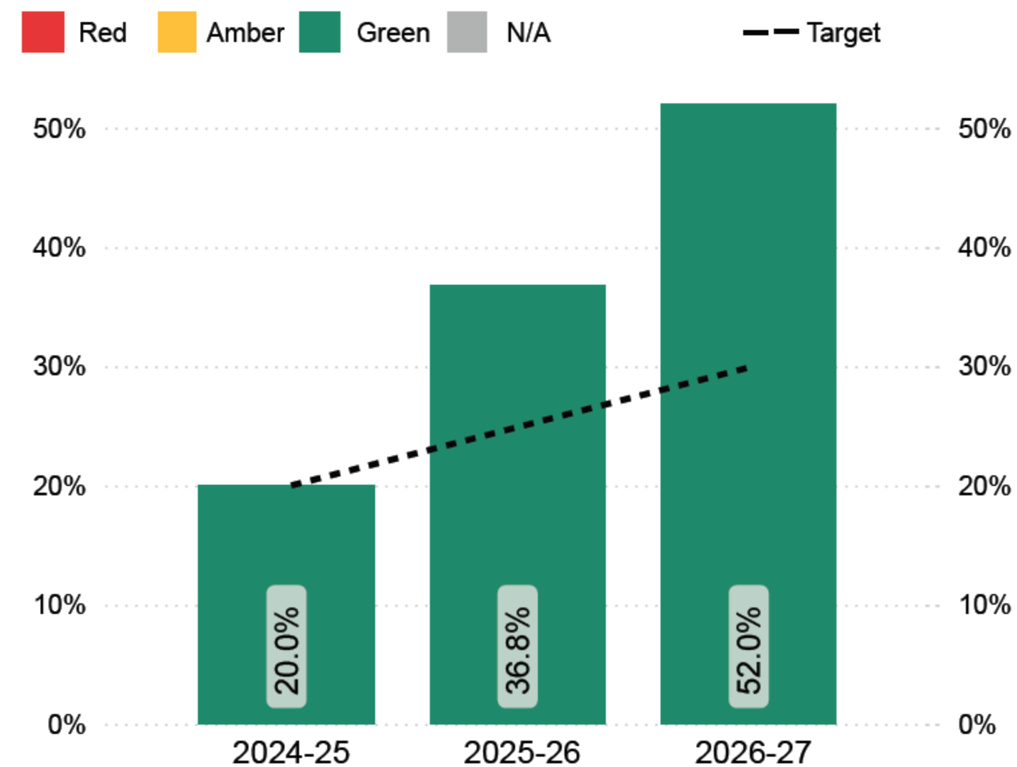
Indicator description

By 2027/28, 30% of roads assessed as a Priority 1, should be programmed for maintenance.

Update note

At Q1, we have 21 sites assessed as Priority 1, requiring resurfacing works with 11 schemes programmed to be carried out this financial year.

Historic performance



Medway Serving You

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

Q1 2026-27

Performance status

An update has not been provided for this period.

Current performance

An update has not been provided for this period.

Direction of travel

Short trend	Long trend
--	--
Q4 2025-26	Q1 2025-26

The reporting frequency for this indicator is: quarterly

The data for this indicator is collected: quarterly

The tolerance for this indicator is set to: higher is better

Indicator description

The UK Shared Prosperity Fund ends in March 2026, there is currently no additional revenue to resource the survey set up. Alternative ways of delivering the survey are being explored. Delegated authority will be required to agree a new indicator.

Update note

A meeting has been scheduled during Q2 to determine the most appropriate data capture and reporting approach for this indicator. The meeting will explore opportunities to utilise existing survey mechanisms and data sources to establish a sustainable methodology, baseline and future reporting arrangements for community satisfaction levels in Medway.

Historic performance

Red Amber Green N/A -- Target

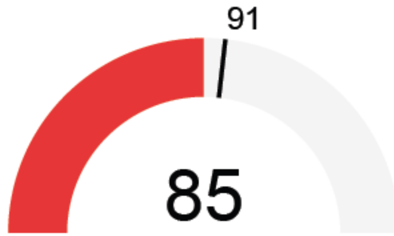
OMCP 3.05 | Access to signed cycle routes in Medway

Q1 2026-27

Performance status

Red

Current performance



The target is: 91

Direction of travel

Short trend	Long trend
←	←
2025-26	2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

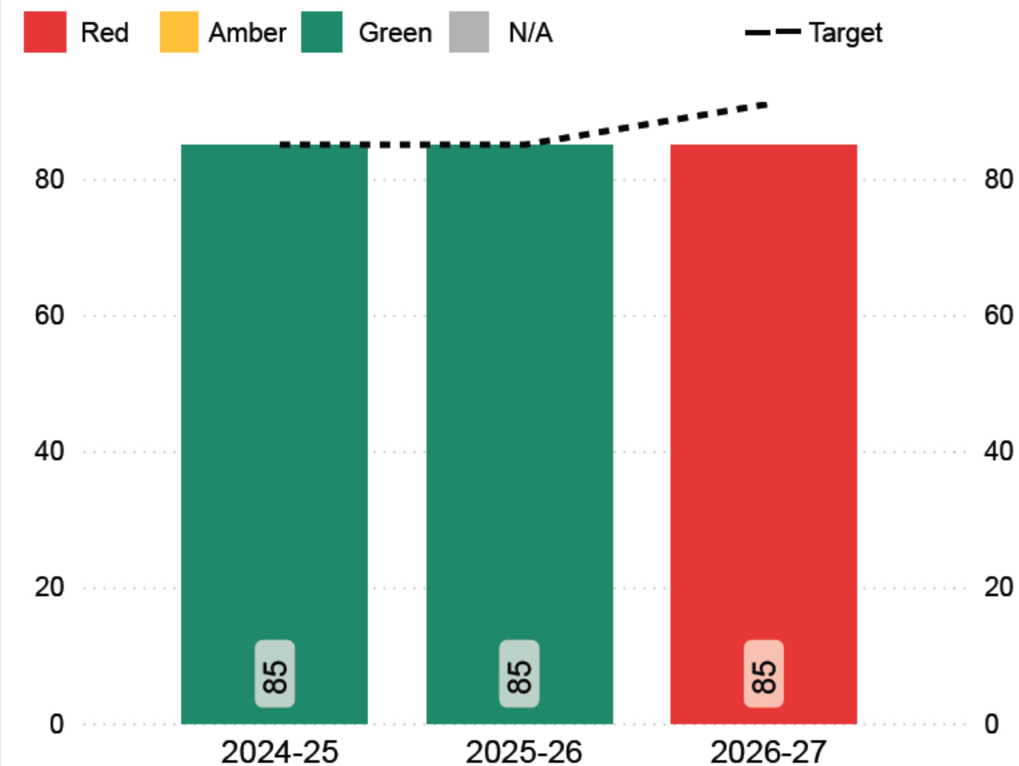
Indicator description

By 2027/28, residents and visitors have access to 100 miles of signed cycle routes in Medway.

Update note

During Q1 officers continued to progress scheme designs for Medway's Local Cycling and Walking Infrastructure Plan (LCWIP). Designs for cycling and walking routes CY05, W05A, W05B, W08A, and W08B continue to be developed. The design for route CY06 (Sturdee Avenue and Woodlands Road) is also been taken forward following an appraisal of the design options. This work will continue across the year, with initial auditing of proposed designs, followed by a full consultation on the final designs."

Historic performance



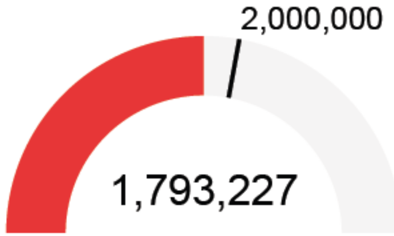
OMCP 3.06 | Increase the number of bus passengers on local services

Q1 2026-27

Performance status

Red

Current performance



The target is: 2,000,000

Direction of travel

Short trend	Long trend
Q3 2025-26	Q4 2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

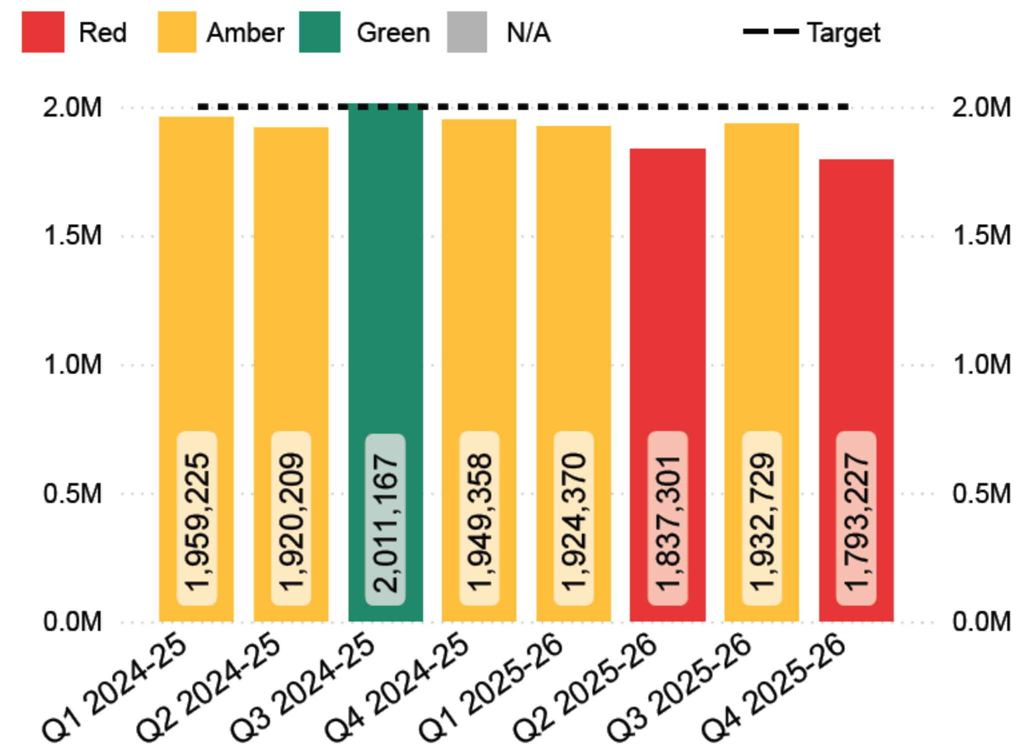
Indicator description

By 2027/28, increase the number of bus passengers on local services to 8.5 million journeys per year.

Update note

Reported a quarter in arrears. The number of bus journeys undertaken on the Medway network during Q4 2025/26 was 1,793,227. This is down on the previous two Q4 totals. This might be attributed to the poor weather through this period and residents undertaking less journeys generally.

Historic performance



OMCP 3.07 | Progression of the Authorities Air Quality Act Plans (AQAP)

Q1 2026-27

Performance status

An update has not been provided for this period.

