

ONE MEDWAY COUNCIL PLAN

2024/28

Proud to be Medway

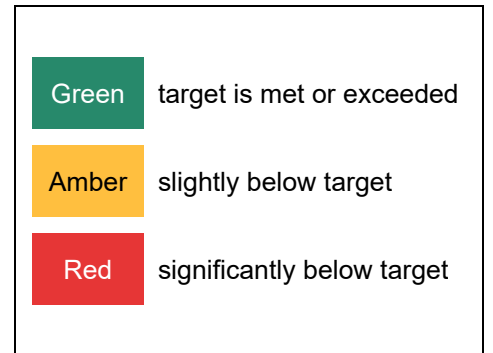
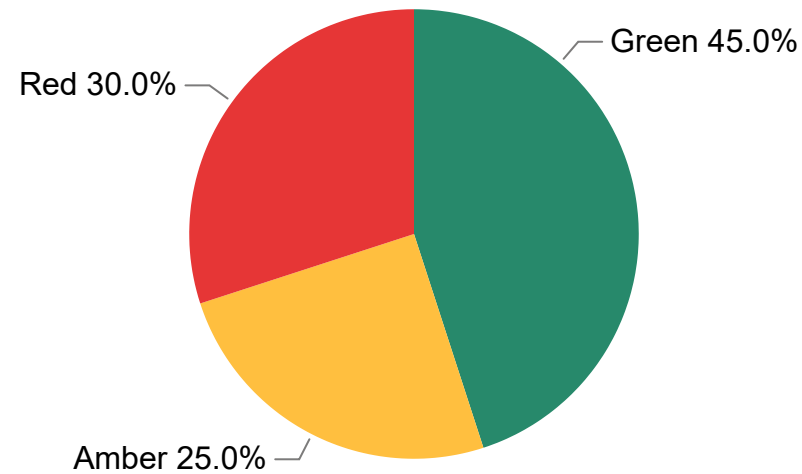
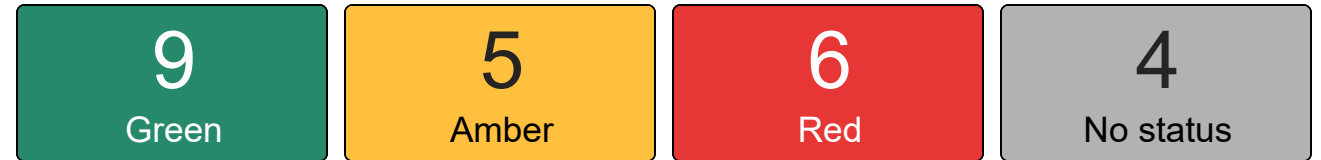


Performance Report Health and Adult Social Care O&S

Q1 2026/27

Summary of performance

There are 24 indicators for the One Medway Council Plan. 20 indicators have data reported for this quarter. There are 4 indicators which have no data reported for this quarter, for which no indicator status could be determined.



Priority	All indicators	Green	Amber	Red	No status
Priority 1	13	5	4	4	
Priority 4	11	4	1	2	4
Total	24	9	5	6	4

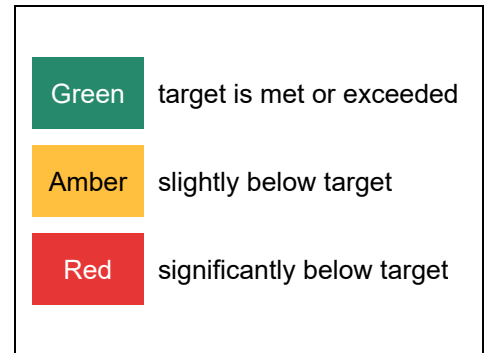
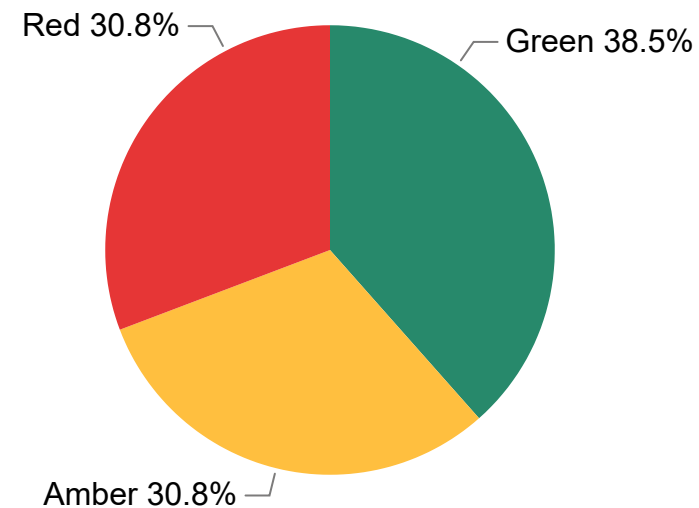
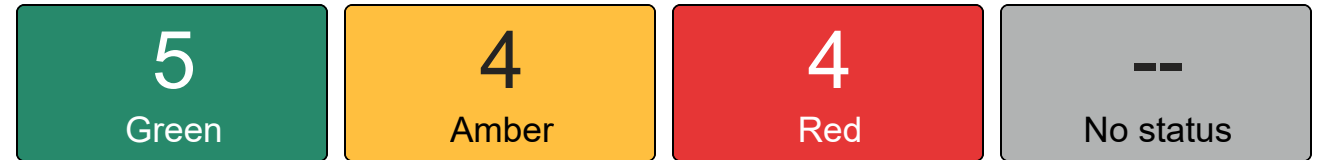


Delivering quality social care and community services

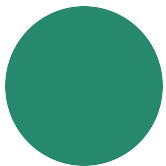
- Provide effective, targeted support for our most vulnerable residents to enable them to fulfil their potential and improve their quality of life.
- Support people of all ages to live the most happy, healthy, independent life possible, utilising assistive technologies.
- Ensure that services support 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 13 indicators for Priority 1. 13 indicators have data reported for this quarter. There are no indicators which have no data reported for this quarter.

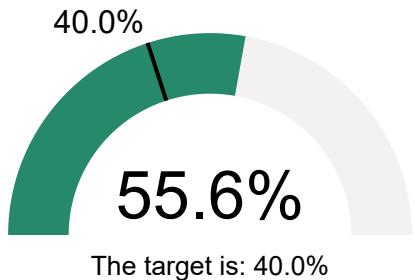


Performance status



Green

Current performance



Direction of travel

Short trend



Q3 2025-26

Long trend



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

Increase the percentage of commissioned domiciliary care workers who have received MECC training

Update note

The contract requires 80% of all staff to be trained in MECC by the end of the contract 31 March 2028 and broken down 5% for each quarter. MECC data is always reported 1 quarter behind. Quarter 4 of year 2 (2025/26), 55.64% of the framework providers workforce had undergone MECC training, exceeding the 40% target for Q4 by 15.64pp.

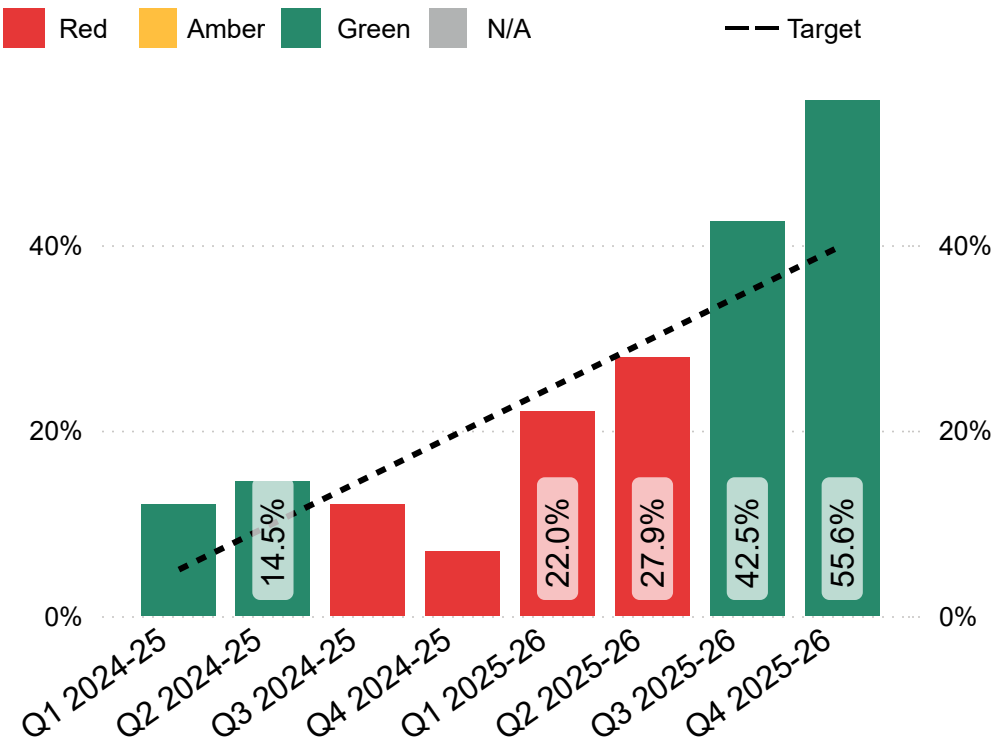
There has been a 13.19% increase in the total number of staff MECC trained over the previous quarter, primarily due to the continued drive to push forward the importance of MECC training at the monthly contract meetings. At the beginning of 2026, action templates were sent to providers informing them of their current % achievement for Q1, expected targets, suggestive actions, links to the online training sessions and contact details of workforce development.

Monthly meetings are held with providers, pushing the narrative and importance of staff training in MEEC. We also liaise with workforce development who provide bespoke 1:1 provider training sessions, on mass. Resulting an increase in MECC trained staff, going from 7% in Q4 year 1, which was 13% below the target of 20%, to 55.64% for Yr2 Q4, which is 15.64% over the 40% target and results in being 6 months ahead of projected targets for 2026/27.

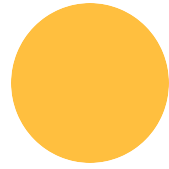
Actions going forward:

Commissioning have primarily been focusing on the Framework Homecare Providers as this is where the majority percentage of employed care staff are and thus the area which would have the greatest impact. As we progress into Year 3, the focus will shift to target Extra Care Housing Scheme Homecare Providers as these have the lowest levels of MECC uptake. The same target model will be used for this cohort, i.e. Meetings, Action Templates, Bespoke on Mass Training sessions. More work needs to be done around this cohort to bring individual Provider MECC performance data up, which in turn will have a positive outcome on the overall service and statistics.

Historic performance

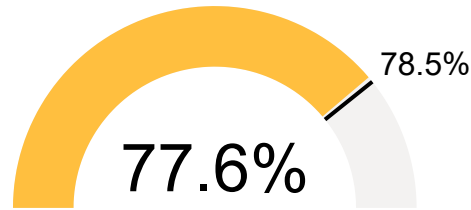


Performance status



Amber

Current performance



The target is: 78.5%

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 the proportion of people who received short-term services during the year, who previously were not receiving services, where no further request was made for ongoing support have increased to 80%

Update note

This metric is part of Priority 1, Delivering quality social care and community services and the sub priority: Provide effective, targeted support for our most vulnerable residents to enable them to fulfil their potential and improve their quality of life. Provide effective, targeted support for our most vulnerable residents to enable them to fulfil their potential and improve their quality of life.

This measure is Adult social care outcomes framework (ASCOF) 2A.

Data for the 12-month period to June 2026 seeing 1,672 clients receiving reablement, with 1,298 or 77.6% of clients not requiring further support being 0.9pp below target but an increase of 0.6pp on Q4 reporting.

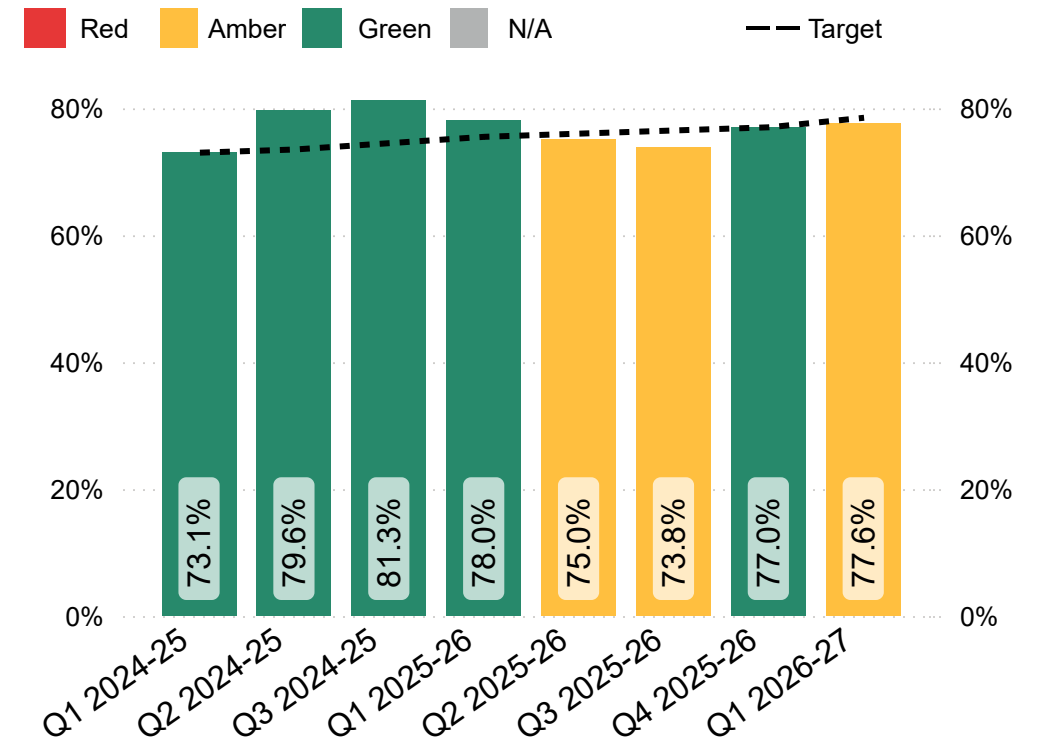
Figures are based on the ASC Intelligence team interpretation of the ASCOF methodology. In 2025/26 Medway achieved an outturn of 77% based on CLD returns, based upon most recently published figures, was 0.1pp below National and 3.0pp below South East region.

