

ONE MEDWAY COUNCIL PLAN

2024/28

Proud to be Medway



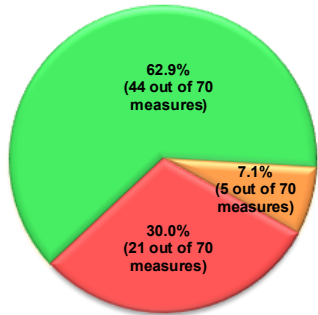
Performance Report

Q4
2025/26
Cabinet

Summary of all performance indicators

There are 105 performance indicators for the One Medway Council Plan 2024/28. We are reporting on 70 performance indicators this quarter. There are 3 indicators that are data only and 32 indicators where data is unavailable.

Performance

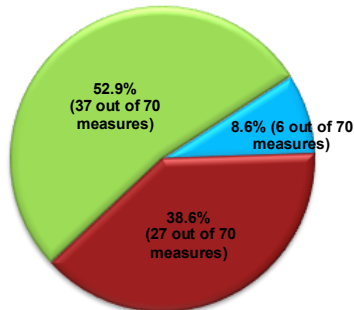


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target

This chart shows the performance for 70 of the measures:

- 62.9% (44 out of 70 measures) met or exceeded target.
- 7.1% (5 out of 70 measures) were slightly below target (less than 5%).
- 30.0% (21 out of 70 measures) were significantly below target (more than 5%).

Direction of Travel



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

This chart shows the direction of travel for 70 measures:

- 52.9% (37 out of 70 measures) had an upward long trend.
- 8.6% (6 out of 70 measures) had a static long trend.
- 38.6% (27 out of 70 measures) had a downward long trend.

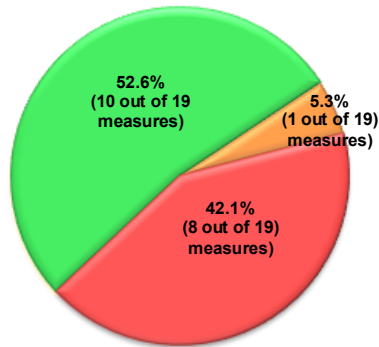
Delivering quality social care and community services

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

Summary of all performance indicators for this priority

There are 25 performance indicators for the One Medway Council Plan 2024/28 which fall under this priority. We are reporting on 19 performance indicators this quarter. There is one indicator that is data only and six indicators where data is unavailable.

Performance

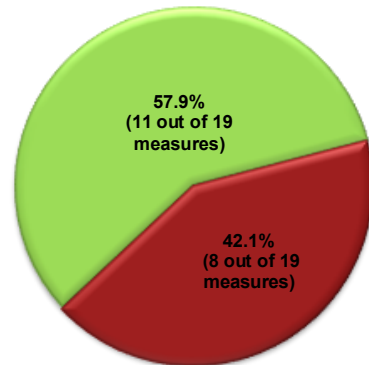


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target

This chart shows the performance for 19 measures:

- 52.6% (10 out of 19 measures) met or exceeded target.
- 5.3% (1 out of 19 measures) were slightly below target (less than 5%).
- 42.1% (8 out of 19 measures) were significantly below target (more than 5%).

Direction of Travel

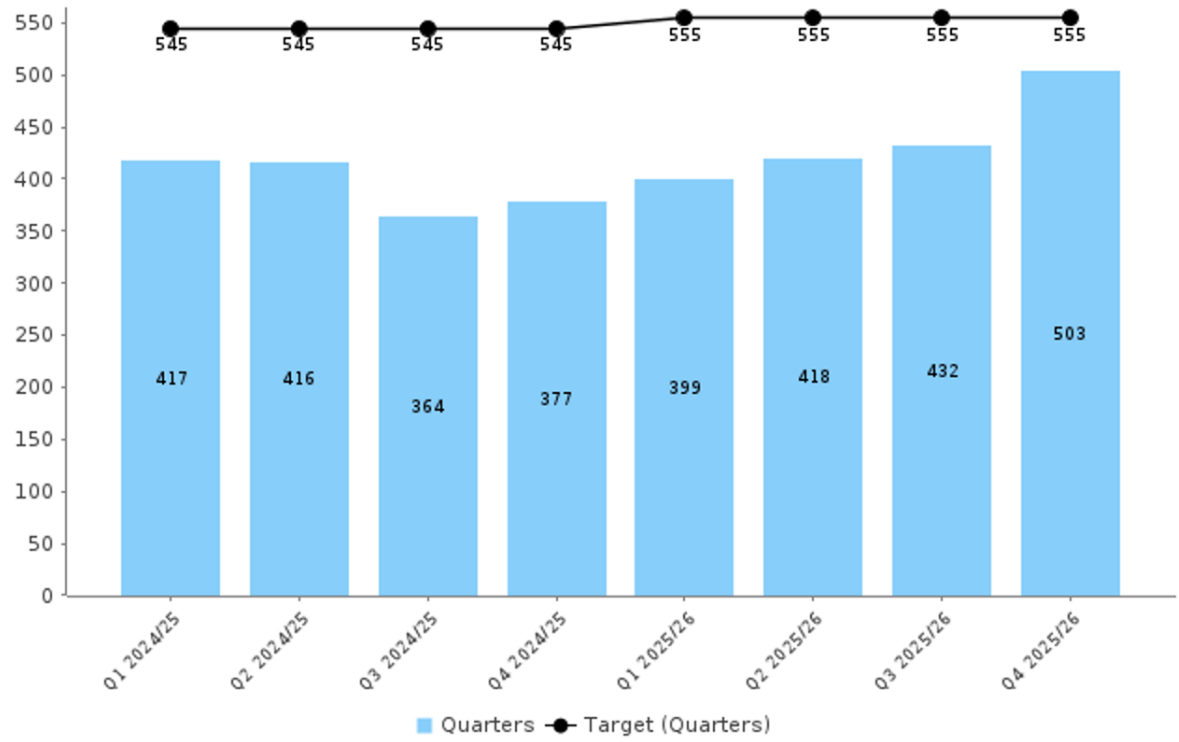


Direction of Travel - key
Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 19 measures:

- 57.9% (11 out of 19 measures) had an upward long trend.
- 00.0% (0 out of 19 measures) had a static long trend.
- 42.1% (8 out of 19 measures) had a downward long trend.

Provide effective, targeted support for our most vulnerable residents to enable them to fulfil their potential and improve their quality of life
- 1.01a By 2027/28 more families are accessing targeted early help provision than at 31/3/24



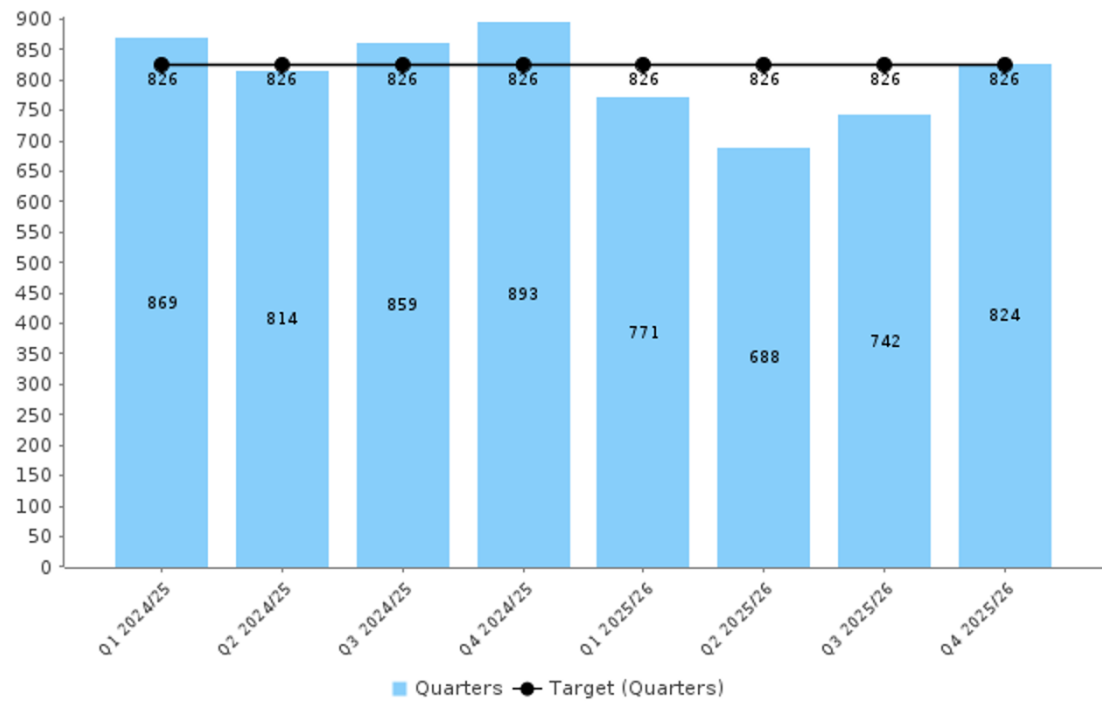
Aim to Maximise
Red (upward long trend)

Currently there are 503 families with open targeted early help held by the local authority. This is 9.3% (52 families) below target but 16.4% (71 families) more than the Q3 outturn. Family Solutions have more families open at the end of Q4 than in Q3 and this continues along the projected trend reflecting the focus on ensuring families are supported at an early stage to prevent statutory intervention. Family Solutions continue to meet the current need regarding contacts being assessed as needing targeted intervention. A strong focus at the front door continues to ensure that as soon as a need is identified that early help is provided, either by a lead practitioner or Family Solutions.

Achievements:
 The Early Help Partnership Board continue to drive early help being everyone’s responsibility and have overseen the development of performance data for the number of agency led plans. Family Solutions proactively work with the statutory social work teams to ensure that families receive the right level of support at the right time.

Actions going forward:
 Continue to promote the Lead Practitioner role in the community and ensure that mechanisms are in place to measure the effectiveness of intervention plans led by partner agencies that do not come through the Single Point of Access, particularly where Early Help Coordinators and Partnership Officers are providing support. Ongoing increased focus on identifying more partner-led plans.

**Provide effective, targeted support for our most vulnerable residents to enable them to fulfil their potential and improve their quality of life
 - 1.01b By 2027/28 fewer than 975 Children require statutory intervention under a CIN (welfare) or CP plan**



Aim to Minimise Green (downward long trend)

At the end of the quarter there were 506 Child in Need (welfare) Plans open and 318 Child Protection plans open. There has been a rise of 15% (66 children) with open CiN welfare plans and a rise of 5% (16 children) with open CP plans when compared to the Q3 outturn.

The rate of CP is 46.2 per 10,000, which is higher than the 40.6 per 10,000 National rate and the 38.2 per 10,000 statistical neighbour rate.

There has been an increase in the number of children supported through Child in Need and Child Protection Plans in this quarter. Significant work is being undertaken across the service to ensure that children are subject to the right level of intervention and ensuring that throughput is robust. Within this quarter we have seen an increase in Child in Need plans open over 12 months and a number of these are for supervision orders. Child Protection plans increased in Q4, and this will reduce over the next quarter as a number of children have transferred to other local authorities, and court proceedings drawing to a conclusion.

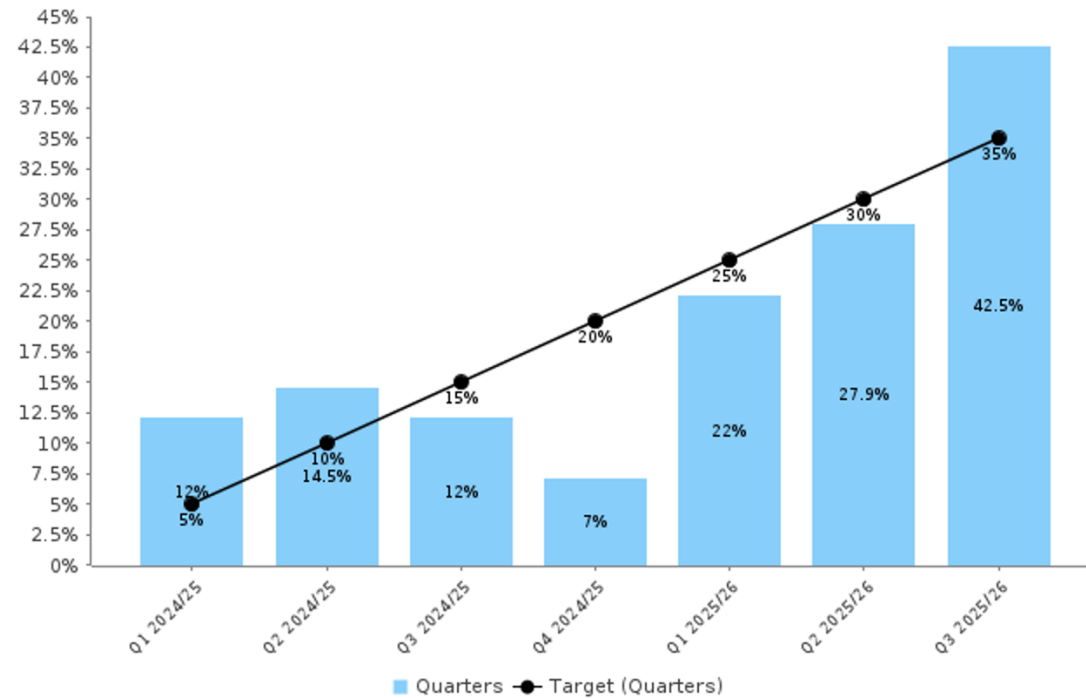
Achievements:

The Children in Need Panel continues to ensure multiagency collaboration to review CIN plans, including those at 9+ months. The midway point review completed by the Child in Need Reviewing Officer remains positive.

Actions going forward:

Practitioners will continue identifying universal services for families that no longer require a Child in Need Plan to reduce the numbers for this cohort of children and families. CP plans will continue to be reviewed to ensure the right children are subject to the right plans.

- 1.02 Commissioned domiciliary care workers MECC training



Aim to Maximise Green (upward long trend)

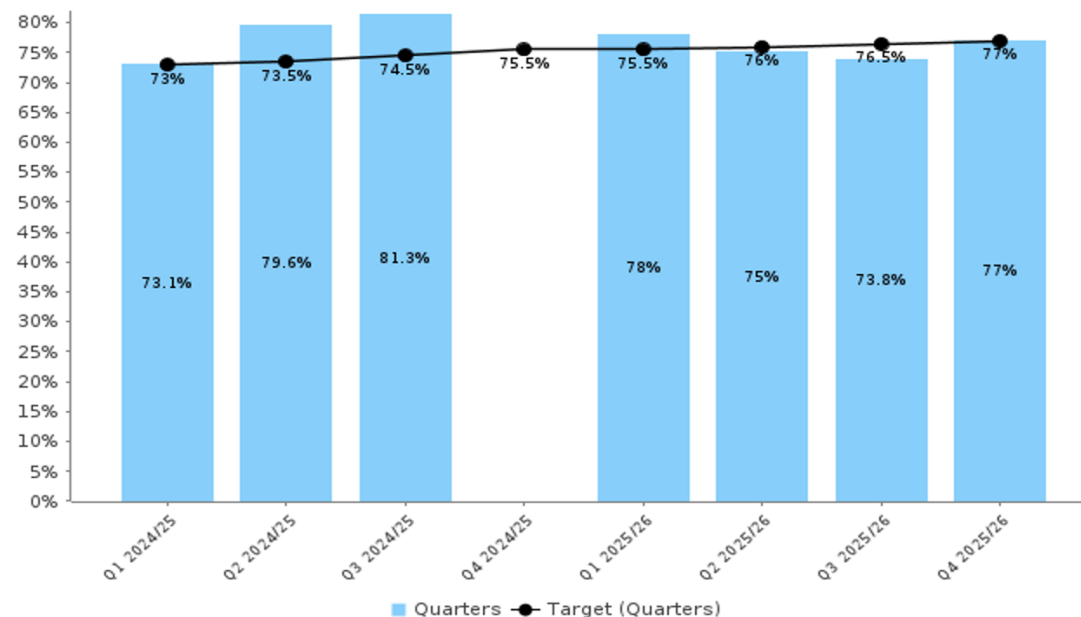
Reported a quarter in arrears

Q3 of year 2 (2025/26), 42.45% of the framework providers workforce had undergone MECC training, exceeding the 35% target for Q3 and surpassing the 40% target set for the end of Q4.

Achievements: There has been a 14.53 percentage point increase in the total number of staff MECC trained over the previous quarter, primarily due to, two providers committing to upskilling staff in MECC over the last quarter (Q3) which has had a positive result on the overall number of staff trained. 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 percentage points below the target of 20%, to 42.45% for year 2 Q3, which is 7.45 percentage points over the 35% target and exceeds the end of year Q4 target of 40%, a quarter early.

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. Commissioning will continue to work with workforce development and providers, explore running more online sessions due to demand and work with individual providers who have not met the target for Q3 Year 2.

Provide effective, targeted support for our most vulnerable residents to enable them to fulfil their potential and improve their quality of life - 1.03 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%



Aim to Maximise Green (upward long trend)

This measure is Adult social care outcomes framework (ASCOF) 2A. Data represents a 12-month period from April 2025 to March 2026 seeing 1,689 clients receiving reablement, with 1301 or 77% of clients not requiring further support and therefore achieving target for 2025/26 and an increase of 3.2 percentage points (pp) on Q3 reporting.

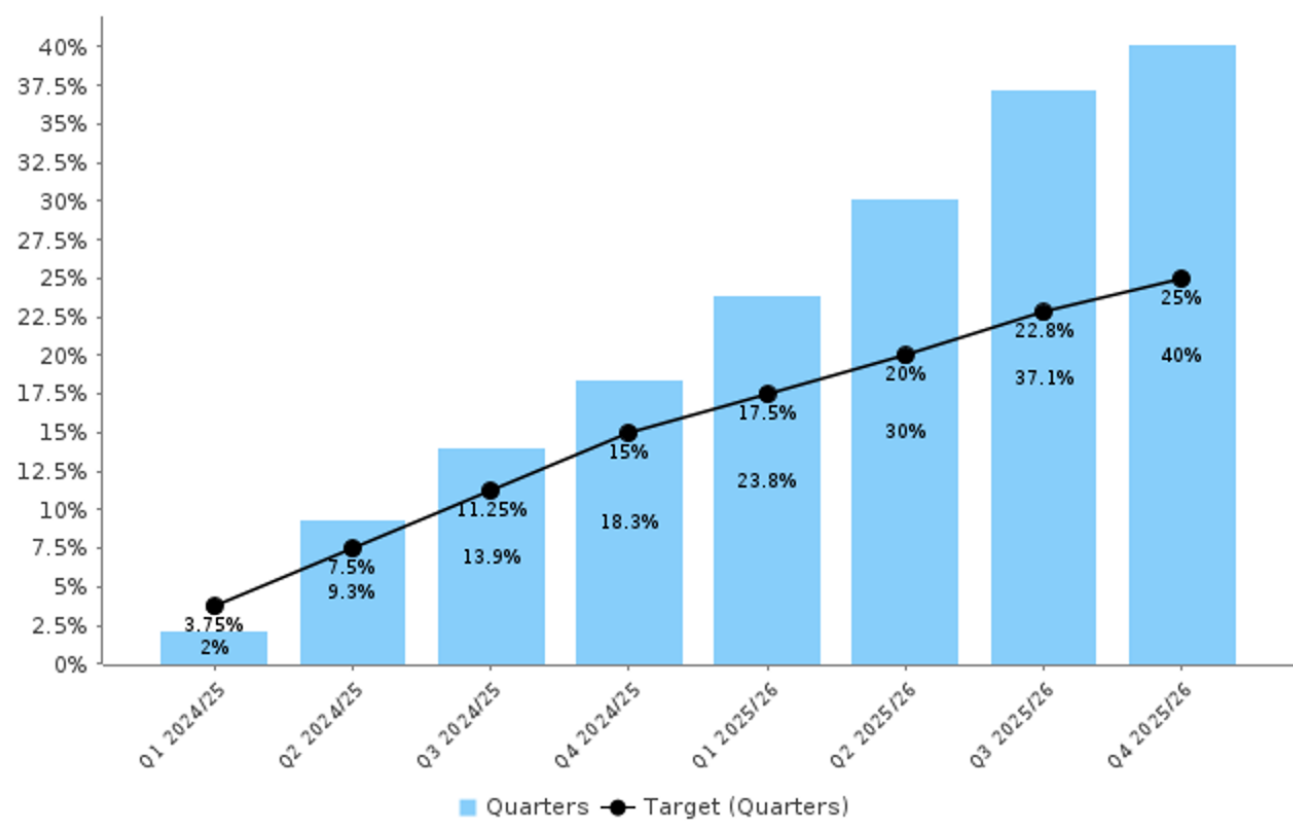
Figures for Q3 & Q4 25/26 are based on the ASC Intelligence team interpretation of the ASCOF methodology. The Intelligence team will review and validate its methodology once cohort reports are available from DHSC.

In 2024/25 Medway achieved an outturn of 78.3% based on CLD returns, which as can be seen above is 1.2pp above National and 1.7pp below SE region.

Benchmarking The 24/25 National outturn published Dec 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:** The New Head of Service is undertaking a review across Early Help and Prevention. Although still in its early stages, the review aims to strengthen the short-term offer, improve response times and deliver a refreshed Enablement Service aligned to the enablement plan developed in partnership with Commissioning. The SW Operations Manager has worked closely with commissioners and identified effective methods to share it with care providers. The plan sets out clear expectations for providers to support individuals in achieving their personal goals, promoting independence, and reduce reliance on long-term adult social care. In parallel, the Occupational Therapy Operations Manager has collaborated with a local authority that has successfully reduced waiting lists while improving independence outcomes. Together, these initiatives seek to embed a consistent, outcome-focused approach across services. **Actions** going forward: The refreshed enablement offer will be rolled out within this quarter and reviewed next quarter to establish benefits for residents and service alike. The Enablement plan support consistent reablement practice help achieve client goals and reduce long term care reliance. The new Head of EHP will undertake a whole service review to determine how we can improve further and reduce waiting lists across the service. Along side a review of OT and Deaf Service, factoring in impact of the changes and effectiveness implemented by the duty team.

Support people of all ages to live the most happy, healthy, independent life possible, utilising assistive technologies

- 1.04 Assistive Technology for long-term care or reablement in adult social care



Aim to Maximise Green (upward long trend)

Performance remains solid, surpassing the Q4 target by 15 percentage points.

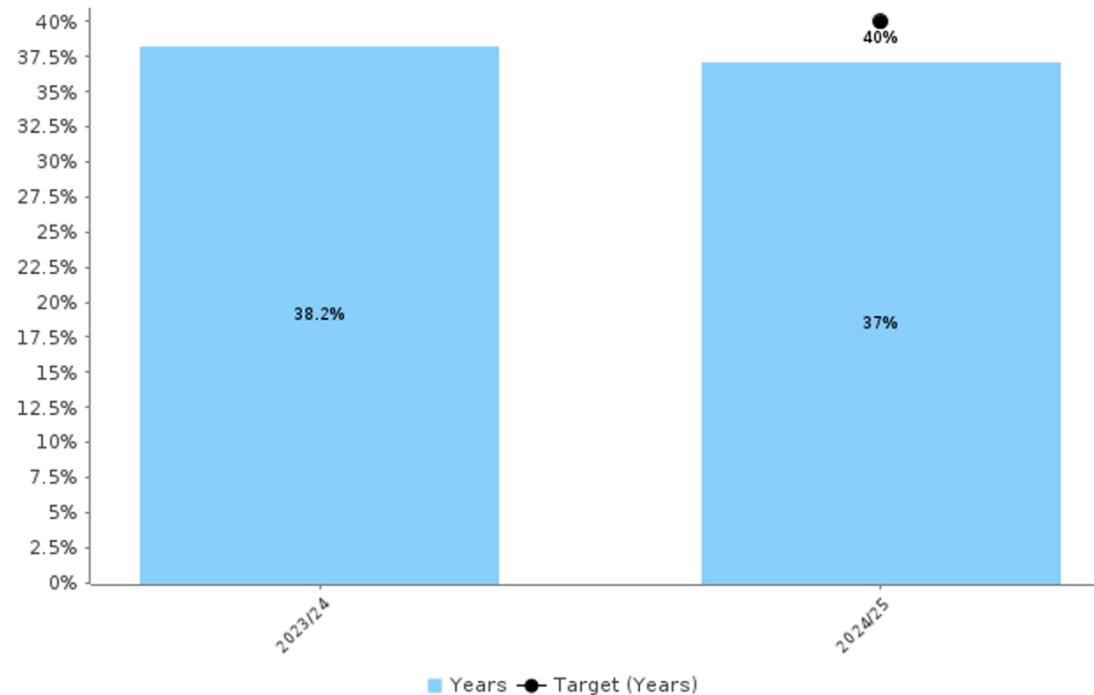
Actions and Achievements:

Long term care (LTC) clients that use this service to support care packages with no end date installations are above current target for 2025/26 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, as helped exceed the target by 5.1%. Enablement (ENB) where users are helped to further improve out of the hospital setting for a period of up to 6 weeks. 2025/26 target has been exceeded by 20.1%. Intelligent Lilli (an Assessment tool which passively monitors users to ensure they are safe and well living at home and provides reports that help with care assessments and reviews) the small shortfall for Q1 has been eradicated and the target for 2025/26 has been reached.

New TEC such as the Circadian lightbulbs and the Evondos medication dispenser are contributing to the over achievement in the New TEC 2025/26 target, which has overachieved by 162.5%.

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

- 1.05 Children kept close to home and community



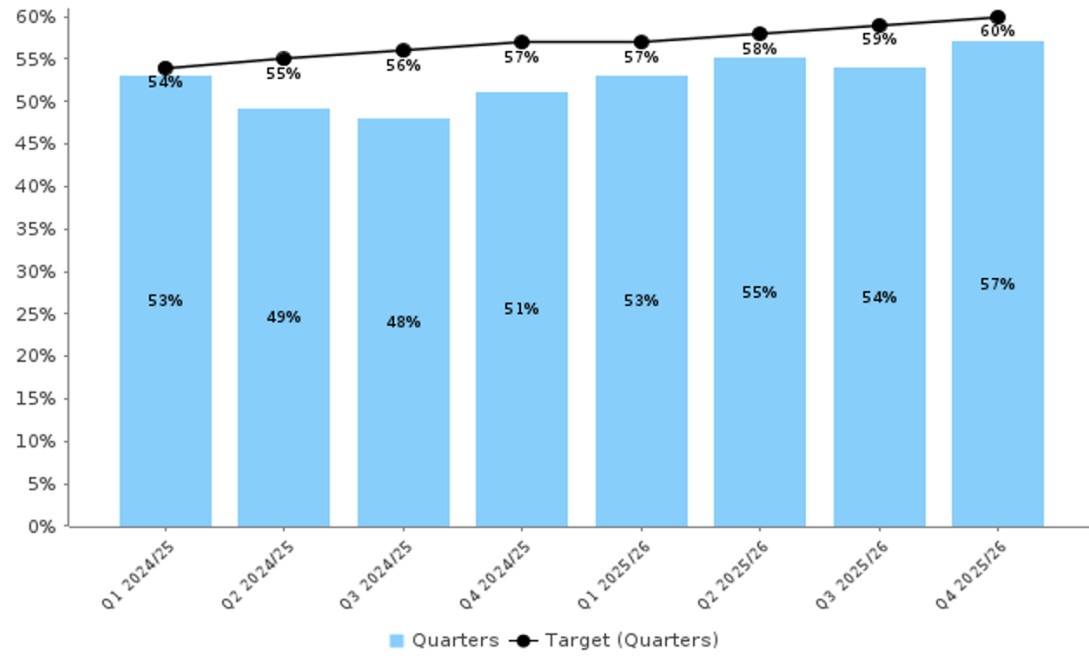
Aim to Maximise
Red (downward long trend)
Annual PI.

At the end of March 2025, 37% of Medway’s Children in Care were placed within Medway. The service is regularly reviewing children’s placements ensuring care plans are meeting the needs of our children and that placements are matched with children and young people. Eden House opened in October 2024, and three children have been placed in Eden and further placements will be made over the 2025/26 year.

Achievements: The service is actively recruiting inhouse foster carers. Positively 14 new fostering households have been approved since April 2025. This is double compared to the previous financial year. We have also increased the number of Supported Homes hosts to 19 which will also support with ensuring that children live local to Medway. Medway’s third Mockingbird constellation has been launched, and this supports carers who offer a home to babies, and a fourth will be launched by June 2026. This model is supportive to existing carers and supports their retention as Medway carers. Our inhouse residential has five children placed, and building work on our inhouse learning disability residential will be completed at the end of May 2026.

Actions going forward: There is a plan in the next financial year to launch two more Mockingbird constellations. The drive to continue to recruit foster carers will continue with more focused work from our colleagues from Marketing.