Current performance

An update has not been provided for this period.

Direction of travel

Direction of travel not available for this performance indicator.

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

Indicator description

There is no description found for this indicator.

Update note

The Protection Team has completed the statutory air quality Annual Status Report (ASR) which was submitted to DEFRA on time.. The team is currently awaiting feedback on the report from DEFRA.
Monitoring data reported in the ASR indicates that the air quality objectives were met in the two remaining Air Quality Management Areas (AQMAs) during 2025.
Key Air Quality Action Plan measures completed during the 2025 reporting year include:
- completion of the Taxi and Private Hire ULEV Feasibility Study. This includes a detailed analysis of how various policies and interventions may reduce emissions from licensed vehicles.
- roll out of the findings from the Rainham anti-idling project across other AMQAs in partnership with the Medway Breathes community project. Idling signs have been erected across all AQMAs.

Historic performance

Red Green

Period	Performance	Target
2025-26	Yes	Yes
2024-25	Yes	Yes

Medway Serving You

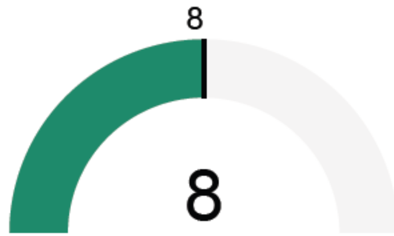
OMCP 3.08 | By 2027/28, maintain the Green Flag accreditation of 8 parks

Q1 2026-27

Performance status

Green

Current performance



The target is: 8

Direction of travel

Short trend	Long trend
← 2025-26	← 2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

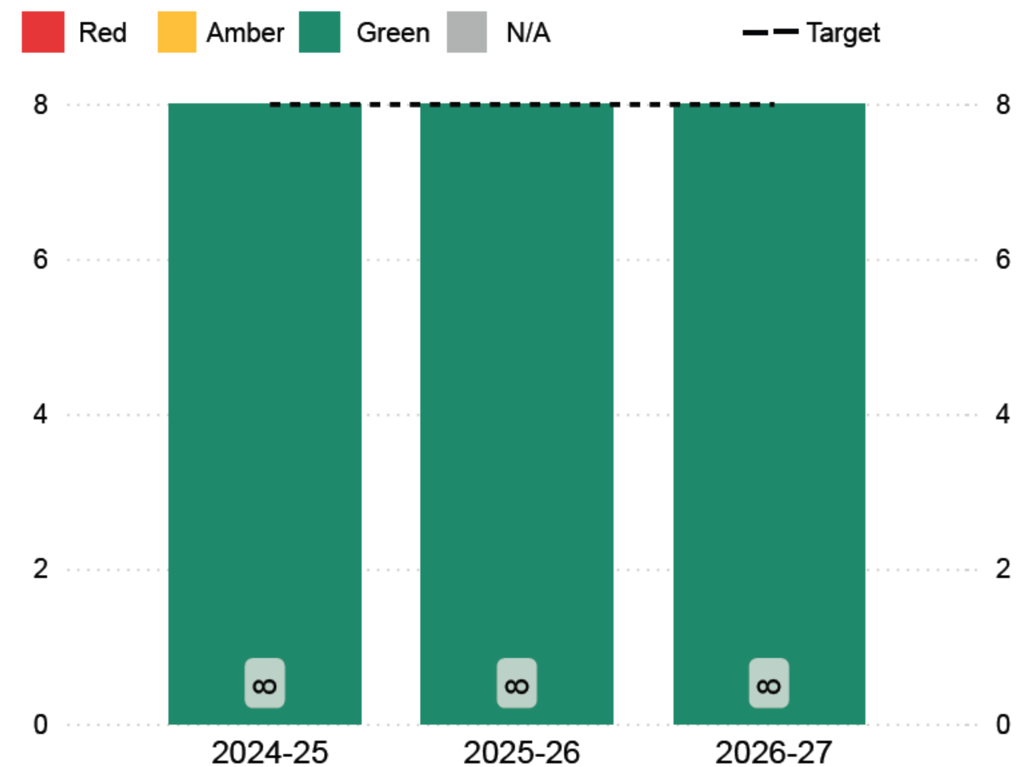
Indicator description

There is no description found for this indicator.

Update note

All 8 Green Flag Award sites and 1 Green Heritage Award applications were submitted in January 2026.
Full judging is carried out every 2 years - this year's sites for full judging are Broomhill Park, Great Lines Heritage Park (and Heritage Award) and Ranscombe Farm Reserve. Judging was completed in June 2026.
Mystery shop visits are carried out for the other sites later this summer (Hillyfields Community Park, Gillingham Park, The Vines, Riverside Country Park and Capstone Farm Country Park).
Announcement of this year's awards will be from Keep Britain Tidy on 14 July 2026.
Partnership Officer is currently working on actions for this year for all sites.

Historic performance



OMCP 3.09 | Increase the annual river leisure traffic visiting Medway

Q1 2026-27

Performance status

An update has not been provided for this period.

Current performance

An update has not been provided for this period.

(Blank)

Direction of travel

Short trend	Long trend
--	--
2025-26	2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

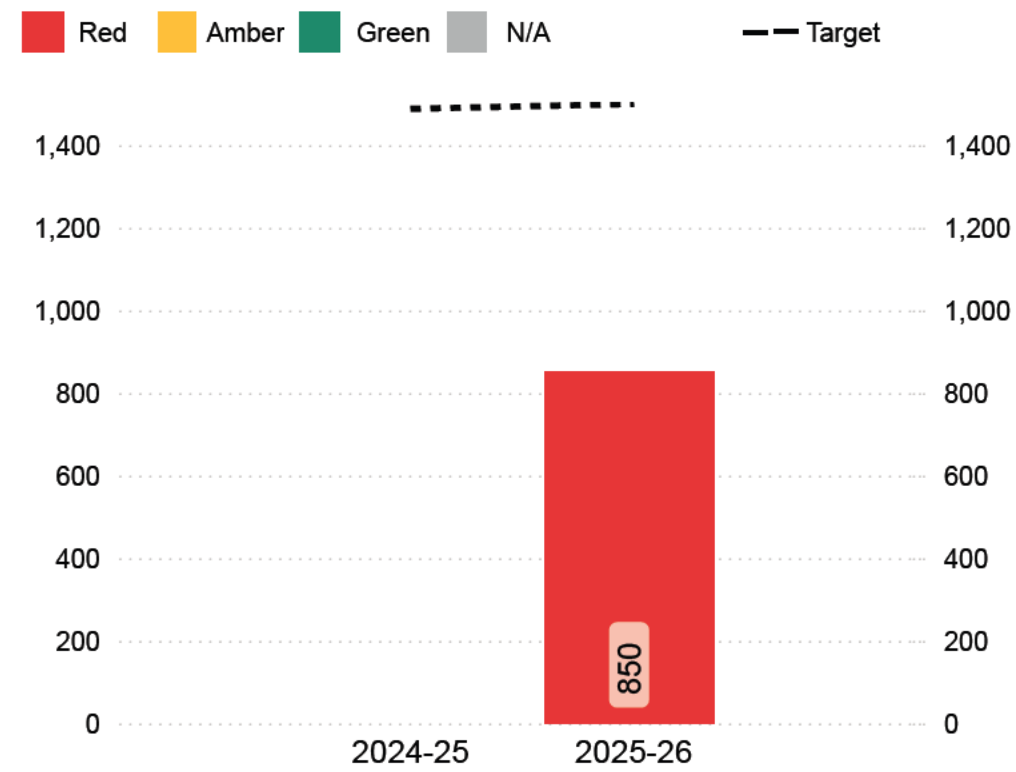
Indicator description

By 2027/28, increase the annual river leisure traffic (yacht club members) visiting Medway as part of the rally season.

Update note

This is an annual performance indicator. The Waverley Paddle steamer is scheduled to bring 1500 passenger, in the first 2 weeks of October 2026 to Rochester over 2 sailings from London. Jetstream Tours estimate an additional 800 people will pass through Limehouse Landing at Rochester Riverside - total 2300 people between March 2026 – October 2026.

Historic performance



OMCP 3.10 | Increase the annual river tour boat visitors

Q1 2026-27

Performance status

An update has not been provided for this period.

Current performance

An update has not been provided for this period.

Direction of travel

Short trend	Long trend
--	--
2025-26	2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

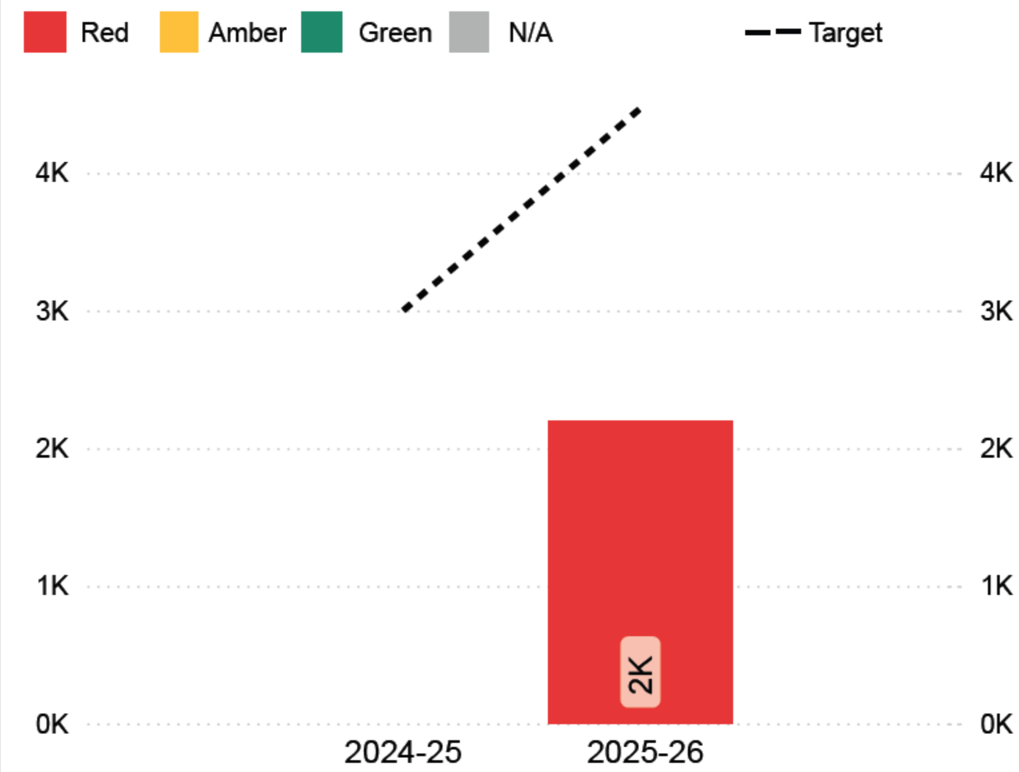
Indicator description

By 2027/28, increase the annual river tour boat visitors to 7,000.

