

ONE MEDWAY COUNCIL PLAN

2024/28

Proud to be Medway

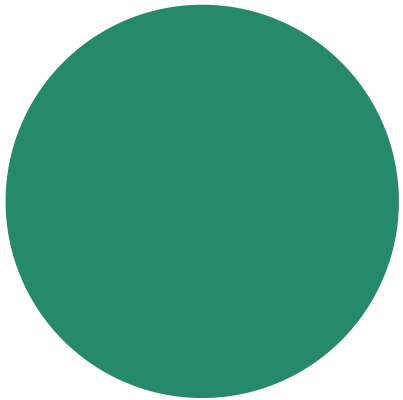
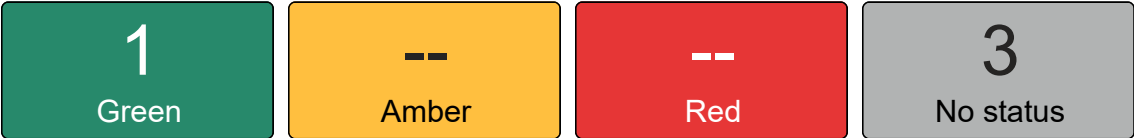


Performance Report Business Support O&S

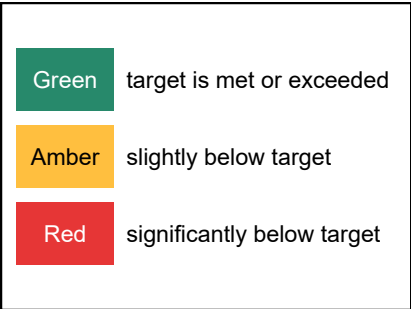
Q1 2026/27

Summary of performance

There are 4 indicators for the One Medway Council Plan. 1 indicator has data reported for this quarter. There are 3 indicators which have no data reported for this quarter, for which no indicator status could be determined.



Green 100.0%



Priority	All indicators	Green	Amber	Red	No status
Priority 3	4	1			3
Total	4	1			3

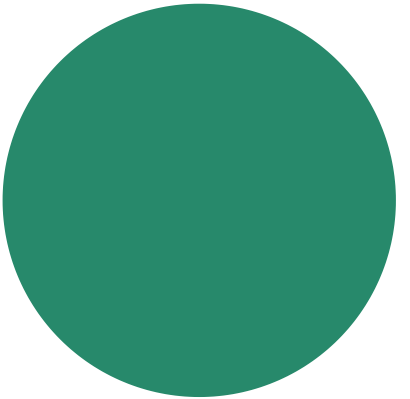
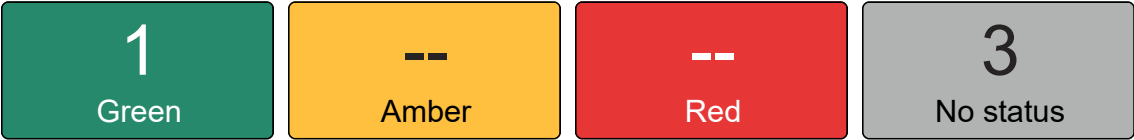


Enjoying clean, green, safe and connected communities

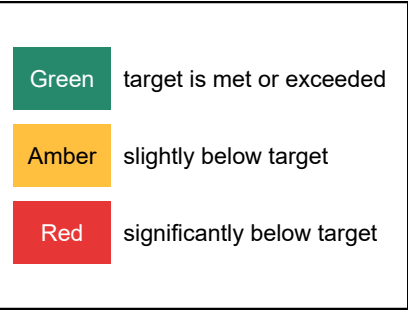
- Create child-friendly communities which ensure all people in Medway will feel safe and live free from harm and abuse.
- Celebrating the individuality of all parts of the Medway community, ensuring services, events and activities reflect and support the diverse communities of Medway.
- Provide improved 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 4 indicators for Priority 3. 1 indicator has data reported for this quarter. There are 3 indicators which have no data reported for this quarter, for which no indicator status could be determined.