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
- 1.06 By 2027/28, the percentage of children in care with long-term fostering as a plan where the child, the carer and the service have agreed for the placement to last until the child is ready to leave care is 65% or higher



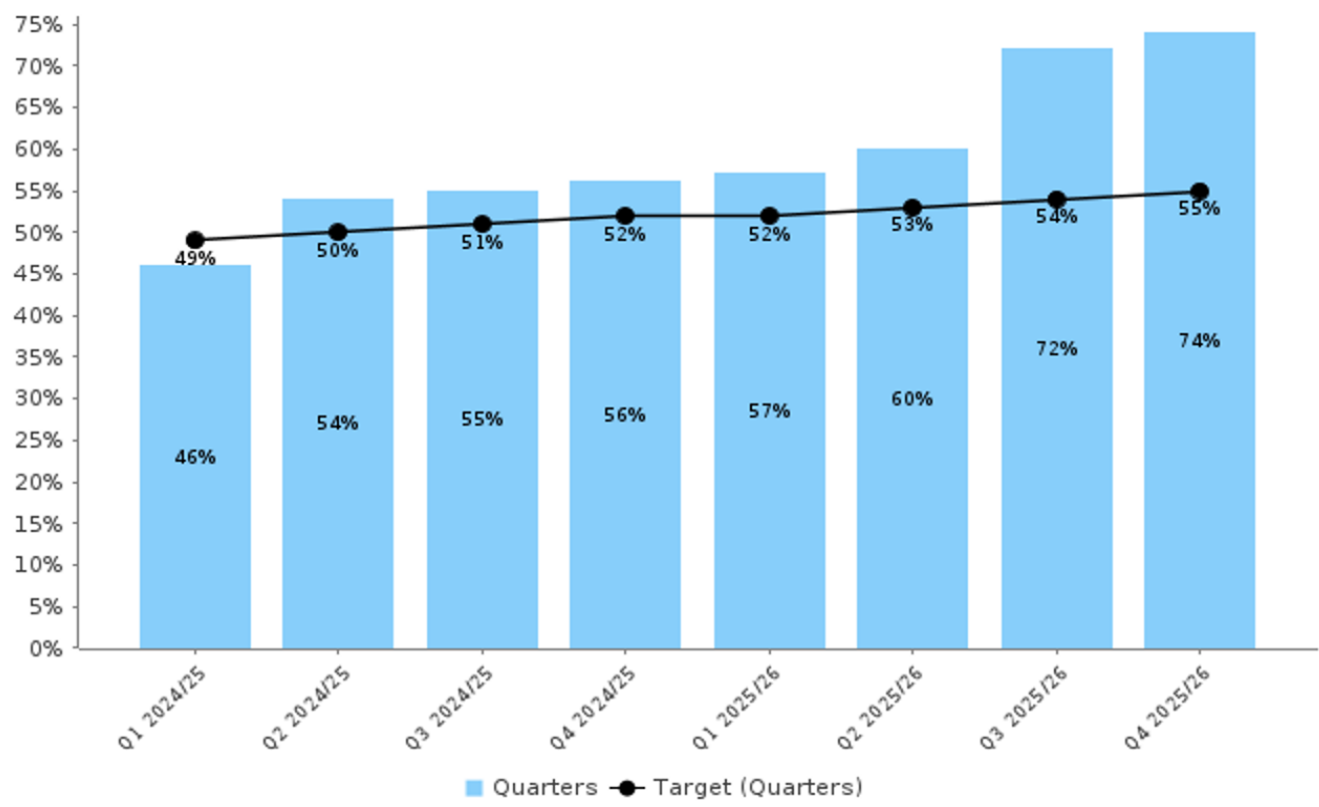
Aim to Maximise Red (upward long trend)

There has been a 3-percentage point (pp) (6%) improvements compared to the December outturn. Over the last 12 months this metric has improved by 6pp (11.7%).

Achievements: The service remains firmly focused on increasing the number of children who achieve formal long-term matches with their carers. To strengthen oversight and pace, the frequency of reviewing permanence options has increased from three times per month to weekly Permanence Panels, supported by regular multi-agency review meetings. In addition, a revised approach to securing long-term matches for young people aged 14 and over was introduced in February 2026, with the in-house Agency Decision Maker playing a key role in progressing decisions outside of the traditional Fostering Panel process. This streamlined pathway has accelerated decision-making, enabling children to achieve permanence more quickly and experience greater stability and a stronger sense of belonging. As a result of this sustained focus, the service has delivered a further 6 percentage point (11.7%) increase over the last 12 months.

Actions going forward: The Task and Finish Group on Permanence and Placement Stability will continue to drive sustained improvement, with a strong focus on increasing the number of children who achieve permanence through formal long-term matching with their carers. A key priority is strengthening the alignment between permanence planning and placement stability planning to reduce disruption and minimise placement breakdown. In parallel, the Permanence and Safety Corporate Parenting Board subgroup will maintain oversight of priority areas for development, strengthening system-wide practice to improve the effectiveness of long-term matching and increase the number of children who experience stability, security and a lasting sense of belonging. Supported by the Permanence Lead, the service will continue to undertake regular and robust reviews of children’s permanence plans to ensure timely decision-making, remove barriers to progress and minimise delay in securing permanency outcomes.

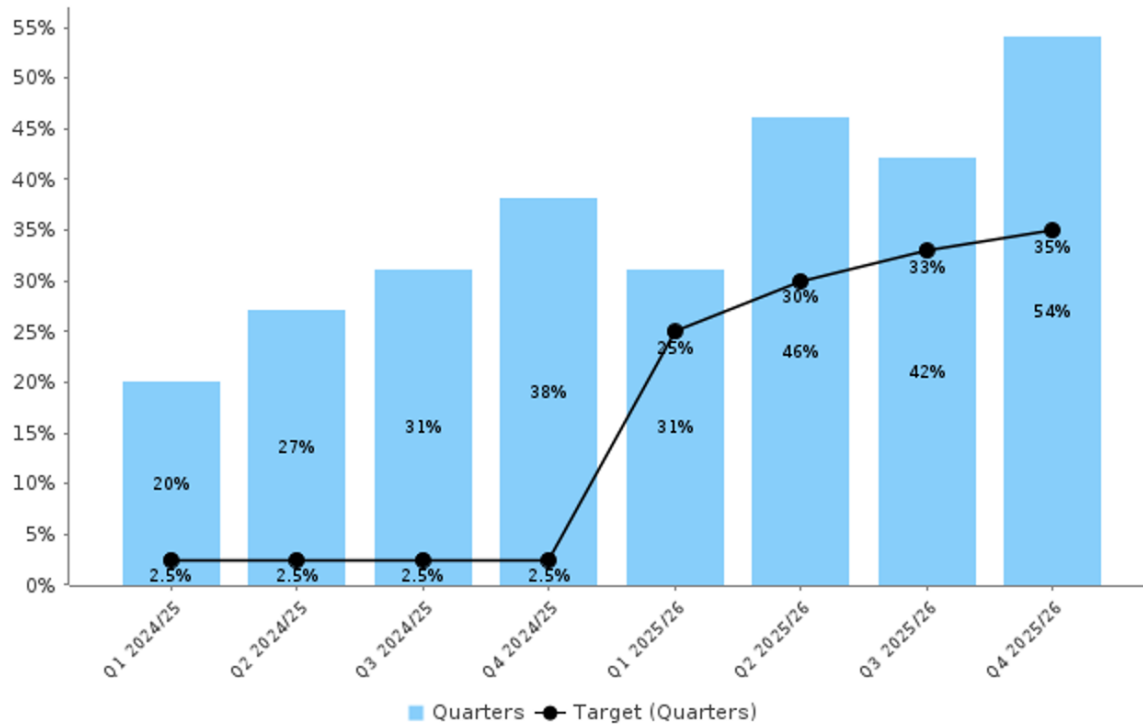
Ensure that services support children in care to thrive, fulfil their potential, build meaningful relationships and make good transitions to adulthood, so that they can live as independent lives as possible in their communities
- 1.07 By 2027/28, the percentage of young people leaving care who are in education, employment or training is higher than 60%



Aim to Maximise Green (upward long trend)

Data is available to the end of February 2026. 74% of care leavers are in Employment Education or training. This has been a 2-percentage point (pp) (3%) rise on the previous quarter. The most recent national outturn is 64%, 3pp higher than statistical Neighbours at 61%. Medway is now 10pp better than the national rate. The service continues to prioritise support for young people in accessing education, employment, and training (EET) opportunities and continues to work towards exceeding the 55% target. **Achievements:** The service’s continued focus on supporting young people to access education, employment and training (EET) opportunities has resulted in the 55% target being achieved and significantly exceeded. **Actions** going forward: The Aspirations Officer continues to play a key role within the service, providing consistent engagement with young people, education providers, the Virtual School and other key stakeholders. The Officer maintains a flexible, relationship-based approach, meeting young people in community settings where they feel most comfortable, rather than relying on clinic-style appointments, to support sustained engagement and positive outcomes.

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



Aim to Maximise Green (upward long trend)

Data as at 2 April 2026

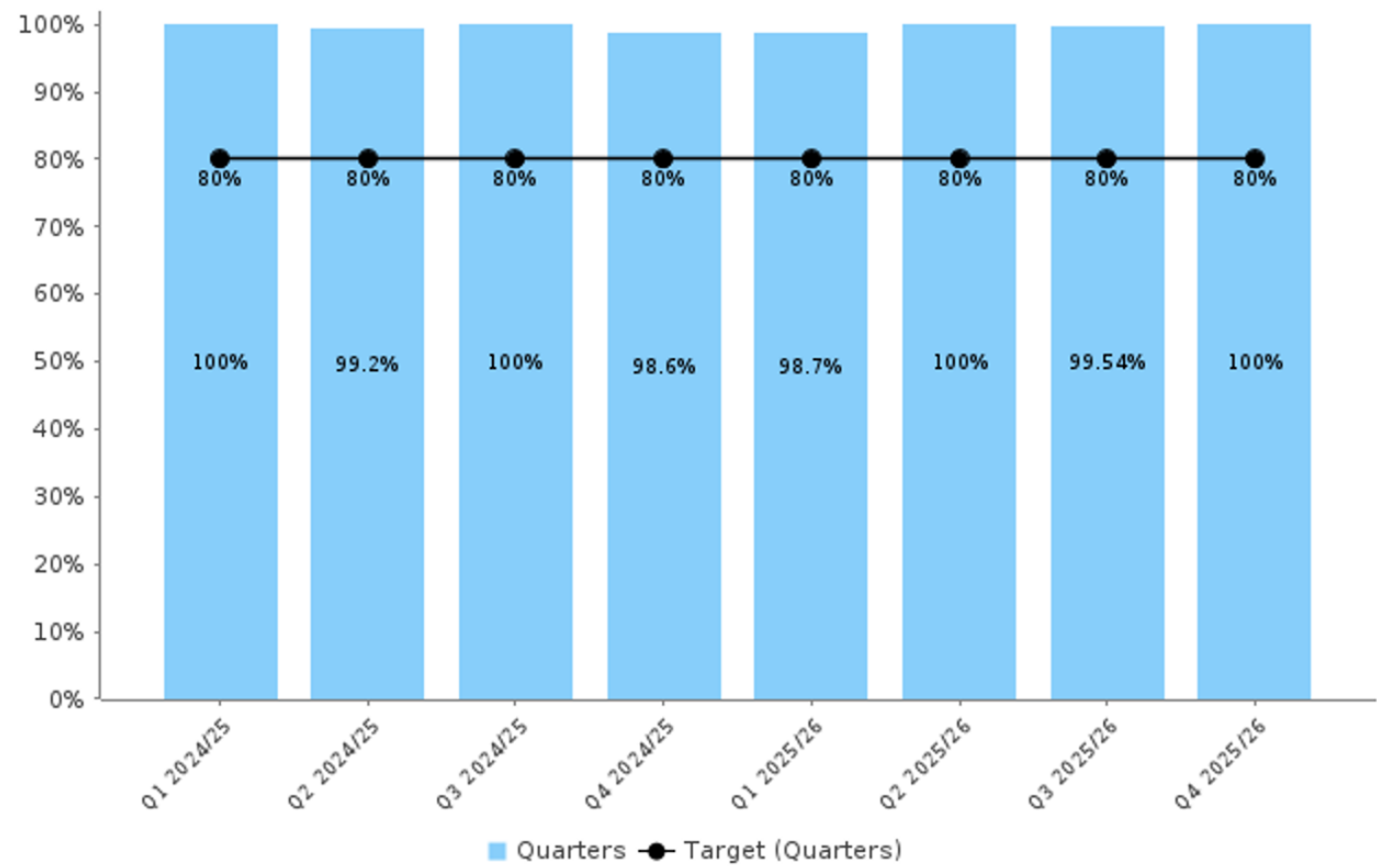
Reporting Period: April 2025 – March 2026

Data Source: Terms Management System

During the 2025/26 financial year, Adult Education enrolled 840 new learners, contributing to a total of 1,549 individual learners across all programmes. This increase reflects sustained demand for adult learning locally and has been further supported by DfE funding rule changes, which expanded eligibility and enabled more adults to access provision who may previously have been excluded. These changes have helped remove financial and qualification-related barriers, supporting both recruitment and wider participation.

The profile of new learners highlights a well-balanced curriculum aligned to community need and employability priorities. Community Learning accounted for the largest share at 34%, demonstrating strong demand for accessible, creative, confidence-building courses that support wellbeing and progression. ESOL made up 25% of new enrolments, reflecting ongoing need to support learners with language development and integration, while Vocational Skills (21%) and English and Maths (20%) provision continued to play a key role in improving employability, essential skills, and progression into further learning or work.

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

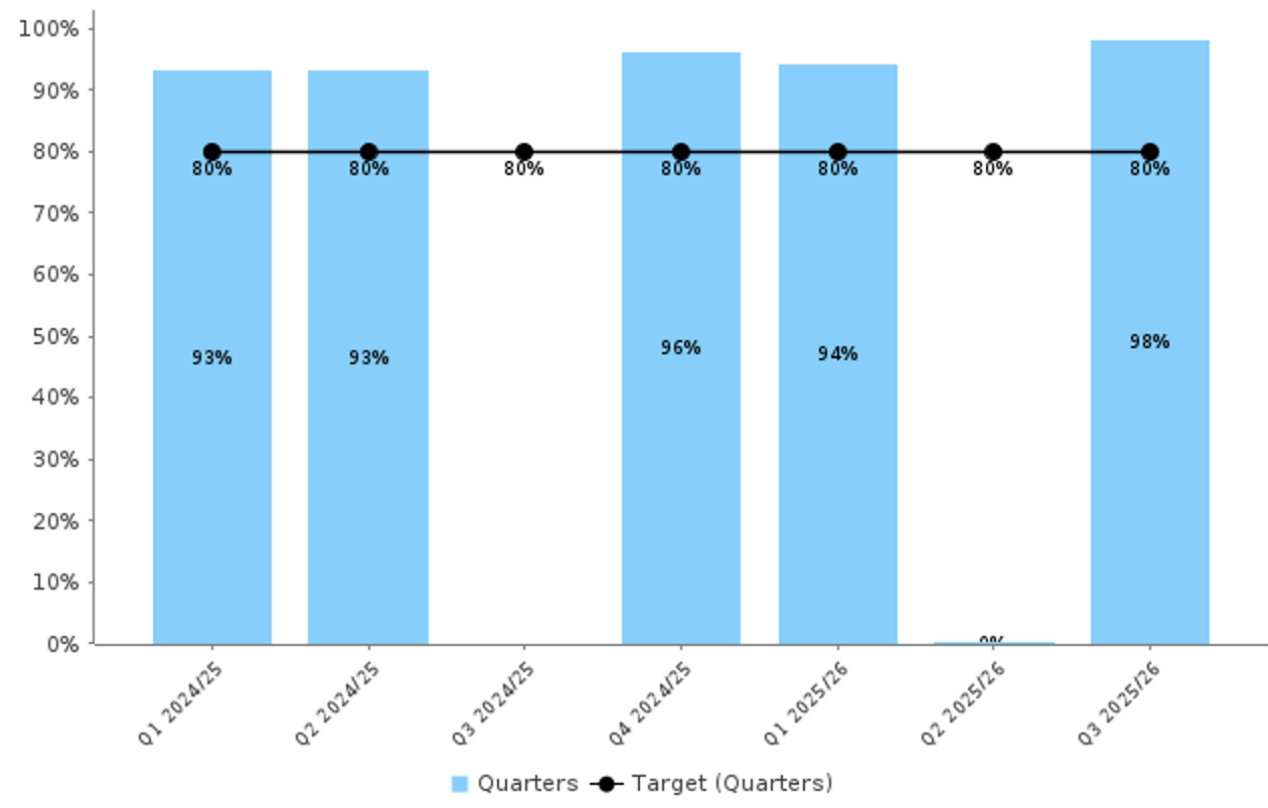


Aim to Maximise Green (upward long trend)

Q4 surveys were conducted in Gillingham, Luton, Rainham and Wigmore libraries with satisfaction rating at 100% after 297 responses. Overall, very positive feedback for staff, services and events.

Provide creative, cultural and community services and facilities across Medway that everyone can access and benefit from

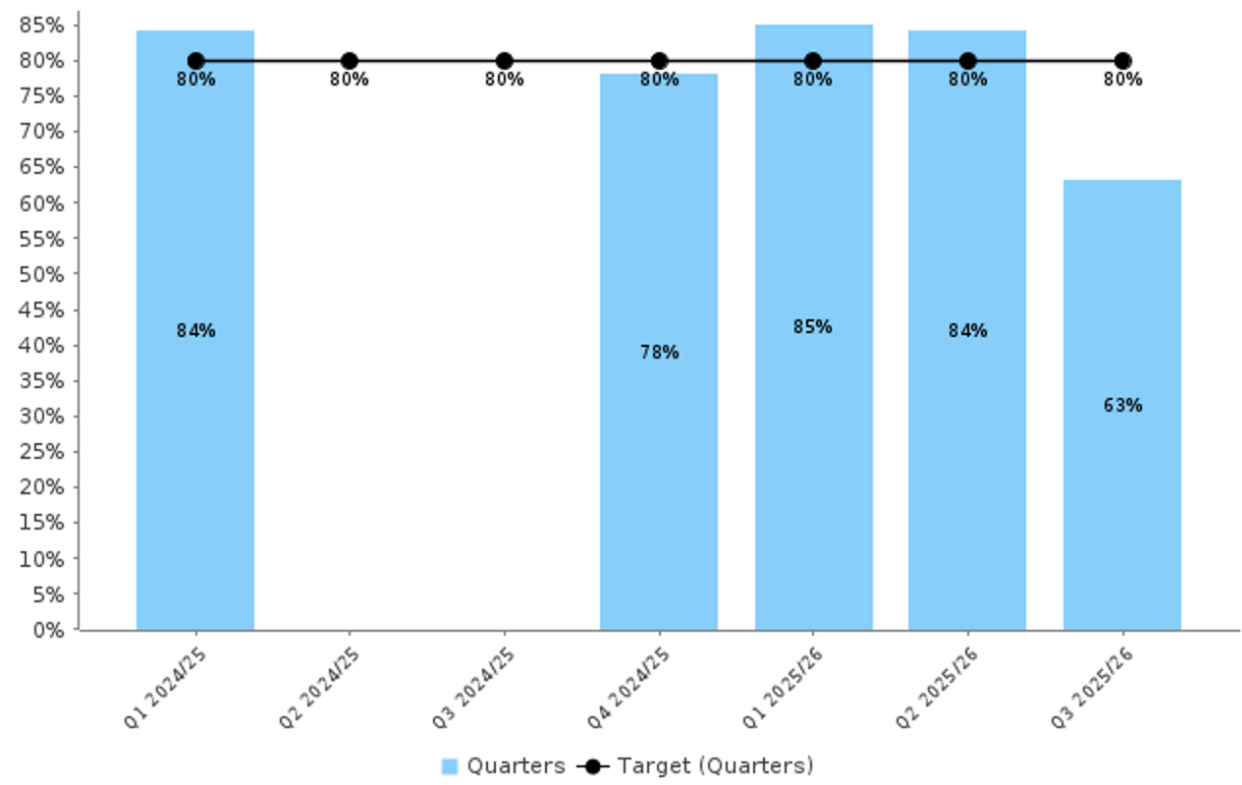
- 1.09b By 2027/28, the satisfaction rates across theatres exceeds 80%



Aim to Maximise Green (upward long trend)

Reported a quarter in arrears – Q3 result
A recent customer survey, covering our Christmas Pantomime, yielded highly positive feedback:
Survey Category, Satisfied/Very Satisfied
Ease of Buying Tickets, 97%
Quality of Show, 99%
Cleanliness of Venue, 98%
Helpfulness of Staff, 96%

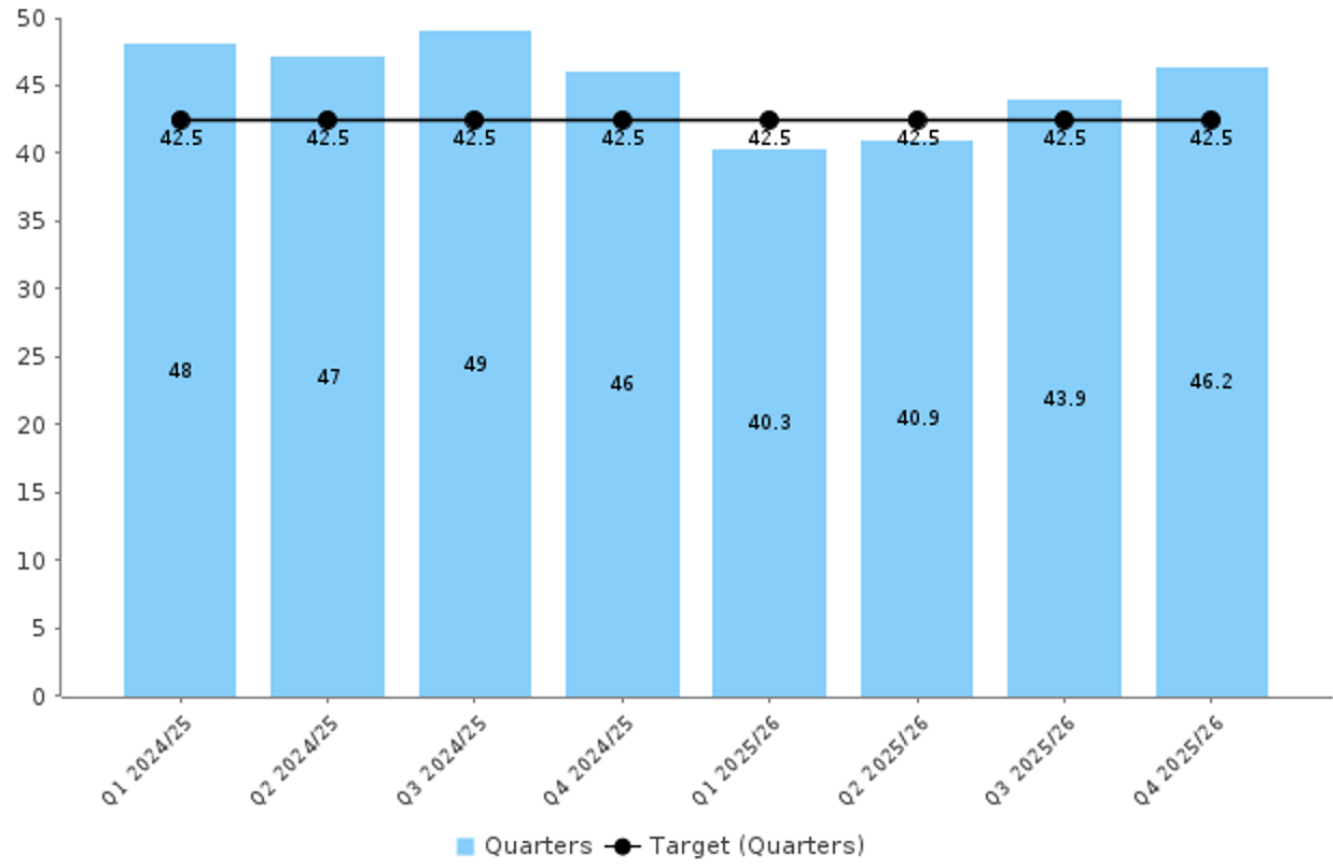
Provide creative, cultural and community services and facilities across Medway that everyone can access and benefit from
- 1.09c By 2027/28, the satisfaction rates across festivals and events exceeds 80%



Aim to Maximise
Red (downward long trend)

Reported a quarter in arrears. There were no festivals or events held in Q4.
Q3 - The satisfaction rating for Rochester Christmas Markets and Dickensian Festival was disappointing. Looking at the nuance of the data, the rating is high for atmosphere, location, sense of community and reputation but there are lower scores for diversity of stalls, cost of products and parking. This brings the overall average down. The team will be reviewing the feedback and looking at what changes can be implemented for 2026 events.

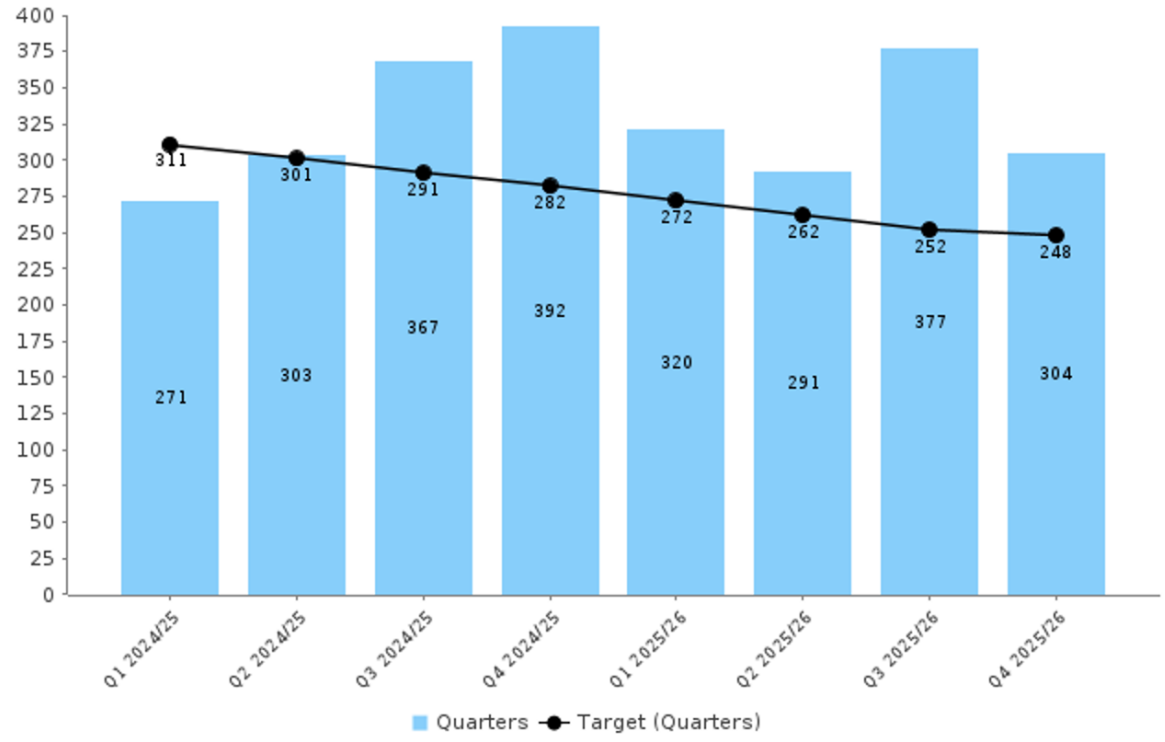
Support our children and young people to ensure they are safe, secure and stable
- 1.10 By 2027/28, the rate of children (0-17 years) subject to a child protection plan is between 40 and 45 per 10,000



Goldilocks
Amber (downward long trend)

Child protection numbers and subsequently rates have risen again this quarter. There are now 318 children on a CP plan, pushing the rate up to 46.2 per 10,000 population. This is outside of the target range (40-45). There are 11 (3.6%) more children on a CP plan than at the end of December. Medway's rate is higher than the national (40.6) and the statistical neighbour (38.2) rate. **Achievements:** The rise in Child Protection numbers indicates increased identification of children who are at risk of significant harm and the need for additional oversight to ensure children are safeguarded and receiving the right level of support at the right time. **Actions** going forward: There will be enhanced exploration of the increased number of children supported through Child Protection plans. While seasonal trends are recognised, increased oversight activity by the CP service will provide additional scrutiny around the effectiveness of plans, management of risk and drive to improve children's safety and outcomes.

Support our children and young people to ensure they are safe, secure and stable
- 1.11 By 2027/28, the rate of S47 investigations per 10,000 is statistically similar to the national average



Aim to Minimise Red (upward long trend)

The end of quarter snapshot shows a reduction in the rate of Section 47 (S47) enquires, which now stand at 304 per 10k of population. This is an 19% drop compared to Q3. Over the quarter there have been 539 S47 enquiries, an average of 180 per month, an average rate of 314 per 10k of population. Medway has a higher rate than our comparators, but local rates are now moving in the same direction as benchmarking trends. The most recent national outturn is 189 and statistical neighbours 176. Both are higher than last year. There has been a continued focus on multiagency decision making at strategy discussions where the outcome can be S47 enquiry. There have been recent changes to the Mosaic episode to ensure clarity of decision making including whether a S47 investigation is a joint (with police) or single agency investigation. The focus is on ensuring that decisions to initiate S47 enquiries are proportionate, evidence-based, and clearly aligned with statutory thresholds. We are strengthening the quality of professional judgment, improving consistency across agencies, and ensuring accurate data to support reflective practice. **Achievements:** The increased focus on the quality of decision-making within multiagency strategy discussions is reflected in this reduction in the number of S47 enquiries in Q3. Dip sampling of strategy meeting minutes will continue, to ensure the outcomes are appropriate and proportionate and any learning that is identified is shared widely across the service and partnership. **Actions** going forward: Continued focus to strengthen understanding and embed learning across teams and partners. Alongside this, targeted work continues within the Assessment Service in collaboration with the Practice Development Service, including ongoing discussions with Police and other partners to ensure a consistent and proportionate approach to safeguarding decisions.

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

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

2024/25 data shows that 2.8% children assessed by social workers had Child Sexual Exploitation and or Criminal Exploitation identified as a factor in the assessment. This is greater than last year and lower than the 5.6% nationally and 3.7% in the South East. Medway and National rates have risen, but the rates in the South East have fallen. It is also worth noting that rates in Kent are also an outlier compared to national, at 2% having dropped from 2.1%

While Medway's rate has risen, this reflects improved practitioner awareness and identification of exploitation risks through strengthened assessment practice and multiagency information sharing. The increase is consistent with national trends, where exploitation concerns are becoming more visible. The focus is on ensuring that identification leads to timely and proportionate safeguarding responses, including disruption activity and access to specialist support.

The Medway Contextual Safeguarding Panel continues to meet monthly, with strong representation from partner agencies. Kent Police are also leading a monthly Missing and Exploitation Tactical Delivery Group. Exploitation and missing children remain key priorities for Children's Services and are being actively addressed through an internal Task and Finish Group that reports to CSMT.