Update note

River boat services from Limehouse Landing continue with expected numbers to reach 2,300. Improved promotion of sailings and awareness of new landing stage will be made in 2026 with emphasis on sailings from Southend and Queenborough. The council's new River Strategy will coordinal stakeholders to improve the river offer with additional steam ships to escort the Waverley into Rochester on 4 October. Additional leisure craft owners will be encouraged to attend the welcome flotilla.

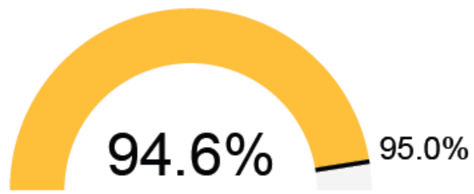
Historic performance



Performance status

Amber

Current performance



The target is: 95.0%

Direction of travel

Short trend	Long trend
↓	↓
Q4 2025-26	Q1 2025-26

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

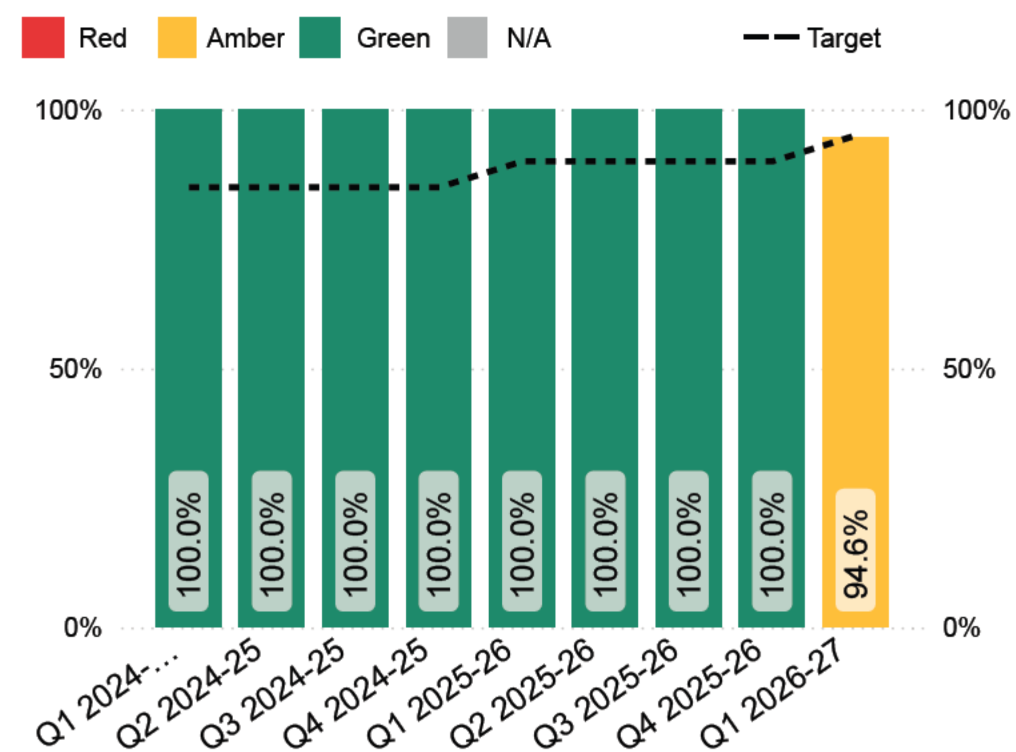
Indicator description

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

Update note

In Q1, 949 Highway Inspections were carried out. 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. The drop in inspection frequency this quarter is due to long term absence of 2 members of staff. It is therefore anticipated this will revert to 100% during Q2.

Historic performance



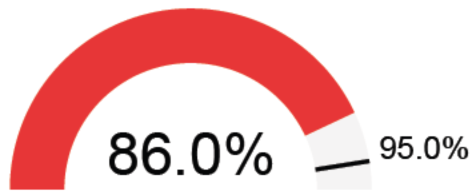
OMCP 3.11b | Identified highway network defect repairs

Q1 2026-27

Performance status

Red

Current performance



The target is: 95.0%

Direction of travel

Short trend	Long trend
↓	↓
Q4 2025-26	Q1 2025-26

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

Indicator description

By 2027/28, 95% of identified highway network defects are repaired within the priority timeframe allocated.

Update note

During Q1, 2,160 works were completed, of which 309 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.

Historic performance

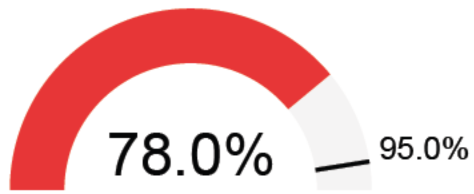
OMCP 3.12 | Planned roadworks completed on time

Q1 2026-27

Performance status

Red

Current performance



The target is: 95.0%

Direction of travel

Short trend

Q4 2025-26

Long trend

Q1 2025-26

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

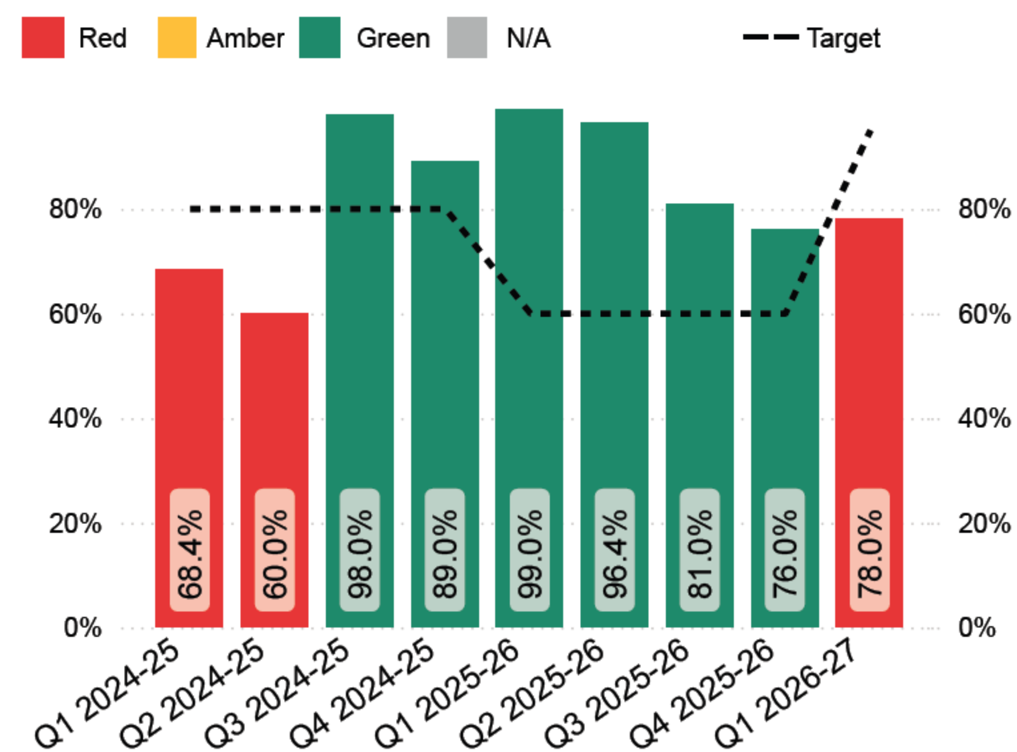
Indicator description

By 2027/28, 95% of planned roadworks are completed on time.

Update note

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.

Historic performance



OMCP 3.13a | Publicly available electric vehicle charging points

Q1 2026-27

Performance status

Red

Current performance

The target is: 500

Direction of travel

Short trend
--
2025-26

Long trend
↓
2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

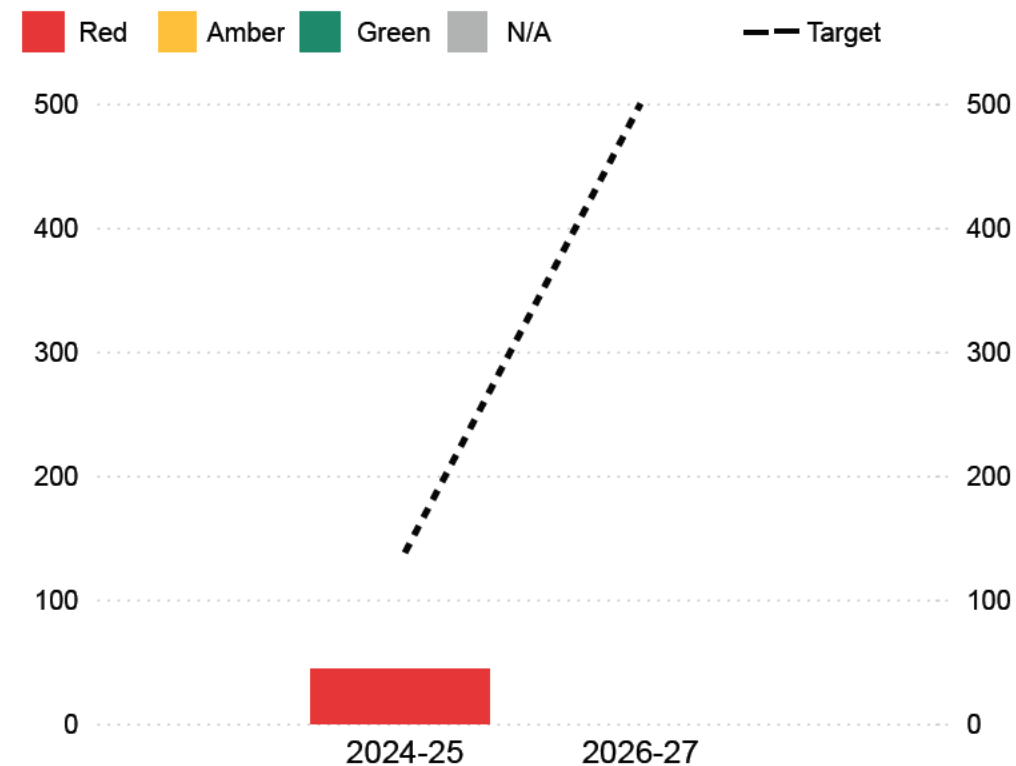
Indicator description

By 2027/28, residents and visitors have access to 750 publicly available electric vehicle charging point sockets in Medway.

Update note

Our EV tender has concluded and we have identified the winning bidder. A Gateway 3 report is being collated for Cabinet approval to award the contract on 1 September 2026. Work with the successful Charge Point Operator will get underway to deliver chargers for our Phase 1 implementation Plan within the first 2 years of the contract, once mobilisation takes place.

Historic performance



OMCP 3.13b | Use of on-street electric vehicle chargers

Q1 2026-27

Performance status

An update has not been provided for this period.

Current performance

An update has not been provided for this period.