Green 100.0%





OMCP 3.15 | Reduction in incoming telephone calls to Medway Council

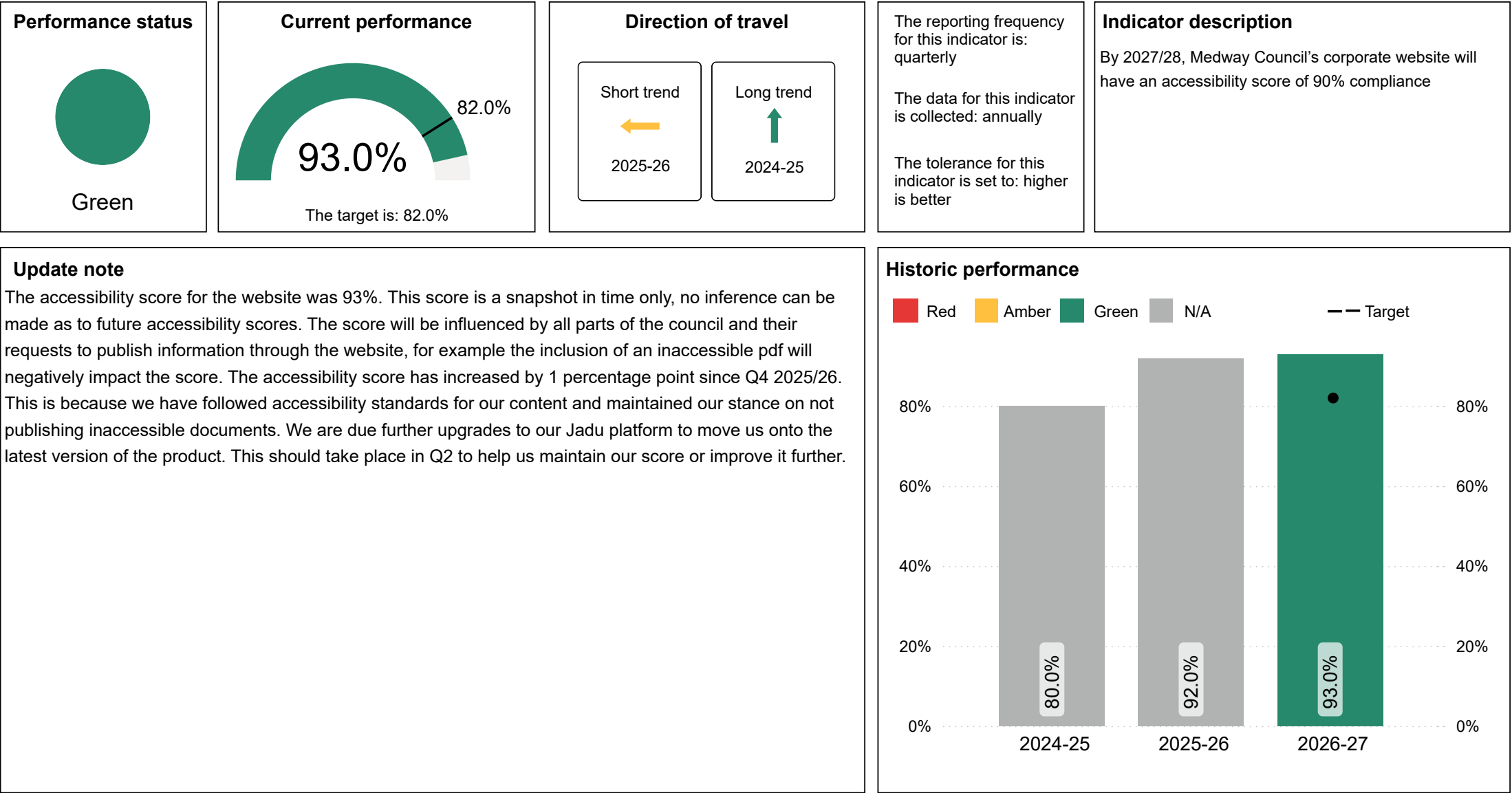
Q1 2026-27

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: lower is better	Indicator description By 2027/28, achieve a 50% reduction in incoming telephone calls to Medway Council									
Update note Calls delivered in Q1 totalled 76,658 across all phone lines. Compared with Q1 2025/26, demand decreased slightly by 582 calls (1%). While this reduction is modest, it continues the trend of call volumes being maintained at a lower overall level. Compared with the previous quarter, call volumes increased by 1,054 calls from 75,604 in Q4 2025/26. Historically, there is no consistent pattern between Q4 and Q1 volumes, with demand varying year-on-year due to a range of factors. However, Q1 2026/27 saw a significant increase in waste-related calls, which rose by 1,999 calls compared with Q4 2025/26 and by 951 calls compared with Q1 2025/26. This increase may have been influenced by initial issues following the introduction of the new online waste forms. Without this additional demand, overall call volumes may have shown a larger reduction compared with the same period last year.			Historic performance Red Amber Green N/A -- Target <table><tr><th>Period</th><th>Performance</th><th>Value</th></tr><tr><td>2024-25</td><td>Amber</td><td>320K</td></tr><tr><td>2025-26</td><td>Green</td><td>298K</td></tr></table>		Period	Performance	Value	2024-25	Amber	320K	2025-26	Green	298K
Period	Performance	Value											
2024-25	Amber	320K											
2025-26	Green	298K											



OMCP 3.16 | Corporate website accessibility score

Q1 2026-27





OMCP 3.17 | Digital service ease of use

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, 80% of customers will rate our digital services as 'very easy' or 'easy' to use.				