The 24/25 National outturn published December 2025 was 77.1% a drop of 2.3pp on 23/24. Medway Peer Group was 69.9% and the SE remains the same at 80%.

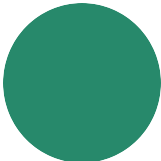
Achievements: A small reablement pilot was undertaken to evaluate opportunities to improve independence and reduce demand on longer-term care services. Although outcomes for participating individuals have been positive, the pilot has not generated the scale of impact anticipated. Activity has therefore been paused pending a review of lessons learned and consideration of alternative approaches that may deliver greater benefits across the wider service.

Actions going forward: Meetings with commissioned services are arranged to discuss the introduction of a multi-agency service that provides universal, preventative and early intervention support. By intervening early, it aims to help prevent needs from escalating, reduce inappropriate referrals into statutory services and ensure residents are connected to community-based support before reaching crisis point.

Historic performance

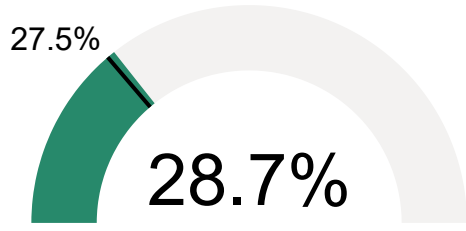


Performance status



Green

Current performance


28.7%
The target is: 27.5%

Direction of travel

Short trend

Q4 2025-26

Long trend

Q1 2025-26

The reporting frequency for this indicator is: quarterly

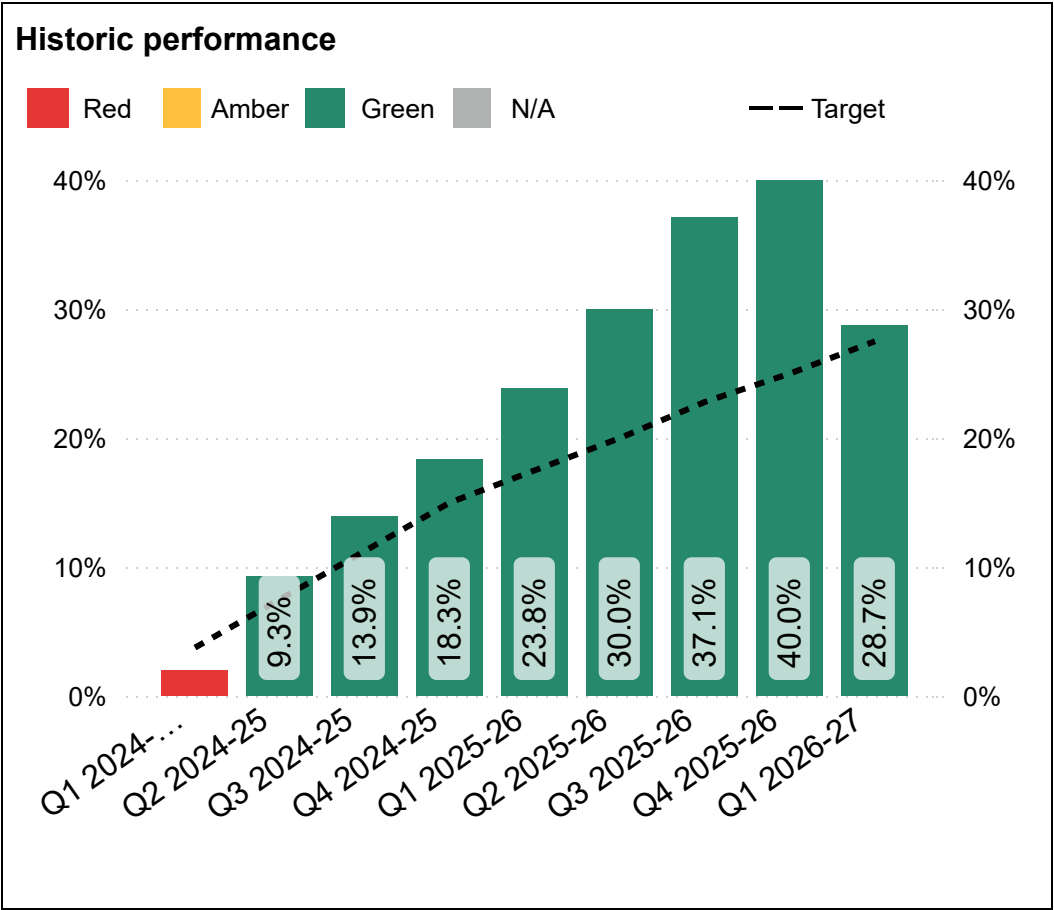
The data for this indicator is collected: quarterly

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

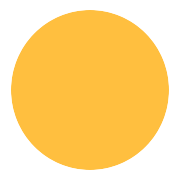
Indicator description

By 2027/28, there will be at least a 40% increase in use of assistive technology Contract data.

Update note
Performance is re-baselined in Q1 and is surpassing the prorated quarterly target of 27.5 by 1.2pp.
Actions and Achievements:
Long term care (LTC) users which are clients that use this service to support care packages with no end date. Installations are above current target to meet the stepped 10% target for the year and with the dedicated Assistive Technology champion now working with the Early Help & Intervention teams as well within Adult Social Care localities and review teams. Target for new year looks on track to surpass.
Enablement (ENB) where users are helped to further improve out of the hospital setting for a period of up to 6 weeks – Target for the quarter successfully surpassed.
New Assessment tool (which is a tool which passively monitors users to ensure that they are safe and well living at home and provides reports that can help with care assessments and reviews) has a small shortfall for Q1 which will be eradicated in Q2 according to current referrals.
New TEC such as the Circadian lightbulbs and the Evondos medication dispenser are contributing to the over achievement in the New TEC target.

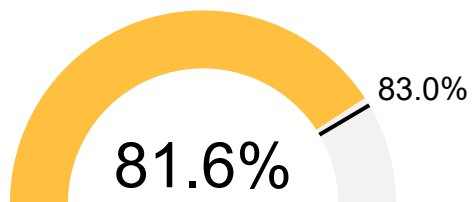


Performance status



Amber

Current performance



The target is: 83.0%

Direction of travel

Short trend

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Q4 2025-26

Long trend

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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 proportion of people aged 18-64 who receive long-term support who live in their home or with family is similar to the national average

Update note

This metric is part of Priority 1, Delivering quality social care and community services and the sub priority: Support all adults, including those living with disability or physical or mental illness to live independently and stay safe.

This measure is ASCOF 2E, split over 3 parts.

Part 1 = Learning Disability Cohort, target TBD

Part 2A = People aged 18-64, 26/27 Target: 83%

and Part 2B = People aged 65+, 26/27 Target: 62%

In 24/25 Medway achieved an outturn based on CLD returns of: Part 1 83.1%, 1.7pp, Part 2A 79.6%. 2.2pp above national, 3.1pp and 2.2pp above SE region, with Part 2B 54.7% 5.6pp below national and 3.1pp below SE region.

The figure of 67.5% being reported for Q1 26/27 above is a combined figure of people aged 18-64 and 65+ and is based on the revised ASCOF methodology.

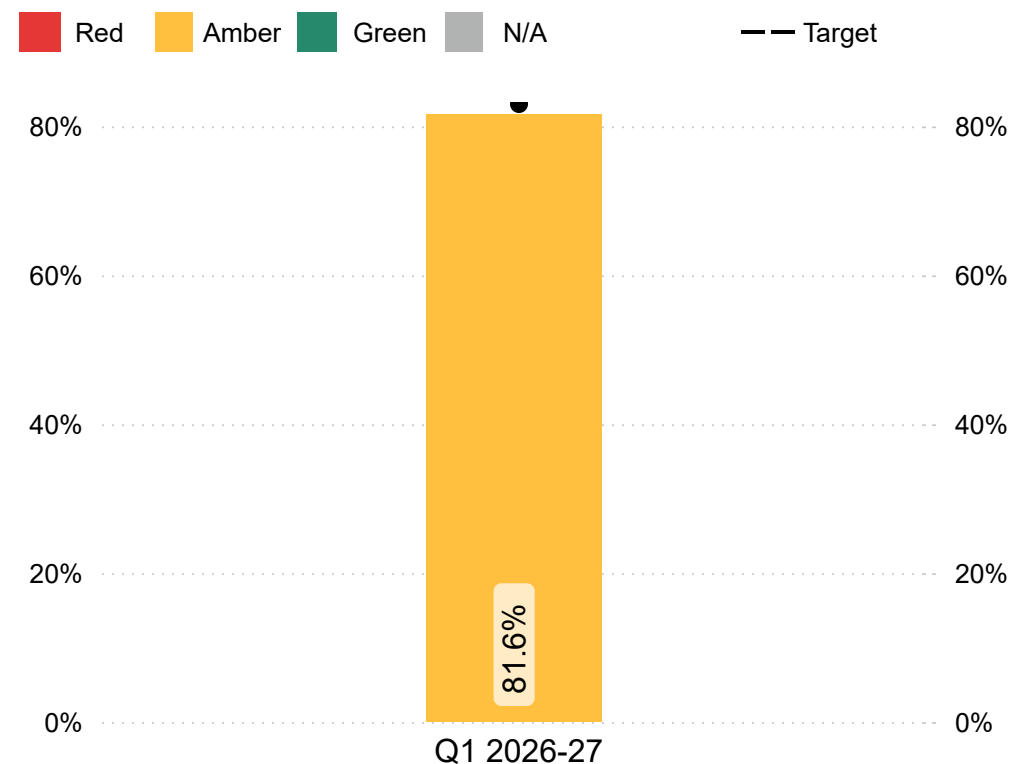
Intelligence is available across the 3 reporting values of Learning Disability 83.4%, 18-64 81.6% and 65+ 58.0%.

The 2024/25 National outturn that was published in Dec 2025 was.

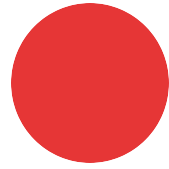
	National	Peer Group	South East Region
Part 1	81.4%	80.4%	80.0%
Part 2A	77.4%	79.0%	77.6%
Part 2B	60.3%	61.4%	57.8%

New requests for support increased by 21% in 24/25 and demand continues. Additional management oversight and support at the Front Door have been introduced to support the Early Help & Prevention Service to increase prevention and reablement to support people to remain independent at home. Achievements - Alongside Kyndi introducing new non-wearable assistive technology, two additional social work posts specifically support people with a learning disability and/or autism, assisting individuals who receive long term care and support to remain living at home. Actions -Increases in long term care packages will be monitored as part of a reablement approach, with the goal of helping the individual regain independence, return to their original level of care support and monitor the impact of the new non wearable devices to determine impact on people.

Historic performance

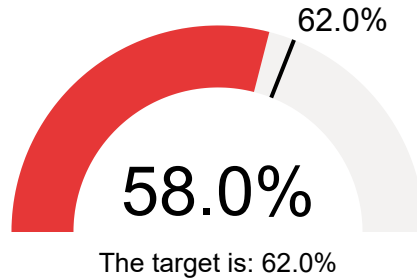


Performance status



Red

Current performance



Direction of travel

Short trend

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Q4 2025-26

Long trend

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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 proportion of people aged 65+ who receive long-term support who live in their home or with family is similar to the national average

Update note

This metric is part of Priority 1, Delivering quality social care and community services and the sub priority: Support all adults, including those living with disability or physical or mental illness to live independently and stay safe.

This measure is ASCOF 2E, split over 3 parts.

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The figure of 67.5% being reported for Q1 26/27 above is a combined figure of people aged 18-64 and 65+ and is based on the revised ASCOF methodology.

Intelligence is available across the 3 reporting values of Learning Disability 83.4%, 18-64 81.6% and 65+ 58.0%.

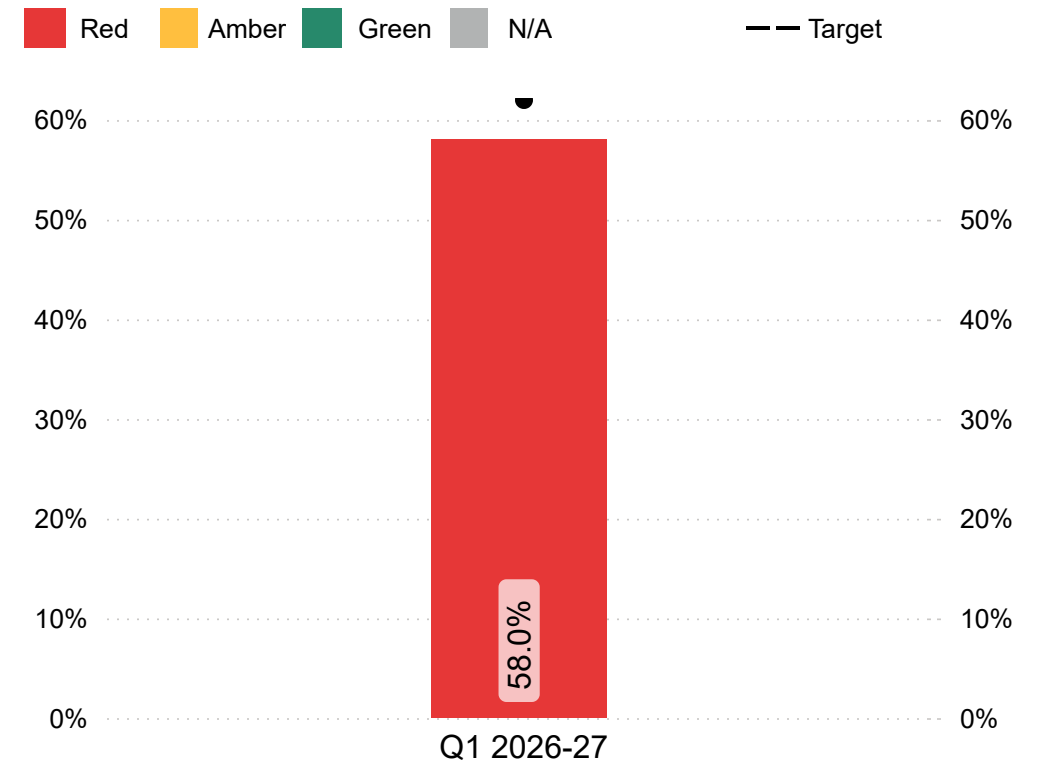
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	National	Peer Group	South East Region
Part 1	81.4%	80.4%	80.0%
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Part 2B	60.3%	61.4%	57.8%

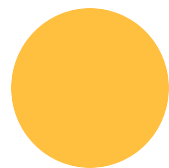
New requests for support increased by 21% in 24/25 and demand continues. Additional management oversight and support at the Front Door have been introduced to support the Early Help & Prevention Service to increase prevention and reablement to support people to remain independent at home.