Direction of travel

Short trend	Long trend
--	--
2025-26	2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

Indicator description

By 2027/28, on-street electric vehicle chargers achieve 75% utilisation.

Update note

Our EV tender has concluded and we have identified the winning bidder. A Gateway 3 report is being collated for Cabinet approval to award the contract on 1 September 2026. Work with the successful Charge Point Operator will get underway to deliver chargers for our Phase 1 implementation Plan within the first 2 years of the contract, once mobilisation takes place. Once installed we can start to report on use of the chargers.

Historic performance

Red Amber Green N/A -- Target

Medway Serving You

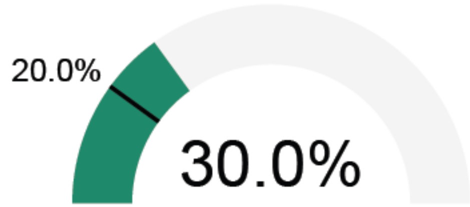
OMCP 3.14a | Recycled material used in resurfacing schemes

Q1 2026-27

Performance status

Green

Current performance



The target is: 20.0%

Direction of travel

Short trend	Long trend
←	--
2025-26	2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

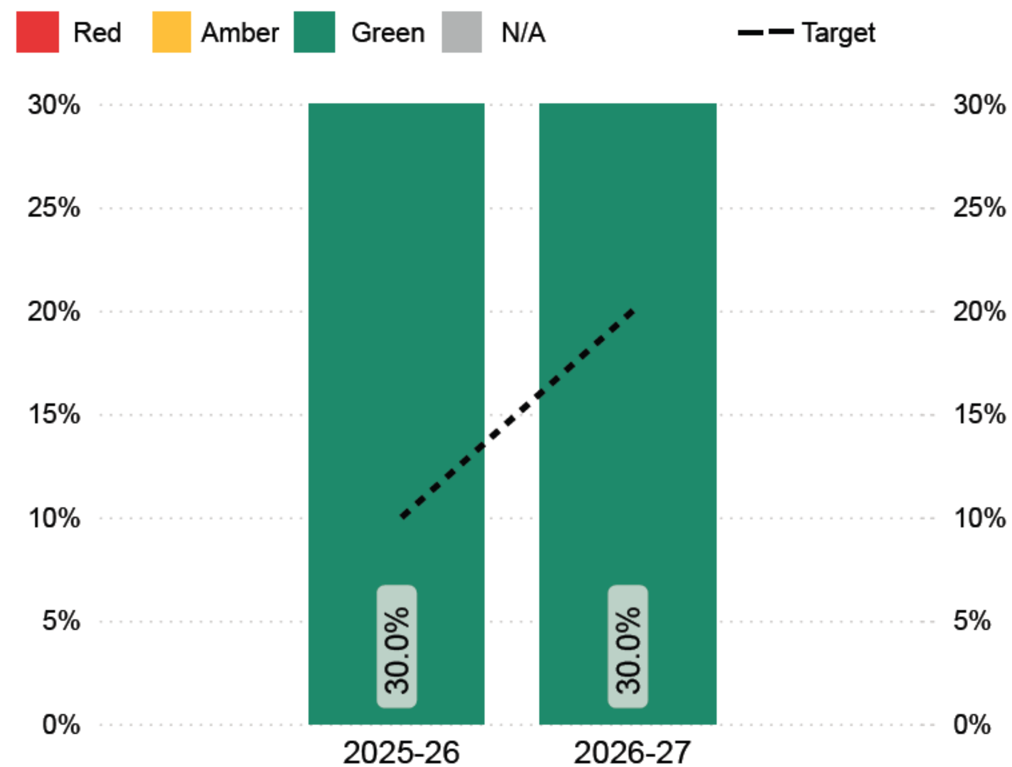
Indicator description

By 2027/28, at least 30% recycled material is used on each resurfacing scheme.

Update note

The Council's contractor has confirmed that a minimum of 30% recycled material is currently used across highway maintenance schemes. A wide range of materials is utilised for routine maintenance and resurfacing works. The contractor is working in collaboration with the asphalt supplier to calculate the precise proportion of recycled content, specifically Reclaimed Asphalt Pavement (RAP), within the materials used on road schemes across Medway.

Historic performance



Medway Serving You

OMCP 3.14b | Road material diverted from landfill for recycling

Q1 2026-27

Performance status

Green

Current performance

The target is: 97.5%

Direction of travel

Short trend	Long trend
←	←
2025-26	2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

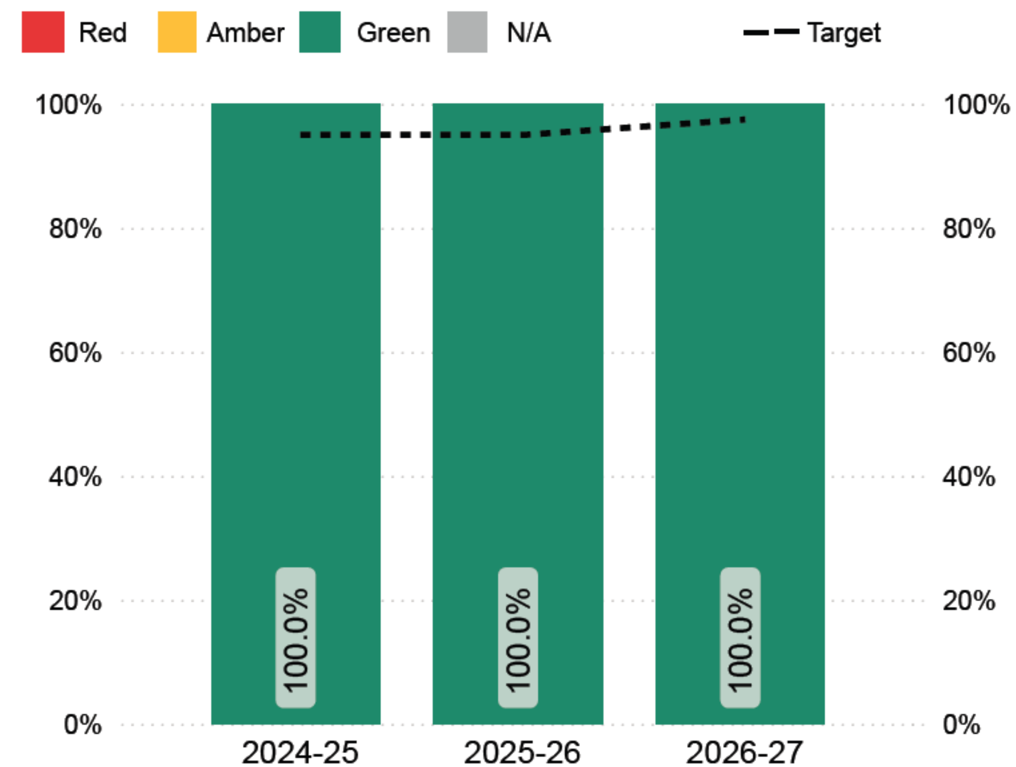
Indicator description

By 2027/28, 100% of material removed from roads is diverted from landfill for recycling.

Update note

As of Q1, 100% of material removed from resurfacing sites was diverted from landfill for recycling.

Historic performance



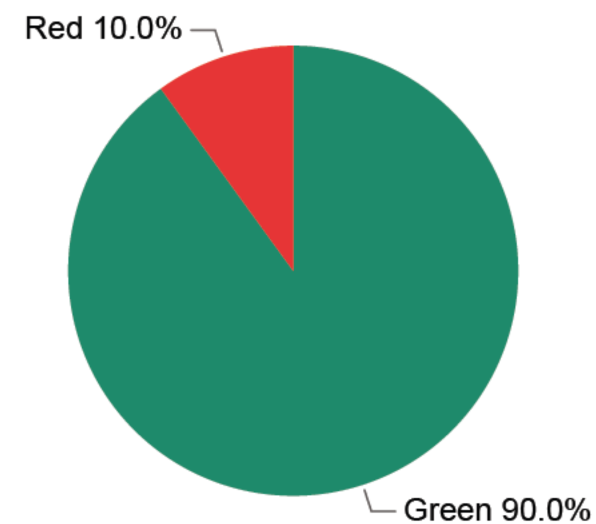
Living in good quality, affordable homes

- 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 performance Priority 5

There are 16 indicators for Priority 5. 10 indicators have data reported for this quarter. There are 6 indicators which have no data reported for this quarter, for which no indicator status could be determined.

9	--	1	6
Green	Amber	Red	No status



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

OMCP 5.01 | Local Plan progress

Q1 2026-27

Performance status

Green

Current performance

Yes

The target is: Yes

Direction of travel

Direction of travel not available for this performance indicator

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

Indicator description

By the end of 2026/27 the Local Plan will have completed its examination stage and will be adopted.

Update note

Correspondence with Planning Inspectors on clarifications, focused consultation and additional work on gypsy and travellers accommodation. Examination matters, issues and questions to be issued early August and hearing sessions to be arranged for September 2026.

Historic performance

Red Green N/A

Period	Performance	Target
Q1 2026-27	Yes	Yes
Q4 2025-26	Yes	Yes
Q3 2025-26	Yes	Yes
Q2 2025-26	Yes	Yes
Q1 2025-26	Yes	Yes
Q4 2024-25	Yes	Yes
Q3 2024-25	Yes	Yes
Q2 2024-25	Yes	Yes
Q1 2024-25	Yes	Yes

OMCP 5.02 | Increase the housing revenue account (HRA) council stock

Performance status

An update has not been provided for this period.

Current performance

An update has not been provided for this period.