Update note Between 1st April and 30th June 2026 we received 1479 customer satisfaction survey responses. Of these, 73.67% rated the forms as either easy or very easy to use. Monitoring covers 10 of our most frequently used online forms, across a broad range of service patterns. This include booking or cancelling visits to household waste and recycling centres, apply or or renewing Blue Badges and Resident Parking permits, ordering and paying for Daily Visitor vouchers, Reporting nuisance vehicles, renewing older person's bus passes, requesting information and ordering birth certificates. The result indicates a strong level of user satisfaction across all services.			Historic performance Red Amber Green N/A -- Target <table><tr><th>Year</th><th>Performance (%)</th></tr><tr><td>2025-26</td><td>79.5%</td></tr></table>		Year	Performance (%)	2025-26	79.5%
Year	Performance (%)							
2025-26	79.5%							



OMCP 3.18 | Digital interactions

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 60% of interactions with residents will be digital									
Update note Between April and June 2026, the council was contacted 198,616 times through digital forms and telephone calls. Of these, 61.4% were digital, up from 56.1% in the previous quarter. The number of digital forms submitted increased by approximately 25,000 from the previous quarter. This increase follows the final legacy eforms going live on our modern forms platform. The most-used forms were for booking household waste and recycling centre visits, parking and waste related activities. The quarter also saw the new AI enabled search go live on medway.gov.uk, as part of our efforts to improve access to our digital content. This is an annual measure so may be subject to seasonal variation, but it has been a positive start to the new financial year. Showing the ongoing collaborative efforts of officers across the Customer and Business Support, ICT and Data and Design services to create digital services that work for all users of council services.			Historic performance Red Amber Green N/A -- Target <table><tr><th>Period</th><th>Performance (%)</th><th>Category</th></tr><tr><td>2024-25</td><td>53.5%</td><td>Red</td></tr><tr><td>2025-26</td><td>57.1%</td><td>Green</td></tr></table>		Period	Performance (%)	Category	2024-25	53.5%	Red	2025-26	57.1%	Green
Period	Performance (%)	Category											
2024-25	53.5%	Red											
2025-26	57.1%	Green											