Achievements - Alongside Kyndi introducing new non-wearable assistive technology, two additional social work posts specifically support people with a learning disability and/or autism, assisting individuals who receive long term care and support to remain living at home. Actions - Increases in long term care packages will be monitored as part of a reablement approach, with the goal of helping the individual regain independence, return to their original level of care support and monitor the impact of the new non wearable devices to determine impact on people.

Historic performance

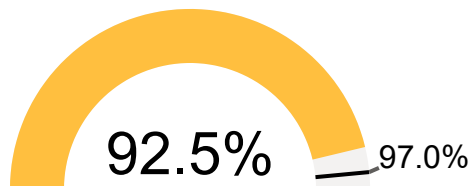


Performance status



Amber

Current performance



The target is: 97.0%

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, the proportion of people who use long term adult social care services who report that they feel safe is similar to, or higher than, our statistical neighbours

Update note

This metric sits within Priority 1, Delivering quality social care and community services, supporting adults to live independently and stay safe.

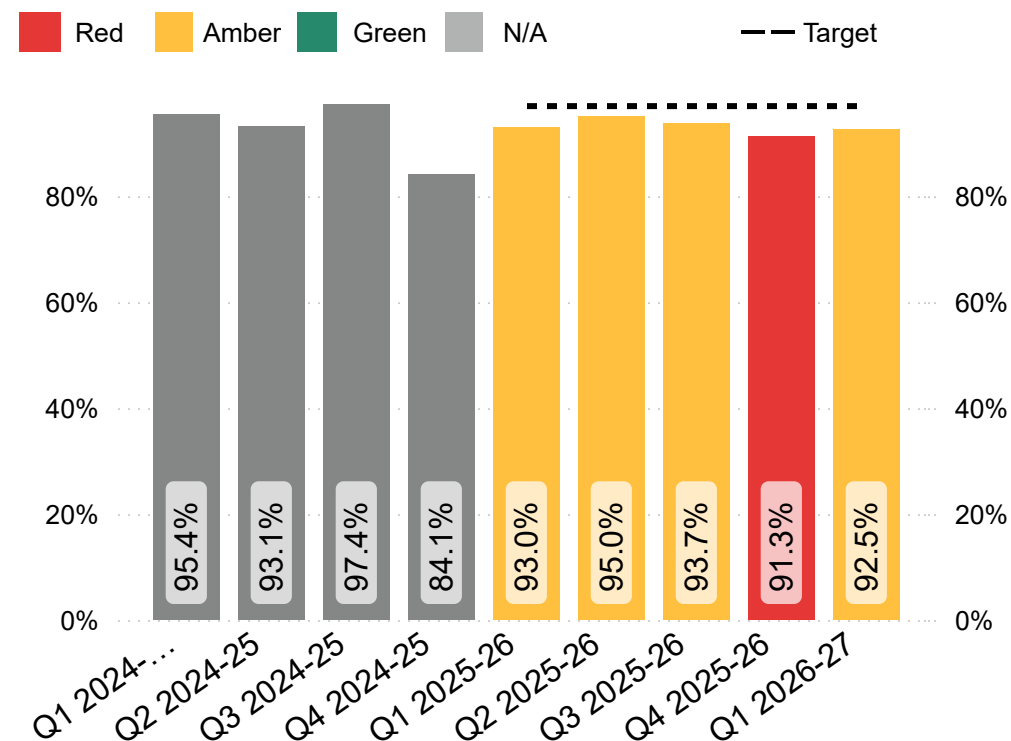
There were 283 closed safeguarding enquiries in Q1, including Section 42 and non-statutory enquiries. Of the 241 enquiries where risks were identified and safeguarding action taken, risk was reduced or removed in 92.5% (223) of cases, 4.5 percentage points below target.

ASCOF 4B, covering Section 42 enquiries only, achieved 91.4% in Q1, with 234 clients experiencing reduced or removed risk, 5.6 percentage points below target.

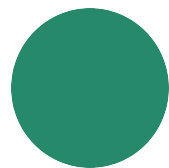
Benchmarking - National and peer benchmarking data will be available later in the year.

Performance remains below target but has improved. Most individuals experienced a positive reduction in risk, although some risks cannot be fully eliminated because of complex circumstances or personal choice. Work continues to ensure safeguarding interventions remain proportionate, person-centred and focused on achieving the greatest possible reduction in risk. The provisional annual outturn is 94.2%, indicating more stable performance across the year. Achievements - Thematic analysis of domestic abuse and other complex safeguarding cases has improved understanding of demand and outcomes, informing practice development and discussions with partner agencies around risk management, decision-making and safeguarding thresholds. Partnership working across health, care and community services has continued to support positive outcomes. Actions - Further analysis of cases where risk remains will inform practice guidance, strengthen risk assessment and management, and support more consistent approaches. Opportunities to enhance multi-agency working and person-centred risk planning will continue to be explored.

Historic performance

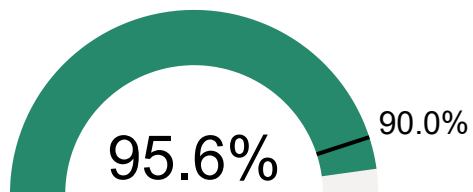


Performance status



Green

Current performance



The target is: 90.0%

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, 90% of people with a concluded safeguarding enquiry achieve either their desired outcome or their desired outcome is partially met.

Update note

This metric sits within Priority 1, Delivering quality social care and community services, supporting adults, including those with disabilities or mental ill health, to live independently and stay safe.

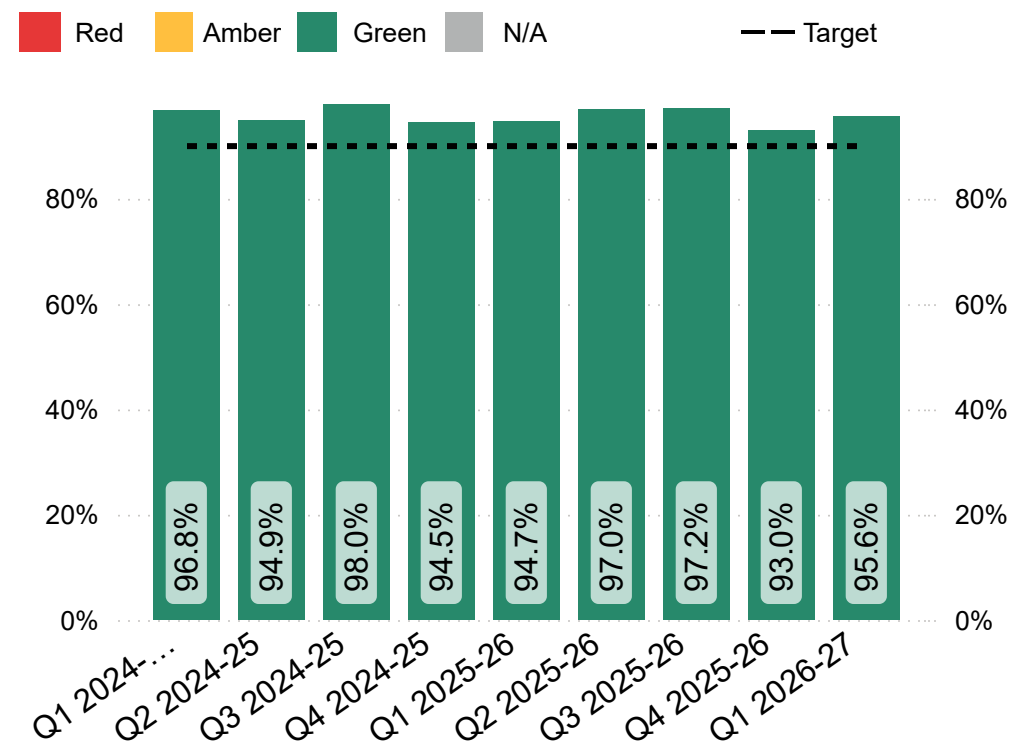
This is not an ASCOF measure and is reported through a voluntary national data collection.

In Q1, there were 283 closed safeguarding enquiries, including Section 42 and non-statutory enquiries. Of these, 248 (87.6%) adults were asked about their desired outcomes. A total of 225 (90.7%) identified an outcome, and 215 (95.6%) had their outcomes fully or partially met. The provisional annual outturn is 95.6%, exceeding the target by 5.6 percentage points.

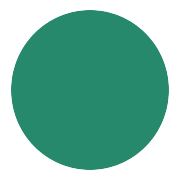
Benchmarking- National benchmarking is based on a voluntary collection, with 91.5% of local authorities participating. All peer authorities submit data. As the collection remains open, national and peer comparisons will not be available until later in the year.

Performance improved during the quarter and remains consistently strong, reflecting continued commitment to Making Safeguarding Personal principles. The service continues to ensure individuals' views, wishes and desired outcomes remain central to safeguarding enquiries and decision-making. Achievements - Quarterly practice reviews highlighted effective person-centred safeguarding and strong engagement with adults and their representatives. Audit activity confirmed that individuals' views are routinely captured and considered throughout safeguarding enquiries. This has supported positive outcomes and strengthened safeguarding practice. Actions - The service will continue to strengthen approaches that help individuals express desired outcomes, including alternative communication and engagement methods supported through current funding. Cases where outcomes are not achieved will be reviewed to identify themes, share learning and support continuous improvement in safeguarding practice.

Historic performance

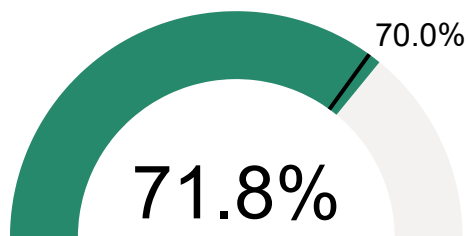


Performance status



Green

Current performance



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, the proportion of people who use long term adult social care services who report that they feel safe is similar to, or higher than, our statistical neighbours

Update note

This metric is part of Priority 1, Delivering quality social care and community services and the sub priority: Support all adults, including those living with disability or physical or mental illness to live independently and stay safe.

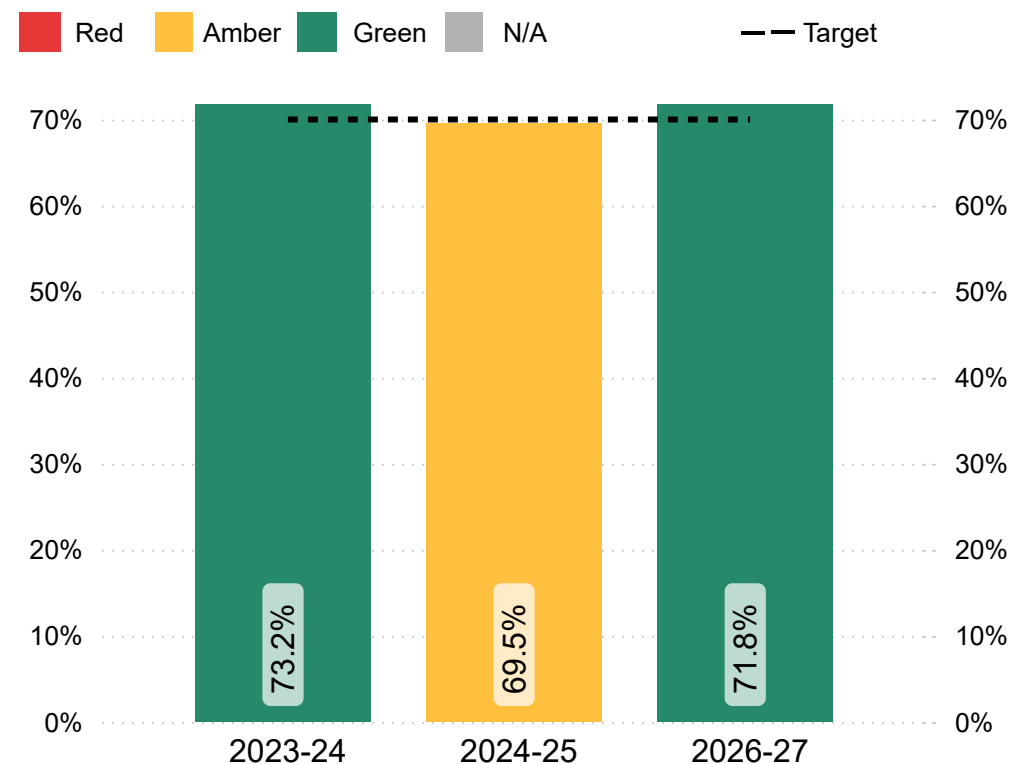
This measure is an Adult social care outcomes framework (ASCOF) 4A.

The 2025/26 Adult Social Care Survey has completed and provisional data indicates 71.8% of service users feel safe. This is a 2.3pp increase on 2024/25. National comparisons will be published later in the year.

Benchmarking - The 24/25 National outturn that was published in Dec 25 was 70.1% and the SE region was also 70.1%.