Direction of travel

Short trend	Long trend
--	--
2025-26	2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

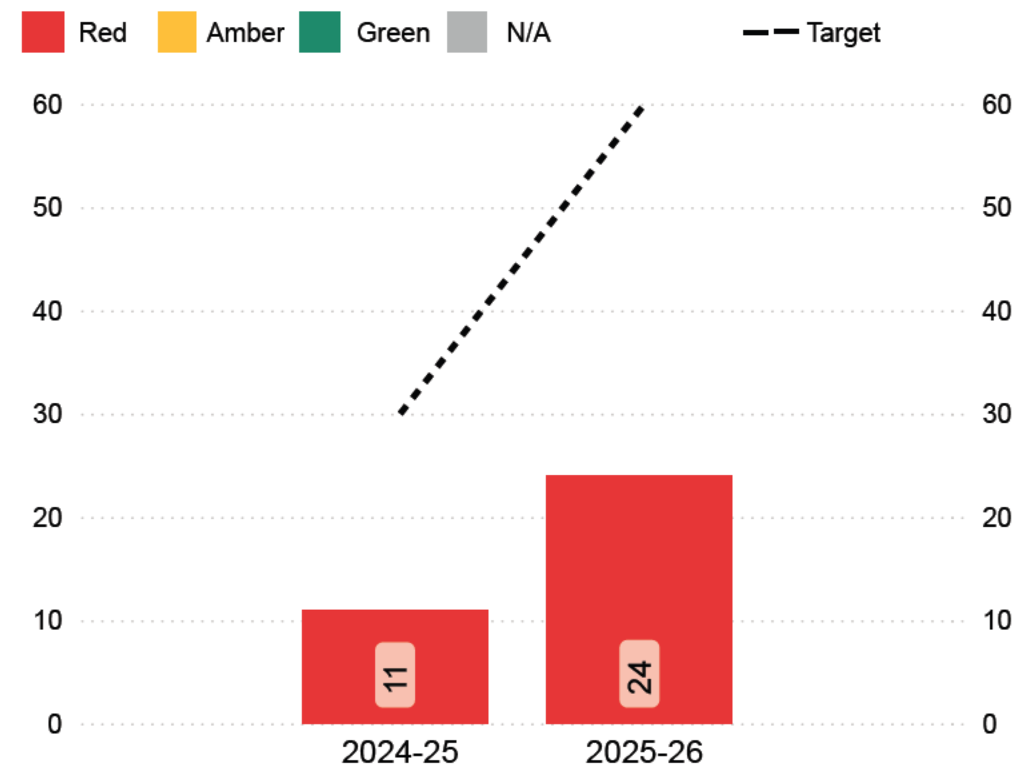
Indicator description

By 2027/8, increase the housing revenue account (HRA) council stock by 4%.

Update note

The first half of the HRA Phase 5 development at Lennox Wood, Twydall completed in early June 2026 delivering 19 affordable homes for Social Rent. The second half of Phase 5, Aburound House, is on track to deliver 18 affordable homes for HRA housing stock by September 2026. The 44 flats under construction at Britton Farm (Truro Manor) by MDC have been further delayed with completion now anticipated for mid-July 2026. On completion of these three sites, the HRA stock will have been increased by 194 homes since 2020 with a further 114 in the pipeline.

Historic performance



OMCP 5.03 | New homes built

Q1 2026-27

Performance status

An update has not been provided for this period.

Current performance

An update has not been provided for this period.

Direction of travel

Short trend

--

2025-26

Long trend

--

2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

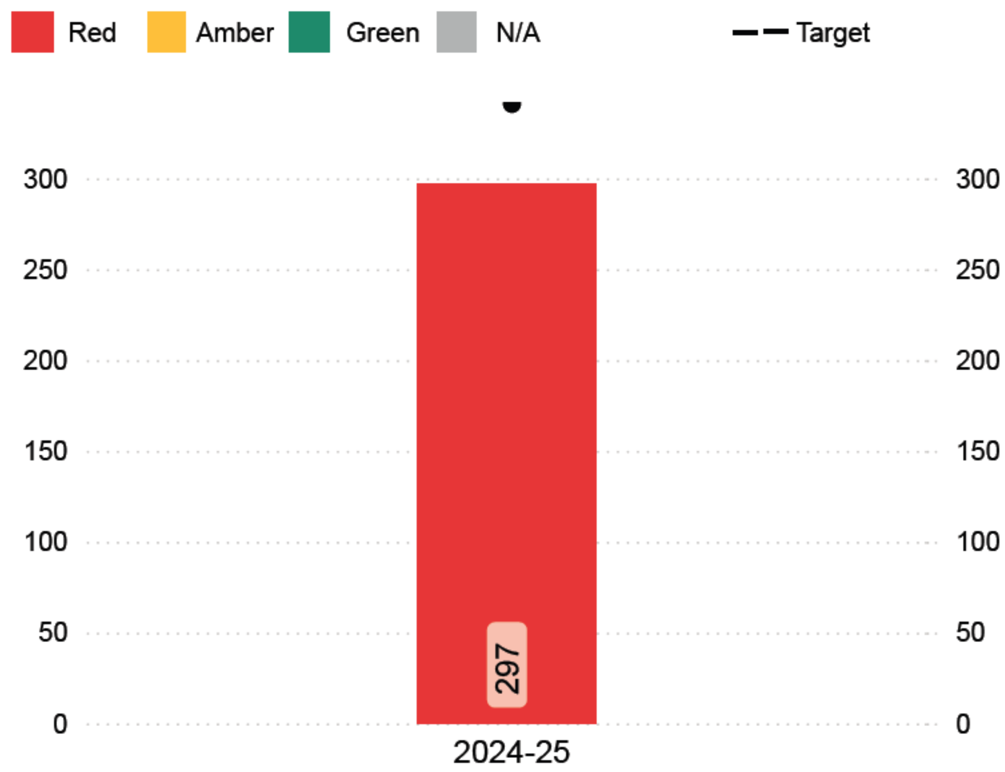
Indicator description

By 2027/28, increase the number of new homes built by 680.

Update note

Mountbatten House is making good progress on site and we have started to progress the removal of scaffolding from the main building. Upon completion of the roofing works, the next key part of the project will be the removal of the crane. The project is ahead of its February completion date and is currently expected to complete in January, which will deliver 164 homes, that is a key part of the target of 680 homes.

Historic performance



OMCP 5.04 | Temporary accommodation in the public sector

Performance status

An update has not been provided for this period.

Current performance

An update has not been provided for this period.

Direction of travel

Short trend
--
2025-26

Long trend
--
2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: lower is better.

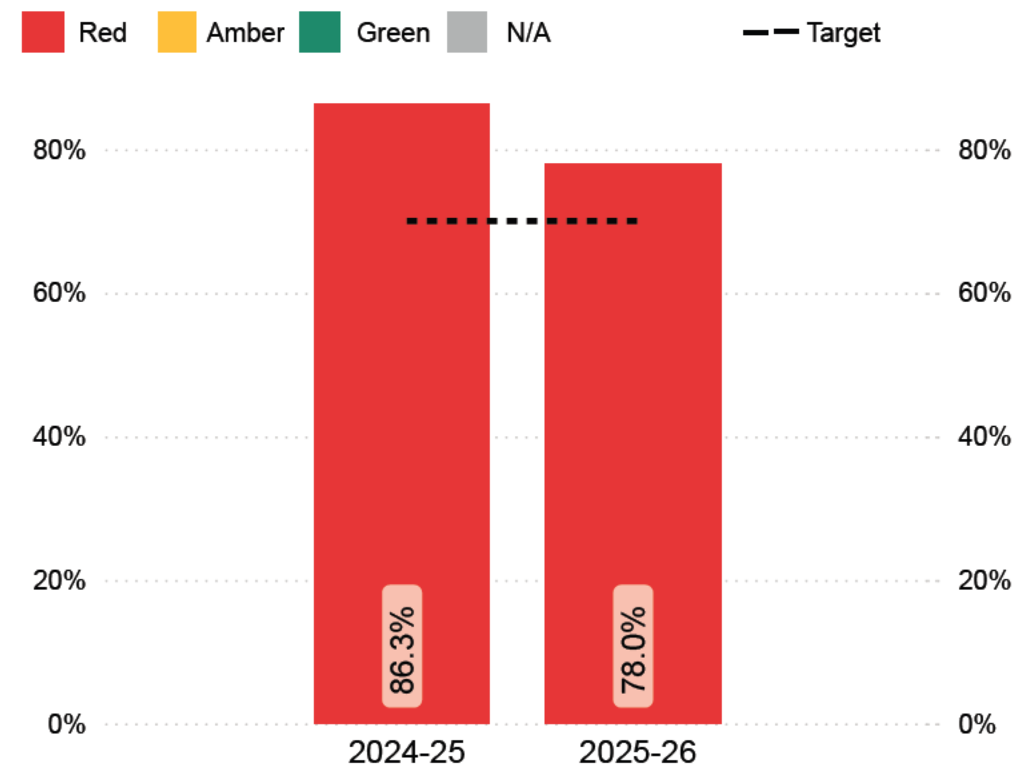
Indicator description

By 2027/28, reduce the amount of temporary accommodation provided in the private sector to a maximum of 50%.

Update note

Q1 update: At the end of Q1 there are 636 households in all forms of temporary accommodation (TA). A decrease of 9 households from the end of last financial year.
Of these, 513 are in nightly paid private sector TA. Currently 80% of all TA being in nightly paid, this is 2% increase from Q4. With an average gross cost of £31,335 per night for nightly paid TA.
Waterside Court is now online and is in full operational use (aside from 10 beds for an ASC joint project). We are expecting Conway Wharf to be online for occupancy within the first two weeks of July and Pullmans House to be online by the end of August. This will significantly benefit the % of households in nightly paid TA.
At the end of Q1 there are:
68: TA Owned: 17 operational voids due to positive move-outs - additionally 10 voids are being held for a Hospital Discharge project with ASC.
46: HRA TA: We have a growth target of up to 80 units
10: Corp TA: 2 voids
0: B&B/Hotel
Once all current planned TA Owned acquisitions are completed and occupied this will take our TA Owned numbers to 187. Against current numbers in all forms of TA (650 TA total) , this would put the use of private sector TA at around 60%.Teams continue to work hard to ensure that Prevention and Move On are kept at optimal levels.

Historic performance



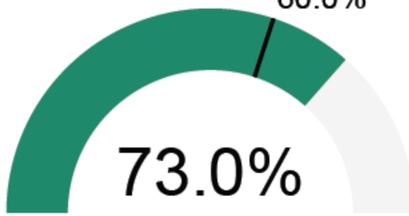
OMCP 5.05a | Homelessness prevention or relief