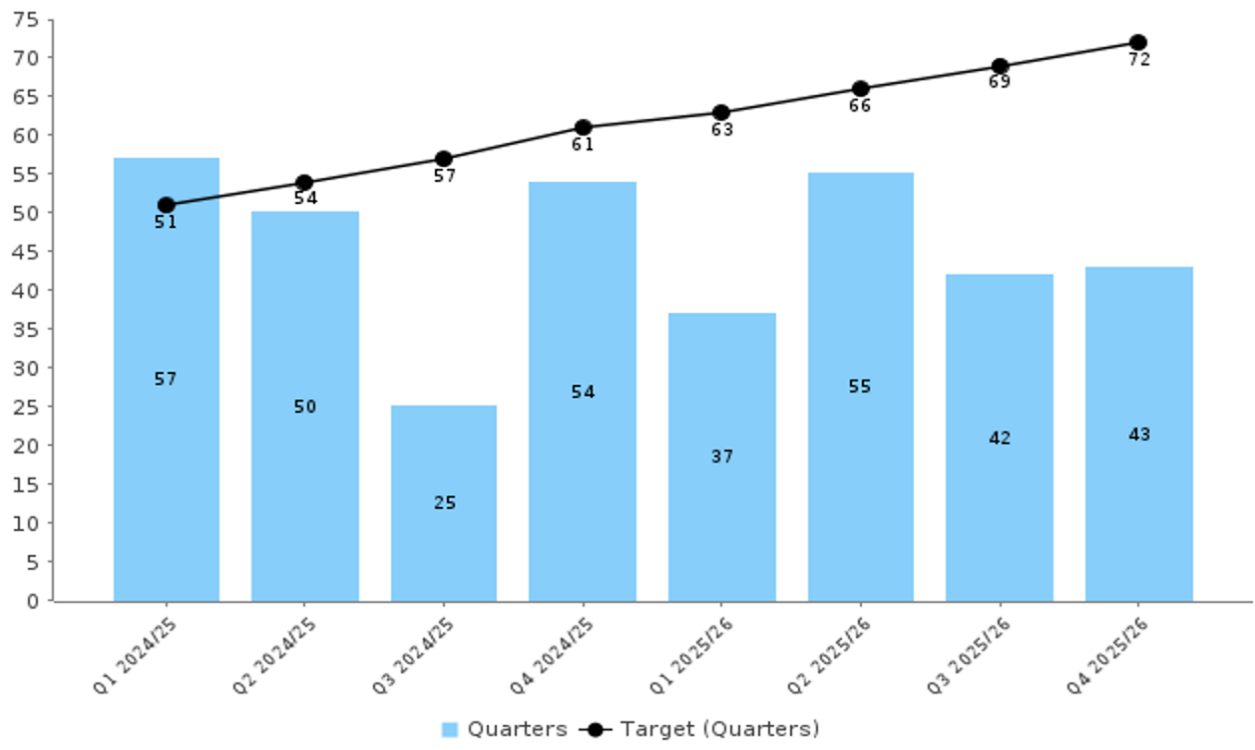
Achievements:

An additional Return Home Interview (RHI) practitioner has been recruited to ensure that Children in care placed outside of Medway receive the same level of service as those placed within Medway.

Actions going forward:

Continued oversight to ensure consistent use of the contextual safeguarding tool through strengthened management oversight and regular audits. To improve both the application and quality of contextual safeguarding assessments, dip sampling will ensure that analysis is evidence based and results in clear, actionable plans.

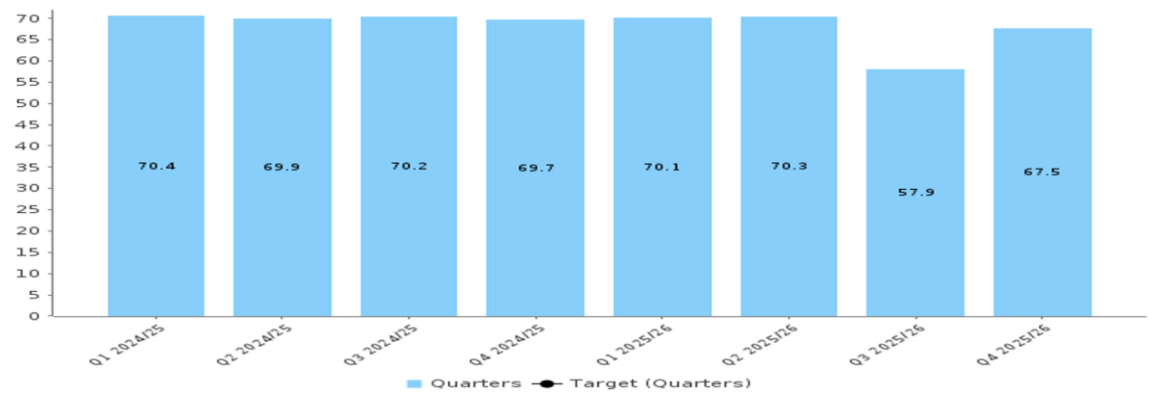
Support our children and young people to ensure they are safe, secure and stable
- 1.13 By 2027/28, increase our multi agency early help offer by 100%



Aim to Maximise
Red (downward long trend)

The February snapshot shows 43 families were passed to Early Help partnership agencies as an outcome of contacts to Medway CSC. This is 1 more family than at the end of December 2025. Across the quarter 89 families have been passed to partners, which averages 45 per month. This is lower than the Q3 average (54) however, data for March is not yet available so Q4 information is subject to change. The new Early Help & Prevention Strategy has now been launched together with a delivery plan. It is envisaged that this will lead to improved multi agency engagement and ultimately lead to an increased number of families being worked with across the partnership, early indications show a gradual increase in contacts passed to partner agencies for support. This however remains an area of focus with ongoing work needed to increase partner’s confidence in taking the lead in supporting children in the community. **Achievements:** The original approach of counting the number of families open to partners via Mosaic has been discontinued, as very few partners were using the system. We are continuing to collaborate with our partners to develop a new methodology for this reporting. This includes exploring how we can improve the tracking and reporting of families who are stepped down from social care to partner-led support. **Actions** going forward: The Single Point of Access and MASH will continue to review all contacts requesting early help and identify the most appropriate lead practitioner to ensure timely and coordinated support for families. SM and HOS to dip sample contacts passed to Family Solutions for support to identify whether any were due to resistance from partner agencies talking the lead

Support all adults, including those living with disability or physical or mental illness to live independently and stay safe
- 1.14 By 2027/28, the proportion of people who receive long-term support who live in their home or with family is similar to the national average



Aim to Maximise Data only (upward long trend)

This measure is Adult social care outcomes framework (ASCOF) 2E, split over 3 parts. Part 1 = Learning Disability Cohort, Part 2A = People aged 18-64 and Part 2B = People aged 65+. In 24/25 Medway achieved an outturn in 24/25 based on client level data returns of: Part 1 83.1%, 1.7 percentage point (pp), 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 South East (SE) region. The figure of 67.5% being reported for Q4 25/26 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 83.7%, 18-64 81.8% and 65+ 58.7% The Intelligence Team will work with the service on a process of reporting on 'Unknown or incorrect' tenure type recording in Mosaic to improve these measures.

Benchmarking

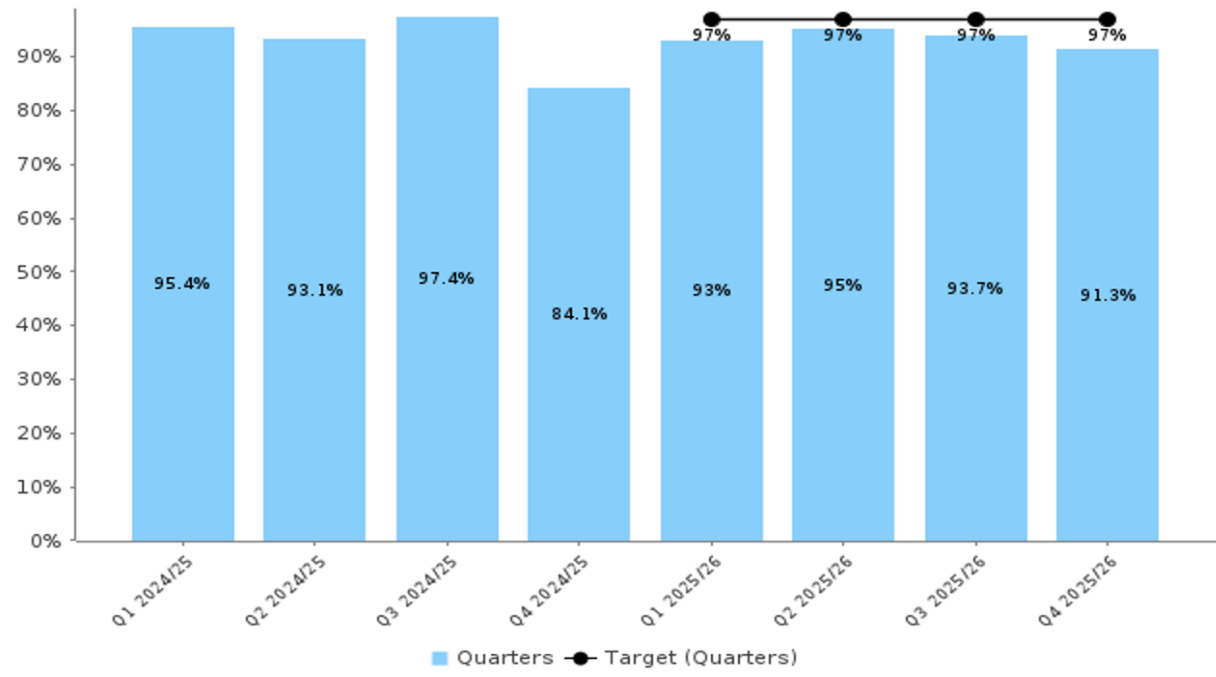
The 2024/25 National outturn that was published in Dec 2025 was.

	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 have been introduced to support people with a learning disability and/or autism, assisting individuals who receive long term care and support to remain living at home. **Actions** going forward: 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.

Support all adults, including those living with disability or physical or mental illness to live independently and stay safe
- 1.15 By 2027/28 the proportion of closed safeguarding enquiries where risk is reduced or removed is better than the national percentage



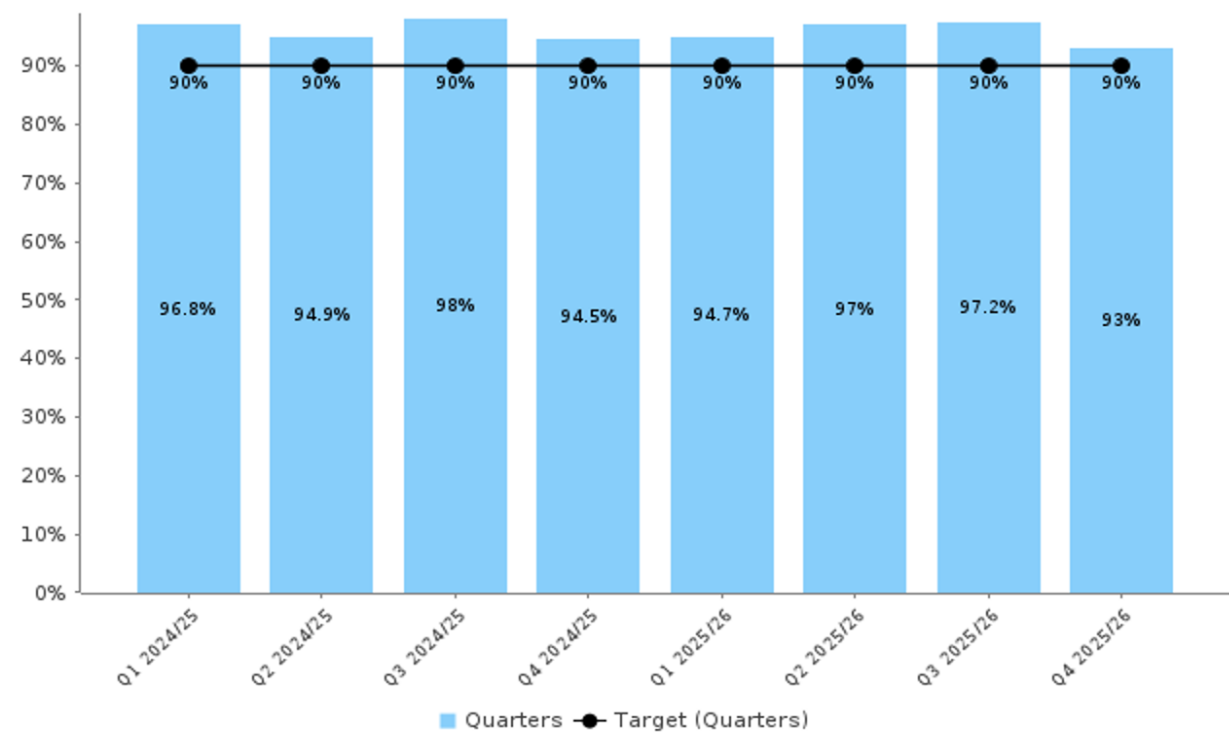
Aim to Maximise
Red (downward long trend)

Adult social care outcomes framework (ASCOF) 4B is a subset of this measure. Local data shows that there were 419 closed safeguarding enquiries in Q4, inclusive of Section 42 enquiries and non-statutory enquiries. Of these, 357 had risks identified, where actions under safeguarding took place. The risk was removed or reduced in 91.3% (326) cases and there is a provisional annual rate of 93.7%, 3.3 percentage point (pp) below the target. ASCOF 4B, which accounts for Section 42 enquiries only, also achieved 91.3% in Q4 with 263 clients seeing a removal or reduction in risk with a provisional annual rate of 94.2%, 2.8pp below the target.

Benchmarking: The data return is currently still open and therefore national and peer group bench marking data will not be available until the latter part of the year. Performance has declined this quarter by 2.4pp in comparison to the previous quarter and is below the target by 5.7pp. This indicates that analysis needs to be undertaken to understand the decline. However, consideration should be given to complex circumstances where risk cannot be removed or reduced, for example individuals with capacity having the right to make unwise choices. We continue to work with individuals who draw on care and support and their network to remove and reduce risk wherever possible.

Achievements: Data analysis is ongoing to examine trends and outcomes, to strengthen our understanding of the factors contributing to unresolved risk. This analysis has informed targeted actions, including focused and specialist training for frontline practitioners. We continue to work with partner agencies to assess and mitigate risk collaboratively, maximising opportunities to reduce or remove risk to individuals. The provisional annual rate is 94.2%, which is 2.8pps below target. While performance has declined this quarter, annual performance remains closer to the target overall. **Actions** going forward: To further strengthen performance, further embedding of collaborative multi-agency risk assessments and risk management plans is required alongside ensuring that individuals who draw on care and support are part of the risk assessment process where possible.

Support all adults, including those living with disability or physical or mental illness to live independently and stay safe
- 1.16 By 2027/28, 90% of people with a concluded safeguarding enquiry achieve either their desired outcome, or their desired outcome is partially met



Aim to Maximise Green (downward long trend)

This measure is not an Adult Social Care Outcomes Framework (ASCOF) measure and data is gathered from a voluntary collection. Local data shows that there were 419 closed enquiries in Q4, inclusive of Section 42 enquiries and non-statutory enquiries. Of these, 353 (84.3%) were asked about their desired outcome, of which 314 (89%) expressed an outcome and 292 (93%) outcomes were either fully or partially met. The annual provisional outturn is 95.3%, exceeding the target by 5.3 percentage point (pp). **Benchmarking** National benchmarking is taken from a voluntary collection of which 91.5% of local authorities submitted data. 100% of the peer group submit to the voluntary data collection. The return is currently still open and therefore national and peer group benchmarking data will not be available until the latter part of the year. There has been a decline in performance against the last quarter by 4.2pp, however the target was exceeded by 3pp during this quarter. Although there has been a decrease, the service continues to outperform the target, however analysis will be undertaken to understand the decrease to implement strategies to further improve and maintain performance. **Achievements:** As highlighted this target has been exceeded across 2025/26 by a provisional 5.3pp, demonstrative of the ongoing commitment and strategies to ensure individuals outcomes are at the centre of safeguarding work. **Actions** going forward: During 2026/27, we will introduce alternative communication methods to enable individuals with communication challenges to participate more fully in the safeguarding process and to better express their desired outcomes. We will also continue to embed approaches that ensure individuals are consistently asked and supported to articulate their outcomes. Further analysis is required to understand the reasons why outcomes are not always achieved.

Support all adults, including those living with disability or physical or mental illness to live independently and stay safe
- 1.17 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

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

Aim to Maximise
Data unavailable (no long trend)
Annual PI Due Q1 2026/27

This measure is an Adult social care outcomes framework (ASCOF) 4A. The 2025/26 Adult Social Care Survey is current underway and provisional data should be available within the Q1 2026/27 reporting period.

In 24/25 Medway achieved an outturn of 69.5% of users reporting that they feel safe, which is a 3.7 percentage point (pp) decrease on 2023/24, as can be seen below 0.6pp below National and SE Region. Although national also saw a decrease this was only by 1pp.

Benchmarking

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

Adult Social Care is committed to increasing the proportion of people using long-term services who report feeling safe, aiming to meet or exceed the performance of our statistical neighbours. Central to this effort is the consistent application of high-quality Care Act assessments and personalised support planning. These processes ensure that individuals' needs, preferences, and risks are thoroughly understood and addressed from the outset. By embedding safety considerations into every assessment and co-producing support plan that prioritise well-being and risk reduction, we empower individuals to feel more secure in their care arrangements.

Achievements: Regular case audits are undertaken to ensure these processes are applied effectively and that individuals' safety remains central to all care arrangements. The audits provide assurance that needs and risks are appropriately identified and managed, and that care plans actively promote wellbeing and security.

Actions going forward: Management oversight–focused case audits are ongoing to ensure that decision-making, supervision, and escalation processes are robust and consistently applied. Strengthening oversight supports earlier identification and management of risk, contributing to improved safety outcomes for people receiving care.

People in Medway live independent and fulfilled lives into an active older age

- 1.18 By 2027/28, the proportion of people who use long term social care services who report having control over their daily lives is similar to, or higher than, the national average

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

Aim to Maximise
Data unavailable (no long trend)
Annual PI Due Q1 2026/27

This measure is an Adult social care outcomes framework (ASCOF) 3A. The 2025/26 Adult Social Care Survey is current underway and provisional data should be available within the Q1 2026/27 reporting period. In 24/25 Medway achieved an outturn of 76.6% of users who felt that they had as much control over their daily life as they would want, which is a 3.1 percentage point (pp) decrease on 23/24, as can be seen below 0.7pp below national and 1.6pp below SE region. Although national also saw a decrease this was only by 0.3pp.

Benchmarking The 24/25 National outturn that was published in Dec 2025 was 77.3% and the SE region was also 78.2%.

While there has been a slight reduction in the proportion of people who report having as much control over their daily lives as they would like, Adult Social Care remains committed to driving continued improvement. The newly established Engagement Team will enhance our ability to gather meaningful feedback from individuals, carers, and families, strengthening our understanding of their experiences and priorities. This insight will inform service development and support our ambition to increase choice and control.

Achievements:

A new Adult Social Care Strategy has been developed, setting out future priorities and strategic direction. Engagement with residents, care providers, and strategic partners has informed the strategy, ensuring it reflects a shared vision and responds to local needs. Feedback from this engagement has shaped a strategy that promotes independence, safety, and improved quality of life, with a strong focus on enabling greater choice and control over the support people receive.

Actions going forward:

The ASC Strategy has now been published and will be embedded across services and commissioning activity to directly respond to the needs and priorities identified through engagement. This will help shape a more responsive, person-centred approach to care and support.

People in Medway live independent and fulfilled lives into an active older age
- 1.19 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

Measure not updated for Q4 2025/26 due to national changes

Aim to Maximise
Data unavailable (no long trend)

Due to internal reporting processes still needing to be established, the figure of 60.7% being reported for Q2 25/26 above is based on client level data returns for the period of Oct 2024 to Sept 2025, seeing 1079 clients aged 65+ discharged into reablement, of which 655 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, 0.5 percentage point (pp) 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%.

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.

People in Medway live independent and fulfilled lives into an active older age

- 1.20 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 higher than the national average

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

Aim to Maximise
Data unavailable (no long trend)
Annual PI Due Q1 26/27

This measure is an Adult social care outcomes framework (ASCOF) 3A Part 1. The 2025/26 Adult Social Care Survey is current underway and provisional data should be available within the Q1 2026/27 reporting period.

In 24/25 Medway achieved an outturn of 60.3% of users who felt that they find it easy to find information about services, which is a 3.7 percentage point (pp) decrease on 23/24, as can be seen below 7.5pp below national and 7pp below SE region. National saw an increase of 3.8pp.

Benchmarking The 2024/25 National outturn that was published in December 2025 was 67.8% and the SE region was 67.3%.

Work is progressing to improve the Adult Social Care website, with a focus on making content more accessible, user-centred, and easy to navigate. Pages are being reviewed and refreshed to ensure accuracy, relevance, and clarity. This includes updating logic trees to make them more intuitive and engaging and using user testing to confirm that changes meet identified needs. Accessibility remains a priority, with improvements aligned to the Web Content Accessibility Guidelines (WCAG) to ensure inclusivity. In parallel, Adult Social Care is supporting the development of Integrated Hubs to improve face-to-face access to information. Work is also progressing to strengthen non-digital communications, including updating and creating leaflets that reflect the most frequently requested information, and ensuring these are widely available across Medway. Digital innovation is being explored through the pilot of Beebot, and other technologies, to support in centralising Adult Social Care information and tailoring content to individual user. The Adult Social Care Engagement Team plays an active role by, gathering insights into how individuals and communities prefer to access services and information.

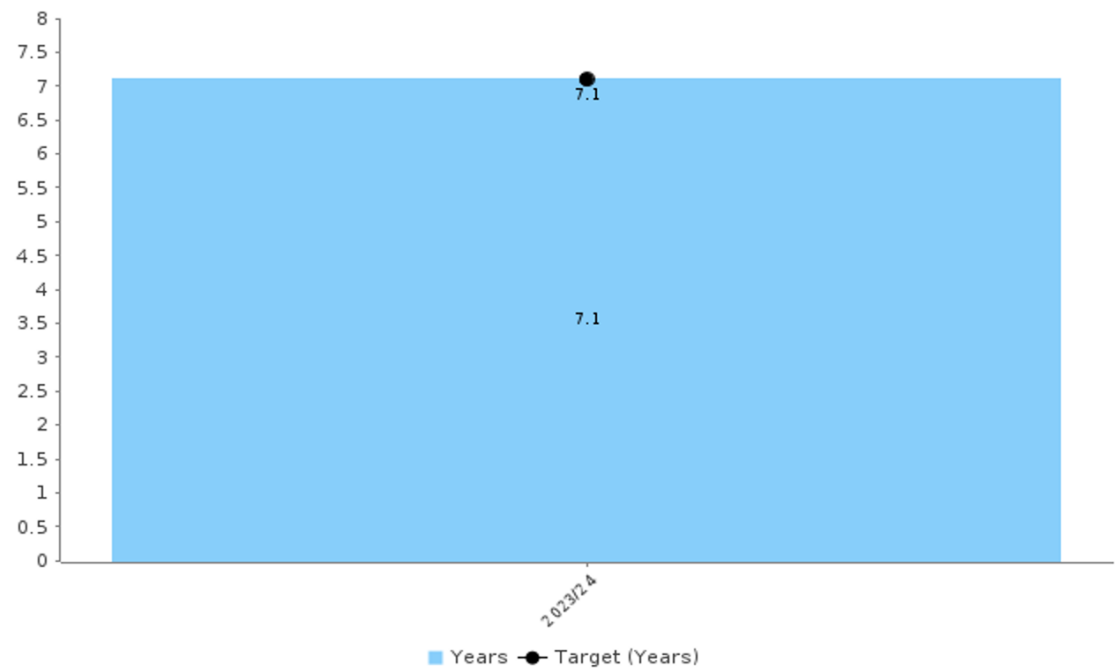
Achievements:

The redesign of Adult Social Care web pages is continuing with iterative updates. A public survey is live to identify key areas of information that should be prioritised for physical communication materials, such as leaflets. The "Your Guide to Adult Social Care" booklet has been developed and is being actively distributed. A guide to carers assessments is in design phase. The need for physical media in these areas has been identified through engagement with communities.

Actions going forward:

Continued redesign of the ASC web pages and develop physical media and distribute to locations across Medway and the review of Beebot proof of concept and development of business case comparing this technology to other available tools on the market that improve information, advice, and guidance.

People in Medway live independent and fulfilled lives into an active older age
- 1.21 By 2027/28, the carer reported quality of life score is statistically similar to, or higher than, the national average



Aim to Maximise Green (no long trend) Annual PI

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.

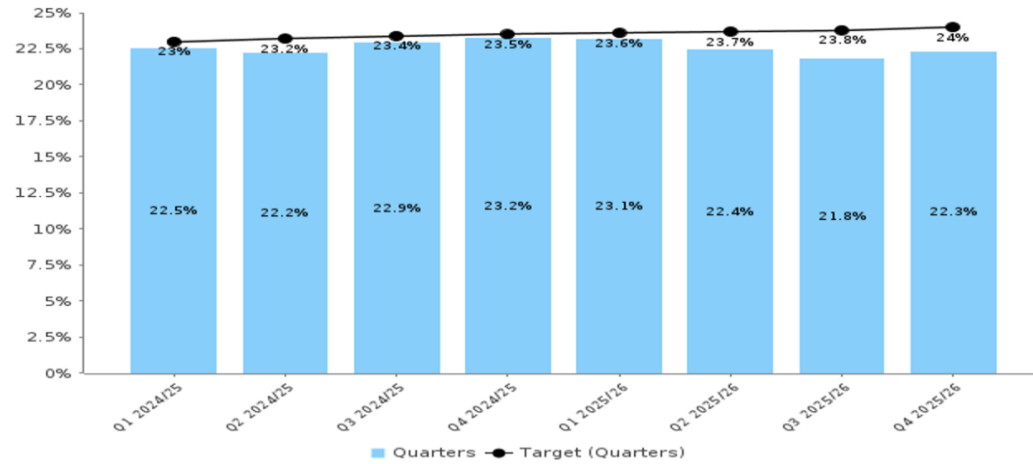
Benchmarking For 23/24 Medway was 0.2 points lower than national (7.3) and 0.1 points lower than the Southeast (7.2). This would suggest that difference between Medway’s outturn and the comparators is not significantly statistically important.

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: This is year 2 of a 2-year project. A full review of the carers offer has taken place and individual business cases on the future carers offer have now gone through the governance processes. The carers web pages have been reviewed and updated and are now live, providing additional information and links to available support. 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:
 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 undertaken to progress a pilot of Carers First undertaking carer assessments and reviews on behalf of the Local Authority.

People in Medway live independent and fulfilled lives into an active older age
- 1.22 By 2027/28, the proportion of long-term clients receiving support via a Direct Payment is similar to or better than the National percentage.



Aim to Maximise
Red (downward long trend)

This measure is an Adult social care outcomes framework (ASCOF) 3D Apart 2A. An increase of four clients receiving a DP from 477 to 481 and an increase of four clients in the SDS (Self-Directed Support) clients from 2150 to 2154, an improvement of 0.5 percentage point (pp) has been seen between Q3 and Q4 2025/26, leaving the KPI 1.7pp away from the end of year target of 24%. In 24/25 Medway achieved an outturn of 23.4% which is a 1.5pp decrease on 23/24 (24.9%). As can be seen below 1.1pp below national and 0.3pp below SE region. National saw a decrease of 1pp compared to Medway's 1.5pp decrease. **Benchmarking** The 2024/25 National outturn that was published in December 2025 was 24.5%, Peer Group was 27.2% and the SE region was 23.7%. The Self-Directed Support (SDS) Team continues to collaborate closely with frontline practitioners to support an increase in Direct Payment (DP) referrals. A key proposed development is the introduction of a mandatory step within Mosaic that generates a task for the SDS Team when eligible needs are identified. This will ensure that every individual is offered a dedicated conversation about the option of Direct Payments, supporting informed choice and a clear understanding of available support. **Achievements:** Self-Directed Support and Direct Payments training is now mandatory for all Adult Social Care practitioners and monitored by Workforce Development. Attempts are ongoing to obtain compliance data from Workforce Development; however, contact has not yet been successful. Also, TLAP webinar information continues to be circulated to practitioners to support understanding of person-centred planning. This information has also been uploaded to the shared drive for ease of access. Alongside, access to Personal Assistants (PAs) has been expanded through the establishment of a DWP account and the development of micro-enterprises, supporting greater diversity within the PA market. In addition, the service is currently piloting UKCIL, an online advertising platform that uses social media and digital channels to promote PA opportunities. Subject to the outcome of the trial, a business case will be developed to support continuation. **Actions** Going Forward: Finalise and publish the Direct Payment leaflet, ensuring SDS information is clearly presented on the council's website. This work is ongoing, alongside updates to the Medway Terms and Conditions, which will also be included on the website and implement the new Mosaic work step to ensure SDS engagement is embedded at an early stage in the support planning process, which has temporarily stalled due to issues raised by the PSW Team, with a meeting scheduled with the Principal Social Worker and Systems to discuss and resolve these concerns. Support the onboarding of newly recruited staff to stabilise service delivery and maintain momentum in progressing SDS initiatives. All new staff meet with the Senior SDS Coordinator as part of their induction, alongside supporting the Head of Locality to introduce Direct Payment referral targets for assessing officers. Each locality has a named SDS Coordinator who supports their area by attending team meetings and managing referrals by postcode.

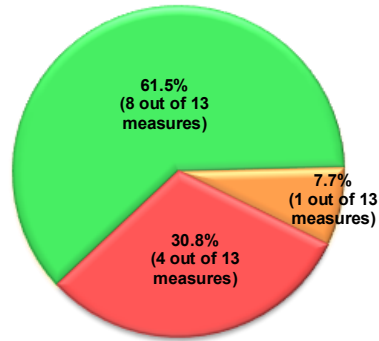
Benefitting from good education, quality jobs and a growing economy

- Ensure all children and young people access a high-quality, inclusive education.
- Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups.
- Develop a strong mixed economy which provides training and work opportunities that support career development, increasing high value businesses and expanding high quality employment.
- Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage.
- Support the growth and diversification of business in our town centres, reflecting the importance of placemaking and regeneration.

Summary of all performance indicators for this priority

There are 23 performance indicators for the One Medway Council Plan 2024/28 which fall under this priority. We are reporting on 13 performance indicators this quarter. There are 10 indicators where data is unavailable.

Performance

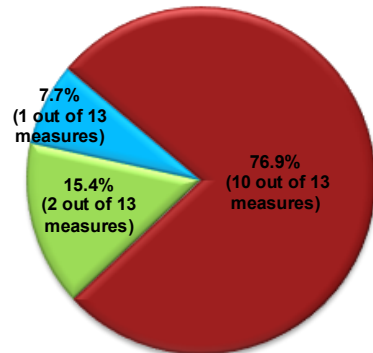


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target

This chart shows the performance for 13 measures:

- 61.5% (8 out of 13 measures) met or exceeded target.
- 7.7% (1 out of 13 measures) were slightly below target (less than 5%).
- 30.8% (4 out of 13 measures) were significantly below target (more than 5%).