Whilst national benchmarking data is not yet available, this positive increase suggests that continued investment in quality assessments, personalised support planning and safeguarding practice is contributing to improved perceptions of safety amongst people who draw on support. Achievements - Throughout the year, quality assurance and audit activity have continued to support good practice across Adult Social Care. Learning from safeguarding reviews, audits and thematic analysis has strengthened understanding of key risks affecting local people, including self-neglect and domestic abuse, and informed ongoing improvements in assessment, support planning and risk management. Actions - Management oversight and audit activity will continue to ensure that safeguarding and care planning processes remain robust, proportionate and person-centred. Particular focus will be placed on embedding learning from audits and safeguarding reviews, strengthening preventative approaches and working collaboratively with partners to support people to remain safe, independent and connected to their communities.

Historic performance



Performance status

Red

Current performance

73.9%

The target is: 80.0%

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, the proportion of people who use long term social care services who report having control over their daily lives is statistically similar to or higher than, the national average

Update note

This metric sits within Priority 1, Delivering quality social care and community services, under the sub-priority of helping people in Medway live independent and fulfilled lives into older age. It is reported through the Adult Social Care Outcomes Framework (ASCOF) Measure 3A.

The provisional 2025/26 Adult Social Care Survey results indicate an outturn of 73.9%, a decrease of 2.7 percentage points from 2024/25. National comparisons for 2025/26 will be published later in the year.

Benchmarking

The 2024/25 national outturn, published in December 2025, was 77.3%, while the South East regional average was 78.2%.

Service Comment

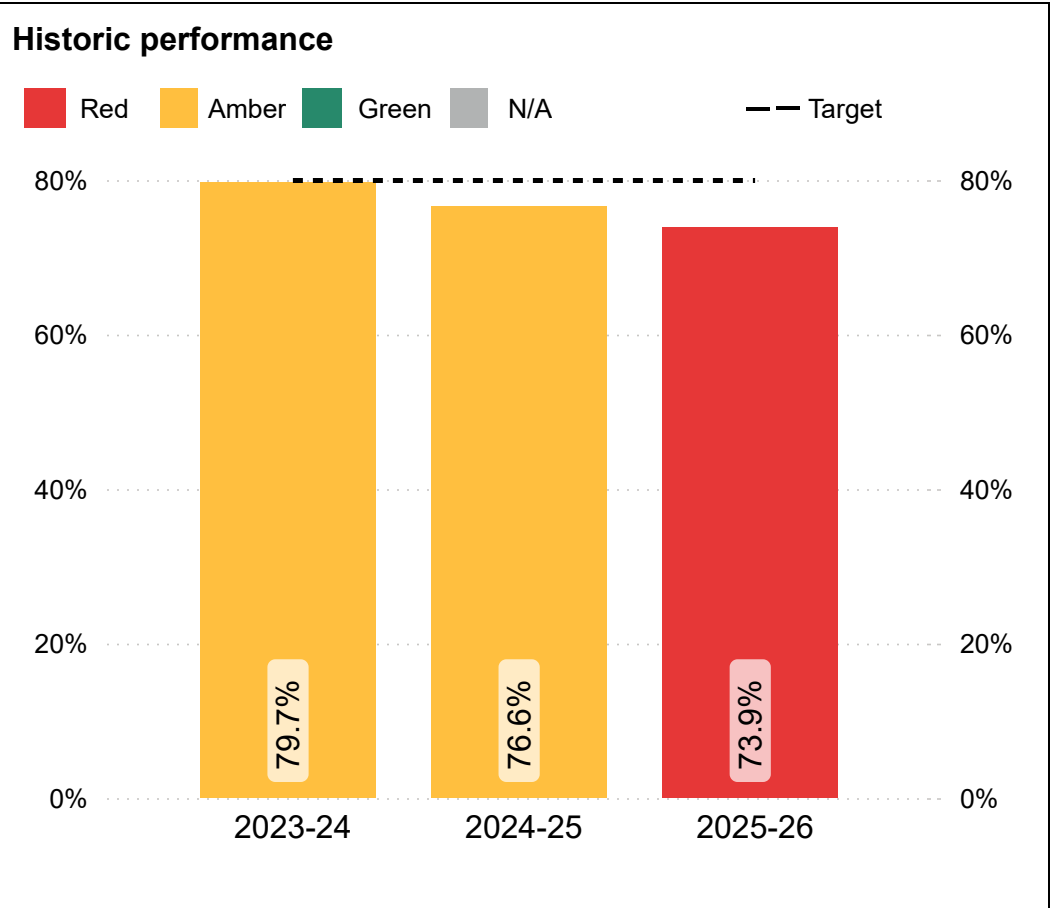
Although fewer people reported having as much control over their daily lives as they would like, Adult Social Care remains focused on promoting independence, prevention and person-centred support. The Adult Social Care Strategy provides a framework for embedding these principles across services. Ongoing work aims to ensure people are actively involved in decisions about their care and support, helping them maintain independence and achieve greater choice and control.

Achievements

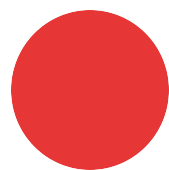
The Adult Social Care Strategy has been published and is being embedded across the division. It promotes a strengths-based approach, supporting independence and ensuring care reflects individual needs and aspirations. Progress has been made in strengthening co-production through Community Involvement Groups across Medway and the Making It Real (Co-Production) Board. These initiatives increase opportunities for residents with lived experience to influence services and future improvements.

Actions Going Forward

The strategy will continue to be embedded through service transformation, commissioning activity and engagement with residents and carers. Ongoing development of Community Involvement Groups and the Co-Production Board will support resident involvement in service design and evaluation, helping to improve choice, control, independence and quality of life.

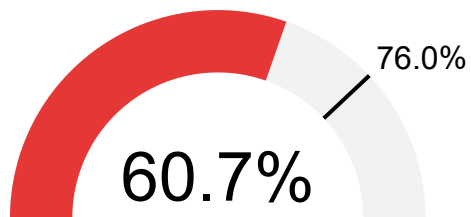


Performance status



Red

Current performance



Direction of travel

Short trend



Q2 2025-26

Long trend



Q3 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, the proportion of older people (65 and over) who are still at home 91 days after discharge from hospital into reablement services is similar to, or higher than, our statistical neighbours

Update note

This measure is an Adult social care outcomes framework (ASCOF) 2D.

Due to internal reporting processes still needing to be established, the figure of 60.7% being reported for Q3 25/26 above is based on client level data returns for the period of Jan 25 to Dec 25, seeing 1054 clients aged 65+ discharged into reablement, of which 640 clients remained in the community 12 weeks after discharge. In 24/25 Medway achieved an outturn of 61.2% based on client level data returns, as can be seen below, 0.5pp above national, although 4.8pp below SE region.

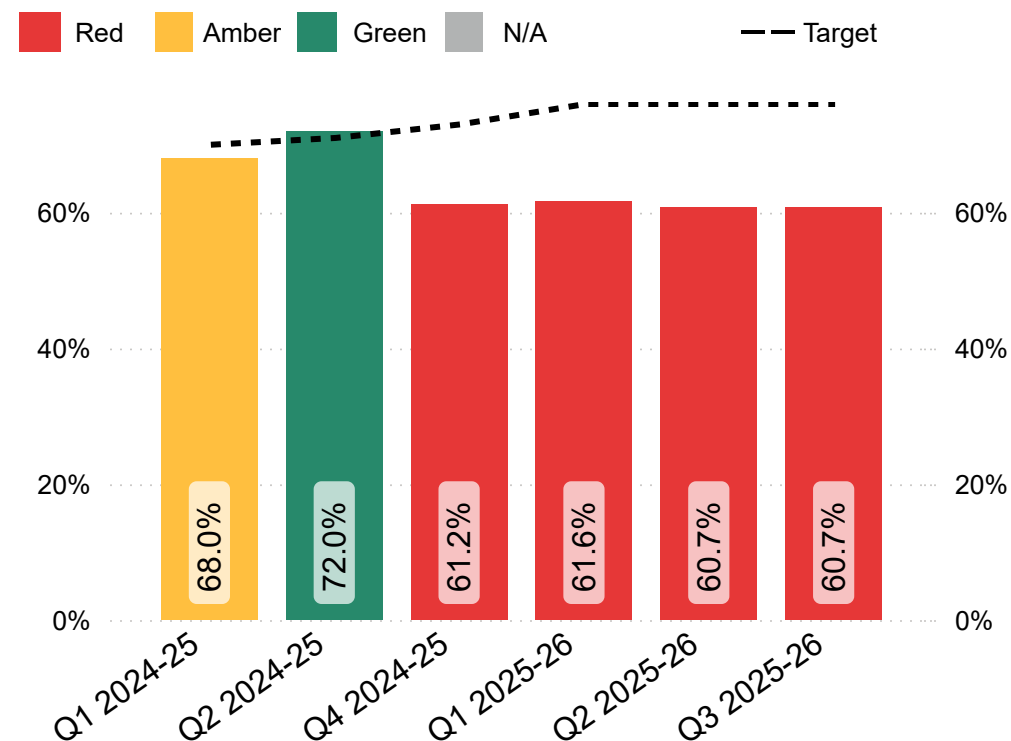
Benchmarking

The 24/25 National outturn that was published in Dec 2025 was 60.7%, Peer Group was 60.7% and the SE region was 66%.

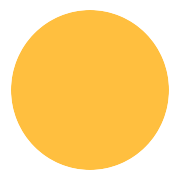
Service comment:

We continue to work as a Health & Social Care System to support people who are ready to be safely discharged from hospital and with community health and care provider partners to provide the most appropriate care and support to enable people to remain at home.

Historic performance

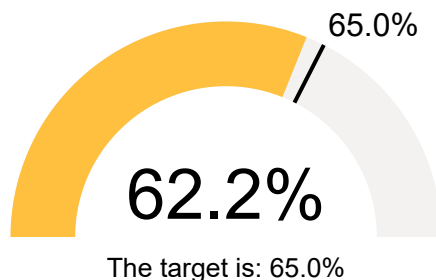


Performance status

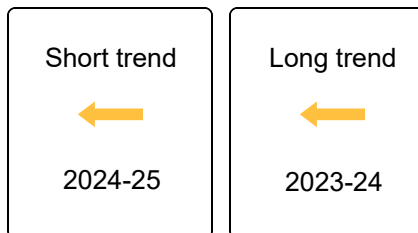


Amber

Current performance



Direction of travel



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 proportion of people who use adult social care services who report that they find it easy to find information about services is statistically higher than the national average.

Update note

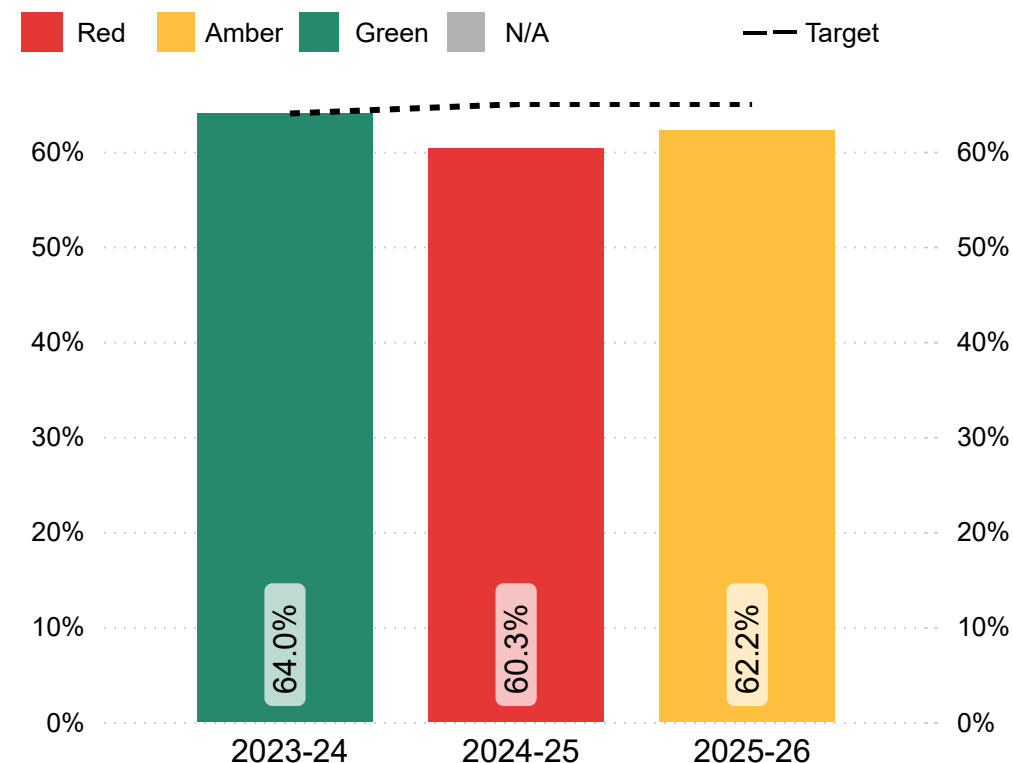
This metric sits within Priority 1, Delivering quality social care and community services, under the sub-priority of helping people in Medway live independent and fulfilled lives into older age. It is reported through ASCOF 3A Part 1.

Provisional 2025/26 Adult Social Care Survey results indicate an outturn of 62.2%, an increase of 1.9 percentage points from 2024/25. National comparisons for 2025/26 will be published later in the year.

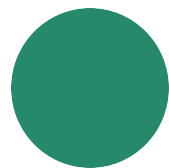
Benchmarking The 2024/25 national outturn was 67.8%, while the South East average was 67.3%.