Q1 2026-27

Performance status

Green

Current performance



The target is: 60.0%

Direction of travel

Short trend	Long trend
←	↑
Q4 2025-26	Q1 2025-26

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

Indicator description

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

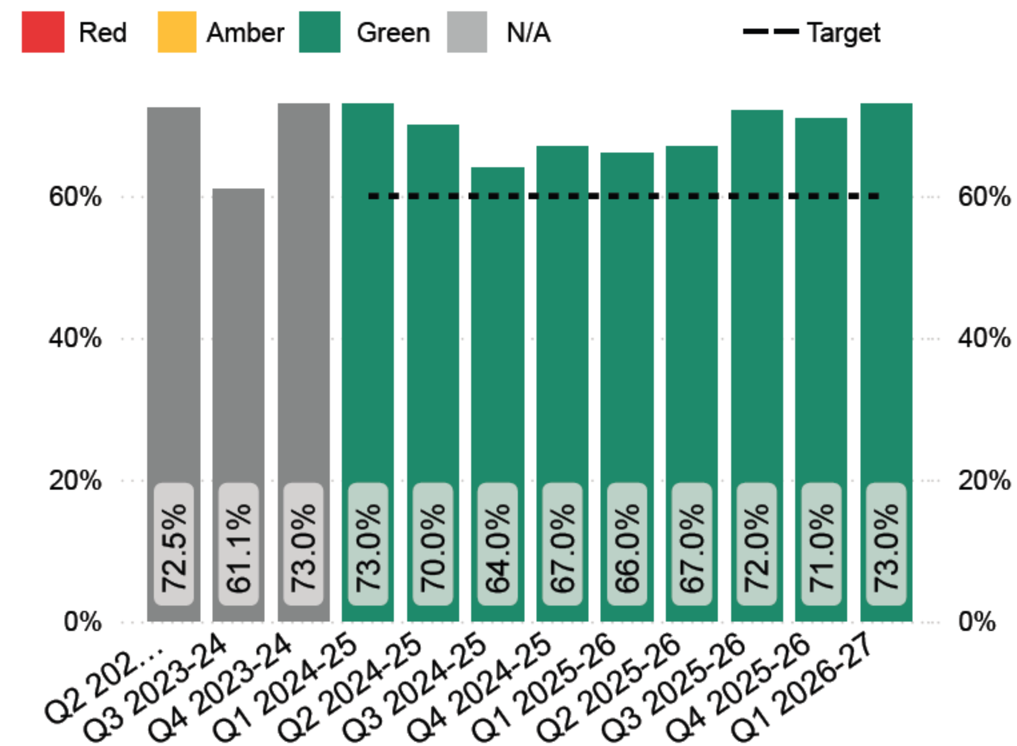
Update note

Demand for the service remains high, with a total of 1,006 homelessness approaches received during Q1 compared to 998 during the same period last year. It is encouraging that demand has remained relatively stable rather than increasing significantly. Prevention approaches continue to exceed crisis approaches, accounting for 58% of all contacts. This demonstrates progress in encouraging residents to seek support earlier, before reaching crisis point. However, further work is needed, as 54% of households placed into temporary accommodation approached the service within 28 days of becoming homeless. The number of households requiring temporary accommodation has reduced compared to the same quarter last year, with 30% of applications resulting in a temporary accommodation placement, compared to 35% in Q1 2025/26.

Despite ongoing challenges, the team has achieved strong positive outcomes. Of the households that approached the service and were owed a homelessness duty, approximately 73% either had their homelessness prevented or successfully relieved. Of the successful prevention cases, the team negotiated and provided support for 46 households to remain in their existing accommodation, avoiding the need for temporary accommodation. This represents an estimated annual saving of £460,000.

In addition, during Q1 the One Medway Lettings (OML) team, working alongside Housing Options, supported 112 households to secure alternative private rented sector accommodation. Of these, 75 households would otherwise have required temporary accommodation, resulting in an estimated cost avoidance of £750,000. A further 39 households were supported to move on from temporary accommodation into private rented accommodation. OML has now reached a portfolio of 54 managed properties. Of these, 49 have already enabled households living in temporary accommodation to move into settled, permanent homes, with the remaining five households due to sign tenancy agreements shortly.

Historic performance



OMCP 5.05b | Rough sleepers

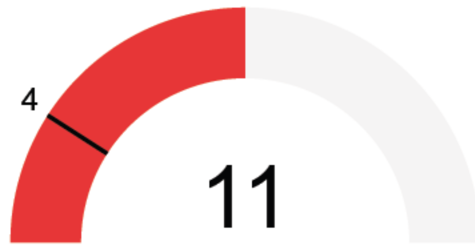
Serving You

Q1 2026-27

Performance status

Red

Current performance



The target is: 4

Direction of travel

Short trend
2025-26

Long trend
2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: lower is better.

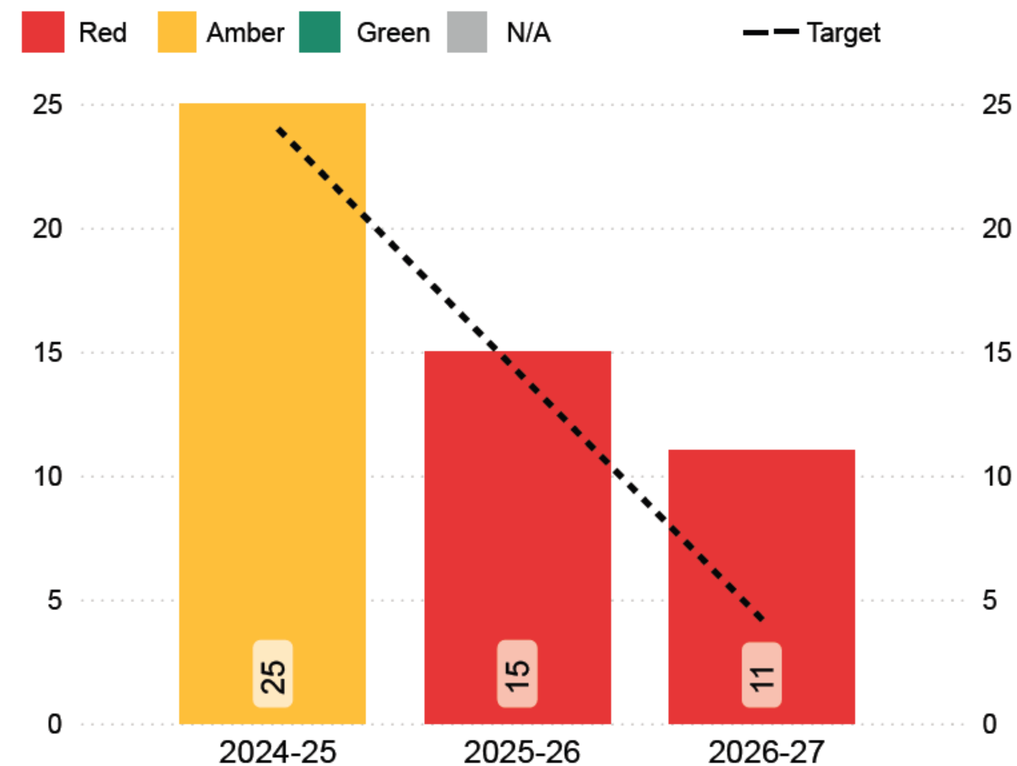
Indicator description

By 2027/28, reduce the number of rough sleepers to 0.

Update note

The rough sleeping team are in the process of setting up a new model, which is referred to as Local Authority Hostel, and are currently creating processes and policies for it. Working collaboratively with private landlords, with the welfare team and with the Senior Partnerships and Strategy Officer to establish protocols to support individuals with high and complex needs. This model is a potential blueprint for a lower cost provision as the housing costs are fully recoverable from central government.
The most recent street count found 11 people on the night of the snapshot, this is a reduction on the previous quarter. This number includes people who are long term known clients of the service. We are looking to see what further multi-disciplinary work can be done with colleagues in adult social care and public health in a team around the person approach, due to the complexity of presenting need.
The team have had continued success in getting people into accommodation, with 15 people moving into supported housing over the quarter. This does include one person from the Target Priority Group, which is the MHCLG terminology for the people with the most complex needs and longest amount of time sleeping rough.
The team are currently putting together a tender for the Winter Night Shelter. This will be a multi-year tender from 2026-29 to give surety around provision for Medway Council, the provider and people who need to use the service.

Historic performance



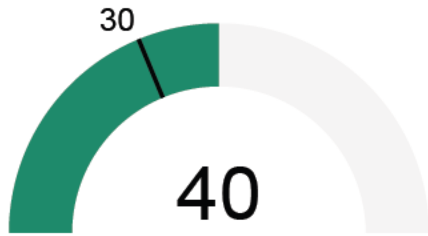
OMCP 5.05c | Assist people to remain in their homes

Q1 2026-27

Performance status

Green

Current performance



The target is: 30

Direction of travel

Short trend	Long trend
Q4 2025-26	Q1 2025-26

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

Indicator description

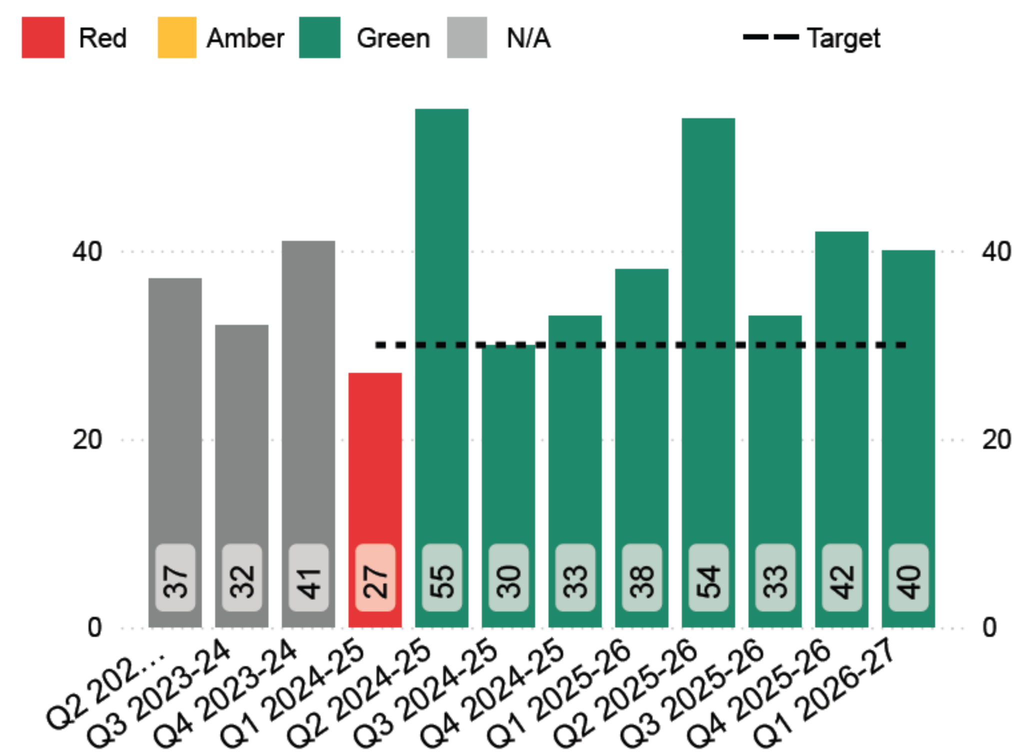
By 2028, 480 people have been assisted to remain in their homes by utilising the disabled facilities grant.

Update note

During Q1, 40 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.