Direction of Travel

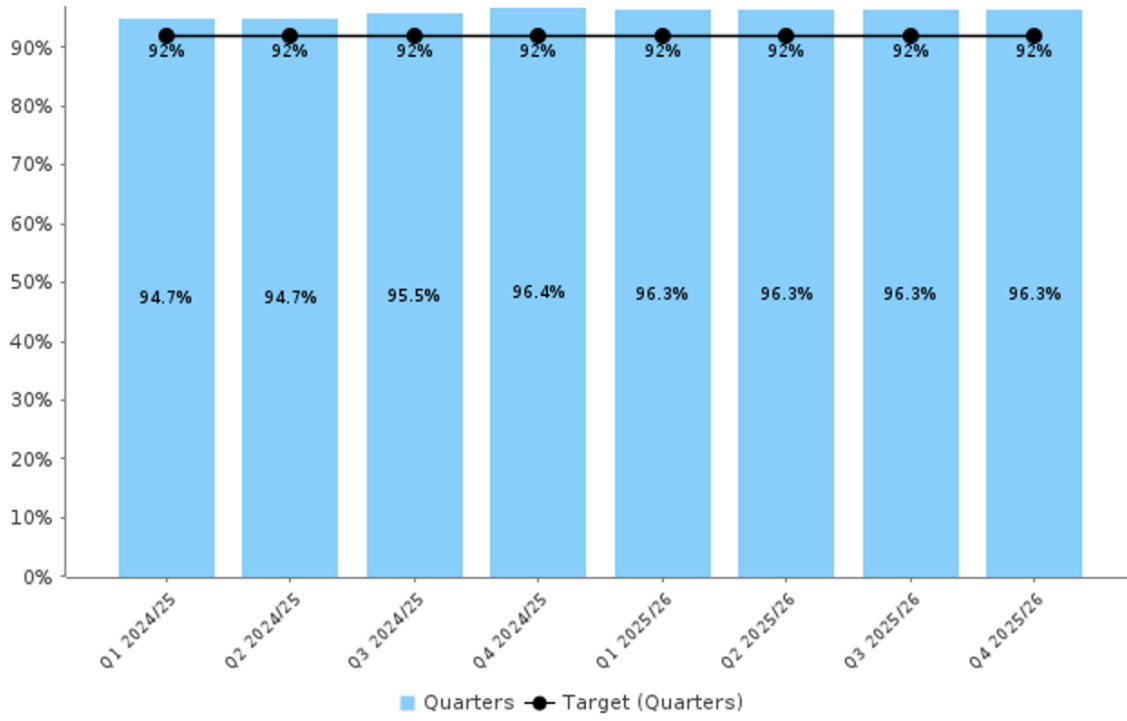


Direction of Travel - key
Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 13 measures:

- 15.4% (2 out of 13 measures) had an upward long trend.
- 7.7% (1 out of 13 measures) had a static long trend.
- 76.9% (10 out of 13 measures) had a downward long trend.

Ensure all children and young people access a high-quality, inclusive education
- 2.01 By 2027/28, 92% of early years, primary and secondary schools in Medway are good or better in the last Ofsted inspection

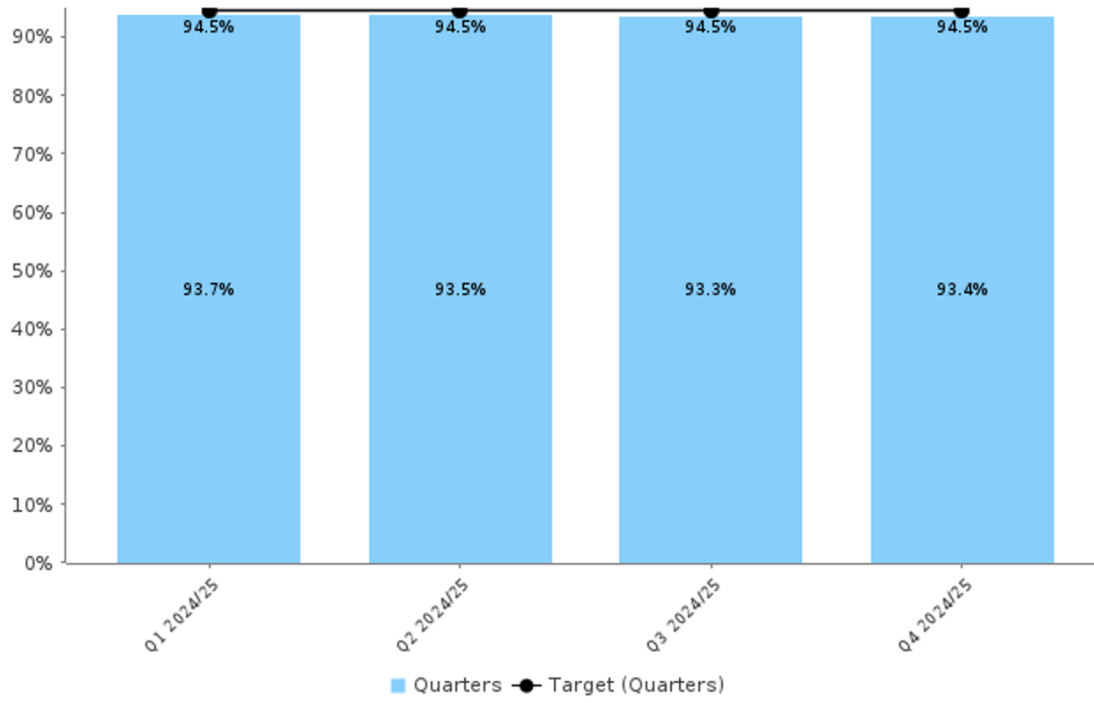


Aim to Maximise Green (downward long trend)

The counting cohort is now 80 schools. Of these three are graded outstanding, 74 schools are good. This means that out of 77 Schools 80 (96.3%) are good or better. One school requires improvement and two are inadequate. 16 schools currently have an ungraded, No Overall Outcome grade. However, one school in this cohort has been inspected under the new regime that does not provide a “single word outcome”. Of the outstanding schools one is a primary (academy) and two are secondary (both Academies). Of the good schools 62 are Primary (15 LA maintained) and 12 Secondary (All Academies) The monthly Education & SEND dashboard reports on the outcome of Ofsted inspections for individual schools, with commentary in relation to previous inspection outcome. Noting that Ofsted no longer allocate one overall judgement; from November 2025 ‘Ofsted report cards’ show colour coded grades on a scale from Urgent improvement – Needs Attention – Expected Standard – Strong Standard – Exceptional, against different aspects of a school which include: Attendance & Behaviour, Inclusion, Leadership & Governance, Personal Development and Well-being, Achievement, Curriculum & Teaching, Post 16 / Early Years Provision

Actions going forward: In addition to maintaining an overview of inspection outcomes, the service holds an overview of schools that may be presenting some specific areas of concern within the Education and SEND dashboard. Internal meetings to review School categorisation / risk rating for all schools are scheduled across the academic year to provide oversight against 12 areas. This is updated at three points across the academic year and essentially RAG rates based on information in the following areas: School Effectiveness, Ofsted, Attendance, Behaviour (exclusions & suspensions), Safeguarding, SEND / Inclusion, Admissions, Finance, Governance, Health and Safety, Human Resources and Property.

Ensure all children and young people access a high-quality, inclusive education
- 2.02 By 2027/28, the rate of attendance at primary and secondary schools is above 96%

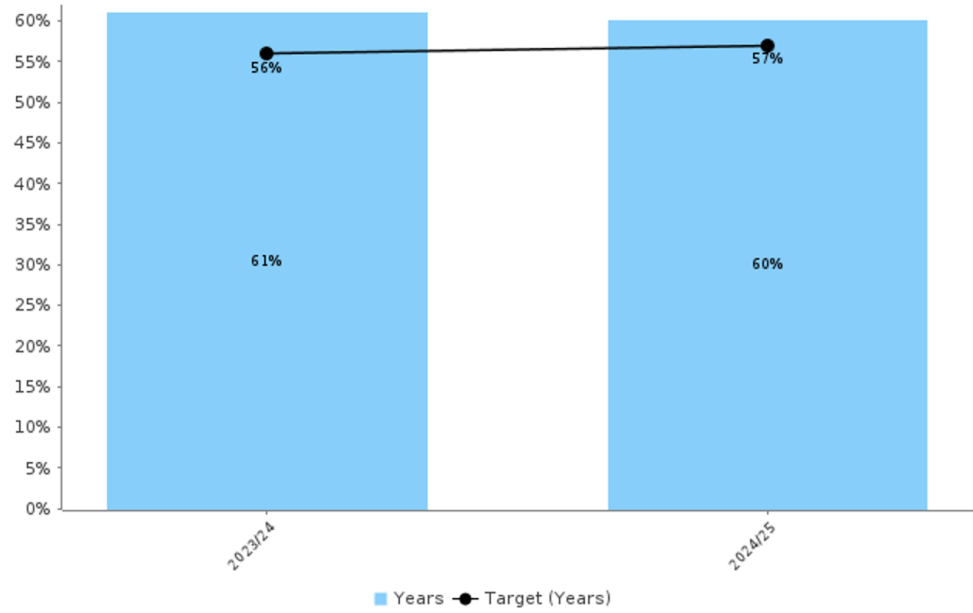


Aim to Maximise
Amber (upward long trend)

The target for the end of 2025/26 financial year is 94.5%, this will be taken from the triannual school census, using the full year published data for the 2024/25 academic year, which is usually available in available in Q3 of the 2025-26 financial year. Attendance is reported in arrears. The most recent data is for the 2025/26 Autumn Term. Medway’s attendance has improved by 0.1 percentage point (pp) to 93.4%. This is 0.1pp worse than the national rate (93.5%). Medway is ranked 54th of all LAs, Medway were ranked 49th for the full 2024/25 academic year. Persistent Absence (PA), missing 10% or more of sessions is 19.2% ,1.2pp worse than national. Medway is ranked 63rd nationally for PA, Medway were ranked 56th for the full 2024/25 academic year. Severe Absence (SA), missing 50% of sessions is at 2.2%, 0.1pp worse than national. Medway is ranked 55th. Medway were ranked 52nd for the full 2024/25 academic year. Primary School attendance is 94.4%, 0.5pp worse than national. Primary PA is 16.7%, 2.3 pp worse than national. Primary SA is 1.5%, 0.5pp worse than national. Secondary Schools attendance is 92.6%, 0.3pp better than national. Secondary PA is 21.4%, 0.1pp better than national. Secondary SA is 2.7%, 0.5pp better than national. Work within the Attendance Advisory service is on-going with schools and trusts to utilise the DfE data toolkits that provide in year, granular information for pupil attendance. Although Medway’s overall attendance has reduced, it remains above the national measure. Improvements in persistent and severe absence are beginning to be seen through tracking data at a school and local area level that should be evidenced within the next period. **Actions** going forward: Targeted Support meetings continue throughout the academic year at an individual or Trust (group) are led by the local authority’s attendance support team. They bring together school staff, local authority officers, and relevant professionals to discuss specific pupils or groups. The focus is on developing a shared understanding of the issues and agreeing on tailored actions. They are part of a graduated response, sitting between universal support and legal intervention.

Ensure all children and young people access a high-quality, inclusive education

- 2.03 By 2027/28, the proportion of pupils that meet the expected standard in reading, writing and maths at the end of Key Stage 2 (end of year 6) is the same as or above the national average



Aim to Maximise Green (downward long trend) Annual PI

Revised data has been published.

There has been a 0.9 percentage point (pp) drop in the proportion of children reaching the required standard in reading, writing and mathematics. This has meant that Medway has dropped from 72 out of 151 local authorities to 102nd. Compared to 2024 the disaggregated performance in reading has improved by 1pp to 73% but remained static for mathematics has remained at 71% meeting the required standard. There has been a 1 pp drop in writing attainment compared to 2024.

Benchmarking:

The national (provisional) outturn for the 2024/25 academic year was 62.3 %, arise of 1.6pp compared to the previous year.

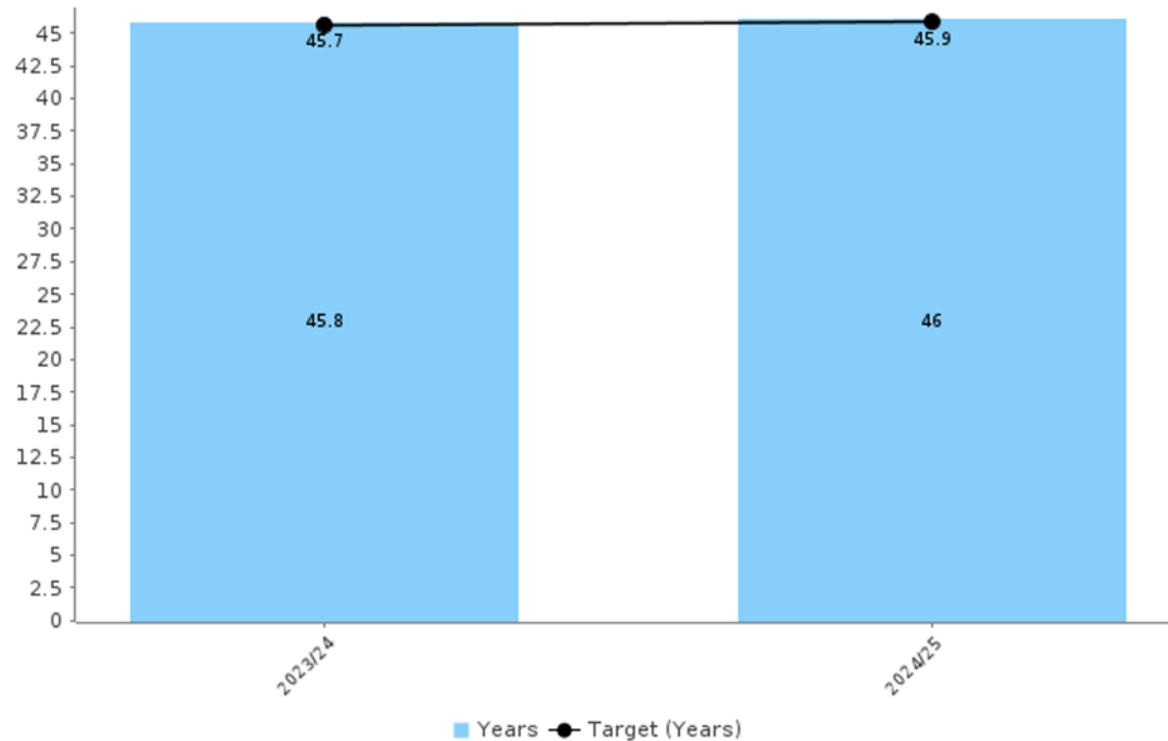
School performance data is analysed and published in the Annual School's Performance report to drive strategic action across the education landscape. Intelligence is shared with all partners to coordinate their individual operational planning across Medway Education Partnership group (MEPG), with representation from all education phases, including CEOs.

Collaborative working with local headteacher associations, asks for priorities for targeted actions at school and zone level addressing underperformance.

Achievements in the time period (Past/Present): Service to review and comment Analysis of the performance across Medway is provided for schools broken down into core subjects and the performance of groups within this enables school leaders and governors / trust boards to have a strategic overview of the local area leading to evaluation of pupil outcomes for their own school / group of schools.

Ensure all children and young people access a high-quality, inclusive education

- 2.04 By 2027/28, the Average Attainment 8 Scores (Key Stage 4, 14-16-year-olds) are the same as or above the national average



**Aim to Maximise
Green (upward long trend)
Annual PI.**

Revised data has been published. The average attainment 8 score in Medway improved by 0.2 percentage point (pp) and passed national which remained the same at 45.9. Results in Medway have improved, compared to a static national position.

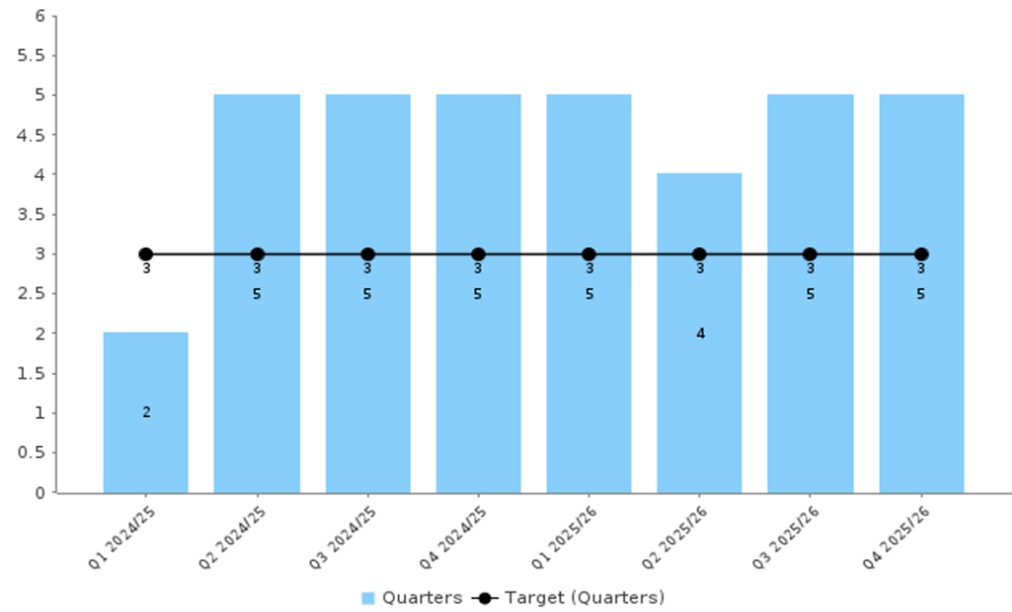
The national RISE (Regional Improvement for Standards and Excellence) programme focuses on four key priorities:

1. Inclusion – Ensuring all pupils, regardless of background or need, are supported to thrive.
2. Attainment – With a particular focus on English and maths.
3. Reception Quality – Improving the quality of early years education.
4. Attendance – Tackling persistent and severe absence to ensure pupils are regularly in school

Priorities are part of a broader effort to raise standards across the education system, especially in schools that are underperforming or facing persistent challenges. The RISE teams work both through targeted support for "stuck" schools and a universal offer to help all schools improve.

Although no school in Medway has been allocated a RISE advisor, it is pleasing to note the focus on attainment within the four priority areas.

Ensure all children and young people access a high-quality, inclusive education
- 2.06 By 2027/28, the proportion of 16/17 year olds who are not in education, employment or training, or whose status is 'not known' has been reduced, such that Medway is ranked in the top 2 quintiles nationally for participation



Aim to Minimise Red (downward long trend)

February 2026 data shows Medway remaining in the 5th quintile. 511 (6.4%) children are NEET and 197(2.5%) have an unknown destination. This is 708 (8.9%) in total. Nationally 5.4% of 16- and 17-year-olds are NEET and Not Known, with 3.5% NEET and 1.9% Not Known. For the South East this is 6.2%, where 3.9% are NEET and 2.4% Not Known. It is normal for the numbers of NEET numbers to rise as the number of Not Known's falls. The February 2026 position is marginally worse than the February 2025 position, where 617 (8.3%) of 16- and 17-year-olds were NEET or has an unknown destination. In February 2025 Medway was also in the 5th quintile.

Achievements : Implementation of Kent Choices has commenced from September, with uptake increasing month on month. Medway are just behind KCC engagement levels at 52%, an increase of 4% on the previous month. Weekly data from MKC indicating 'dropouts' which are followed up immediately to avoid the Young person falling through a gap. 124 off rolled since September. Supported Internship Event January 2026. Establishment of NEET prevention work with EHE pupils and those within the YJS. This has proven successful with good levels of engagement from cohorts with whom engagement is often challenging. This includes tracking, Facebook pages (133 parents accessing), quarterly calls with the YP and family, and google classroom facility with 28 onboarded and five pending. A new IAG lead starting 1 April 2026. Post 16 Lead appointed to start on 2 June 2026.

Actions : The IAG Team has set up a RAG system to focus on outcomes. This has increased focus and support. Engagement at the Chatham premises is positive, with over 50% appointment attendance. Data sharing with Mid-Kent College is being explored to identify young people at risk of NEET. Further work with education providers is needed to support the Risk of NEET initiative, enabling Medway to identify need and work with post-16 providers to ensure sufficient offers. Marmot/NEET Conference and Opportunities Fair in April 2026. Ongoing work with MKC to expand course options and SEND capacity. NEET prevention pilot with Connections targeting three high-NEET schools from September 2026, rolling out to all schools over time. Closer working with schools to improve data sharing and early identification of NEET risk. Additional courses in 2026/27 with OHOB, Brighter Future, MAE and TCHC. EHE referrals to MKC for Year 10–11 courses in English, Maths, PSHE, Photography and Science GCSEs.

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

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

Medway Adult Education (MAE) is committed to fostering a high-quality learning environment where learners can thrive. The service places learners at the centre of decision-making and works collaboratively with local partners to raise awareness and inform curriculum development. Feedback from stakeholders consistently highlights that learners enjoy their studies and value the positive impact on their health and wellbeing, with the majority reporting increased confidence. Information has been delivered to the Medway Adult Education Oversight Board on the new Ofsted Framework.

Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups
- 2.08a By 2027/28, Medway Qualification Level 1 will be the same or better than the national average

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

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

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

Medway Adult Education continue to run courses developed to create pathways in to work. Skills Bootcamps have continued to run in Kent & Medway run by Kent County Council.

Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups
- 2.08b By 2027/28, Medway Qualification Level 2 will be the same or better than the national average

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

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

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

Medway Adult Education continue to run courses at level 2. Skills Bootcamps have continued in Kent & Medway run by Kent County Council. Skills plans with businesses promote the use of apprenticeships to recruit. Funding is still a barrier for employers.

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

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

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

Training Providers forum continues to work together to promote level 3 apprenticeships in Medway. Kent & Medway Careers Hub continues to support schools and colleges to create progression pathways for all young people. Waterfront UTC have started level 3 T Levels; College continues to run T Levels. Individual skills plans for businesses includes the opportunity to support T Level students.

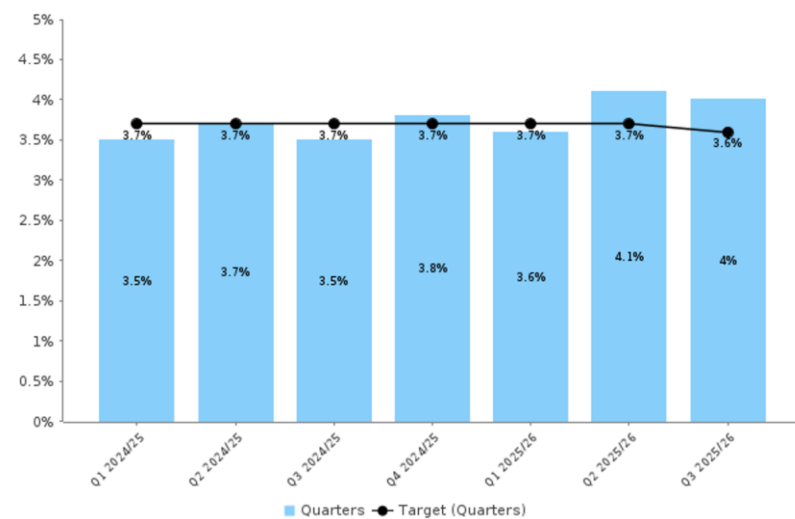
Plot not shown as the data has not changed since the last report

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

Most current data from NOMIS is still dated January 2024 - December 2024.

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

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

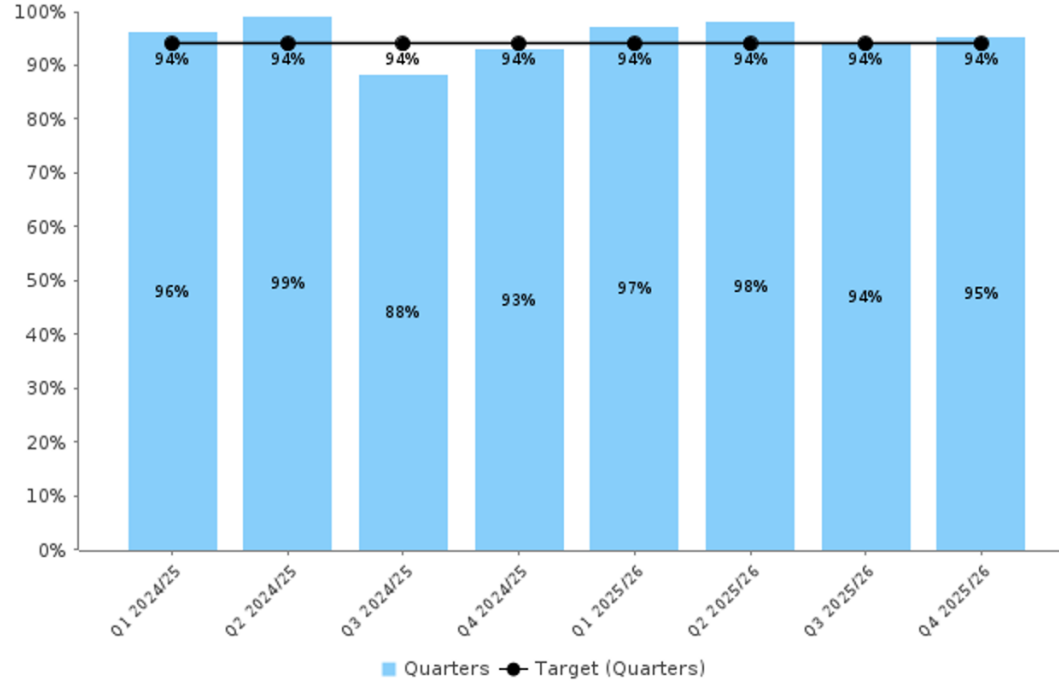


Aim to Minimise Red (downward long trend)

Figures are October 2024 - September 2025 - the latest figures on NOMIS

Work includes the OHOB/Medway Development Company project which aims to get 100 people trained in construction in 2026. Three cohorts have happened so far with 25 people trained and 7 people have achieved work. Shared Prosperity Fund year 4 projects focussing on skills and employment include Volunteer It Yourself who have provided construction experience to young people, Connect to Work has good referral rates and numbers of people on programme, Kent & Medway Get Britain Working Plan and Work & Health Strategy to support people into work. Supported Internship projects which included a conference for all professionals working with people with SEND in January 2026 with 100 attendees. Kent & Medway Careers Hub has set priorities for 2025/2026 for schools and colleges which includes raising the awareness of apprenticeships and technical qualifications and a focus on work experience for all students from 11 years old. Skills Bootcamps continue in Kent and Medway to support people in to work in various sectors. An Industry 4 Council project working with employers and the colleges in Kent and Medway to develop pathways. Medway Adult Education continue to run courses to support people into work. Individual skills plans for businesses highlight the various ways to recruit. Brighter Futures run support for NEETs, and we sit on the Skills South Group for the Lower Thames Crossing Project. Two DFN Project Search programmes are running for young people with SEND with Amazon and Sodexo as the host employers. The Office for National Statistics (ONS) publishes the Business Register and Employment Survey (BRES), which provides information about employment in an area. The figures are based on information collected directly from employers and include both full time and part time roles across public and private sector organisations. The most recent figures available are provisional data for 2024, meaning they may be revised when final data is published later in 2026. As with any survey, the results are subject to a small margin of error. Between 2022 and 2024, the number of people employed locally increased. The number of employees (people working for an organisation and paid through its payroll) rose from 95,600 to 97,700. When sole traders and business owners are also included, total employment increased from 97,500 to 99,200. Overall, the data shows that local employment has continued to grow, suggesting that demand for jobs in the area has remained strong despite wider economic uncertainty.

Work with business partners to ensure education and skills development supports children, young people and adults to lead successful lives, and secure employment opportunities, with targeted support for the unemployed and vulnerable groups
- 2.10 By 2027/28 Medway Adult Education maintains 94% retention rate for adults on courses per academic year



Aim to Maximise Green (downward long trend)

Data as at 2 April 2026
Reporting Period: January 2026 – March 2026
Data Source: Terms Management System
Learner retention for courses active during Q4 of the 2025/26 financial year stands at 95%, an increase of 1 percentage point compared to the previous quarter and above target. This represents a 2-percentage point improvement compared to Q4 of 2024/25, reflecting the positive impact of our ongoing initiatives.

Retention by Department:

- English & Maths: 95%
- Community Learning: 98%
- ESOL: 92%
- Vocational Skills: 94%

Overall, these results demonstrate strong and consistent learner engagement across all departments, with particularly high performance in Community Learning, and provide clear evidence that current support strategies are effective and should continue to be embedded and built upon to sustain and further improve retention.

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

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

Gross Value Added (GVA) is a measure of the value of goods and services produced in an area, industry, or sector, and represents the contribution made to the economy. The term filled workforce job refers to the total number of jobs that are filled by employees within a specific area. The most recent data available from Office National Statistics released in 2025, is 2023 data. For Medway, the Gross Value Added per work filled job was £63,959, an increase from £60,784 in 2022. In 2023, in England, GVA per work filled job was £67,338. GVA per work filled job in Medway has steadily increased every year since the data set was made available in 2009. This performance indicator is on track to maintain the current level of Gross Value Added (GVA) per filled workforce job by 2027/28.

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

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

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

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

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

The most recent data available from Office National Statistics 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.