Work continues to improve access to Adult Social Care information, advice and guidance through digital, face-to-face and community-based approaches. Activity focuses on making information easier to access and understand while ensuring a range of channels are available to meet different needs and preferences. Engagement with residents and carers continues to inform service improvements, and digital innovation is being explored to enhance future information and advice provision. Achievements - During the quarter, Adult Social Care web pages were improved to enhance accessibility and navigation. The "Your Guide to Adult Social Care" booklet was developed and distributed, while engagement activity informed new printed resources. Marketplace events, progress on the Integrated Hubs programme, development of ASC drop-in sessions, and completion of the Beebot proof of concept have strengthened access to information and advice. Work has started to provide materials in different formats and languages. Actions - Work will continue to improve online and printed information, expand access through libraries and community hubs, develop the Integrated Hubs model, review Beebot findings, and ensure future information remains accessible, inclusive and shaped by resident feedback and ongoing community engagement.

Historic performance

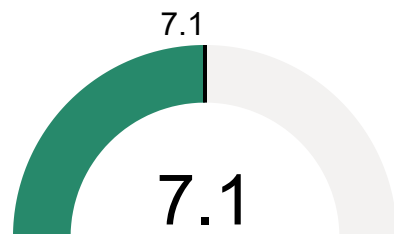


Performance status



Green

Current performance



The target is: 7.1

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, the carer reported quality of life score is statistically similar to, or higher than, the national average

Update note

This metric is part of Priority 1, Delivering quality social care and community services and the sub priority: People in Medway live independent and fulfilled lives into an active older age. This measure is an Adult social care outcomes framework (ASCOF) 1C.

The 2025/26 Survey of Adult Carers has drawn to a close, a provisional figure of 6.9 has been calculated, a potential drop of 0.2 points on 2023/24 and 0.4 points against the 2025/26 target of 7.3. Once the data has been validated and published reporting will be fully updated.

Benchmarking

For 23/24 Medway was 0.2 points lower than national (7.3) and 0.1 points lower than the Southeast (7.2). This would suggest that difference between Medway's outturn and the comparators is not significantly statistically important.

Service comment:

A full review of the current carers offer in Medway has been completed. The project lead has worked with Commissioning, linking in with Carers First and individual carers and carer groups to gain a better understanding of the current offer and whether it is fit for purpose.

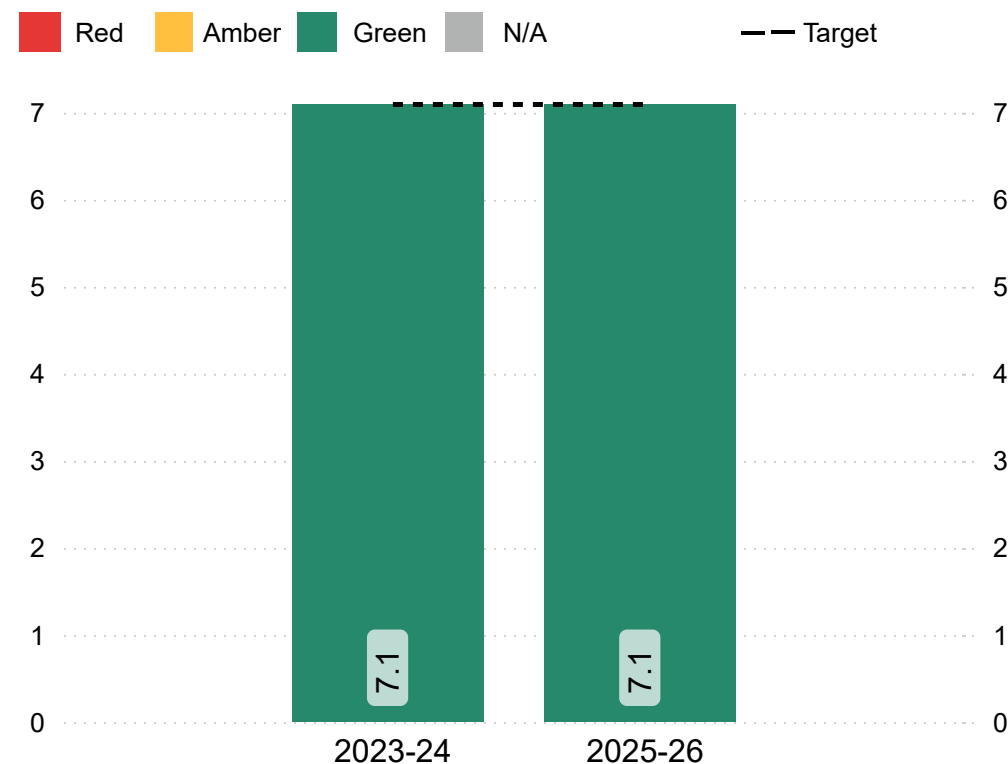
Achievements in the time period (Past/Present):

Carers First are now sitting with the front door in EHP and in Long Term Care & Support services to support staff with carer conversation, assessments, and reviews. A carers panel has been implemented which has broadened the offer available to carers and will ensure consistency and fairness of services to support carers.

Actions going forward (Future):

We are working with partners on increasing the identification of carers; address gaps in current support; support carers to access training and work opportunities; improve contingency planning & services in a crisis; improve digital innovation and accessibility. Work is being actively being undertaken to progress the outsourcing of statutory carers assessments & reviews to Carers First and will initially be trialled through a pilot.

Historic performance



Performance status

Red

Current performance

25.0%

22.3%

The target is: 25.0%

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, the proportion of long-term clients receiving support via a Direct Payment is similar to or better than the national percentage

Update note

This metric sits within Priority 1, Delivering quality social care and community services, under the sub-priority of helping people in Medway live independent and fulfilled lives into older age. It is reported through ASCOF 3D(2A).

The 2025/26 year-end target is 25%. Between Q4 2025/26 and Q1 2026/27, the number of clients receiving a Direct Payment increased from 481 to 484, while the number of social care clients increased from 2,154 to 2,167. This resulted in no overall percentage change, leaving performance at 22.3%, 2.7 percentage points below target.

Benchmarking

The 2024/25 national outturn was 24.5%, the peer group average was 27.2%, and the South East average was 23.7%.

Service Comment

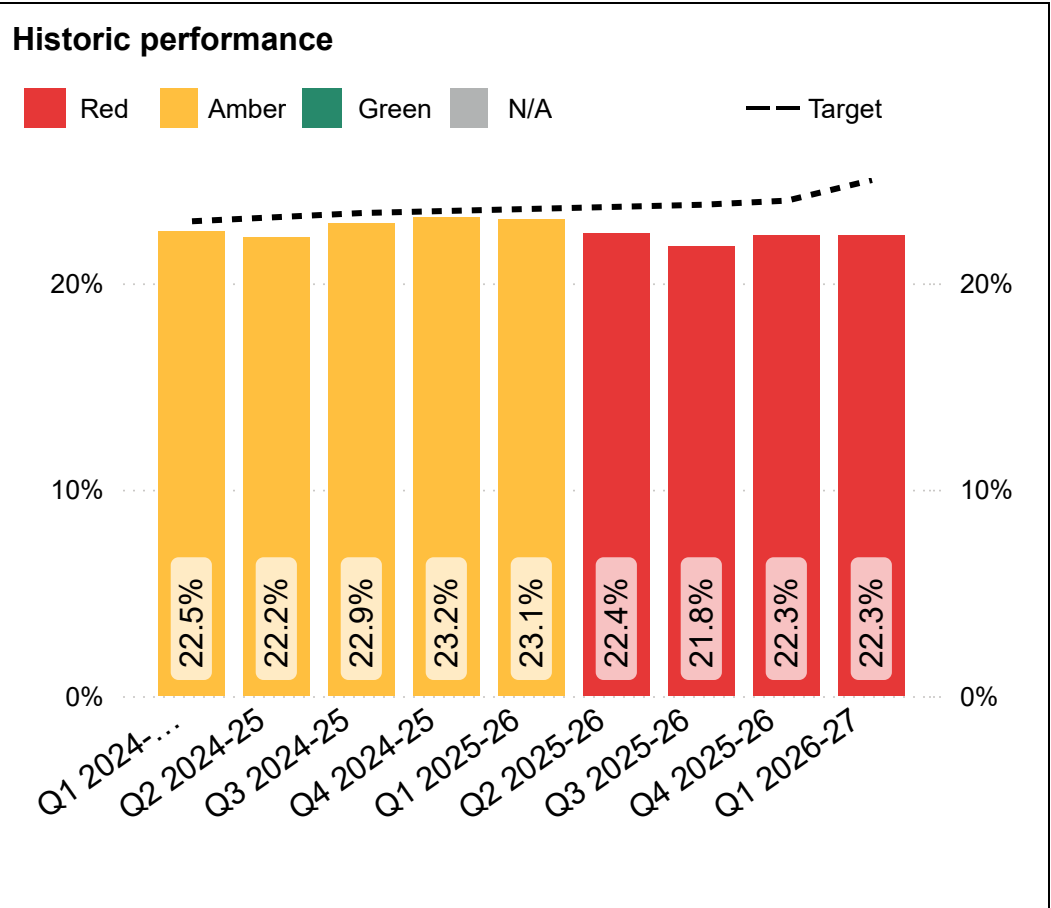
Progress continues to increase awareness and uptake of Direct Payments and Self-Directed Support. Testing of the new Mosaic work step has been successfully completed by SDS and Principal Social Worker teams and is awaiting final guidance before implementation.

Achievements

SDS Coordinators have continued supporting workforce development through team meetings, question-and-answer sessions and Practice Guidance Sessions. These activities have increased awareness of Direct Payments and alternative support options. Early feedback from the UKCIL pilot has been positive, indicating improved recruitment outcomes for Personal Assistant vacancies and potential cost savings for larger care packages.

Actions Going Forward

The Direct Payment leaflet is due to be published online following final review. Updated Direct Payment Terms and Conditions have been incorporated into the council website. Priority work will focus on implementing the new Mosaic process, maintaining timely referrals, reducing Direct Payment setup times, and sustaining performance improvements, with no waiting list currently held by the SDS Team.





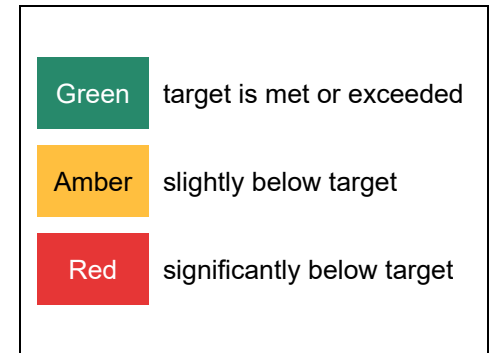
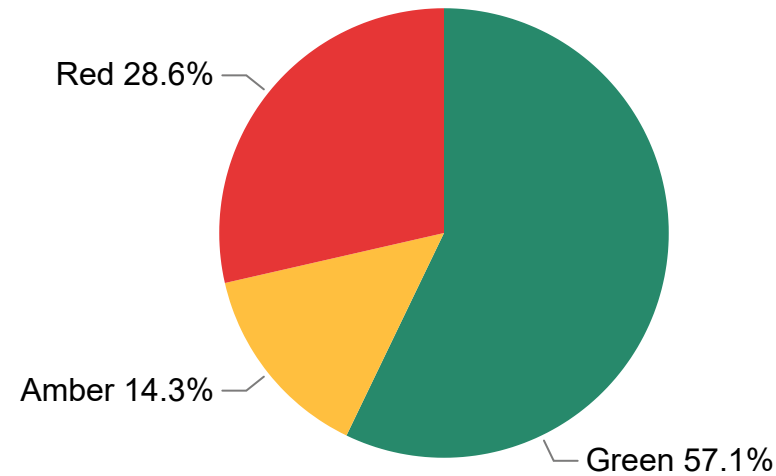
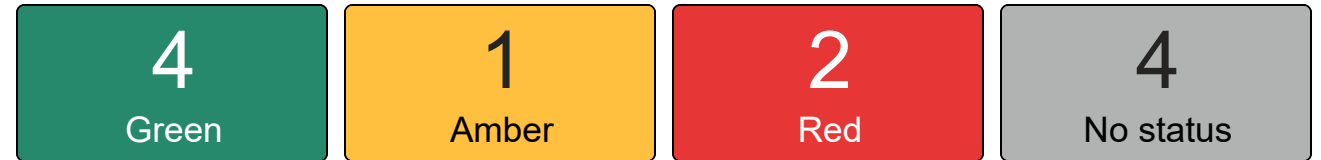
Improving health and wellbeing for all



- Empowering people to achieve good health and wellbeing through prevention, with access to local activities and services that will enable and support them to lead independent, active and healthy lifestyles.
- Support families to give their children the best start in life.
- Work collaboratively to grow participation year on year in recreational play, sport and physical activity as a means of promoting improved physical and mental health and wellbeing.
- Work in partnership with communities and organisations to address the issues that negatively affect health and wellbeing, making sure everyone has the opportunity to live long, healthy lives.

Summary of performance Priority 4

There are 11 indicators for Priority 4. 7 indicators have data reported for this quarter. There are 4 indicators which have no data reported for this quarter, for which no indicator status could be determined.



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, the proportion of adults (18+ years) who are self-reported smokers is statistically similar to, or lower than, the England average (comparing England and Medway values in 2026).
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Update note

By 2027/28, the proportion of adults (18+ years) who are self-reported smokers will be statistically similar to, or lower than, the England average (comparing England and Medway values in 2026).

This data is reported a year in arrears and comes from the Office for Health Improvement and Disparities, based on data from the Office for National Statistics. The value for 2025/26 will be available in December 2026.

Smoking prevalence in Medway for 2024/25 was 11.2%, which meets the target of being statistically similar to England, a value of 10.4%. Medway had a 3-year average of 10.4% which is similar to the England average of 10.9% for the same period. Medway's smoking prevalence has continued to decline since 2011.