Historic performance



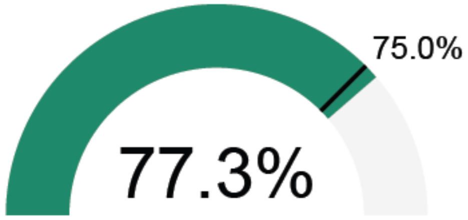
OMCP 5.06a | Satisfaction with parks and green spaces

Q1 2026-27

Performance status

Green

Current performance



The target is: 75.0%

Direction of travel

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

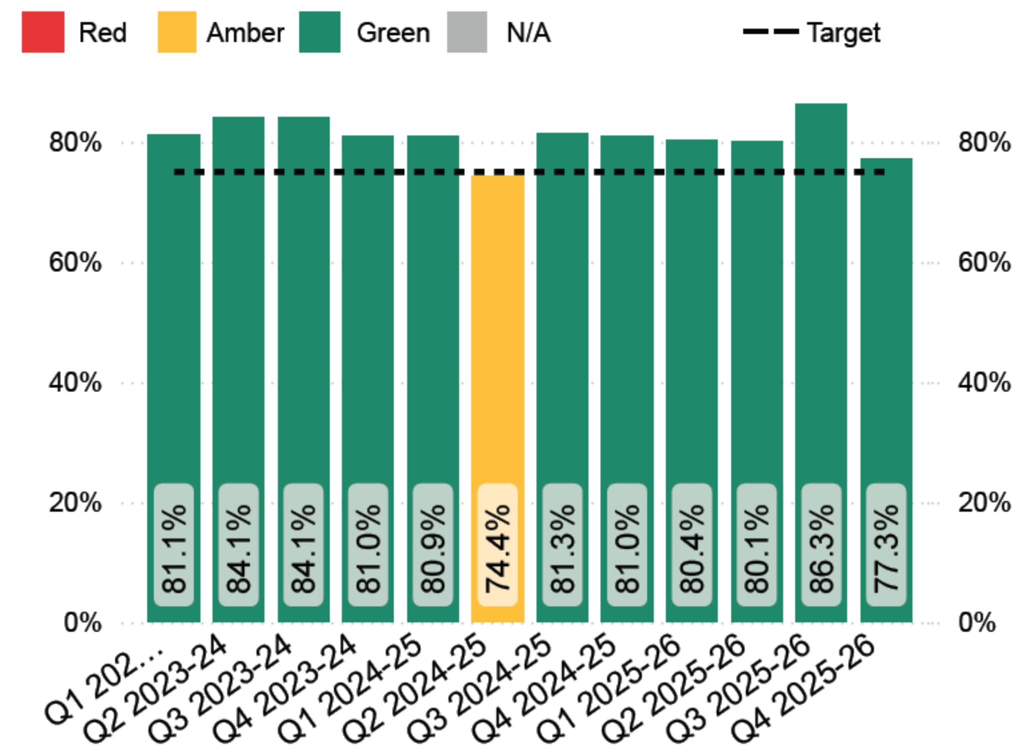
Indicator description

Satisfaction with parks and open spaces will remain at 75% by 2027/28.

Update note

Satisfaction amongst users of parks and open spaces was 77.27% in Q4 25/26, 9.03 percentage points less than the 86.30% figure seen in Q3 25/26.

Historic performance



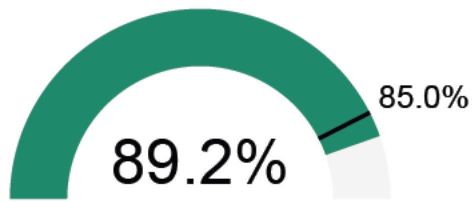
OMCP 5.06b | Satisfaction with refuse collection

Q1 2026-27

Performance status

Green

Current performance



The target is: 85.0%

Direction of travel

Short trend	Long trend
←	←
Q3 2025-26	Q4 2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

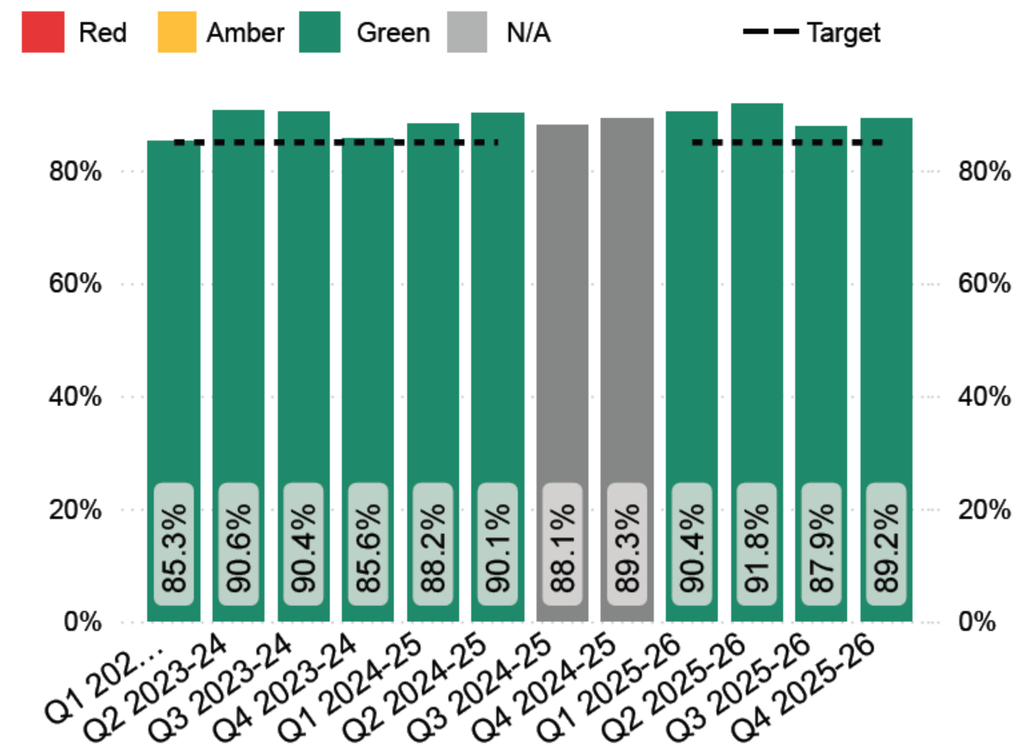
Indicator description

Satisfaction with refuse collection will remain at 85% by 2027/28.

Update note

Satisfaction with refuse collection increased slightly to 89.22% in Q4 25/26 (up from 87.89% in Q3 25/26).

Historic performance



Medway
Serving You

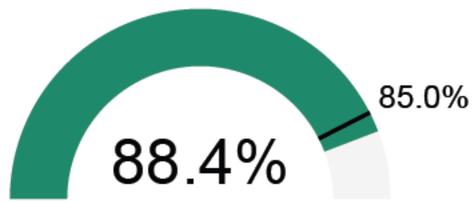
OMCP 5.06d | Satisfaction with kerbside recycling collections

Q1 2026-27

Performance status

Green

Current performance



The target is: 85.0%

Direction of travel

Short trend	Long trend
←	←
Q3 2025-26	Q4 2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

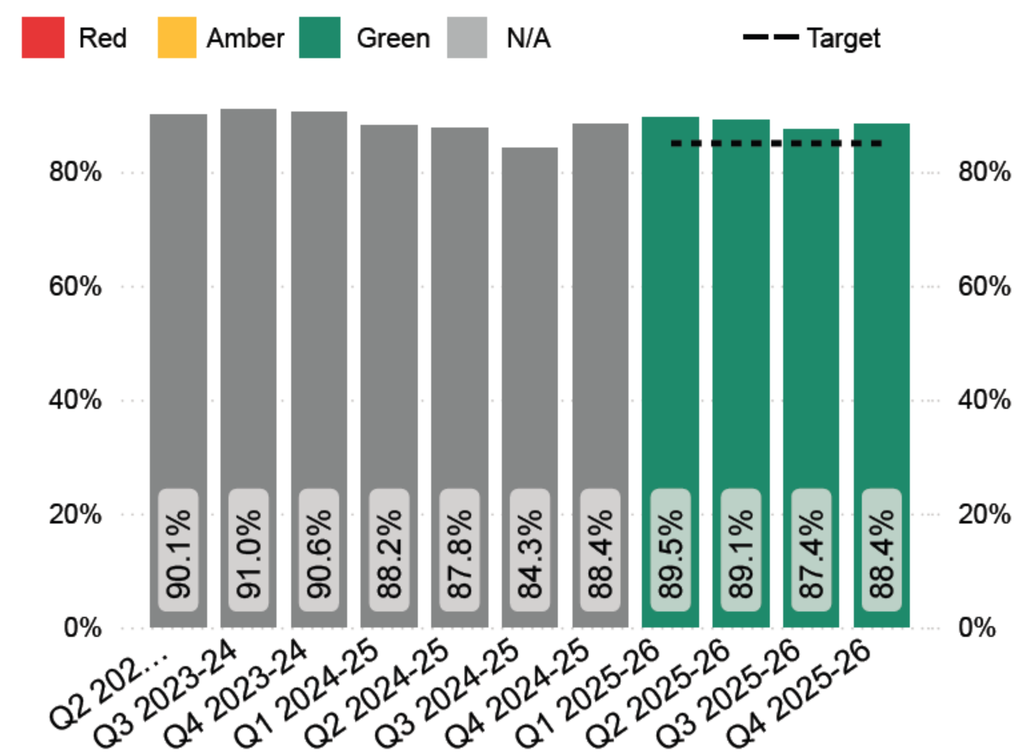
Indicator description

Satisfaction with kerbside recycling collections will remain at 85% by 2027/28.

Update note

Satisfaction with recycling collections (brown bin, blue/white bag and clear sacks) was 88.36% in Q4 2025/26, up slightly from 87.44% in Q3 2025/26. The number of respondents who were neutral about the facilities was 4.3% (down from 8.1% in Q3). 6.4% of respondents were dissatisfied (up from 3.1% in Q3). 0.8% of respondents answered did not know or did not give a response (down from 1.3% in Q3).

Historic performance



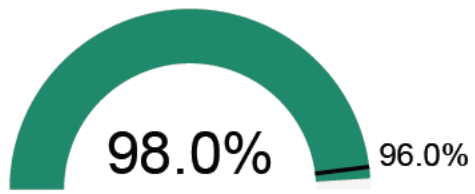
OMCP 5.06e | Improved street and environmental cleanliness: Litter

Q1 2026-27

Performance status

Green

Current performance



The target is: 96.0%

Direction of travel

Short trend

Q4 2025-26

Long trend

Q1 2025-26

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

Indicator description

96% of streets will be free of litter at the time of inspection.