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

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

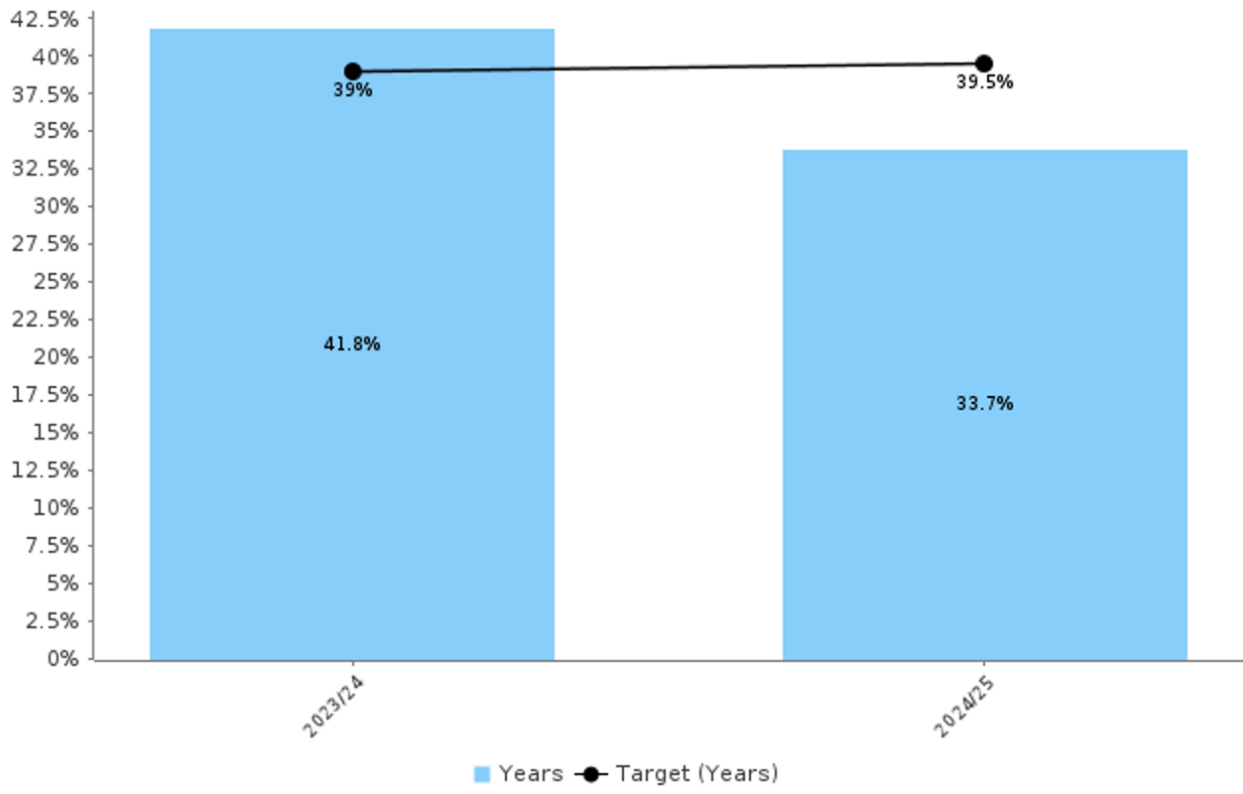
No new deprivation data will be published; this measure will be removed in 2026/27.

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

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

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

Develop a strong mixed economy which provides training and work opportunities that support career development, increasing high value businesses and expanding high quality employment
- 2.15 By 2027/28, raise the business survival rate to 41%



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

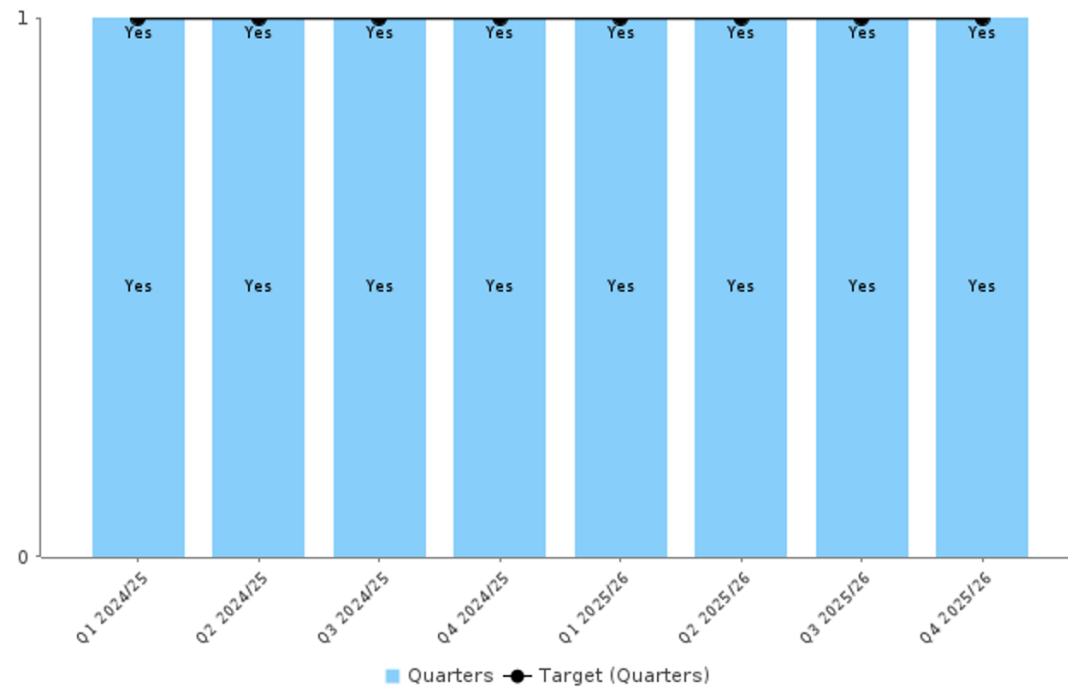
Business survival rates between 2019 and 2024 are likely to show a decline, reflecting the impact of Covid-related business failures. Ongoing post-Covid recovery, supported by targeted local initiatives, is expected to drive an improvement in survival rates by 2027/28.

The Office for National Statistics (ONS) publishes the Business Register and Employment Survey (BRES), which provides information about employment in an area. The figures are based on information collected directly from employers and include both full-time and part-time roles across public and private sector organisations. The most recent figures available are provisional data for 2024, meaning they may be revised when final data is published later in 2026. As with any survey, the results are subject to a small margin of error.

Between 2022 and 2024, the number of people employed locally increased. The number of employees (people working for an organisation and paid through its payroll) rose from 95,600 to 97,700. When sole traders and business owners are also included, total employment increased from 97,500 to 99,200.

Overall, the data shows that local employment has continued to grow, suggesting that demand for jobs in the area has remained strong despite wider economic uncertainty.

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



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

Structure & Staffing

- Board review underway to identify skills gaps, strengthen representation, and ensure readiness for Creative Medway’s evolving role as a sector trade body.
- Compact model updated with quarterly meetings replaced by a flexible expert panel to input on strategic priorities as needed.
- Handover to new Strategic Lead completed.

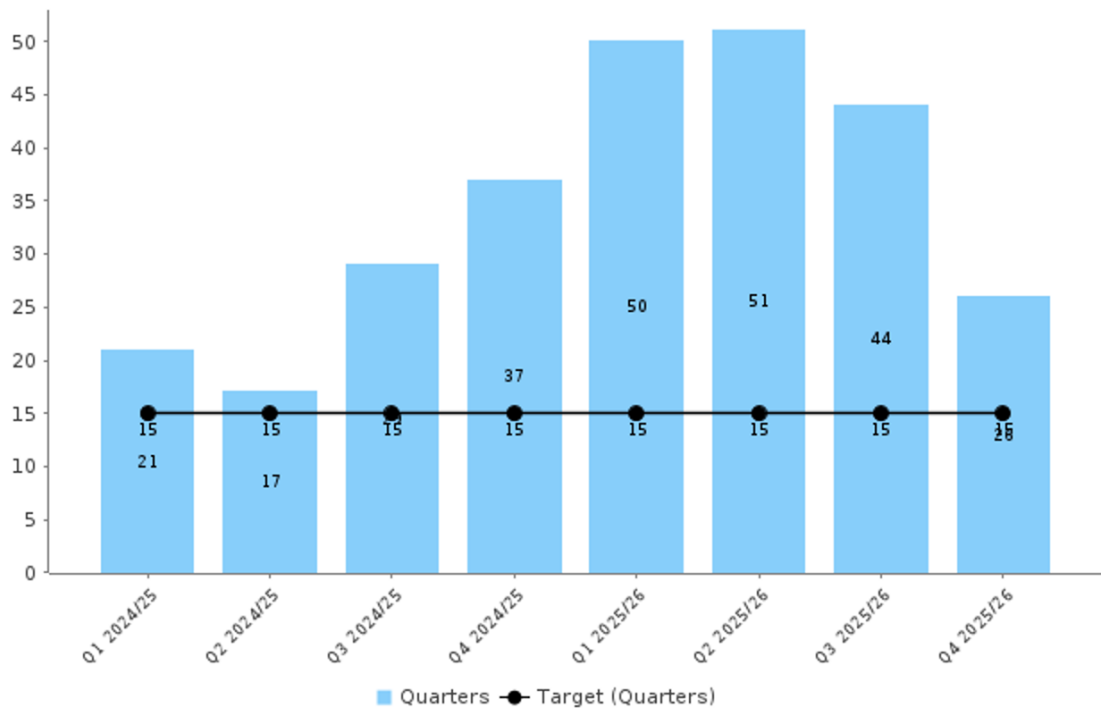
Advocacy & Engagement

- New sector advocacy strategy in development, with an immediate focus on Local Government Reorganisation.
- Sector communications have centred on mid-point reflections on the cultural strategy and priority setting for 2026–2030, alongside a review of progress against last year’s strategic focuses.
- Creative Medway participated in a roundtable hosted by Naushabah Khan MP on creative industry development and culture-led placemaking in Medway.
- Monthly sector meetups continuing in partnership with Nucleus Arts.

Fundraising

- £60K Arts Council England application submitted, focused on sector entry and development of a delivery and evaluation plan (decision expected mid-June).

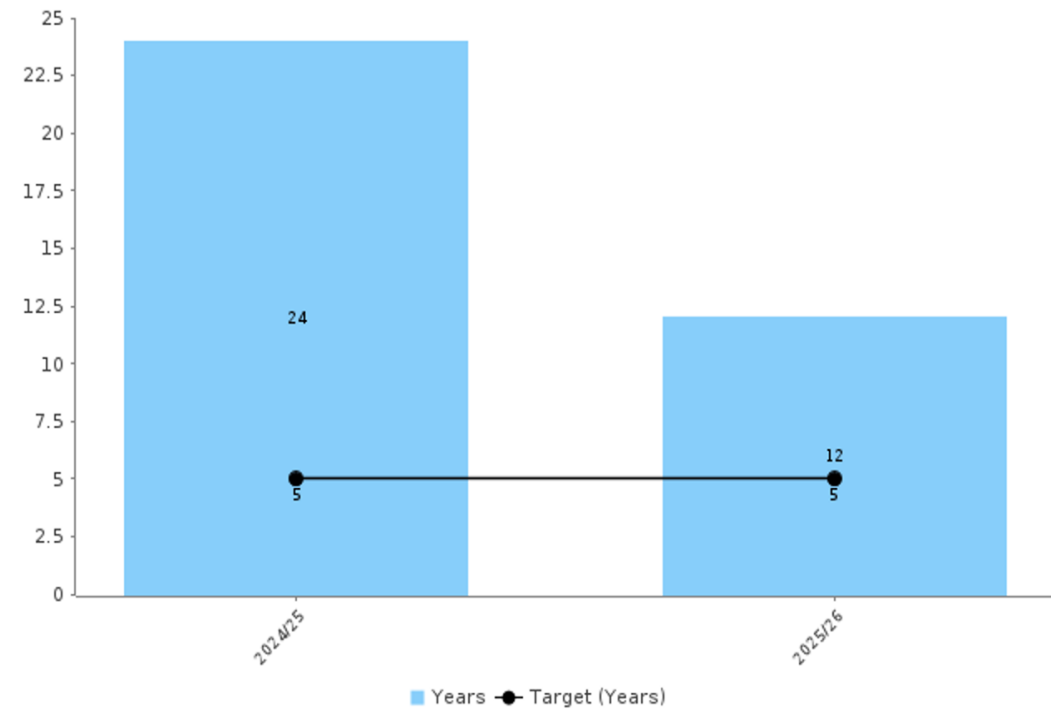
Develop Medway’s reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage
- 2.16b By 2027/28 Undertake 5 monthly sector surgeries, 60 a year, 240 by 2027/28



Aim to Maximise Green (downward long trend)

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 Team supported 26 organisations and artists in Q4: Mini Gabi World, Creative Medway, The Amelia Scott, Photoworks, We Live Here, iCCi, Electric Medway, Medway Arts and Homelessness Forum, River Lit, Dockyard, Town Centres Management team/Gillingham Taskforce/Community Panel, Lyrici Arts, Nucleus Arts, Icon Theatre, Intra Community Trust, documentary photographer and multi-media artist based at Sun Pier House, Medway Cultural Education Partnership, Medway Creative Schools Network, Council’s LGR team, Identity, Pride, Ideas Test, Temple of Kulture, Royal Engineers, Rochester and West Kent Art Society and Loop Dance Company.

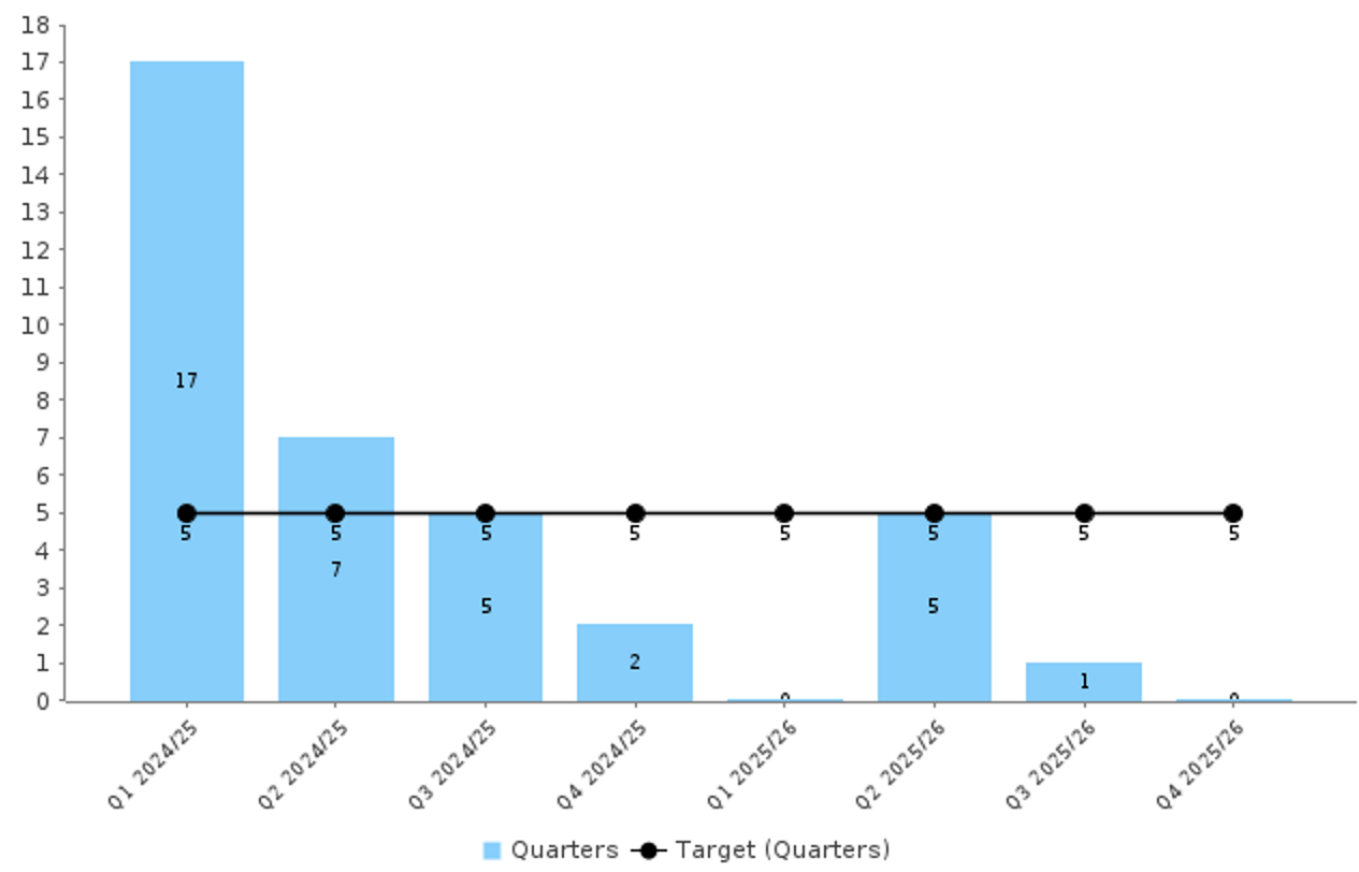
Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage
- 2.17 By 2027/8 implement a minimum of five community led pilot projects which showcase heritage- driven regeneration



Aim to Maximise Green (downward long trend) Annual PI.

12 grants have been issued in Q4. Three Development grants of up to £7,000 and three Collaborative grants of up to £30,000. Projects include Chatham Historical Dockyard Society will create a virtual 3D gallery of 2,000+ artefacts from The Ropery building, A community project led capturing untold stories of Medway's Sikh residents through oral histories, collecting, and intergenerational workshops, The Thomas Aveling Society broadening the public understanding of Thomas Aveling's legacy through new public engagement, plaques and markers and online resources, a community heritage project exploring the historic decorative craftsmanship of the Brook Theatre, a project documenting the lives of 20 Black people in Medway through portrait photography and oral histories, TV content made with and by Medway school children that captures Medway's medieval food heritage and ties in with KS2, a deaf-led working with disabled, deaf and marginalized communities to explore lived experience and local heritage through accessible visual art and storytelling

Develop Medway's reputation as a home for creative, cultural, and green industries to support a growing economy, maximising our national recognition as a Priority Place for culture and heritage
- 2.18 By 2027/28 increase the number of Medway businesses to become green by 80

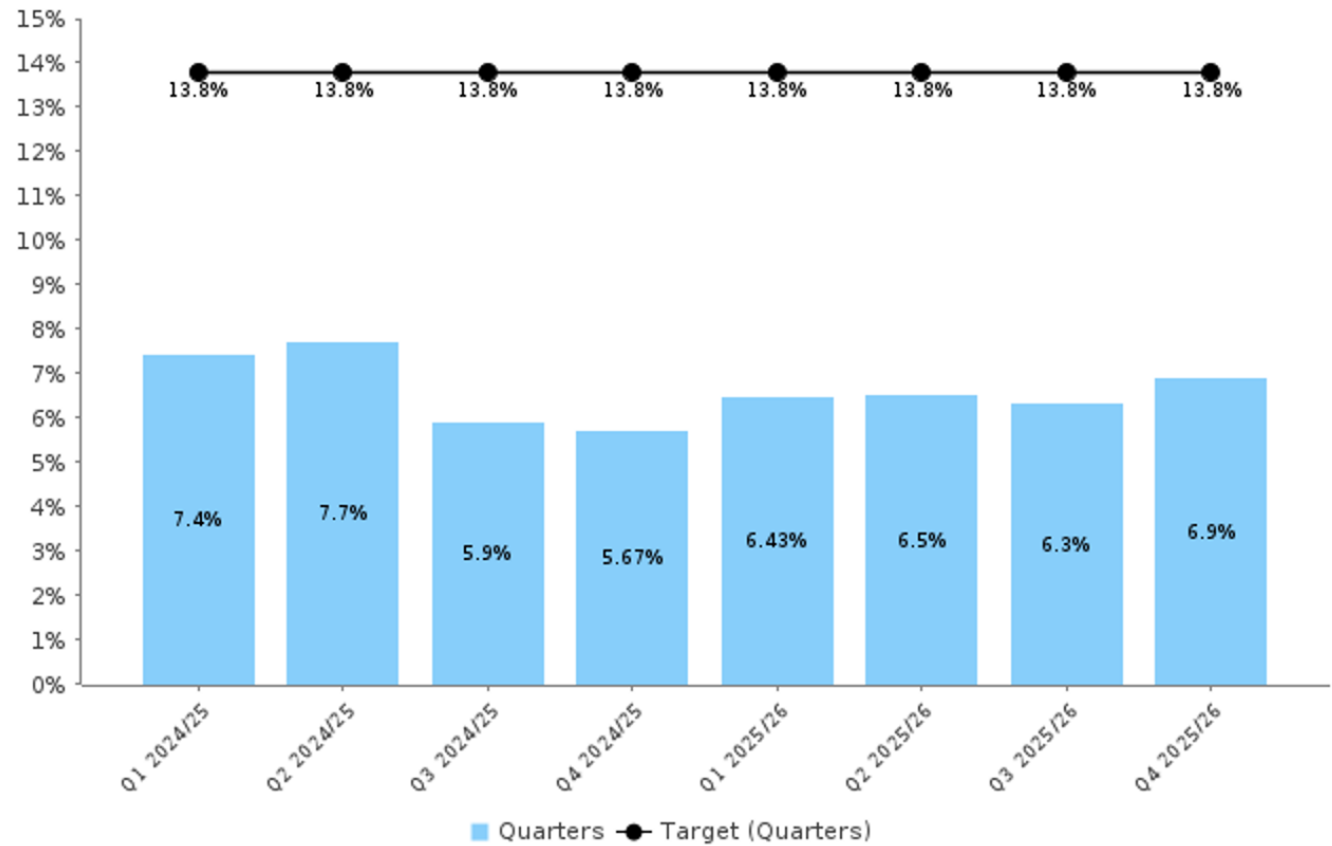


**Aim to Maximise
Red (downward long trend)**

Although there have been no recent applications for green audits or grants, previous trends show that business interest can increase rapidly in response to changing conditions. Investment activity rose notably following the energy price increases after the invasion of Ukraine, and ongoing global developments, including those in the Middle East, may similarly stimulate renewed interest and engagement in Q1 2026/27.

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

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



Aim to Minimise Green (downward long trend)

The vacancy rate across Medway's town centres for Q4 currently stands at 6.9%, compared with the national vacancy rate of 14.2% (Experian Goad – UK floorspace vacancy rate). This is a highly encouraging position. Our March 2026 vacancy rate is less than half the national average, and there is optimism that this strong performance can be sustained over the coming quarters. This resilience reflects, in part, the wider economic climate, which has had a disproportionate impact on large retailers nationally. In contrast, Medway's town centres are characterised by a higher concentration of smaller national chains and independent retailers. This diversified retail mix has enabled Medway to buck national trends and maintain comparatively low vacancy levels when set against other UK town centres.

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

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

Quarterly updates can now be produced following recent enhancements to Office for National Statistics (ONS) data, providing timely and rounded estimates of new business births. While Q4 figures are not yet available, this improved data quality strengthens our ability to track trends and report progress on a regular basis.

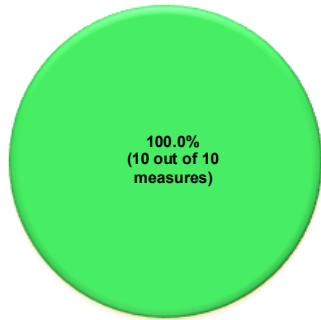
Enjoying clean, green, safe and connected communities

- Create child-friendly communities which ensure all people in Medway will feel safe and live free from harm and abuse.
- Celebrating the individuality of all parts of the Medway community, ensuring services, events and activities reflect and support the diverse communities of Medway.
- Provide improved opportunities to walk, cycle, use public transport and electric vehicles, reducing carbon emissions and improving air quality.
- Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change.
- Develop and facilitate easy-to-use and simple digital solutions for residents to access services and engage with the public sector.

Summary of all performance indicators for this priority

There are 20 performance indicators for the One Medway Council Plan 2024/28 which fall under this priority. We are reporting on 10 performance indicators this quarter. There are 10 indicators where data is unavailable or data only.

Performance



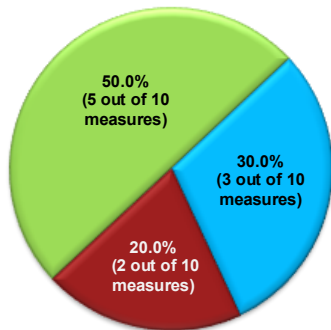
Performance - key

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

This chart shows the performance for 10 measures:

- 100.0% (10 out of 10 measures) met or exceeded target.
- 00.0% (0 out of 10 measures) were slightly below target (less than 5%).
- 00.0% (0 out of 10 measures) were significantly below target (more than 5%).

Direction of Travel



Direction of Travel - key

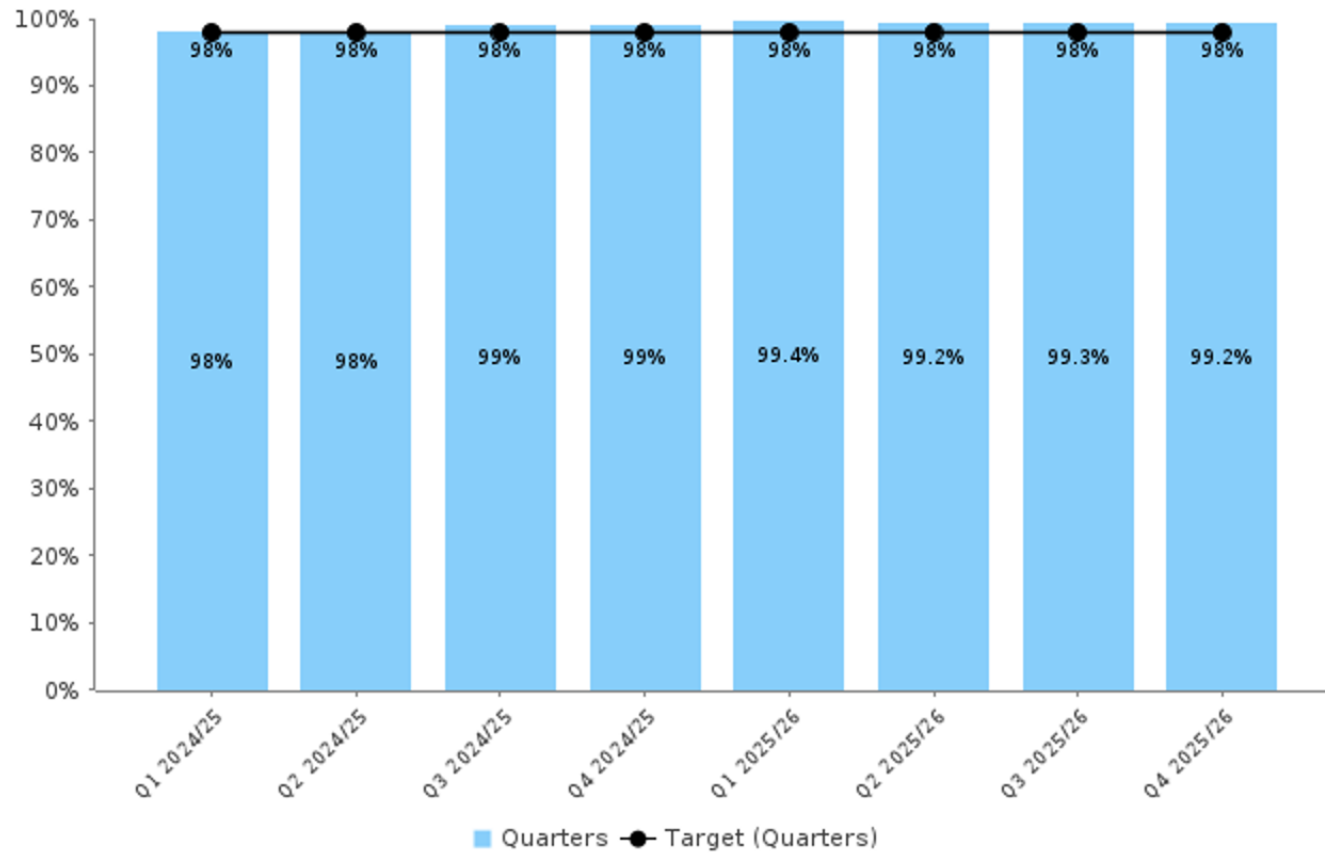
Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 10 measures:

- 50.0% (5 out of 10 measures) had an upward long trend.
- 30.0% (3 out of 10 measures) had a static long trend.
- 20.0% (2 out of 10 measures) had a downward long trend.

Create child-friendly communities which ensure all people in Medway will feel safe and live free from harm and abuse

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

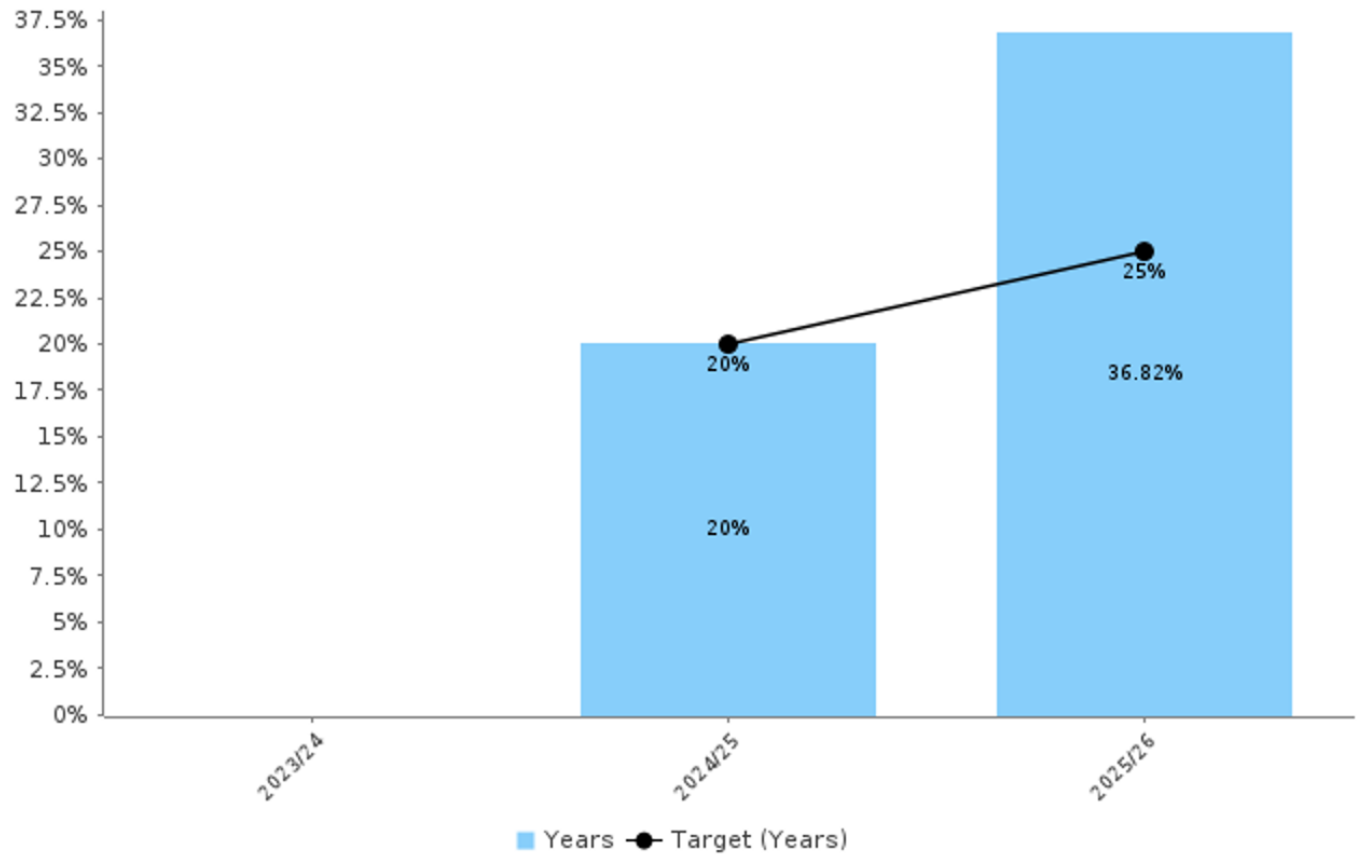


Aim to Maximise Green (downward long trend)

During Q4, 99.2% of our streetlights were in illumination. Through our LED Replacement programme, we've been able to replace and convert streetlights and taken advantage of implementing a central management system (CMS) to compliment that work, which enables automatic fault reporting. Through an end-to-end intelligent street lighting system which consists of wireless nodes connected to individual streetlights, Engineers can quickly identify columns that are not working and arrange repairs on them promptly, often before being reported by members of the public.