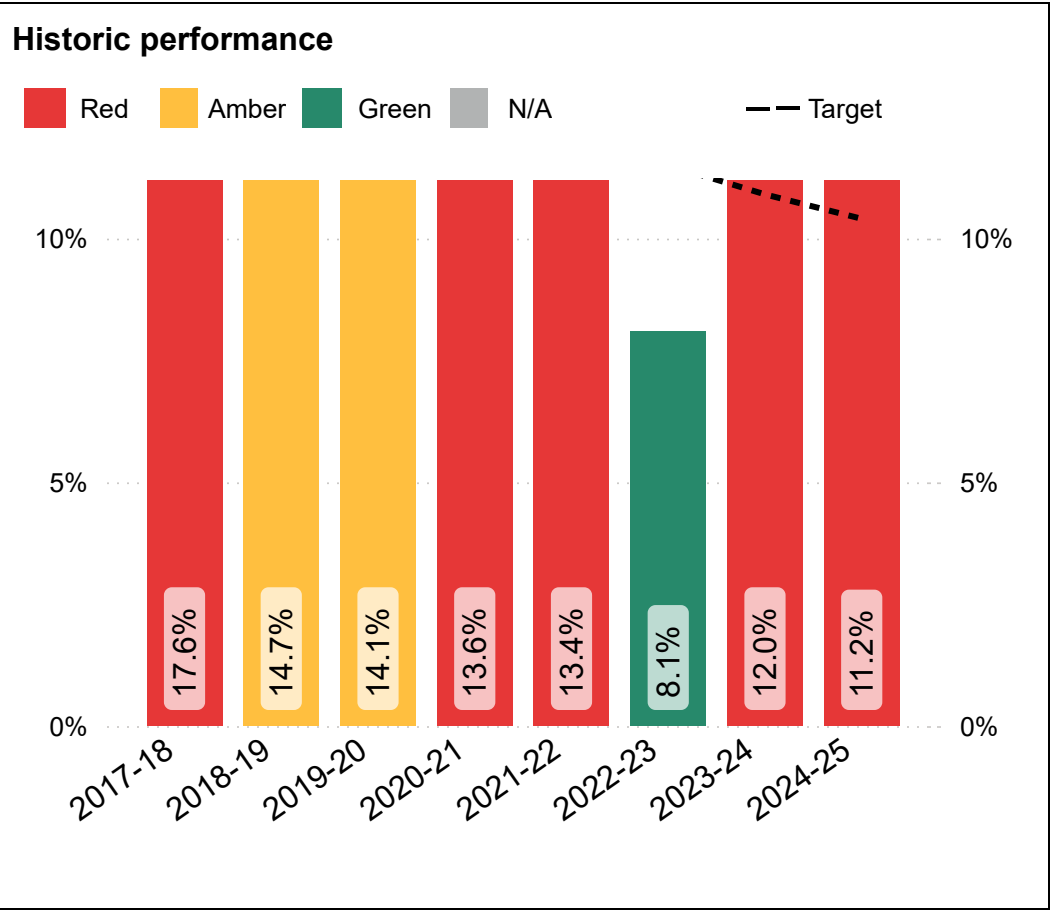
The conditions of the ringfenced Stop Smoking Grant are to treat 5% of the smoking population based upon the 3-year average prevalence.

Achievements

- For 2025/26, there were 1,440 Quit Dates Set and 753 people quit smoking, a 53% success rate.
- The Allen Carr EasyWay Stop Smoking Service is proving successful with continued sign up throughout 2026/27.
- Service Level Agreements for Level 2 Smoking Cessation delivery have been rolled out across primary care and pharmacies.

Actions

- A continued focus on treating target demographics for stop smoking in areas of high prevalence and workplaces.
- Development of a 'stop before the op' offer with Medway Foundation Trust.



Performance status	Current performance	Direction of travel		Indicator description
an update has not been provided for this period	an update has not been provided for this period	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	By 2027/28, the percentage of adults (18+) classified as overweight or obese is the same as or below 65%.

Update note

By 2027/28, the percentage of adults (18+) classified as overweight or obese is the same as or below 65%. This data comes from the Office for Health Improvement and Disparities and is based on data from Sport England.

The latest value for Medway is 68.0% in 2024/25, which is statistically similar to England (64.6%) and to the 2026/2027 target of 65.5%. As this indicator is reported two years in arrears, current service activity gives a timelier indication of future performance. Demand for adult weight management services remains high, reflecting ongoing need within the population.

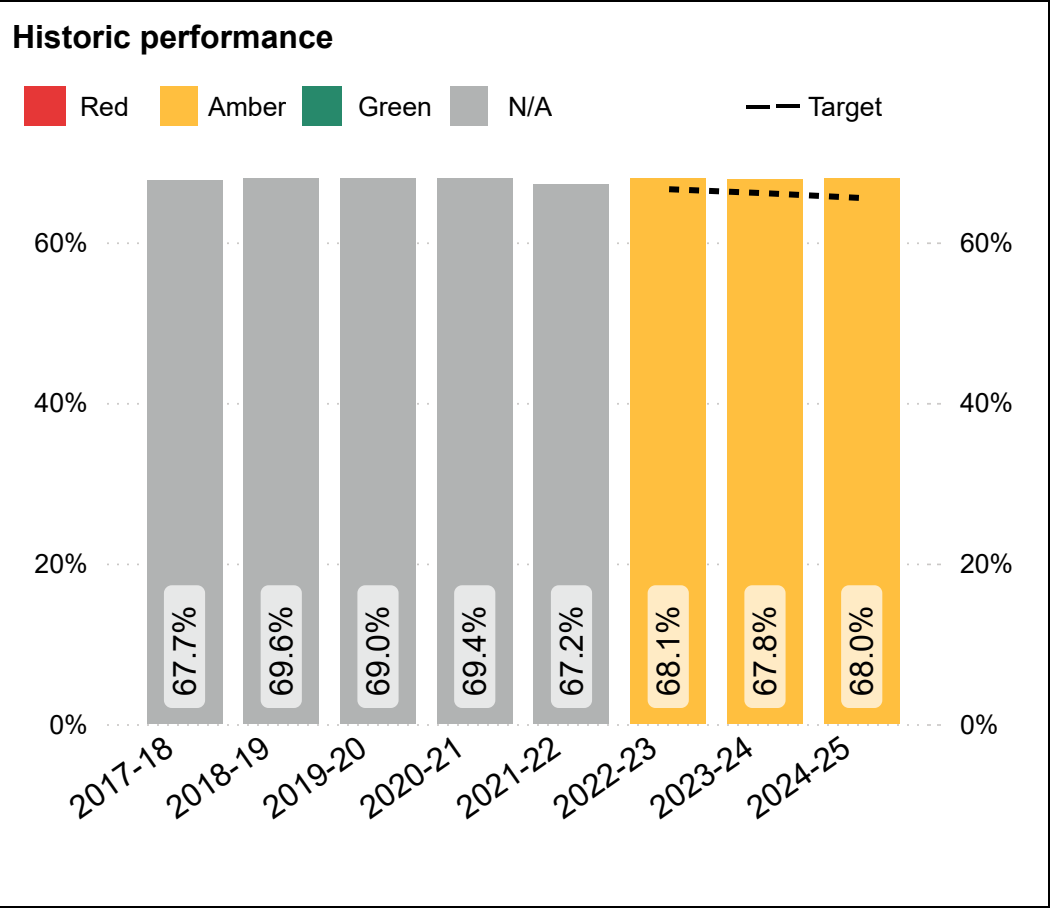
Eight Healthy Way courses were delivered in Q1 2026/27, and four new facilitators were recruited and trained to increase future capacity.

Healthy Way Community (HWC) delivered two courses, with 70% and 100% of completers respectively achieving weight loss. Four community organisations were recruited and trained to support future delivery.

Healthy Way Plus (HW+) was strengthened after evaluation findings, with revised content, new referral processes, and additional facilitator recruitment.

Additional Healthy Way, HWC and HW+ courses are planned from September 2026. A new virtual weight management contract will widen access to support for residents.

BumpClub had 227 attendances and 454 miles walked this quarter, helping pregnant women and new parents stay active and connected. Family Hub staff are supported to deliver new BumpClub walks, and community partnerships will continue to expand delivery into priority groups.



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, the proportion of people who report “high” or “very high” levels of life satisfaction will be similar or higher compared to the England average.
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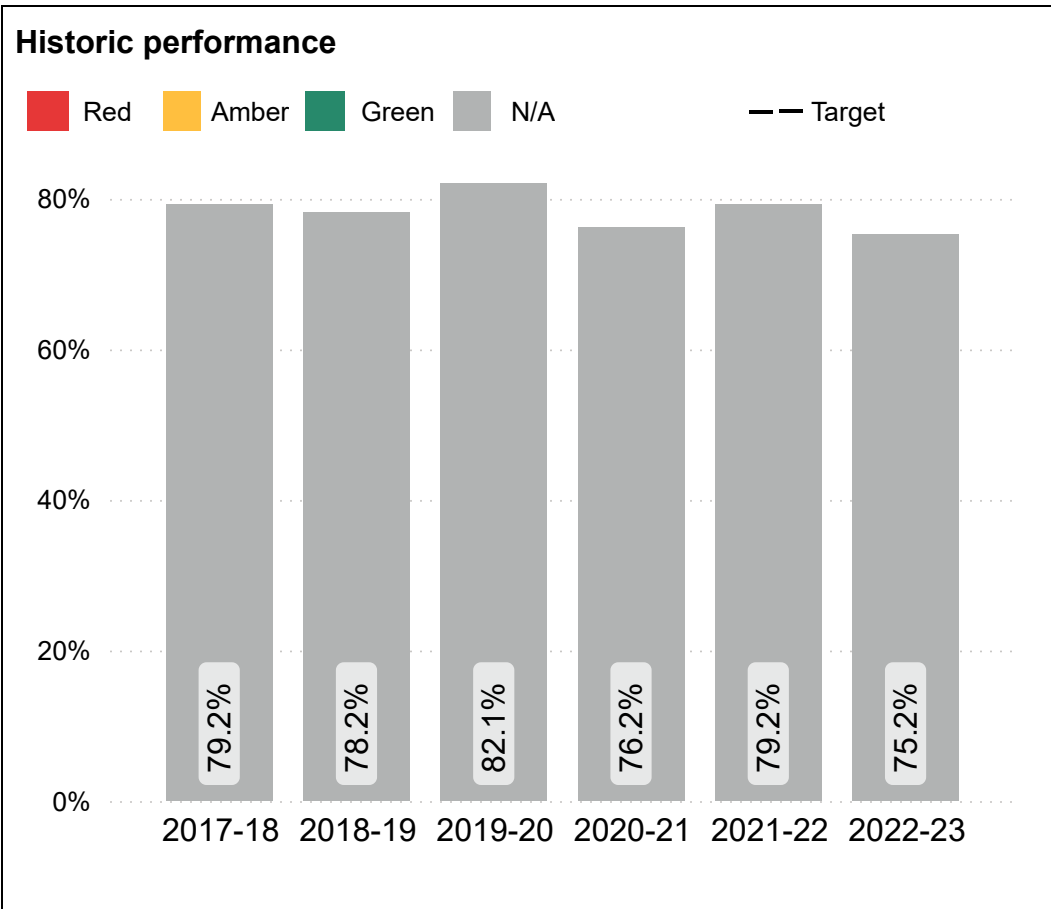
Update note

By 2027/28, the proportion of people who report “high” or “very high” levels of life satisfaction will be similar or higher compared to the England average.

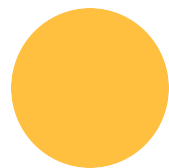
This data comes from the Annual Population Survey (APS) and the Office for National Statistics. The data for 2023/24 has not been released yet. Data from the APS 2022/23 suggests that 75.2% of people reported “high” or “very high” levels of life satisfaction.

All Public Health interventions and actions intend to support people to have better health outcomes and address health inequalities. These often take years to show improvements on a population level and are influenced by policies outside council control which may affect life satisfaction, such as benefit entitlements or wider public services. Self-reported health, marital status and economic activity have the strongest associations with how positively we rate our life satisfaction.

The new three-year contract for Medway Men in Sheds started on 1st April 2026. The service will expand to help an extra 100 people, including a women’s shed group. In Q1 2026/27, Better Mental Health and Suicide Prevention grant funding from Kent & Medway Suicide Prevention programme was awarded to 12 projects for the county. Three of these are based specifically in Medway, including a new council housing tenants association group to reduce anxiety, isolation and improve life satisfaction.

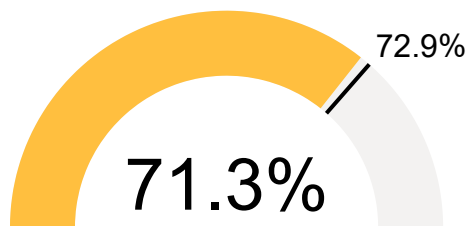


Performance status



Amber

Current performance



The target is: 72.9%

Direction of travel

Short trend



2024-25

Long trend



2023-24

The reporting frequency for this indicator is: annually

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 proportion of the population aged 60 to 74 screened for bowel cancer will be similar or higher compared to the national average.

Update note

By 2027/28, the proportion of the population aged 60 to 74 screened for bowel cancer will be similar or higher compared to the national average.

This data comes from the Office for Health Improvement and Disparities and is based on data from NHS England. Data for 2026 will be available in February 2027.

Since 2020/21, the coverage in Medway has been above 60%, with the latest value for 2025 at 71.3% which is statistically worse than England's value of 72.9%. The NHS Long Term Plan targets 75% of cancers diagnosed at stages one or two by 2028.

Bowel screening supports Priority Theme One of the Joint Local Health and Wellbeing Strategy: "Healthier, Longer Lives for Everyone." It is offered to residents aged 50-74 every two years.