Update note

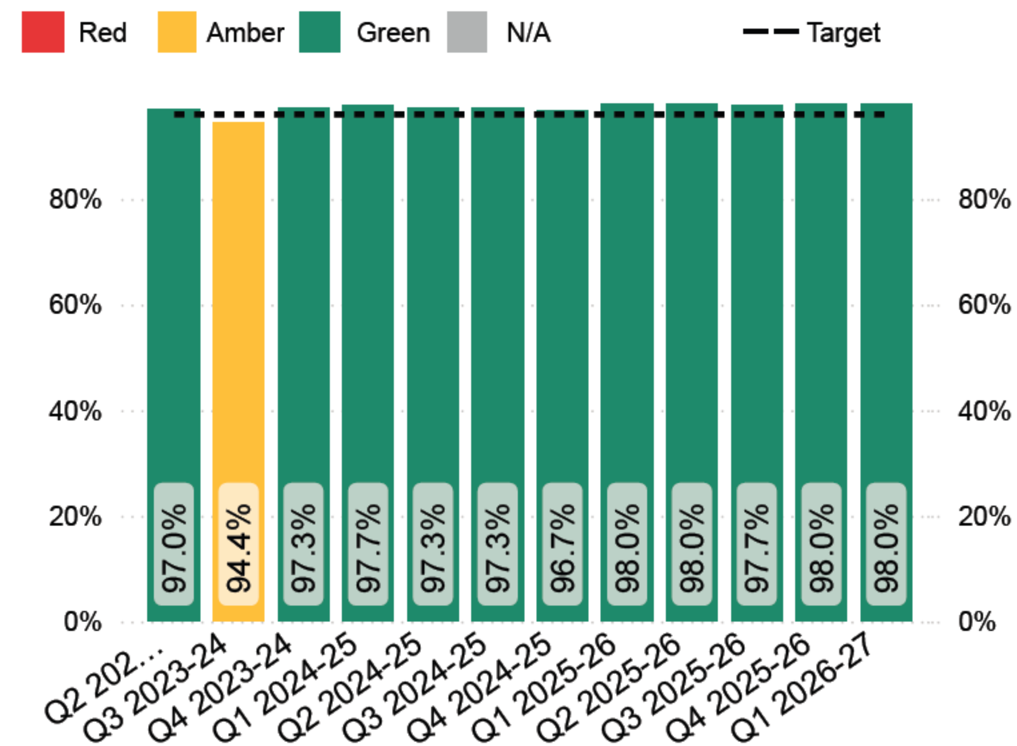
Q1 2026/2027

Medway is split into 24 wards which are inspected yearly with a total of 1,200 sites being inspected (100 sites x 12 months = 1,200 sites per year). Sites are different land classes: Main Retail and Commercial, Local Shopping areas, Residential streets, Main Roads, Waste Bins (litter, canine and combined), Rural Roads, Alleyways, Footbridge and Subways.

During Q1 2026/2027, 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 293 satisfactory inspections of A and B grades in Q1 requiring no further action; this is due to a robust contract monitoring programme and a high standard of cleanse being achieved by Medway Norse.

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

Historic performance



OMCP 5.06f | Satisfaction with HWRC services – direct user survey

Q1 2026-27

Performance status

Awaiting update

Current performance

The target is: 90.0%

Direction of travel

Short trend	Long trend
--	--
Q4 2025-26	Q1 2025-26

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

Indicator description

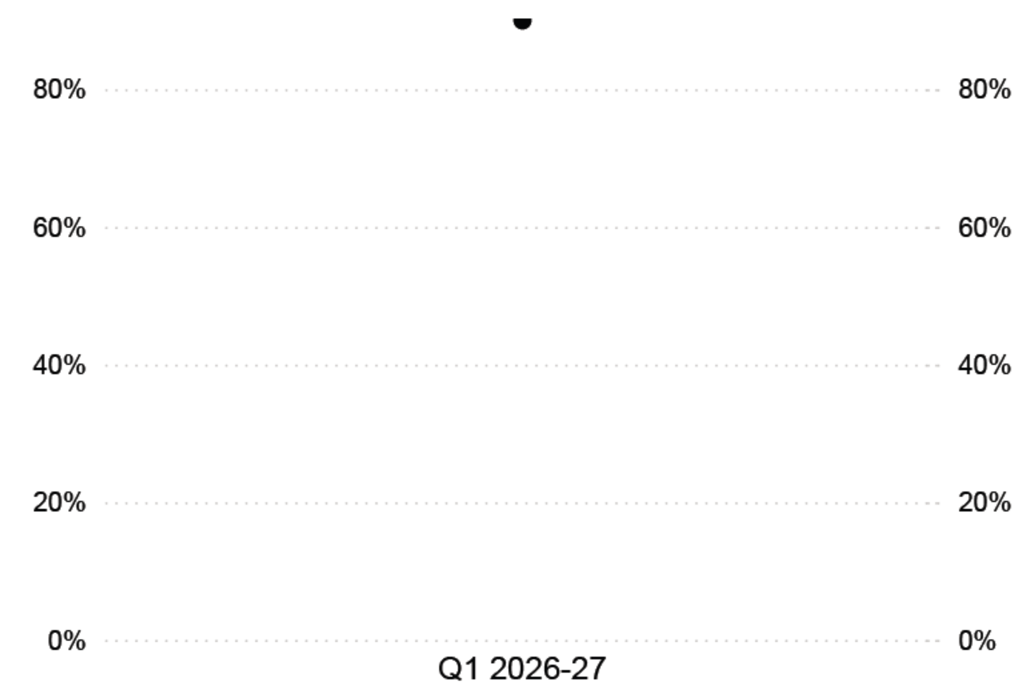
Satisfaction with HWRC services will remain at 90% by 2027/28.

Update note

HWRC Customer Satisfaction Surveys are conducted twice per year, in Q2 and Q4. The last Customer Satisfaction Survey was conducted in Q4 2025/26. Customer satisfaction in Q4 2025/26 averaged 93%, so 3 percentage points above the contractual target. The next Customer Satisfaction Survey is scheduled for Q2 2026/27.

Historic performance

Red Amber Green N/A Target



OMCP 5.07 | Tenant satisfaction of landlord services

Q1 2026-27

Performance status

An update has not been provided for this period.

Current performance

An update has not been provided for this period.

Direction of travel

Short trend	Long trend
--	--
2025-26	2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

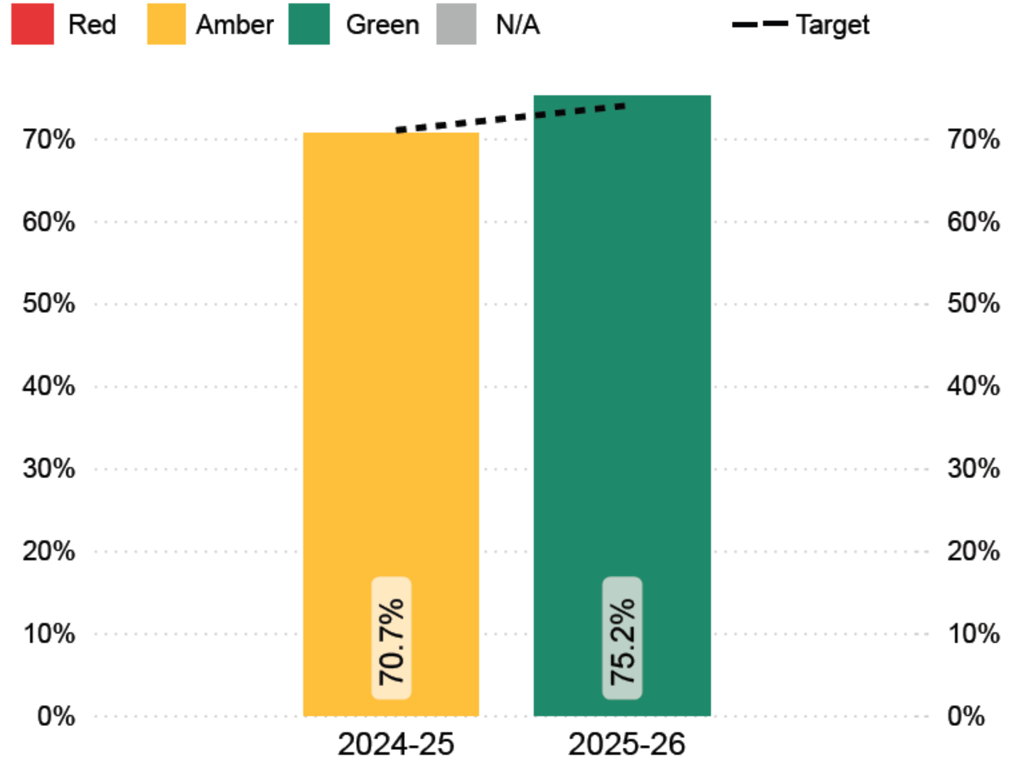
Indicator description

By 2027/28, tenant satisfaction of overall landlord services has increased to 77%.

Update note

This is an annual indicator and the figure will be confirmed in March 2027. The team are currently working with an external provider to carry out the annual tenant satisfaction measures (TSM) survey. It is anticipated that the survey will be carried out during September and October 2026 with preliminary results expected in December 2026.

Historic performance



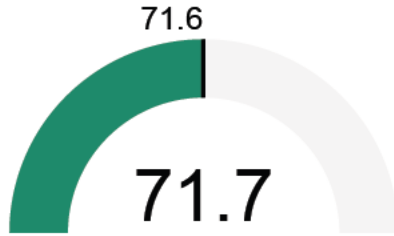
OMCP 5.08 | HRA Housing stock's average energy efficiency score

Q1 2026-27

Performance status

Green

Current performance



The target is: 71.6

Direction of travel

Short trend	Long trend
←	←
2025-26	2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

Indicator description

By 2027/28, increase the Housing Revenue Account (HRA) Housing stock's average energy efficiency score (referred to as SAP) to 72.

Update note

Currently the average SAP (average energy efficiency score) score is 71.69. We are working to increase this further through targeted upgrades of loft insulation, boiler upgrades and other planned works such as Window renewals. We are looking to increase the Void specification to include energy upgrade works. We have acquired new energy modelling software to identify where works have taken place and Sap scores have improved but a new EPC has not been conducted yet, to use our in-house EPC surveyor to do one to bring the scores up.

Historic performance

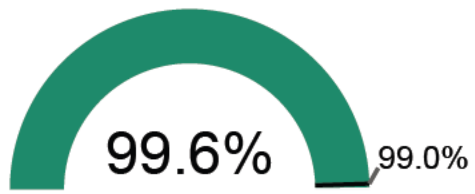
OMCP 5.09 | HRA property compliance is 99%

Q1 2026-27

Performance status

Green

Current performance



The target is: 99.0%

Direction of travel

Short trend	Long trend
←	←
Q4 2025-26	Q1 2025-26

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: quarterly.

The tolerance for this indicator is set to: higher is better.

Indicator description

By 2027/28, the overall Housing Revenue Account (HRA) property compliance is 99%.

Update note

At the end of Q1, average compliancy was 99.61% 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 Q4 at 99.71%.

No access continues to be the main reason for non compliance, 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.

Historic performance

OMCP 5.10 | Compliance with the Decent Homes Standard

Q1 2026-27

Performance status

An update has not been provided for this period.

Current performance

An update has not been provided for this period.

Direction of travel

Short trend	Long trend
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2025-26	2024-25

The reporting frequency for this indicator is: quarterly.

The data for this indicator is collected: annually.

The tolerance for this indicator is set to: higher is better.

Indicator description

By 2027/28, the Housing Revenue Account (HRA) stock will be 98% compliant with the Decent Homes Standard.

Update note

This is on track and all properties that are not decent are on a programme of works that has been issued to the relevant contractor.

Historic performance