Create child-friendly communities which ensure all people in Medway will feel safe and live free from harm and abuse

- 3.02 By 2027/28, 30% of roads where maintenance should be considered are actioned



Aim to Maximise Green (upward long trend) Annual PI.

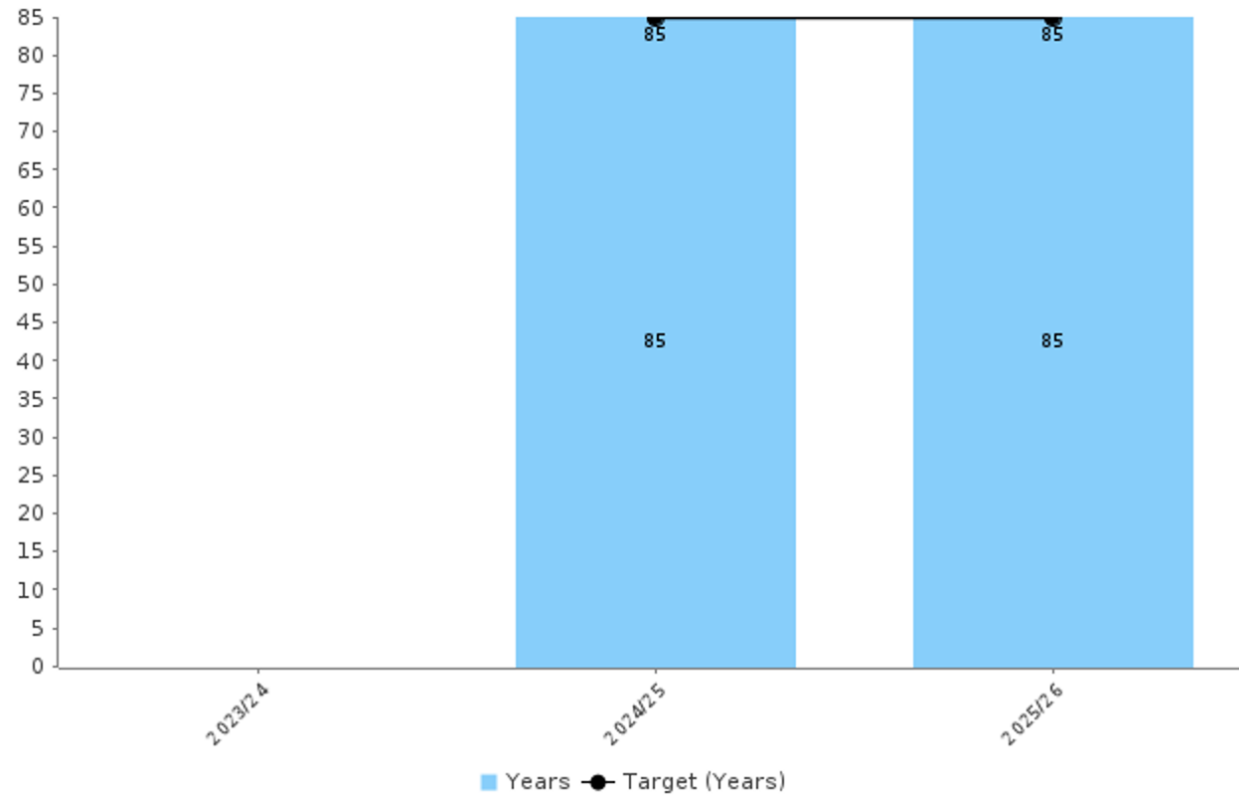
A total of 16 roads included in this year's Road Resurfacing programme have been completed as of Q4. In addition to this work, large patching works were carried out using capital funding at over 90 additional sites, adding value to the network and improving its visual appearance where full resurfacing was not necessary.

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

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

Under review to determine if other existing council survey sources, such as the Citizens' Panel, could be used instead of a bespoke survey

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



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

During Q4, work continued on the development of scheme designs aligned with Medway’s Local Cycling and Walking Infrastructure Plan (LCWIP). Officer feedback was provided on the preliminary designs for routes CY05, W05A, W05B, W08A, and W08B. In addition, a preferred design option for route CY06, covering Sturdee Avenue and Woodlands Road, was agreed.

A stakeholder engagement session was held in February with council officers and Active Travel England (ATE). ATE has since issued further comments and recommendations on the emerging designs, which were also presented to Medway’s cross-party Active Travel Group in March.

The project will continue into Q1, with next steps including commissioning a Road Safety Audit for all routes, followed by member and public consultation. Subject to funding, this process will leave all schemes in a position to progress to construction.

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

Aim to Maximise
Data unavailable (no long trend)

Bus patronage data for Q4 has been requested from Medway's four operators. This PI will be updated once that information has been received.

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

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

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

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

Aim to Maximise
Data unavailable
Annual PI Due Q2 2026/27

FY25/26 Q4 update:
All eight applications were submitted in January 2026. Full judging visits will take place in May 2026 at the Great Lines Heritage Park, Broomhill Park and Ranscombe Farm Nature Reserve. Mystery shops will take place over summer 2026 at the Vines, Gillingham Park, Hillyfields, Riverside Country Park and Capstone Farm Country Park. The team are currently working through the action plans and pre-judge site visits. The announcement of the results of Green Flag Awards for 2026/27 isn't released until late July 2026. As soon as our team receive the official announcement and press release from Keep Britain Tidy it will be shared with the Communications team.

Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.09 By 2027/28, increase the annual river leisure traffic (yacht club members) visiting Medway as part of the rally season to 1,892

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

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

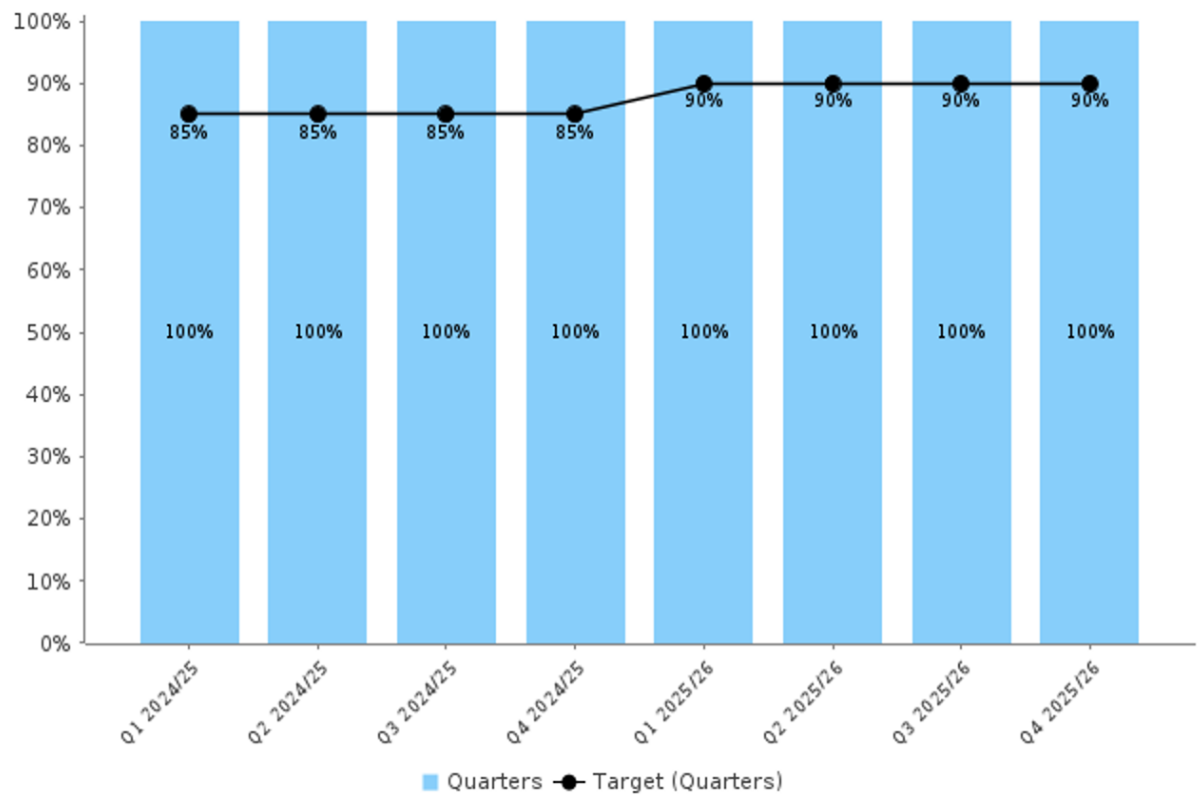
This is an annual performance indicator. The Waverley Paddle steamer visit brought 750 passengers to Rochester. Jetstream tours estimate an additional 700 people were brought to Rochester - total 1450 people arrived in Medway via directly attributed to the opening of Limehouse Landing at Rochester Riverside. During Sweeps Festival May 2026; 400 people over 3 days forecast to sail from Limehouse Landing with Jetstream tours on 1 hour river trip return to Upnor castle

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

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

River boat services from Limehouse Landing have now ceased until April 2026. The target of 4,550 passengers this year was not achieved. Improved promotion of sailings and awareness of new landing stage will be made in 2026. During Sweeps Festival May 2026; 400 people over 3 days forecast to sail from Limehouse Landing with Jetstream tours on 1 hour river trip return to Upnor castle

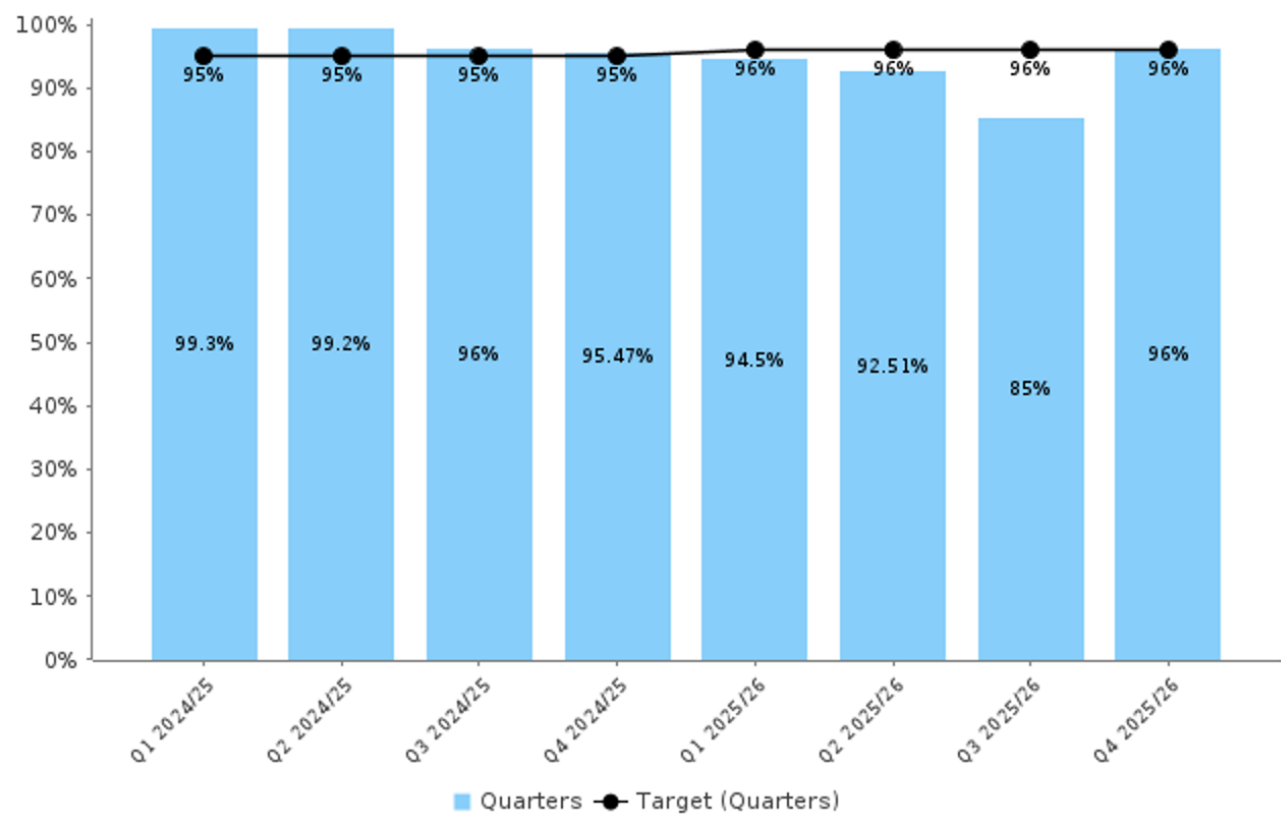
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.11a By 2027/28, 100% of highway network inspections are carried out on time



Aim to Maximise Green (static long trend)

In Q4, 896 Highway Inspections were carried out, all of which were on time. Our Confirm Asset Management System enables the service to plan Highway Inspections in advance to ensure they are all completed within the appropriate timeframe. Each Highway Inspector follows an inspection regime up to 12 months in advance in order that they can adapt routes where necessary to ensure no inspections are missed or carried out late. This robust regime enables us to defend claims for damages for non-repair of the highway. To rely on it, the highway authority must prove that it has taken reasonable care to ensure that the part of the highway, to which the action relates, was not dangerous at the material time and by ensuring our inspections are carried out on time, supports our defence.

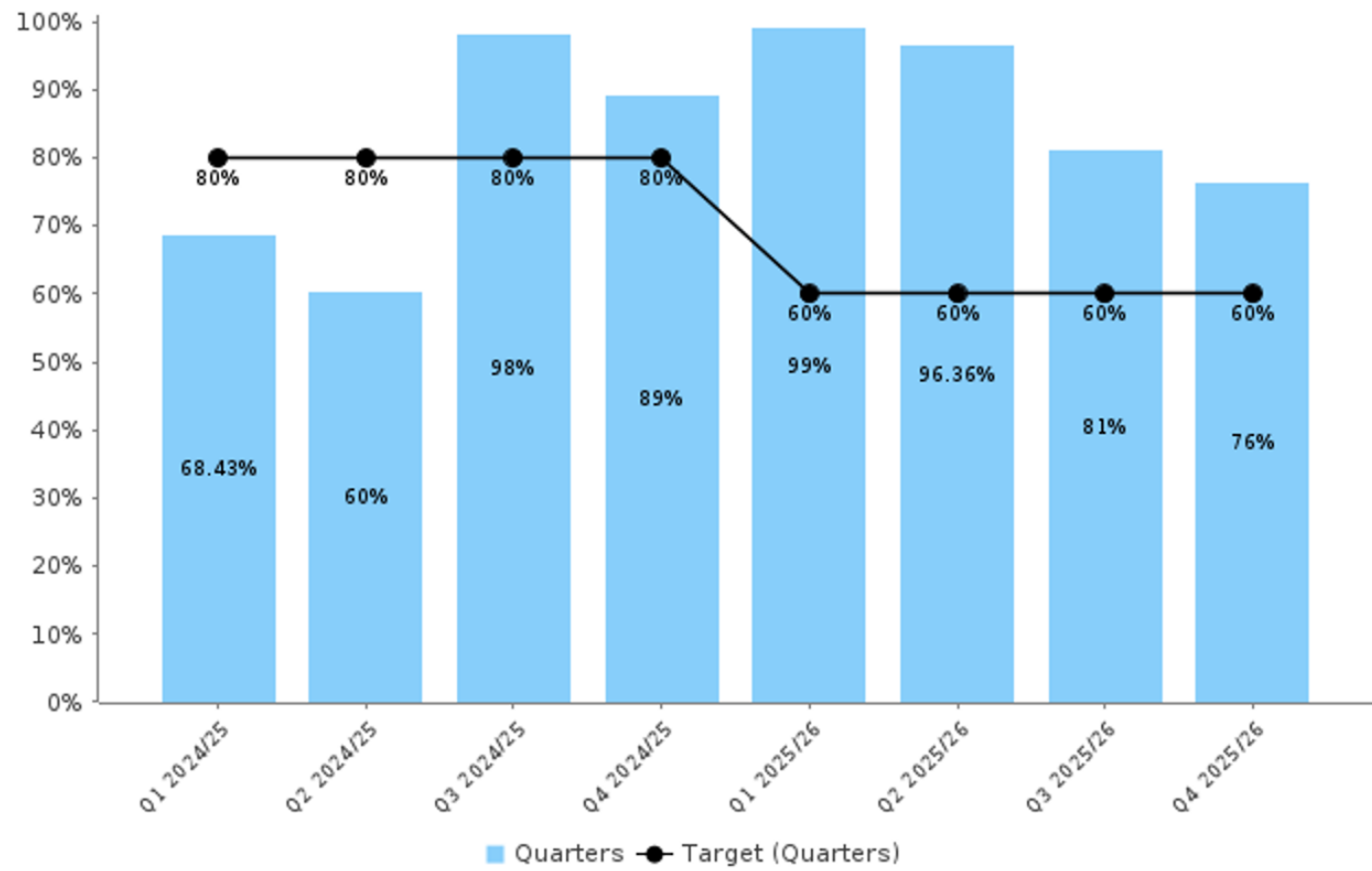
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.11b By 2027/28, 95% of identified highway network defects are repaired within the priority timeframe allocated



Aim to Maximise Green (upward long trend)

During Q4, 3,839 works were completed, of which 132 were beyond the target completion date. Late completion of jobs is a Key Performance Indicator (KPI) within the Highway Infrastructure Contract and as such is subject to monthly monitoring. With the integration of Confirm and the Contractor's system Causeway, there is improved management of works orders, with early identification of jobs approaching target completion, which the Contractor can then prioritise to ensure the KPI is met for most of the time.

Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.12 By 2027/28, 95% of roadworks are completed on time



Aim to Maximise Green (downward long trend)

The roadworks completed in Q4 (2,731) is taken from the volume of roadworks carried out in that period. This figure will fluctuate regularly depending on the number of permits applied for. This measure is looking at all roadworks from Utilities and Council works and will be used to improve performance throughout the year ahead. During this period, there was extremely wet weather which prevented some reinstatements being carried out on time and that could be a leading factor as to why this quarter has a greater number of over-running works.

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

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

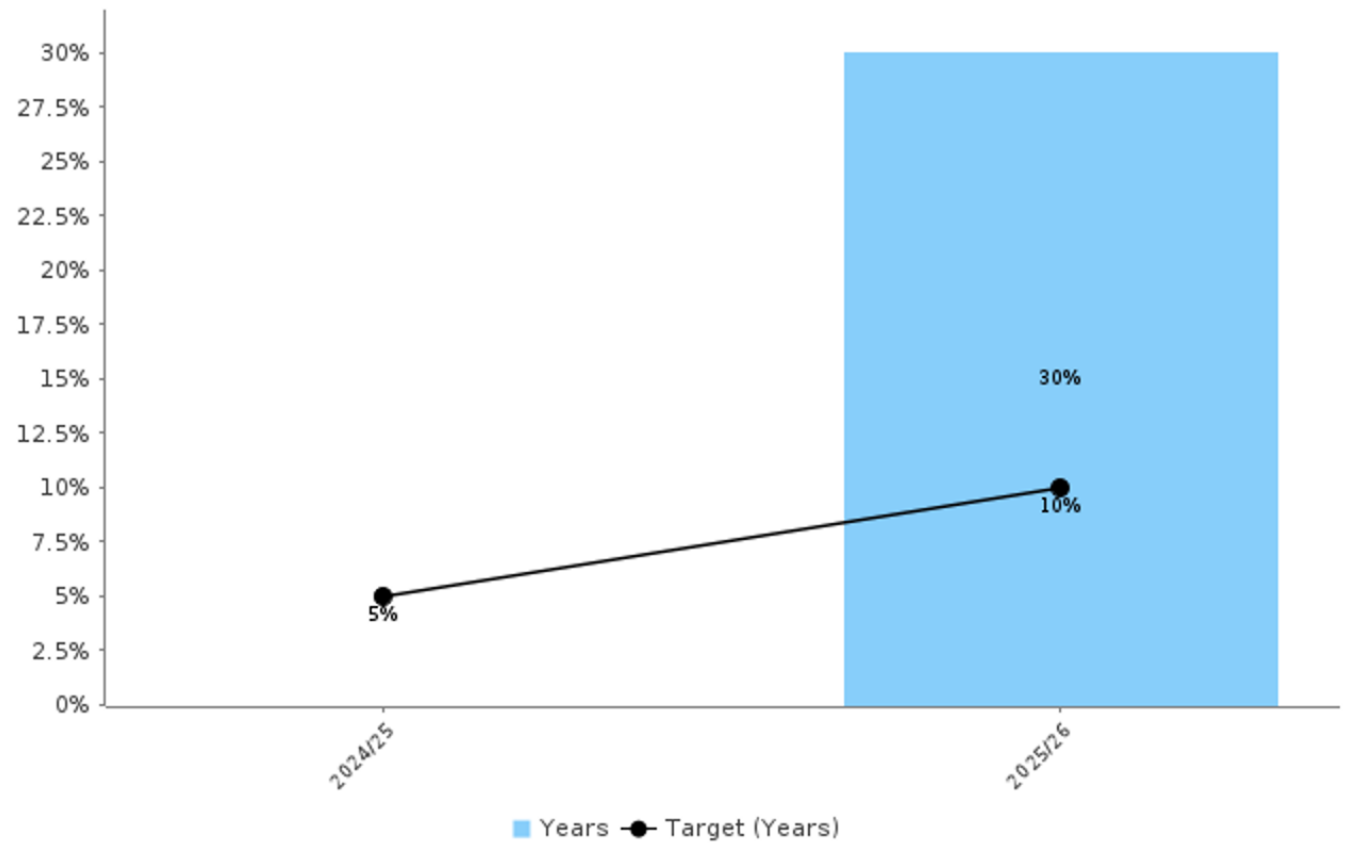
Our EV tender went live on 11 March 2026. The tender will be active for a 12-week period.

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

Aim to Maximise
Data unavailable (no long trend)

Our EV tender is now live and will be open for a 12-week period. We will work with the successful Charge Point Operator on our Phase 1 implementation Plan to deliver a minimum 140 chargers on-street within the first two years of the contract.

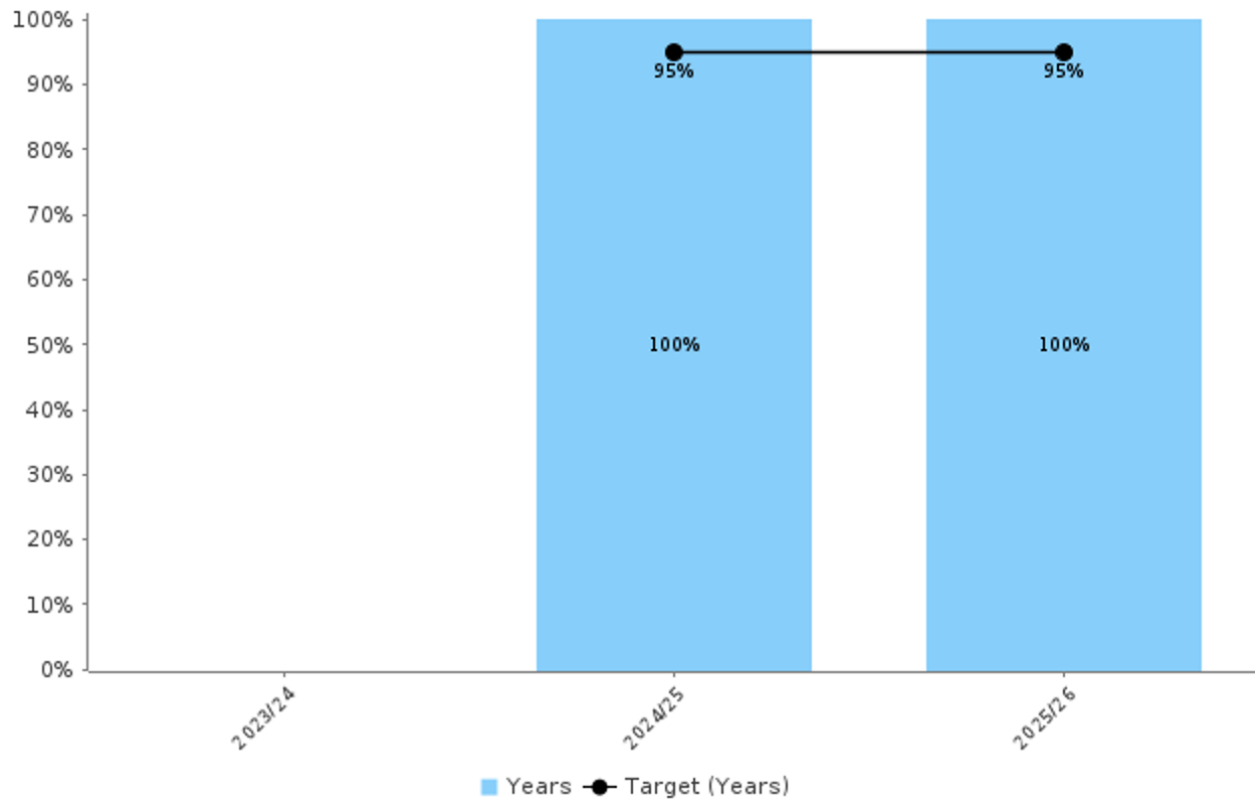
Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.14a By 2027/28, use at least 30% recycled material on highway maintenance schemes



Aim to Maximise Green (no long trend) Annual PI.

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.

Engage Medway's residents in ensuring Medway is clean and well maintained. Protect and enhance Medway's river, green spaces and environmental assets as a means of effectively tackling climate change
- 3.14b By 2027/28, 100% of material removed from roads is diverted from landfill for recycling

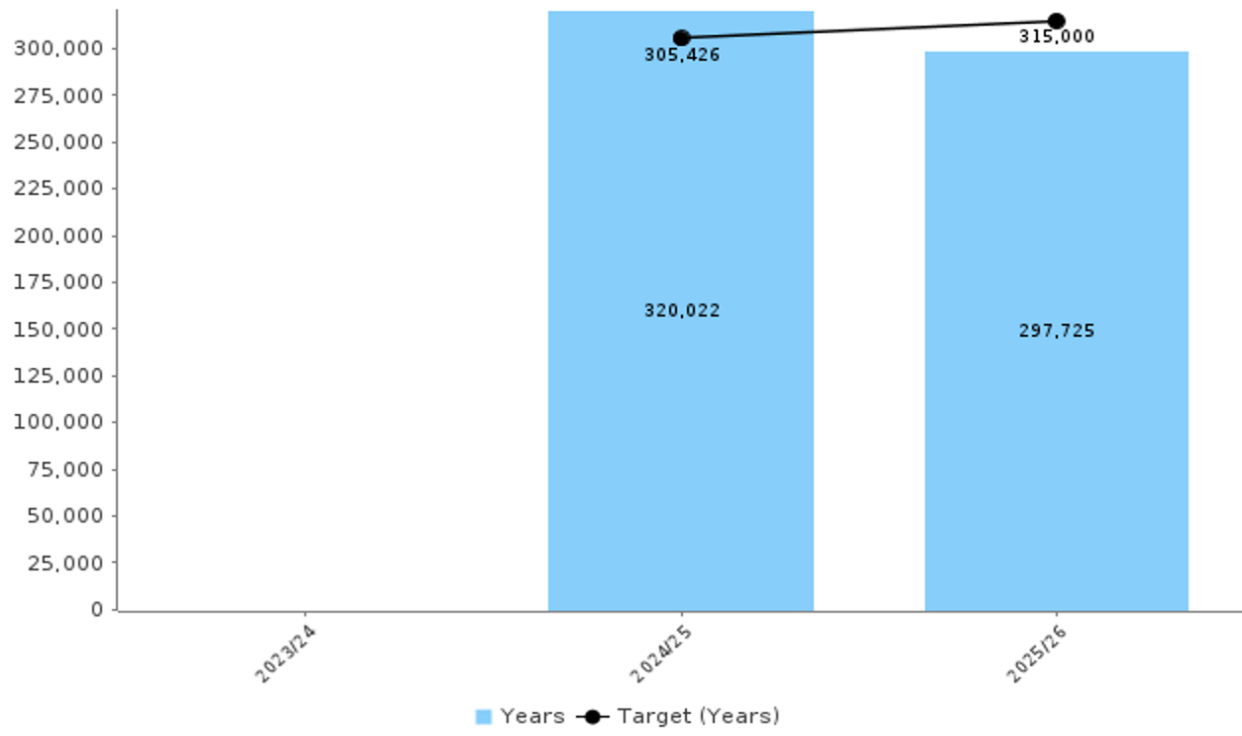


Aim to Maximise Green (static long trend) Annual PI.

As of Q4, 100% of material removed from 16 sites with a total area of 29,105m2 was diverted from landfill for recycling.

Develop and facilitate easy-to-use and simple digital solutions for residents to access services and engage with the public sector

- 3.15 By 2027/28, achieve a 50% reduction in incoming telephone calls to Medway Council



**Aim to Minimise
Green (upward long trend)
Annual PI.**

Q4

Calls delivered in Q4 totalled 75,604 across all phone lines. This equates to a 29% call reduction vs Q4 in the baseline year of 2019-20. Again, this is the lowest volume of calls for Q4 in four years.

Encouragingly, the full year of 2025-2026 demand is 7% (or 22,298 calls) lower when compared to the same period of 2024-25.

Monthly call volumes fluctuate due to numerous influences. Q4 demand tends to increase after the Christmas period due to allotment invoicing, secondary school offers and Council Tax annual billing.