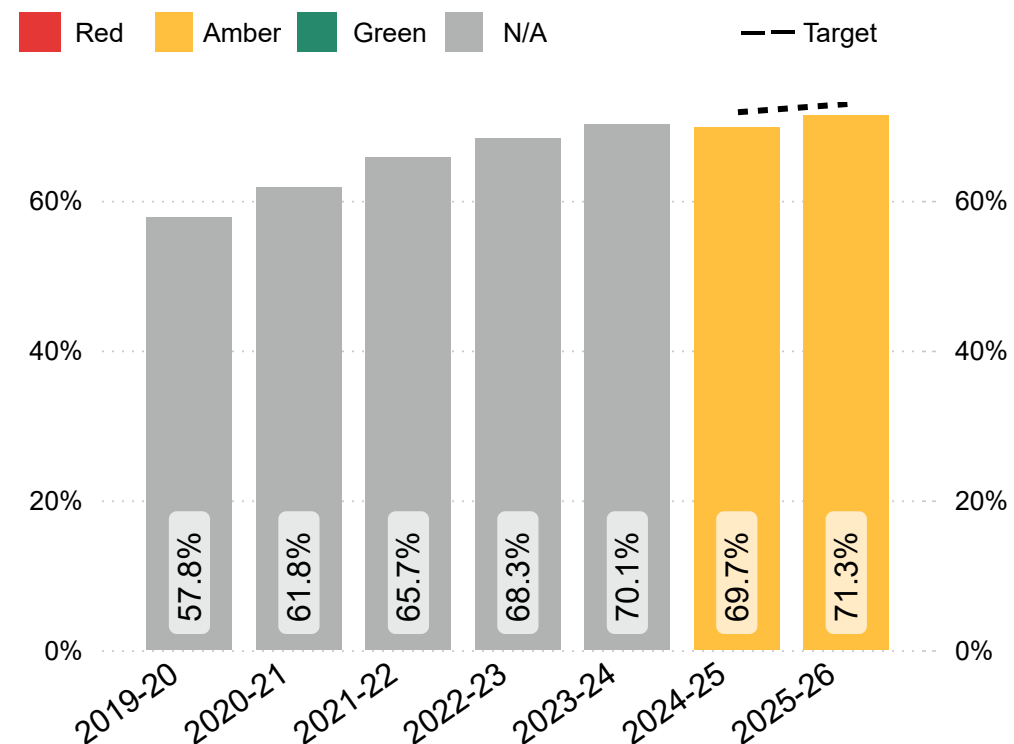
Achievements

In Q1 we have been continuing to share and build on the bowel cancer screening inequalities analysis conducted in 2025 by a public health registrar. This has meant working with Voluntary, Community, and Social Enterprise organisations on a proposal to generate insights on the barriers to reaching the lowest uptake groups.

Actions

Our next steps this year include moving forwards with the insights proposal by holding focus groups in Medway. These aim to improve our understanding around non-participation and will inform our communications and health promotion campaigns. We are also looking to connect with some of the lower performing Primary Care Networks (PCN's) to understand how we can work with GPs to improve uptake.

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 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, the percentage of physically active adults will have increased to 69%.
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Update note

By 2027/28, the percentage of physically active adults will have increased to 69%. The incremental target for 2024/25 is 67.5%.

This data comes from the Office for Health Improvement and Disparities and is based on data from Sport England.

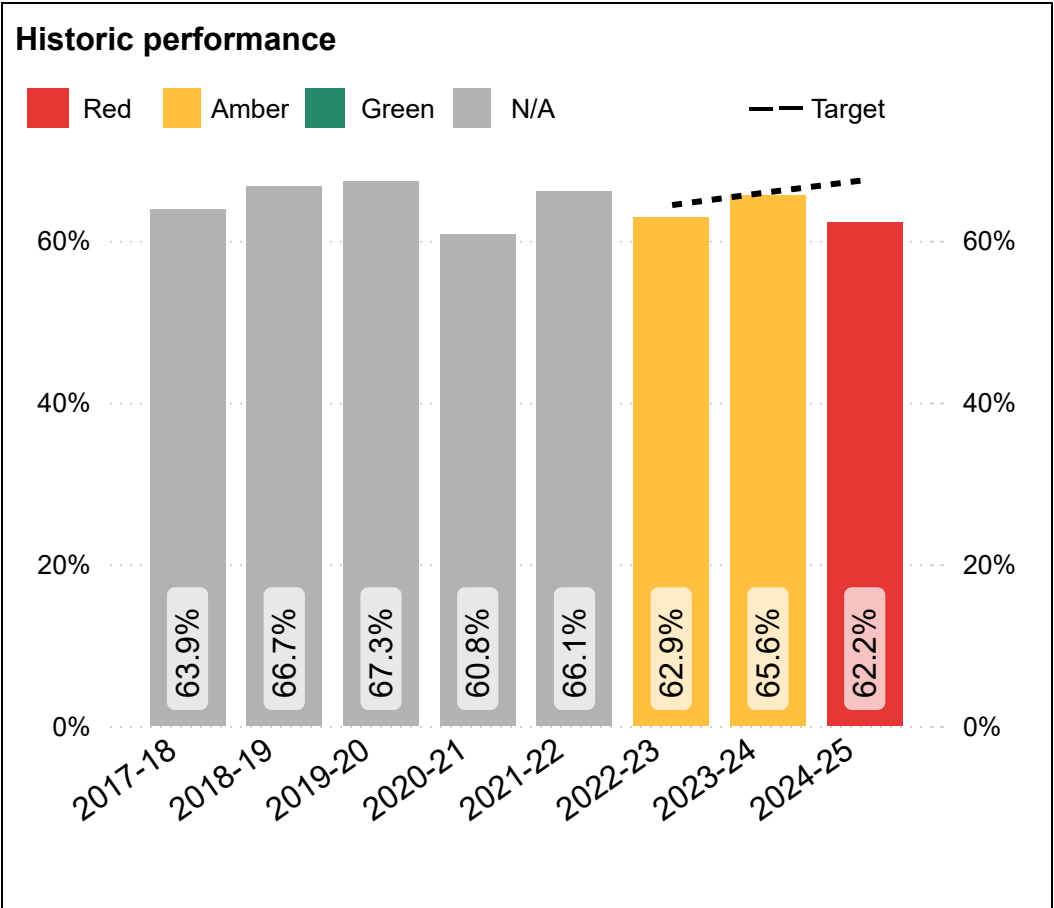
The latest value for Medway is 62.2% in 2024/25, which is statistically worse compared to England and to this financial year's target of 67.5%.

Achievements:

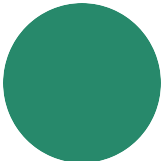
- Work is progressing with Active Kent and Medway and wider partners to create a bid for a second round of Place Based Partnership funding using the evidence collected from the test and Learn sessions.
- 80 stakeholders from across different sectors attended the Physical Activity Alliance at Lordswood Leisure Centre.
- In 2025/26, 645 residents attended the Primary Falls Prevention service, known as FaME (Falls Management Exercise). Implementation on the service plan for 2026/27 is underway.

Actions:

- Plan for next Physical Activity Alliance.
- Development of a Physical Activity Needs Assessment.

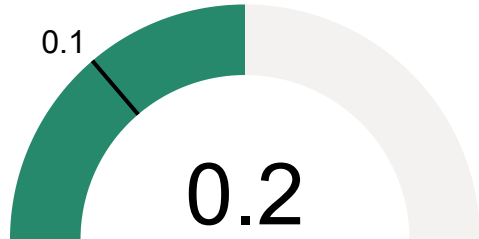


Performance status



Green

Current performance



0.2

The target is: .1

Direction of travel

Short trend

--

2022-23

Long trend

--

2021-22

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, reduce the life expectancy gap between Medway and England by 0.11 years for females (data reported: 2023–25).

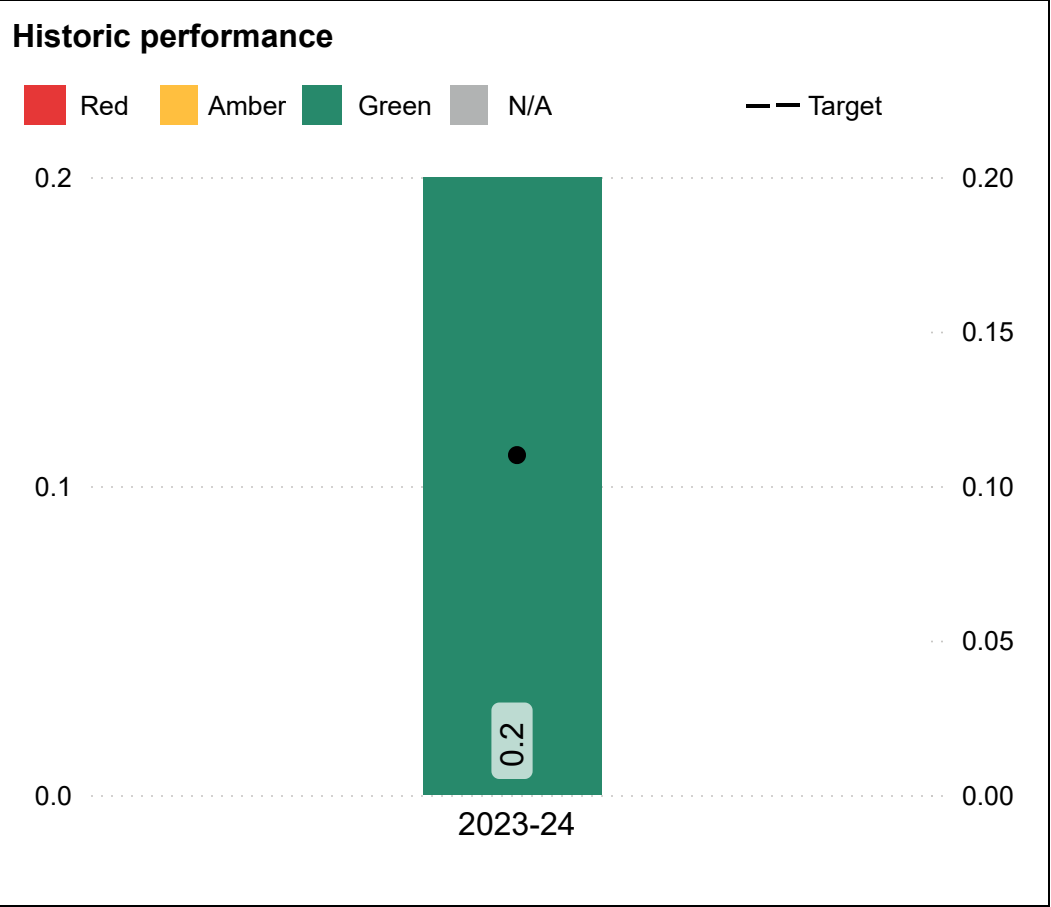
Update note

By 2027/28, reduce the gap in female life expectancy between Medway and England by 0.1 years, to achieve our Medway Marmot Place aim by 2035. The incremental target for 2023 - 25 is a 0.1 year reduction of the gap, based on the baseline gap of 1 year.

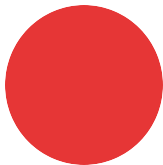
This performance indicator is reported 3 years in arrears. The data is taken from the Office for Health Improvement and Disparities and is based on data from the Office for National Statistics. Female life expectancy in Medway was 82.7 years in 2023–25, a gap of 0.8 years from England's average of 83.5 years. This is a reduction of 0.2 years from the baseline gap of 1 year, exceeding this year’s targeted reduction of 0.11 years.

Everything that Medway Council and the NHS do has an overarching aim to increase life expectancy. More than 105,000 Medway residents used a frontline Public Health service in the last year. In Quarter 1 (Q1) 2026/27, Public Health commissioned a new adult weight management service. This will help a further 500 adults reach a healthier weight through a digital programme. In addition, a new ‘Women in Sheds’ group was launched to support health and wellbeing in the community. The team has also worked with NHS partners to develop a cardiovascular disease (CVD) prevention programme, funded by NHS England. The programme will focus on at risk communities and help people lower their risk of developing CVD.

In Q1, the Medway Marmot Programme published an independent report by the Institute of Health Equity. The report was informed by engagement with a wide range of local partners. A Medway Health Inequalities Services Map was also published to help services work together more effectively and identify gaps in support. Marmot priorities for Q2 include improving the services map, identifying ways to reduce health inequalities, and strengthening partnerships to improve health outcomes for local people.



Performance status



Red

Current performance



Direction of travel

Short trend



2022-23

Long trend



2021-22

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, reduce the life expectancy gap between Medway and England by 0.11 years for males (data reported: 2023–25)

Update note

By 2027/28, reduce the gap in male life expectancy between Medway and England by 0.11 years, to achieve our Medway Marmot Place aim by 2035. The incremental target for 2023 - 25 is a 0.11 year reduction of the gap, based on the baseline gap of 1.1 year.

This performance indicator is reported 3 years in arrears. The data is taken from the Office for Health Improvement and Disparities and is based on data from the Office for National Statistics. Life expectancy in Medway for males was 78.6 years in 2023–25, a gap of 1.1 years from England's average of 79.7 years. There has been no reduction from the baseline gap of 1.1 years, not meeting this year's target of 0.11 years.

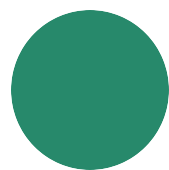
Everything that Medway Council and the NHS do has an overarching aim to increase life expectancy. More than 105,000 Medway residents used a frontline Public Health service in the last year. In Quarter 1 (Q1) 2026/27, Public Health commissioned a new adult weight management service. This will help a further 500 adults reach a healthier weight through a digital programme. The team has also worked with NHS partners to develop a cardiovascular disease (CVD) prevention programme, funded by NHS England. The programme will focus on at risk communities and help people lower their risk of developing CVD.

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Historic performance

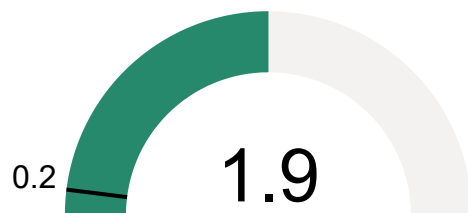


Performance status



Green

Current performance



The target is: .2

Direction of travel

Short trend

--

2021-22

Long trend

--

2020-21

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, reduce the healthy life expectancy gap between Medway and England by 0.3 years for females (data reported: 2023–25).

Update note

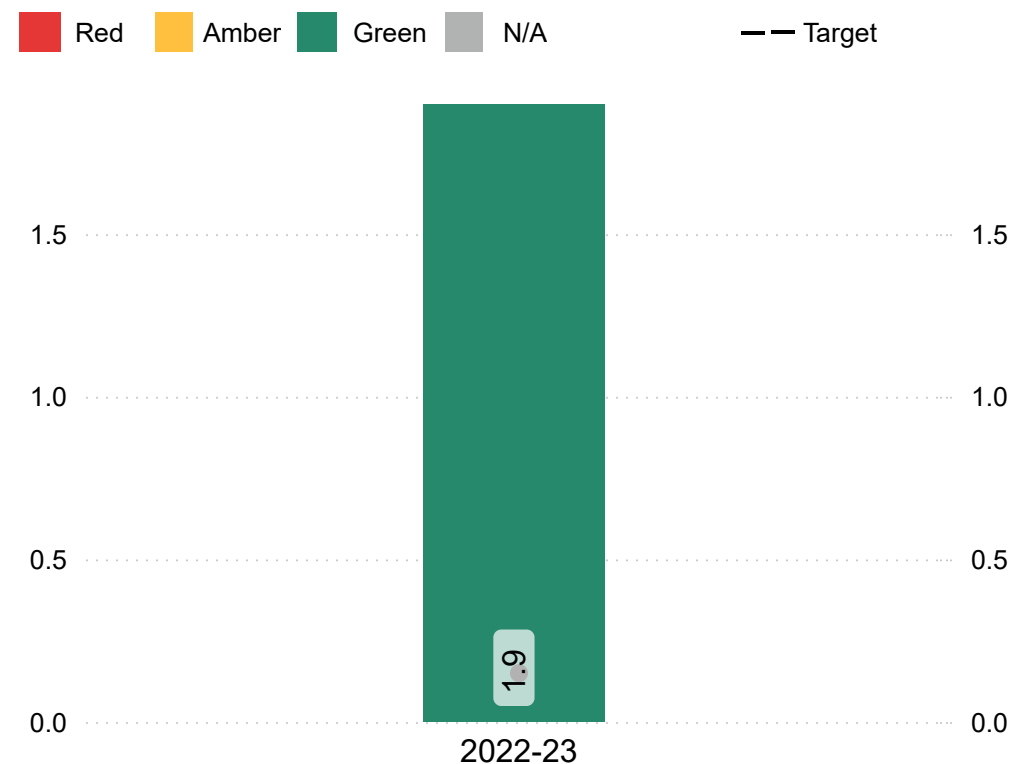
By 2027/28, reduce the gap in female healthy life expectancy between Medway and England by 0.3 years, to achieve our Medway Marmot Place aim by 2035. The incremental target for 2022 - 24 is a 0.15 year reduction of the gap, based on the baseline gap of 3 years.

Healthy life expectancy at birth is the average number of years a person would expect to live in good health. Cancer, mental ill health and heart and circulatory diseases are some of the main causes of poor health in England. Female healthy life expectancy in Medway was 60.2 years in 2022 – 24, a gap of 1.1 years from England's average of 61.3 years. This is a reduction of 1.9 years from the baseline gap of 3 years, exceeding this year's targeted reduction of 0.15 years.

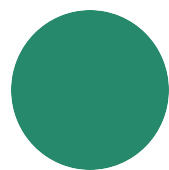
More than 105,000 Medway residents used a frontline Public Health service in the last year. In Quarter 1 (Q1) 2026/27, Public Health commissioned a new adult weight management service. This will help a further 500 adults reach a healthier weight through a digital programme. The team has also worked with NHS partners to develop a cardiovascular disease (CVD) prevention programme, funded by NHS England. The programme will focus on at risk communities and help people lower their risk of developing CVD.

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Historic performance

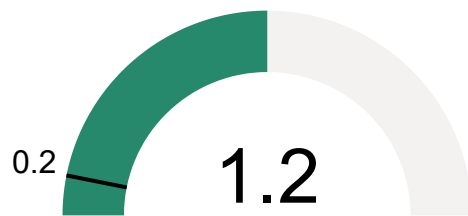


Performance status



Green

Current performance



The target is: .2

Direction of travel

Short trend

--

2021-22

Long trend

--

2020-21

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, reduce the healthy life expectancy gap between Medway and England by 0.3 years for males (data reported: 2023–25).

Update note

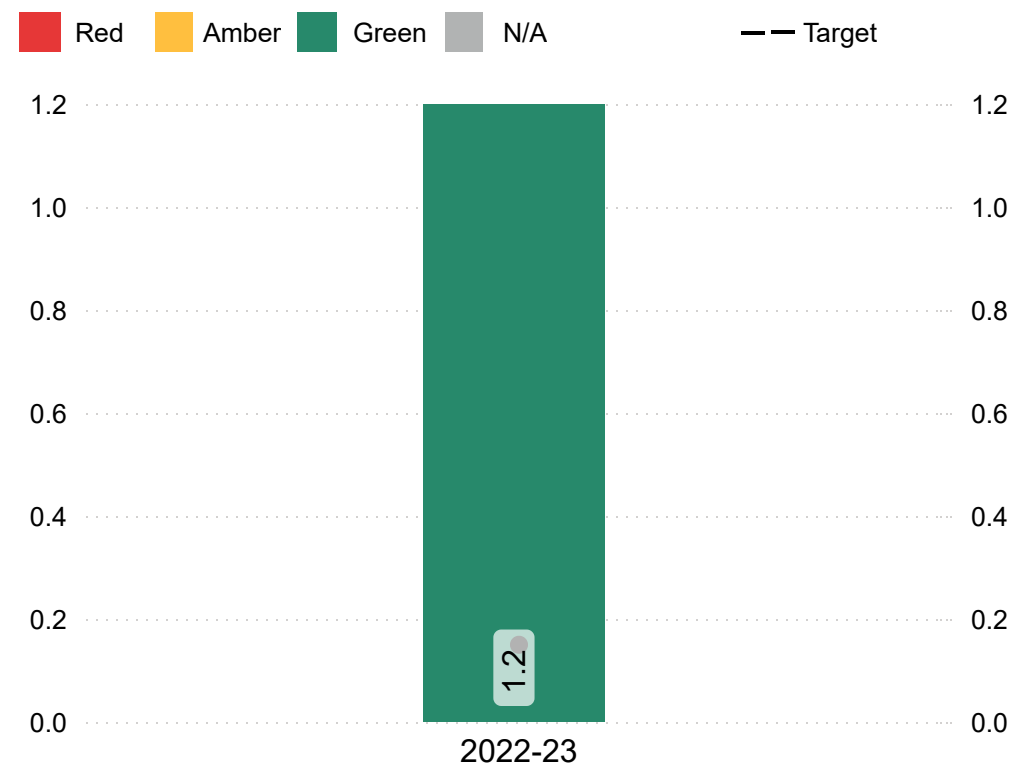
By 2027/28, reduce the gap in male healthy life expectancy between Medway and England by 0.3 years, to achieve our Medway Marmot Place aim by 2035. The incremental target for 2022 - 24 is a 0.15 year reduction of the gap, based on the baseline gap of 3.1 years.

Healthy life expectancy at birth is the average number of years a person would expect to live in good health. Cancer, mental ill health and heart and circulatory diseases are some of the main causes of poor health in England. Male healthy life expectancy in Medway was 59 years in 2022 – 24, a gap of 1.9 years from England's average of 60.9 years. This is a reduction of 1.2 years from the baseline gap of 3.1 years, exceeding this year's targeted reduction of 0.15 years.

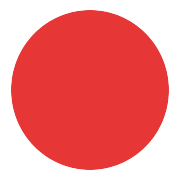
More than 105,000 Medway residents used a frontline Public Health service in the last year. In Quarter 1 (Q1) 2026/27, Public Health commissioned a new adult weight management service. This will help a further 500 adults reach a healthier weight through a digital programme. The team has also worked with NHS partners to develop a cardiovascular disease (CVD) prevention programme, funded by NHS England. The programme will focus on at risk communities and help people lower their risk of developing CVD.

In Q1, the Medway Marmot Programme published an independent report by the Institute of Health Equity. The report was informed by engagement with a wide range of local partners. A Medway Health Inequalities Services Map was also published to help services work together more effectively and identify gaps in support. Marmot priorities for Q2 include improving the services map, identifying ways to reduce health inequalities, and strengthening partnerships to improve health outcomes for local people.

Historic performance



Performance status



Red

Current performance



The target is: .4

Direction of travel

Short trend

--

2021-22

Long trend

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2020-21

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 (2023-25), reduce the gap in life expectancy between the best- and worst-off areas in Medway by 0.84 years for females.

Update note

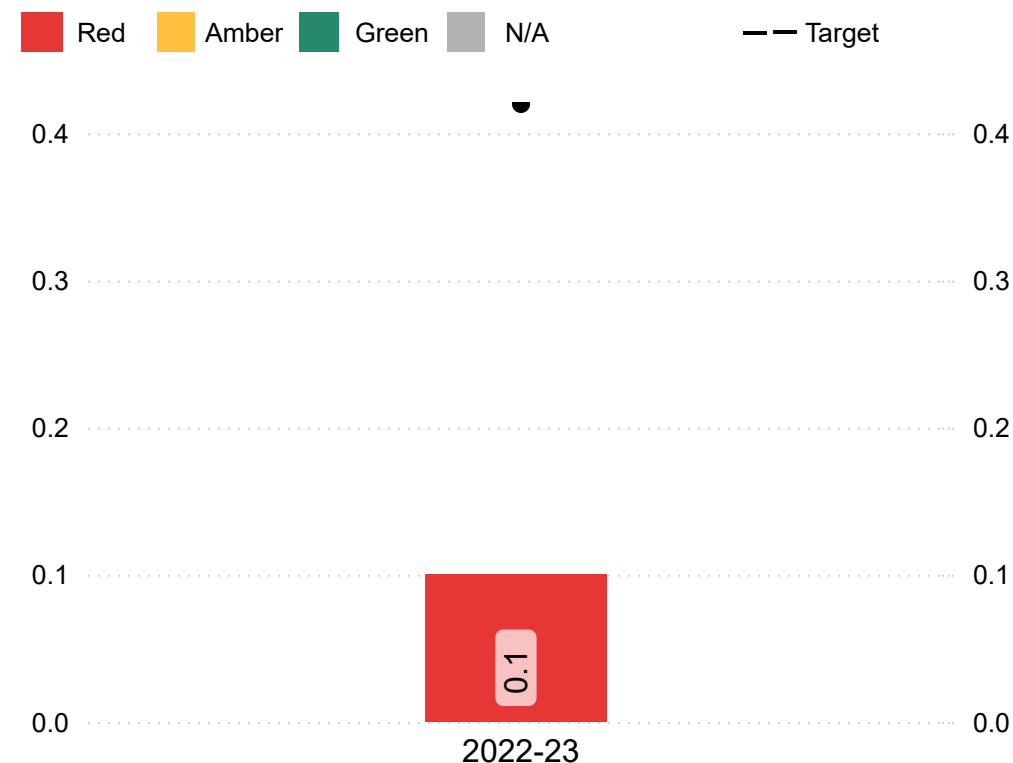
By 2027/28, reduce the gap in life expectancy between the best and worst off areas in Medway by 0.84 years for females, to achieve our Medway Marmot Place aim by 2035. Life expectancy is an important measure of health and wellbeing. It can vary between different groups of people and areas, influenced by factors throughout the life course that affect health. These differences can cause inequalities in life expectancy, often measured using levels of deprivation.

The inequality in female life expectancy at birth in Medway was 8.3 years in 2022 - 24, representing a reduction of 0.1 years from the baseline inequality of 8.4 years in 2021 - 23. The reduction is below this year's targeted decrease of 0.42 years. Nationally, the inequality in female life expectancy between the most and least deprived areas was 8.0 years; Medway's inequality of 8.3 years places it in the second worst quintile nationally.

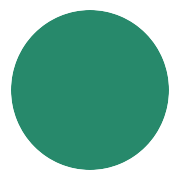
Tackling health inequalities in Medway is a key ambition of the Medway Marmot programme. An independent report by the Institute of Health Equity was published in Q1 2026/27. The report was informed by feedback from local partners and sets out recommendations to help reduce health inequalities and improve residents' health and wellbeing.

An initial Medway Health Inequalities Services Map was also published. This helps professionals identify local services that support people facing health inequalities and highlights opportunities to improve services and partnership working. Marmot priorities for Q2 include further developing the services map and identifying effective ways to reduce health inequalities. The programme will continue to work closely with partners to support shared priorities and improve health outcomes for local people.

Historic performance



Performance status



Green

Current performance



Direction of travel

Short trend

--

2021-22

Long trend

--

2020-21

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 (2023-25), reduce the gap in life expectancy between the best- and worst-off areas in Medway by 1.16 years for males.

Update note

By 2027/28, reduce the gap in male life expectancy between the best and worst off areas in Medway by 1.16 years, to achieve our Medway Marmot Place aim by 2035.

Life expectancy is an important measure of health and wellbeing. It can vary between different groups of people and areas, influenced by factors throughout the life course that affect health. These differences can cause inequalities in life expectancy, often measured using levels of deprivation. The inequality in male life expectancy at birth in Medway was 10.5 years in 2022 - 24, representing a reduction of 1.1 years from the baseline inequality of 11.6 years in 2021 - 23. The reduction is above this year's targeted decrease of 0.58 years. Nationally, the inequality in male life expectancy between the most and least deprived areas was 10.4 years; Medway's inequality of 10.5 years places it in the second worst quintile nationally.

Tackling health inequalities in Medway is a key ambition of the Medway Marmot programme. An independent report by the Institute of Health Equity was published in Q1 2026/27. The report was informed by feedback from local partners and sets out recommendations to help reduce health inequalities and improve residents' health and wellbeing.

An initial Medway Health Inequalities Services Map was also published. This helps professionals identify local services that support people facing health inequalities and highlights opportunities to improve services and partnership working.

Marmot priorities for Q2 include further developing the services map and identifying effective ways to reduce health inequalities. The programme will continue to work closely with partners to support shared priorities and improve health outcomes for local people.

Historic performance