End of Year

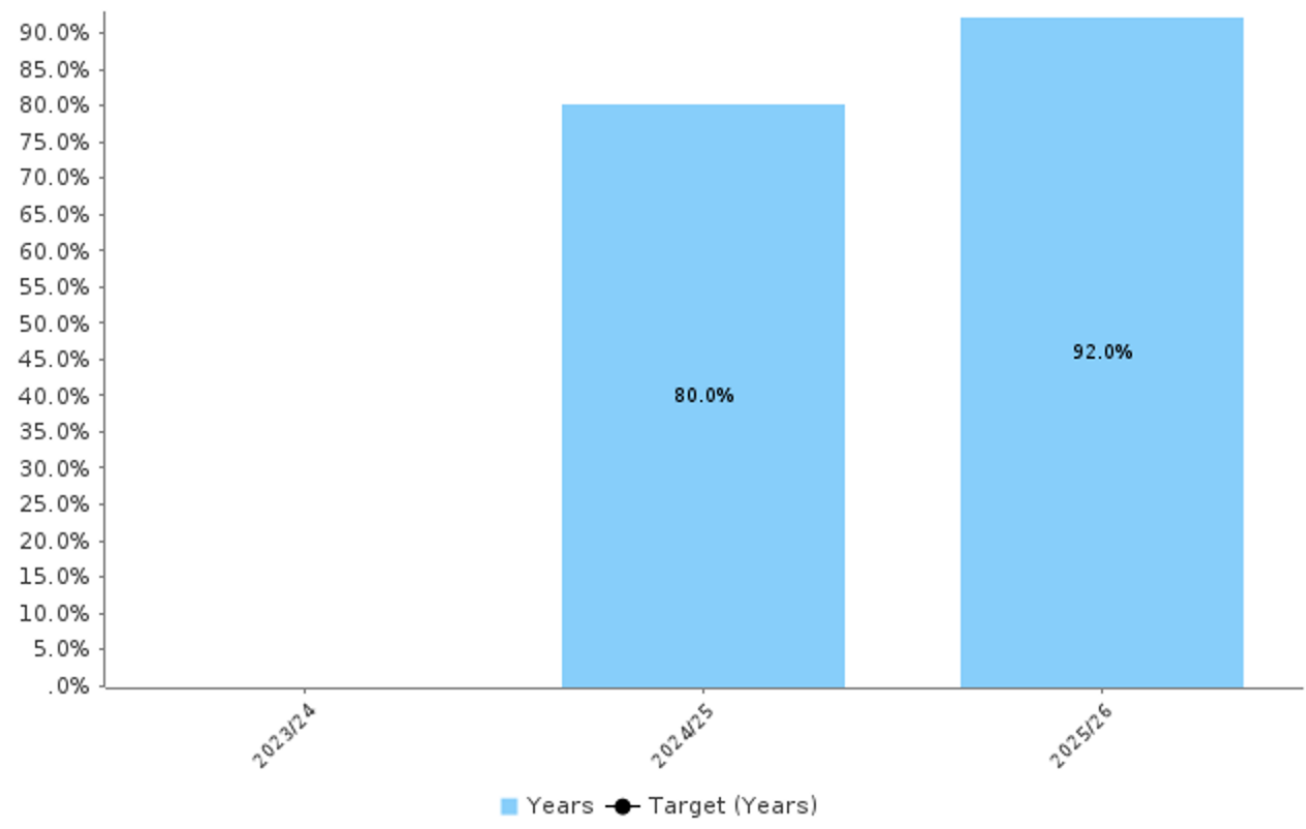
During 2025/26, a total of 297,725 calls were handled across all phone lines. While monthly and quarterly call volumes continued to fluctuate, overall performance reflects a 41% reduction compared with the 2019/20 baseline year.

Total call volumes for 2025/26 were also 5% lower than the annual target, representing a significant and positive achievement.

Although it is difficult to accurately quantify further call reductions arising from the completion of transformation activities, there is already notable evidence of reduced demand across some lines and this includes Schools, Housing and Revenue & Benefits services, indicating an encouraging impact.

Develop and facilitate easy-to-use and simple digital solutions for residents to access services and engage with the public sector

- 3.16 By 2027/28, Medway Council's corporate website will have an accessibility score of 90% compliance



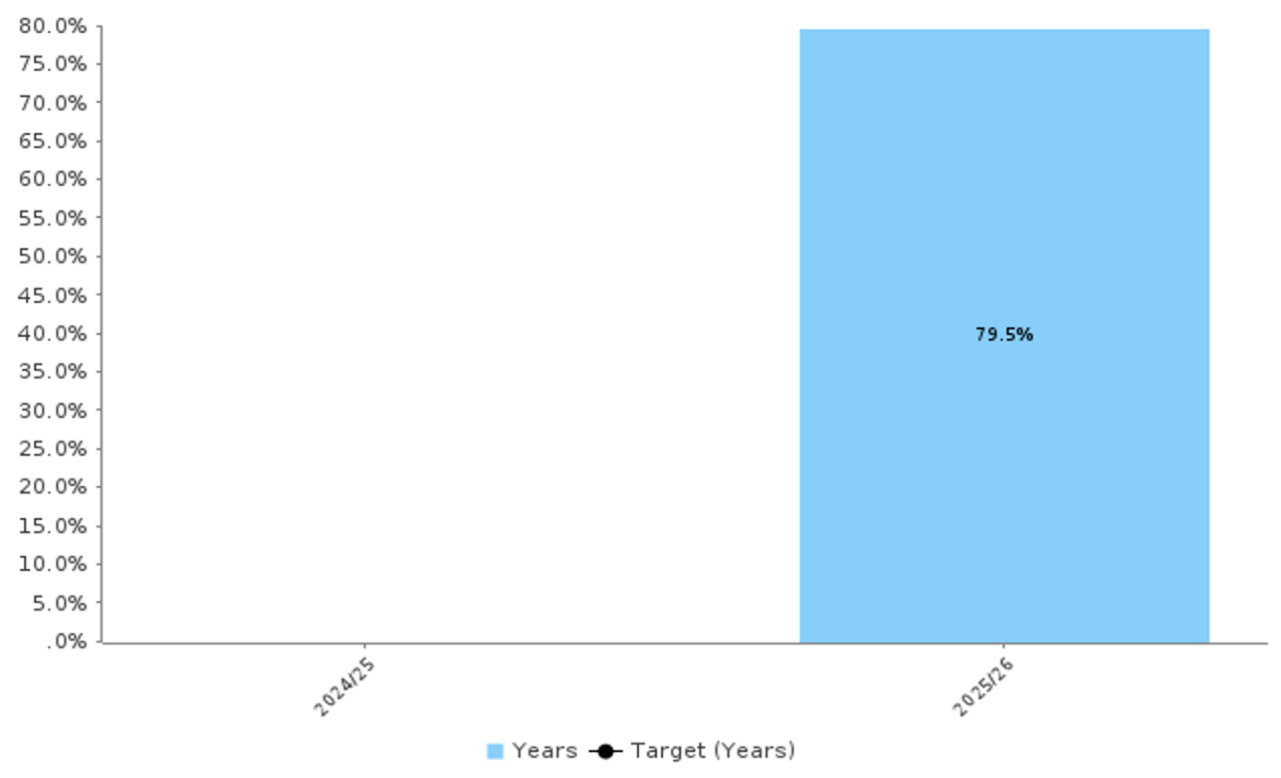
**Aim to Maximise
Data only (upward long trend)
Annual PI.**

Q4 2025/26

The accessibility score for the website was 92%. This score is a snapshot in time only; no inference can be made as to future accessibility scores. The score will be influenced by all parts of the council and their requests to publish information through the website, for example the inclusion of an inaccessible pdf will negatively impact the score. The accessibility score has increased by 17 percentage points since Q3 2025/26. This is because we have been removing a number of inaccessible documents as well as ensuring any new documents are accessible before they're published. We've also completed the upgrade (version 2.0) of our website platform, Jadu, which has implemented some accessibility improvements. We are due further upgrades in the near future.

Develop and facilitate easy-to-use and simple digital solutions for residents to access services and engage with the public sector

- 3.17 By 2027/28, 80% of customers will rate our digital services as 'very easy' or 'easy' to use



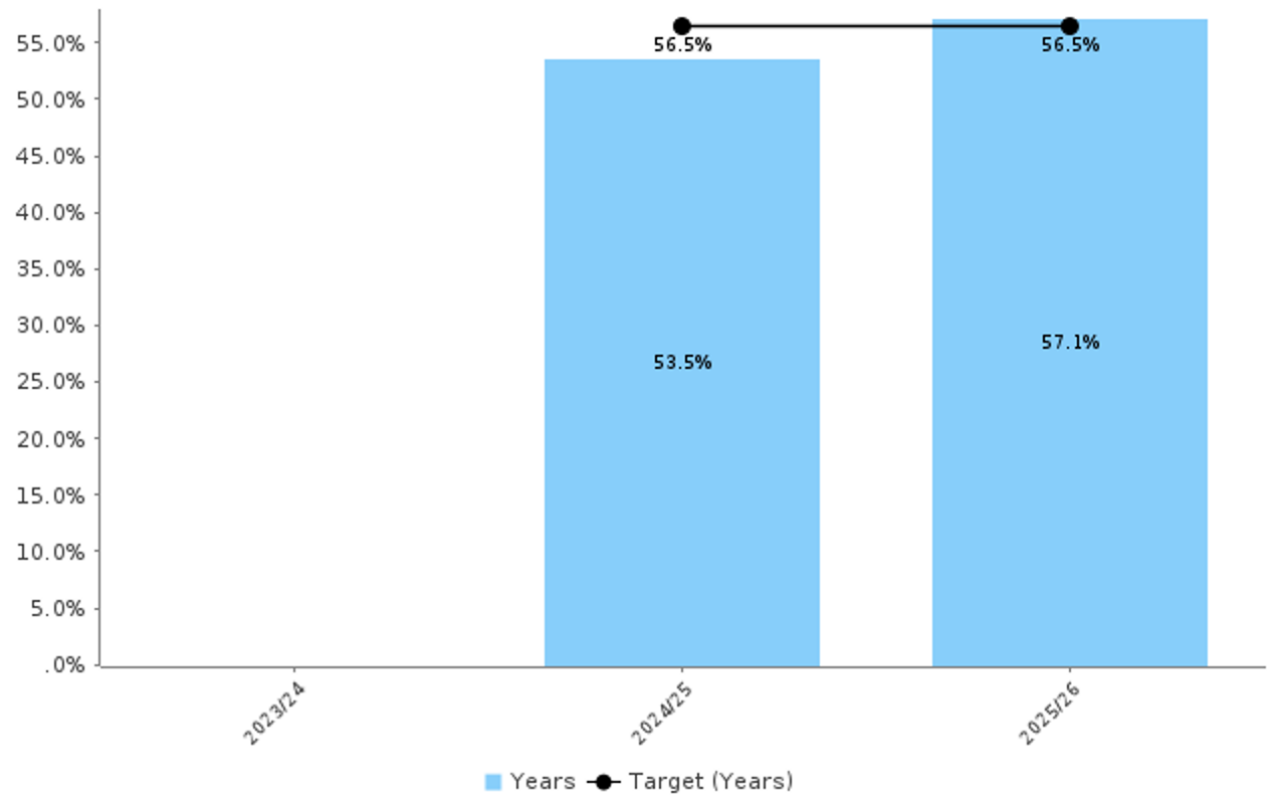
**Aim to Maximise
Data only (no long trend)
Annual PI.**

Between 01/01/2026 and 31/03/2026 we received 1442 survey responses relating to the ease of use of 10 of our most frequently used online forms. Of these, 1144 rated the online services as 'easy' or 'very easy' to use, equating to 79.33% for the period. Overall, most of the 10 online services are performing well, particularly those that are simple to use and provide clear, immediate outcomes for customers.

Data has been collected since October 2025, giving half a year's worth of data. The 2025/26 outturn was 79.5% with 1424 out of 1792 respondents stating our services were very easy or easy to use.

Develop and facilitate easy-to-use and simple digital solutions for residents to access services and engage with the public sector

- 3.18 By 2027/28, increase digital interactions with residents by 60%



Aim to Maximise Green (upward long trend) Annual PI.

Between January and March 2026, residents contacted us 172,239 times through digital forms and telephone calls. Of these, 56.1% were digital, down from 58.3% in the previous quarter.

The number of digital forms submitted increased slightly from the previous quarter. The most-used forms were for booking household waste and recycling centre visits, parking related activities, and blue badges. During the quarter, final testing of an enhanced AI search function was completed ahead of a go-live in April 2026. The final legacy eforms have been undergoing development to switch them to a modern forms platform.

Performance for the 2025/26 financial year was 57.1%, 0.6 percentage points above target, and 3.6 percentage points above 2024/25. There were just over 396,000 digital interactions up by 7.8%, around 28,500 from the previous year. At the same time the number of calls reduced by 7%, around 22,300. The overall number of interactions was similar in both years suggesting the improvement in performance is due to digital shift.

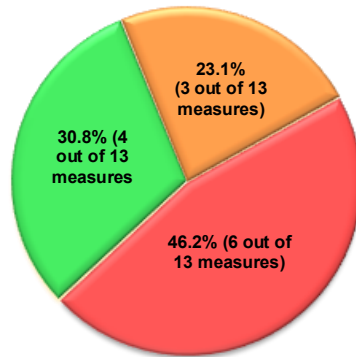
Improving health and wellbeing for all

- 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 all performance indicators for this priority

There are 21 performance indicators for the One Medway Council Plan 2024/28 which fall under this priority. We are reporting on 13 performance indicators this quarter. There are 8 indicators where data is unavailable.

Performance

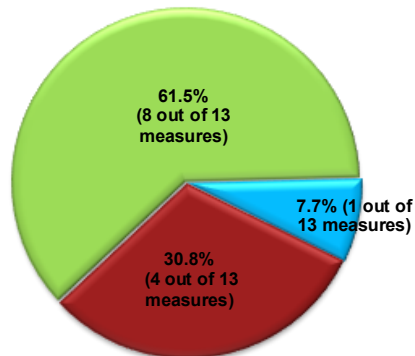


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target

This chart shows performance for 13 measures:

- 30.8% (4 out of 13 measures) met or exceeded target.
- 23.1% (3 out of 13 measures) were slightly below target (less than 5%).
- 46.2% (6 out of 13 measures) were significantly below target (more than 5%).

Direction of Travel



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

This chart shows the direction of travel for 13 measures:

- 61.5% (8 out of 13 measures) had an upward long trend.
- 7.7% (1 out of 13 measures) had a static long trend.
- 30.8% (4 out of 13 measures) had a downward long trend.

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

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

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 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.

Achievements

In Q4 2025/26, there were 267 Quit Dates Set and 122 people quit smoking.

The Allen Carr EasyWay Stop Smoking Service launched on No Smoking Day, with 27 people signing up and attending within the first three weeks.

The Varenicline Patient Group Directions (PGD) launched on 1 April 2025, increasing the range of pharmacotherapy options available to support people to quit smoking.

Actions

Plans are underway for service delivery in 2026/27 using the ring-fenced smoking grant, including the development of new service level agreements (SLAs) with both primary care and pharmacies.

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

Aim to Minimise
Data unavailable (no long trend)
Annual PI June 2026

By 2027/28, the percentage of adults (18+) classified as overweight or obese is the same as or below 65%. The four-year target is 65%, with the incremental target for 2023/24 being 66.1%.

This performance indicator is reported 2 years in arrears. This data comes from the Office for Health Improvement and Disparities and is based on data from Sport England. The data for 2024/25 will be available in June 2026.

The latest value for 2023/24 is 67.8%, which is similar to the target of 66.1%. Significant steps are being implemented to reduce adult obesity rates in Medway across a range of programmes.

Healthy Way: Over Q4 2025/26, nine courses were booked, with plans to add a further three, including an online evening option. A men-only group was delivered successfully, with 18 participants booked, 14 starting the programme and nine completing it. Of those who completed, seven lost weight, including one participant who achieved a 5% weight loss.

Tier 2+: Over Q4 2025/2026, five courses were booked, including four daytime courses and one online evening course. Early insights from an independent provider have been share with the delivery team and will be used to help shape the programme ahead of its official launch in April. A new starter induction plan has also been developed for this new service, including in-depth training and a quality assurance framework.

Healthy Way Community (HWC): Two HWC courses were delivered and completed through the Medway Diversity Forum and the Nigerian Community, with two further courses scheduled to start in 2026. Additional outreach activity took place across NHS, GP and hospital events to promote Healthy Way and Talking About Weight with Confidence. Business-as-usual activity included delivering multiple Eatwell, nutrition, stress, neurodiversity, and oral health sessions across community groups, as well as providing Talking About Weight with Confidence training to eight delegates in November.

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

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

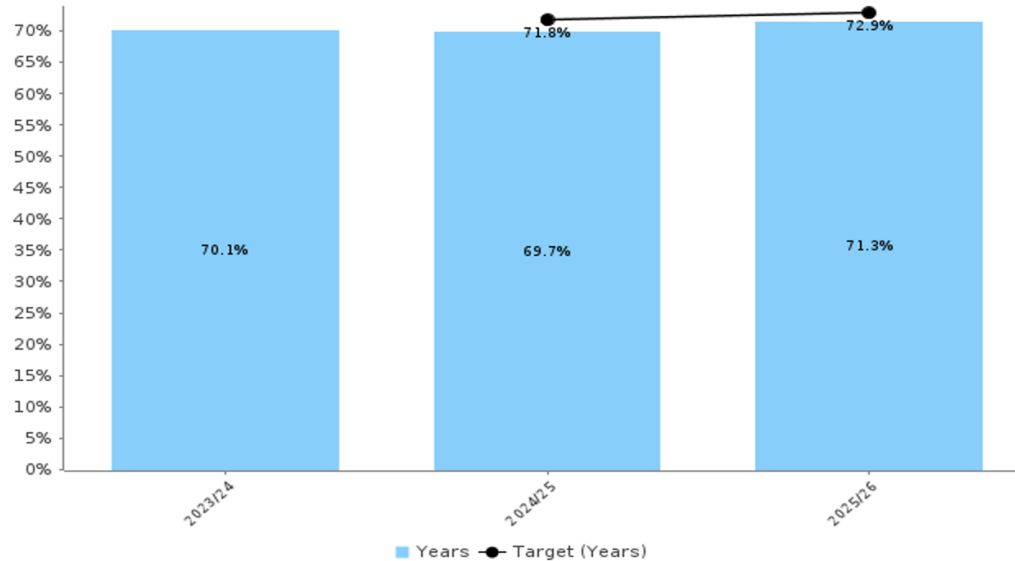
By 2027/28, the proportion of people who report “high” or “very high” levels of life satisfaction will be similar or higher compared to the England average. This data comes from the Annual Population Survey (APS) and the Office for National Statistics. The data for 2023/24 has not yet been released. Data from the APS 2022/23 indicates 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 demonstrate improvements on a population level and are influenced by macroeconomic policies. This refers to policies outside council control which may impact on 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 Kent and Medway 2026-30 suicide prevention strategy is finalised and will contribute to the promotion of life satisfaction and mental wellbeing. Between 2022-24, the 3-year rate for suicide in Medway fell from 12.0 to 10.3 deaths per 100,000. This is an encouraging decrease as this indicator has an association with life satisfaction. The Medway Men in Sheds service received additional funding to expand the service reach and for a new 3-year contract from 1st April 2026.

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

- 4.04 Bowel cancer screening



Aim to Maximise Red (upward long trend) Annual PI.

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.

Since 2020/21, the coverage in Medway has been above 60%, with the latest value for 2025 at 71.3%. While this is an increase from the previous year, the value remains statistically worse compared to England (72.9%). The NHS Long Term Plan aims for 75% of cancers to be diagnosed at stage 1 or 2 by 2028.

Achievements

Bowel screening supports *Priority Theme 1* of the Joint Local Health and Wellbeing Strategy: *“Healthier, Longer Lives for Everyone.”* It is offered biennially to residents aged 50–74 and delivered in partnership with NHS England South East, Kent and Medway Screening and Immunisation Team (K&M SIT), and Kent and Medway Cancer Alliance (KMCA).

In Q4 2025/26, Medway’s Health Protection Team has continued to build on the data analysis on bowel cancer screening inequalities conducted in 2025 by a public health registrar. This included sharing the findings at the regional screening inequalities meeting and considering how to fund and deliver the key recommendations of the report.

Actions

K&M SIT is embedding training and resources across workplaces and leading an inequalities workstream using NHS England’s CORE20+5 approach. Our follow-up work will inform the SIT’s health equity audit, and the findings will also be used to support an application with the voluntary sector to the Cancer Alliance’s screening inequalities funding scheme.

Full Council in February 2026 agreed the removal of this measure for 2026/27.

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

Public Health has been working to identify suitable measures that would give us the ability to assess impact on outcomes. Health facilities meeting the needs of the population and being accessible is a complex topic. Some important health facilities, such as GPs and pharmacies, fall under Integrated Care Board (ICB) estates. The ICB make the key decisions around these estates. We, as a local authority in the ICB footprint, cannot directly impact health facilities in ICB estates. One of the critical factors when designing indicators for the One Medway Council Plan (OMCP) was for Medway Council to be able to have a direct impact upon them. Full Council in February 2026 agreed the removal of this measure for 2026/27.

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

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

By 2027/28, the proportion of mothers smoking at time of delivery will be less than 7%. The incremental target for 2024/25 is 8.6%. This performance indicator is reported a year in arrears. This data is calculated by the Office for Health Improvement and Disparities and is based on data from NHS England. The current data is from 2024/25. The value for 2025/26 will be available in November 2026.

Achievements

The proportion of mothers smoking at time of delivery in Medway has fallen to 7.0%, continuing a downward trend from last year. As part of the NHS Long Term Plan, Medway NHS Foundation Trust (MFT) supports England's smoke-free goal by providing NHS-funded treatment services to pregnant women. From January 2025, a smoke-free pregnancy pathway, with participation in the National Smoke-free Pregnancy Incentive Scheme, was established, guided by the Public Health (PH) team. From February 2026, MFT is now offering the National Smoke-Free Pregnancy Incentive Scheme to significant others, allowing pregnant smokers to nominate a friend or family member to quit with them.

Actions

The PH team applies best practice from 'Saving Babies Lives Version Three'; working with stakeholders to sustain referral pathways and support postnatal individuals to reduce relapse risk. MFT's Lead Midwife for Smoking in Pregnancy continues to promote the National Smoke-free Pregnancy Incentive Scheme. Carbon monoxide testing at all antenatal contacts, across community and acute settings, will launch in April 2026.

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

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

By 2027/28, the proportion of infants that are totally or partially breastfed at age 6-8 weeks will be similar or higher compared to the England average. This performance indicator is reported a year in arrears; the current value is for 2023/24. Data for 2024/25 from the Office for Health Improvement and Disparities (OHID) is not published due to data quality reasons.

Medway Community Healthcare (MCH) provided Health Visiting service records and reported breastfeeding status at several of the mandated early years checks. An early data extract, shared ahead of OHID verification and publication, shows an increase in breastfeeding continuation rates over the past year.

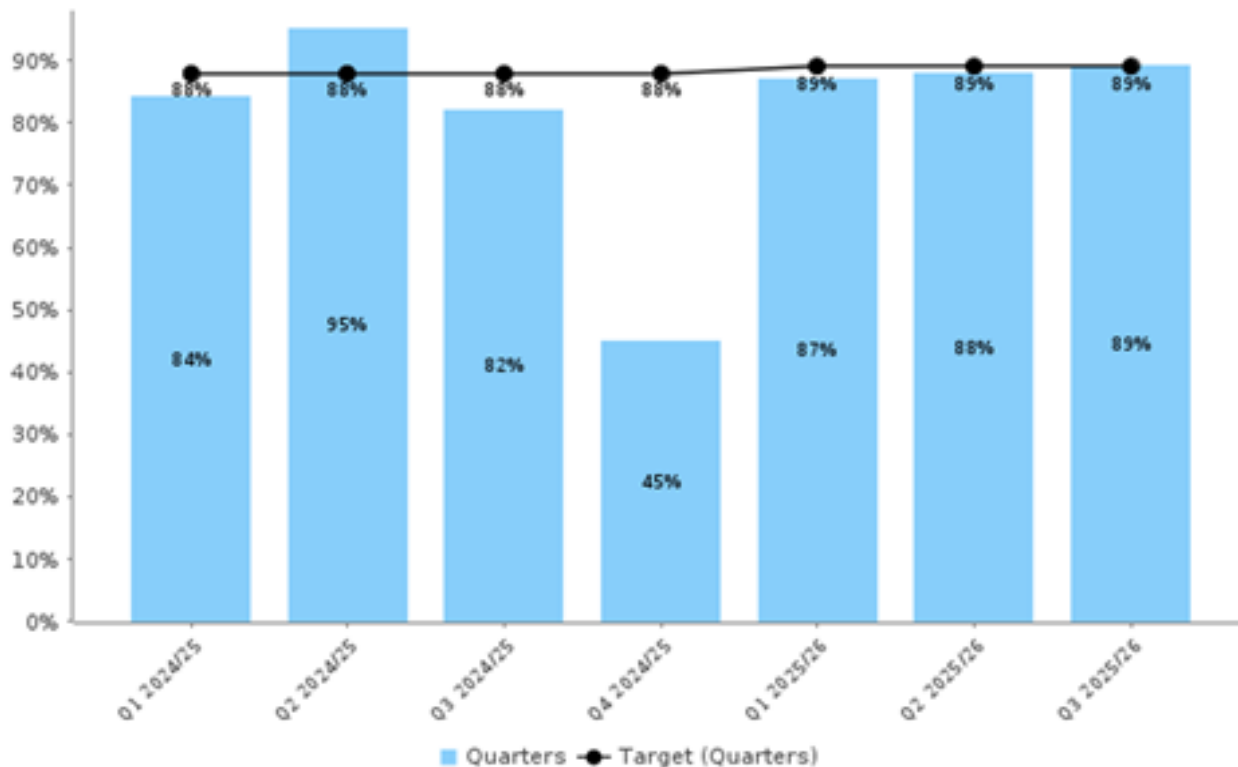
In January 2026, the Infant Feeding Strategy Group met to carry out a mid-point review of the Medway Infant Feeding Strategy 2023-28. Partners noted improvements seen in breastfeeding initiation and continuation since the strategy was published. They also reviewed the current list of local support, adding the Health Visitor New Parent Post Natal Group and Beyond Bump Club services introduced in 2023.

The strategy had six overarching goals. Significant progress was identified against goal one (“Provide parents with the best possible care to build close and loving relationships with their babies”) through interventions such as the Infant Feeding Service operating at Medway Hospital and the higher uptake of ante-natal courses. Progress has also been made against goal two (“Widely promote the benefits of breastfeeding”) through updates and new content on the Beside You website.

Priorities for the second half of the strategy include more training for health and care professionals to support infant feeding, and exploring an application for the highest level of UNICEF Baby Friendly Initiative accreditation for acute and community settings

Support families to give their children the best start in life

- 4.08 New birth visit completed within 14 days Contract data



Aim to Maximise Green (upward long trend)

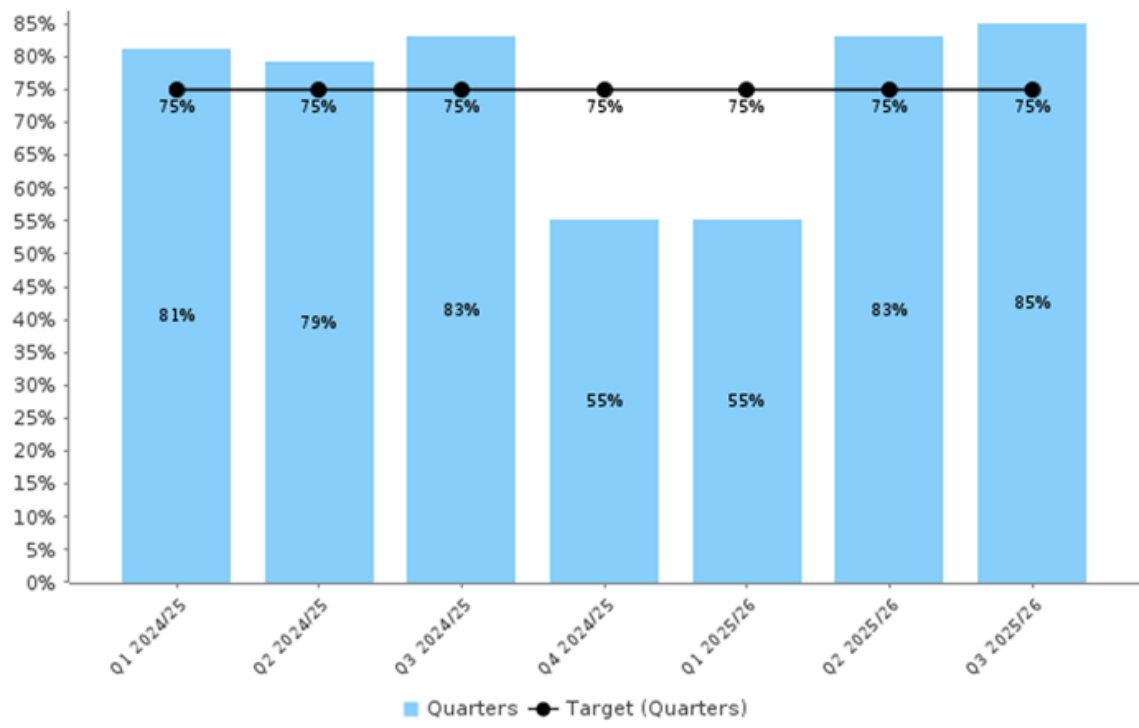
Reported a quarter in arrears

By 2027/28, at least 90% of children will have a new birth visit within 14 days of their day of birth. The four-year target is 90%, with the incremental target for 2025/26 being 89%. The Health Visitor New Birth Visit is a home visit offered to all families as a universal service within 10–14 days after a baby’s birth. It provides tailored advice on infant health, feeding, safety, and parental wellbeing. This visit is crucial for early support, identifying needs, and promoting healthy child development.

Achievements Performance of new birth visits rose slightly from 88% in Q2 2025/26 to 89% in Q3 2025/26, meeting the target. Complete coverage of new birth visits in total was 97% including those seen outside of the 14-day cut off. Overall, the data gives reassurance that the service is on track to achieve the target of 90% by 2027/28. **Actions** The new Early Years Programme Manager is developing regular oversight of the health visitor workforce to understand how this affects service delivery and to support actions to reduce the number of families not attending their review. Commissioners are working with Medway Community Healthcare (MCH) to support changes to their data reporting systems. MCH has started making updates to meet the requirements of the Community Services Data Set (CSDS), which is the national system used to collect community health activity data. Recent data submissions have been tested successfully without errors. Checks against existing reports show most records match, although some data quality issues have been identified. These have been raised with MCH’s Business Intelligence team, and work is underway to resolve them and improve data quality going forward.

Support families to give their children the best start in life

- 4.09 Children receiving 2-2½ year health and development review



Aim to Maximise Green (upward long trend)

Reported a quarter in arrears

This review is important because it provides an early check on a child’s speech, language, physical, social and emotional development. It helps identify any concerns early and put support in place when it can make the greatest difference. Consistent uptake of the review helps children access the right support sooner, reduces the risk of developmental delays becoming more established, and better prepares children for learning when they start school.

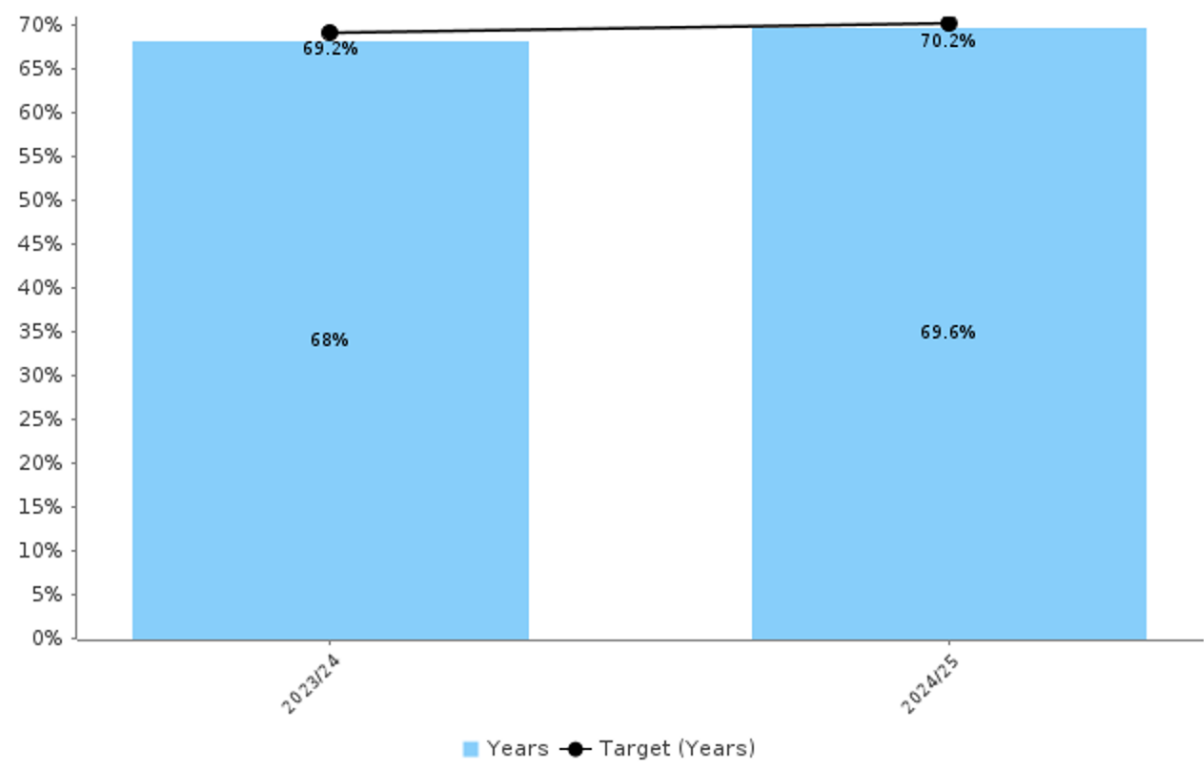
The current cohort will be those assessed for Good Levels of Development (GLD) at the end of reception in 2028 as part of the Best Start in Life strategy/ mission.

Achievements The service is currently exceeding the target, with 85% of children receiving a 2-2½ year health review in Q3 2025/26. This exceeds all other quarters of the financial year so far.

Actions Commissioners continue to work closely with Medway Community Healthcare (MCH) to monitor improvements since the cyber security attack in Q4 2024/25 and are making steps towards the Community Services Data Set (CSDS) system changes. The new Early Years Programme Manager is developing regular oversight of the health visitor workforce to understand how this affects service delivery and to support actions to reduce the number of families not attending their review.

They are also working closely with colleagues in Education and MCH to make sure uptake of the 2-year check remains high and consistent, helping to maintain good levels of development and prevent any drop-off.

Support families to give their children the best start in life
- 4.10 By 2027/28, the proportion of pupils that achieve a good level of development at the end of the Early Years Foundation Stage is the same as or above the national average



Aim to Maximise Amber (upward long trend) Annual PI.

Final data has now been published. In 2024/25 just under 70% of pupils achieved a good level of development. This is an improvement on last year. Nationally results improved by 0.6pp, this was less of the increase seen in Medway, where a 1.6pp improvement occurred. As such Medway now outperforms national by 1.3pp, a 1pp improvement on the 0.3pp gap in 2023/24. The Council's oversight of the performance (Ofsted judgement) for all early year's settings and standards achieved (pupil outcomes) by the end of the Reception year in schools is vital for creating a robust early year's system that supports children's development and prepares them for future educational success. The DfE Best Start in Life strategy (BSiL) sets out comprehensive plans to improve outcomes for children from birth to age five. The core mission is to ensure 75% of 5-year-olds in England achieve a Good Level of Development by 2028; in Medway, based on the trend of performance, the expectation is 77%. **Achievements** in the time period (Past/Present): The Government vision for Best Start Family Hubs is to provide joined up services in the community to work towards the GLD target. Working together across Public Health, Education and Family Solutions BSiL planning will inform operational action plans, overseen by an Early Years Partnership Board reporting to CADMT. **Actions** going forward (Future): Both an Early Years Transformation lead (Education team) and the BSiL programme lead (Public Health team) have begun in post and are working towards establishing an Early Years Partnership board.

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

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

By 2027/28, the proportion of children in Year 6 (age 10-11 years) that maintain a healthy weight is the same as or above 60%.

This performance indicator is reported a year in arrears. This data comes from the Office for Health Improvement and Disparities and is based on data from NHS England. Data for 2025/26 will be available in December 2026.

Recent trends in Year 6 healthy weight prevalence in Medway show a value of 60.6% for 2024/25. This is higher than the target value of 60%, however this difference is not statistically significant, so the two values are similar to each other. The performance for this indicator in Medway has been improving over the past three years following a decline in 2020/21.

The public health team aims to support children's weight management by promoting healthy eating and physical activity through engaging programmes.

Family cookery sessions reached 259 children and families across 51 sessions in 2025/26. This was supported by a successful Food Adventurers pilot, refreshed adult cookery courses and the development of new community partnerships.

The **Tri Club and Fit Fix** programmes continue to support children and young people above a healthy weight, with Fit Fix now expanding across secondary schools.

The **Holiday Activities and Food** programme is funded until 2028. During the Easter period, 38 providers delivered around 7,000 places. The MedwayGo website was relaunched, and increased funding helped expand family activities and overall capacity.

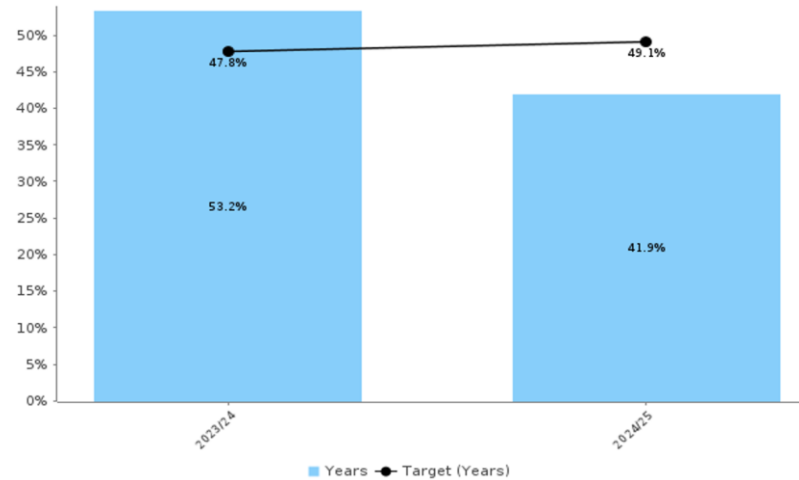
Medway's **Supervised Toothbrushing** programme has expanded to 28 settings, involving 127 practitioners and 946 children. Over 1,300 resources have been distributed, alongside extensive engagement activity and participation in a national research evaluation.

The **Healthy Early Years** award programme now involves 91 childcare providers. Recent achievements include five Bronze, four Silver, two Gold and six Platinum awards.

A clear school food vision has been developed with partners including the University of Kent, the Health Determinants Research Collaboration (HDRC) and Solutions Research. Research findings informed pilot programmes in 2025, with a range of support options planned to roll out from September 2026.

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

- 4.12 Physically active children and young people



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

By 2027/28, the percentage of physically active children and young people will be similar or higher compared to the England average. This data comes from the Office for Health Improvement and Disparities and is based on data from Sport England. New data was published in March 2026 and the value for 2024/25 is 41.9%, which is statistically worse than the England value of 49.1%. This indicator is based on self-reported survey data, which means responses can be affected by how accurately people remember and report their physical activity. In addition, not all schools take part in the survey each year. As a result, the figures can fluctuate and should be interpreted with caution.

Achievements We are working closely with Active Kent and Medway and wider partners to embed Place Based Partnership funding. Test and Learn phases are underway, with data being collected on an ongoing basis. Commissioned free swimming sessions for parents and young children, delivered through family hubs, have improved access and supported increased physical activity levels. Medway Council provide a wide range of opportunities for children and young people to get and stay active. This ranges from key universal offer services, such as leisure centres, parks and greenspaces, to targeted programmes to support our least active communities. Medway Council has a wide range of active travel initiatives and campaigns that work with schools on walking and cycling schemes. Medway had some excellent performing schools in the recent Big Walk and Wheel 2026 competition, including St Peter's Infant School, Twydall Primary School and Nursery, Miers Court Primary School and The Victory Academy. Medway Sport team support children to be active across a range of events and competitions including mini-youth games and disability youth games. They also delivered targeted Active Communities programmes that focus on girls, disabled residents, and ethnic minority residents. Through the Medway Physical Activity Alliance, the Public Health team work with a wide range of community and voluntary sector partners. Digital platforms, such as Every Day Active, provide up to date activities of where children and young people can find local activity opportunities, at a range of venues, times and budgets. Medway Public Health's service plans for increasing physical activity in children and young people have been agreed for 2026/27.

Actions Continue working on Test and Learn phases to secure funding from Place Based Partnerships.

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

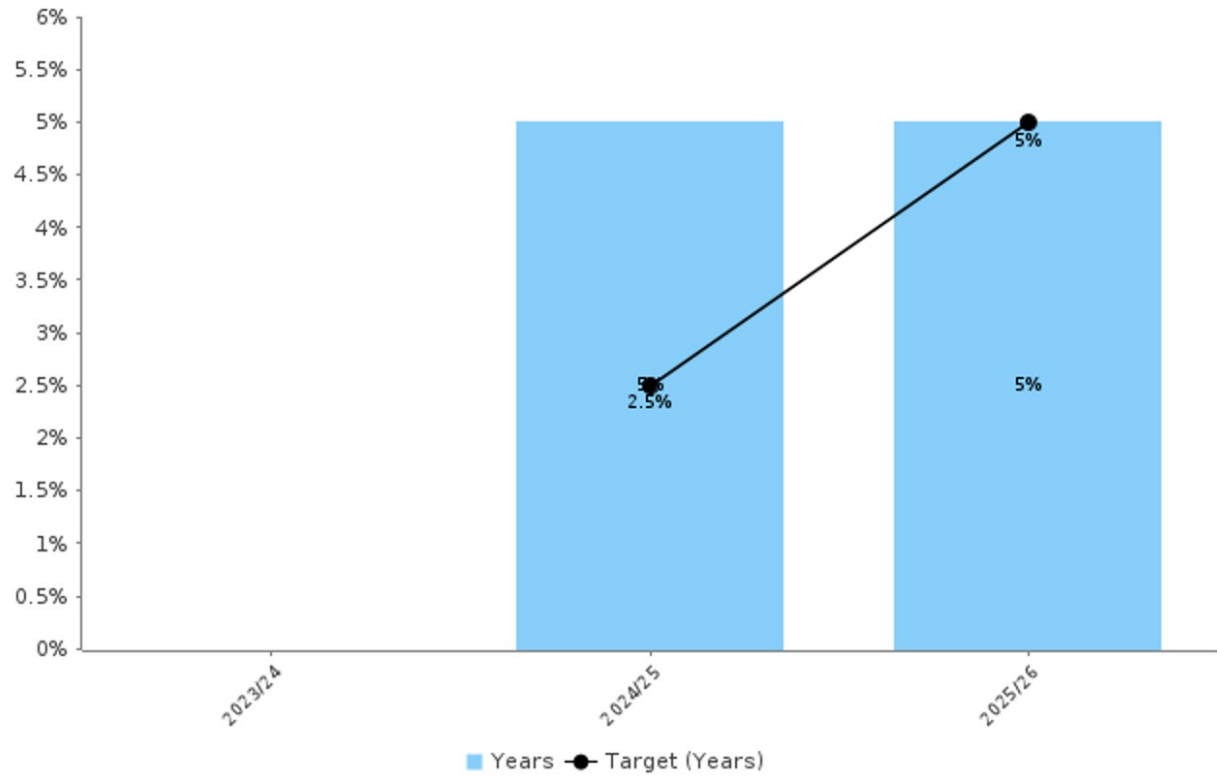
**Aim to Maximise
Data unavailable (no long trend)
Annual PI Due May 2026**

By 2027/28, the percentage of physically active adults will have increased to 69%. The incremental target for 2023/24 is 66%. This data comes from the Office for Health Improvement and Disparities and is based on data from Sport England. It is reported two years in arrears and data for 2024/25 will be available in May 2026. The current value is from 2023/24. The latest value for Medway was 65.6%, which is statistically similar to the incremental target and to the England value of 67.4%. During 2023/24, Public Health ran its successful Medway Can programme which looked to reduce sedentary behaviour for Medway residents. Medway Public Health continues to offer a range of interventions to support people to become more active.

Achievements:
We are working closely with Active Kent and Medway and wider partners to embed Place Based Partnership funding. Test and Learn phases are underway, with data being collected on an ongoing basis. Over 620 residents have attended the Primary Falls Prevention service, known as FaME (Falls Management Exercise). The programme continues to grow with additional venues and sessions added to meet demand in areas of need and aligned to primary care. Service plans have been agreed for 2026/27.

Actions:
Ongoing review of the Test and Learn phases to support future funding from Place Based Partnership initiatives.

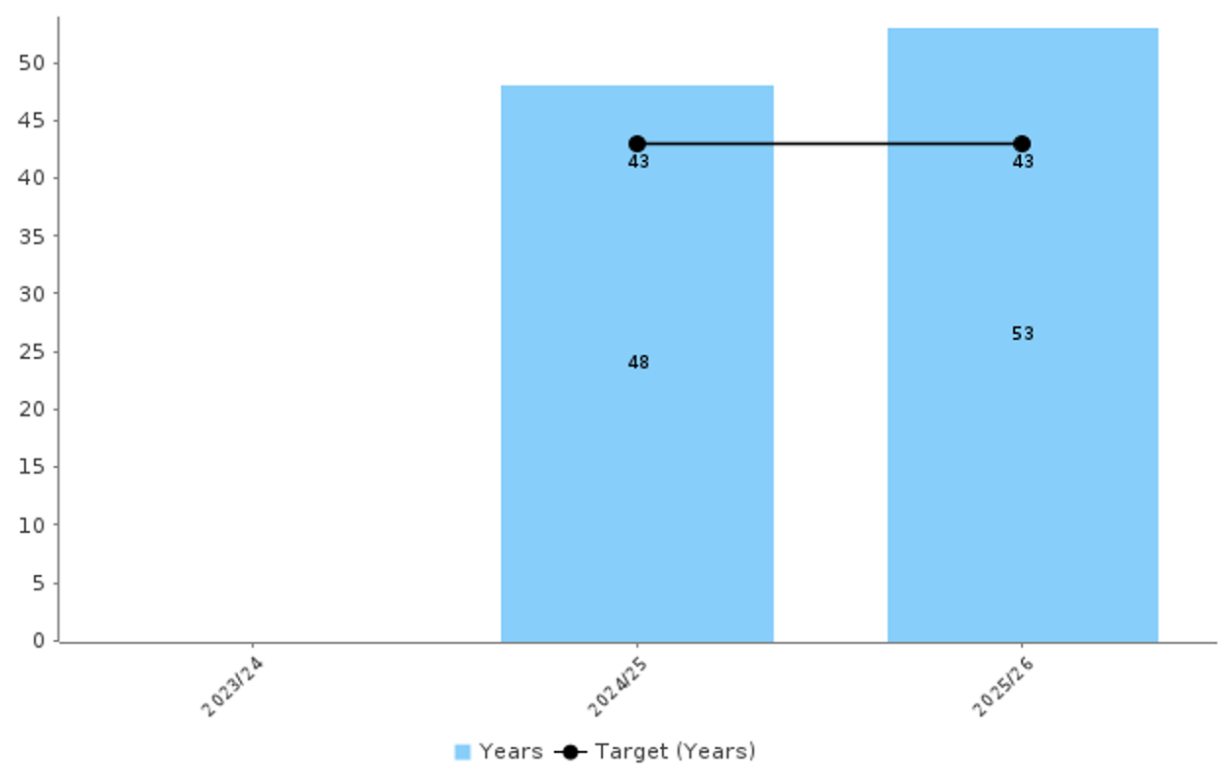
Work collaboratively to grow participation year on year in recreational play, sport and physical activity as a means of promoting improved physical and mental health and wellbeing
- 4.14 By 2027/28, increase by a minimum of 15% the number of children and young people swimming lessons held at Medway Council sports centres



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

We have achieved the targeted 5% increase to swimming lesson participants.
Cozenton Park currently offer 1306 weekly places
Hoo Sports Centre currently offer 900 weekly places
Medway Park currently offer 1709 weekly places
Strood Sports centre currently offer 1133 weekly places
This is a 12% increase on previous years totals

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
- 4.15 By 2027/28 a minimum of 43 primary schools per year enter a minimum of two Mini Youth Games events



**Aim to Maximise
Green (upward long trend)
Annual PI.**

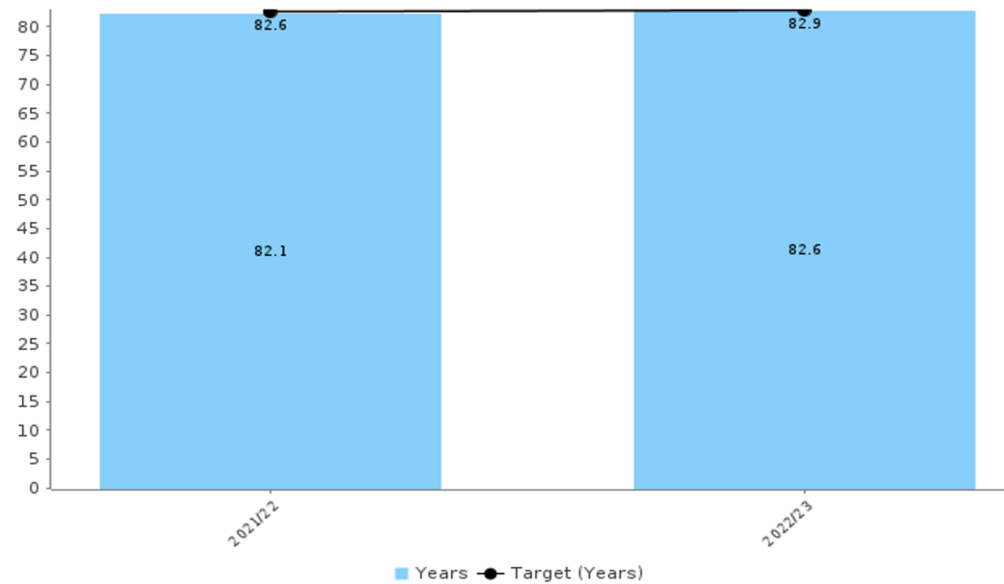
The Mini Youth Games (MYG), supported by Child-friendly Medway, is a competition and sports participation series available to all Medway primary schools. Each competition is available to children in year 5 and year 6. Prizes are awarded at each event, and points are gained towards the overall MYG title. The events revolve around a fair play ethos, and a fair play trophy is awarded at each event and there is an annual participation prize for the school that selects the largest number of children to take part in MYG events. The games also provide opportunities for young volunteers, including officiating training, as well as showcasing some of the amazing clubs and club venues in Medway.

The series runs alongside school year September to July, but for reporting purposes we provide a report on each quarter within that series.

At the end of the financial year, 53 schools out of 62 Medway primary schools have entered a minimum of two events, we also have 10 Kent schools (paid entry) to the games to support the Medway offer.

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

- 4.16a Life expectancy at birth (Female, 3 year range)



Aim to Maximise Amber (upward long trend) Annual PI.

By 2027/28, life expectancy at birth for females will have increased by 1 year. The final target is 83.1, taken from the baseline value of 82.1 from 2019/20. The incremental target for 2022/23 is 82.9.

This performance indicator is measured 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 (ONS).

Life expectancy in Medway for females was 82.6 years in 2022-24, lower than the England average of 83.3 years. Factors like smoking, obesity, and deprivation impact this. Everything that Medway Council and the NHS do has an overarching aim to increase life expectancy.

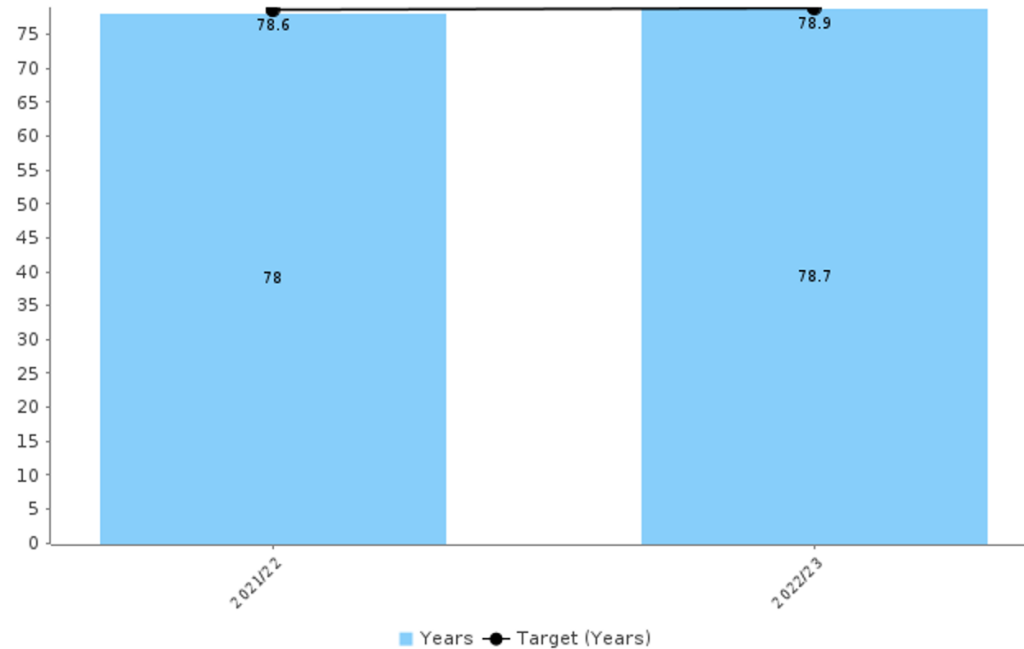
In Q4 2025/26, the Public Health Intelligence team published a Joint Strategic Needs Assessment chapter on Life Expectancy and Healthy Life Expectancy which identified key priorities for action.

As part of the Marmot Place work a resident insight report was completed, bringing together 90 pieces of insight from residents and partners. This has helped clarify the main issues driving health inequalities locally and highlighted communities whose views are not yet well heard.

The Marmot asset mapping workstream identified over 500 community assets contributing to reducing health inequalities. Providers have been contacted to include their services on the Medway Marmot website. The map will be added to the website in Q1 2026/27.

The Institute of Health Equity has completed its independent report for Medway, reviewed by the Health and Wellbeing Board in February. The report summarises progress, outlines health inequality data, and sets out recommendations for system partners. A six-week consultation will begin in April to gather partner feedback. Next quarter includes a NEET summit chaired by Sir Michael Marmot to support joint action.

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
- 4.16b Life expectancy at birth (Male, 3 year range)



Aim to Maximise Amber (upward long trend) Annual PI.

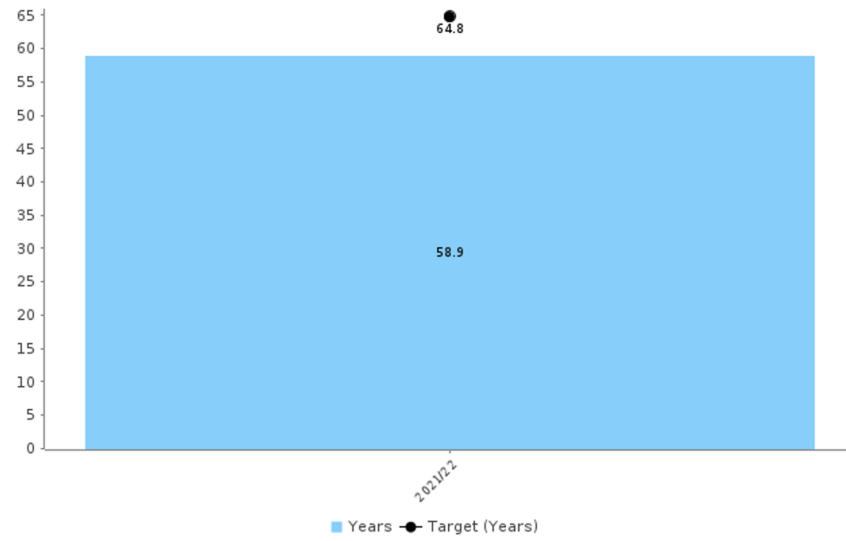
By 2027/28, life expectancy at birth for males will have increased by 1.5 years. The final target is 79.3, taken from the baseline value of 77.8 from 2019/20. The incremental target for 2022/23 is 78.9. This performance indicator is measured 3 years in arrears. The data is taken from the Office for Health Improvement and Disparities and is based on data from the Office for National Statistics (ONS).

Male life expectancy in Medway was 78.7 years in 2022-24, lower than the England average of 79.5 years. Factors like smoking, obesity, and deprivation impact this. Everything that Medway Council and the NHS do has an overarching aim to increase life expectancy.

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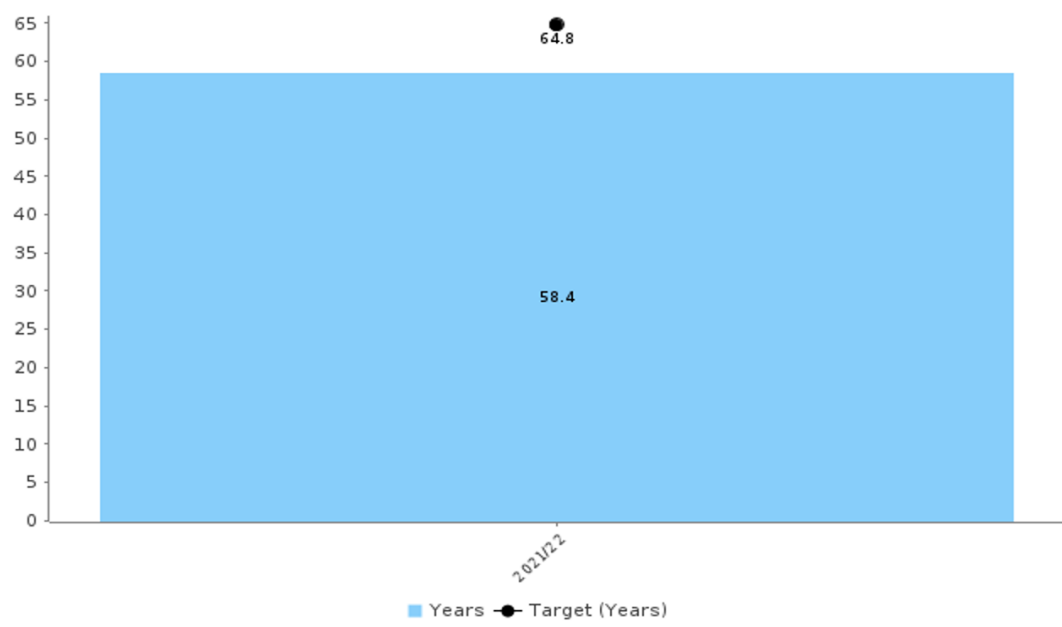
Work in partnership with communities and organisations to address the issues that negatively affect health and wellbeing, making sure everyone has the opportunity to live long, healthy lives
- 4.17a Healthy life expectancy at birth (Female, 3 year range)



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

By 2027/28, healthy life expectancy at birth will have increased by 1.5 years for females. The Office for National Statistics data (ONS) have changed the methodology for Healthy Life Expectancy and published figures have been recalculated. The target of a 1.5 year increase in healthy life expectancy remains the same, but the end goal has changed from 65.1 to 65.2 years by 2027/28 in light of the new methodology. This performance indicator is measured 4 years in arrears. The data is taken from the Office for Health Improvement and Disparities and is based on data from the ONS. Healthy life expectancy at birth is the average number of years a person would expect to live in good health. In Medway, the healthy life expectancy for females was 58.9 years in 2021-23, similar to the England average of 61.9 years. The Global Burden of Disease suggests that in England in 2023, key contributing conditions to poor health included cancer, mental health, and cardiovascular diseases amongst others. In Q4 2025/26, the Public Health Intelligence team published a Joint Strategic Needs Assessment chapter on Life Expectancy and Healthy Life Expectancy which identified key priorities for action. This chapter also highlights the gender health gap in healthy life expectancy in Medway. As part of the Marmot Place work: A resident insight report clarified the main issues driving health inequalities locally and highlighted communities whose views are not yet heard. The Marmot asset mapping identified over 500 community assets contributing to reducing health inequalities. The map will be added to the website in Q1 2026/27. The Institute of Health Equity has completed its independent report for Medway, reviewed by the Health and Wellbeing Board in February. A six-week consultation will begin in April to gather partner feedback. Next quarter includes a NEET summit chaired by Sir Michael Marmot to support joint action.

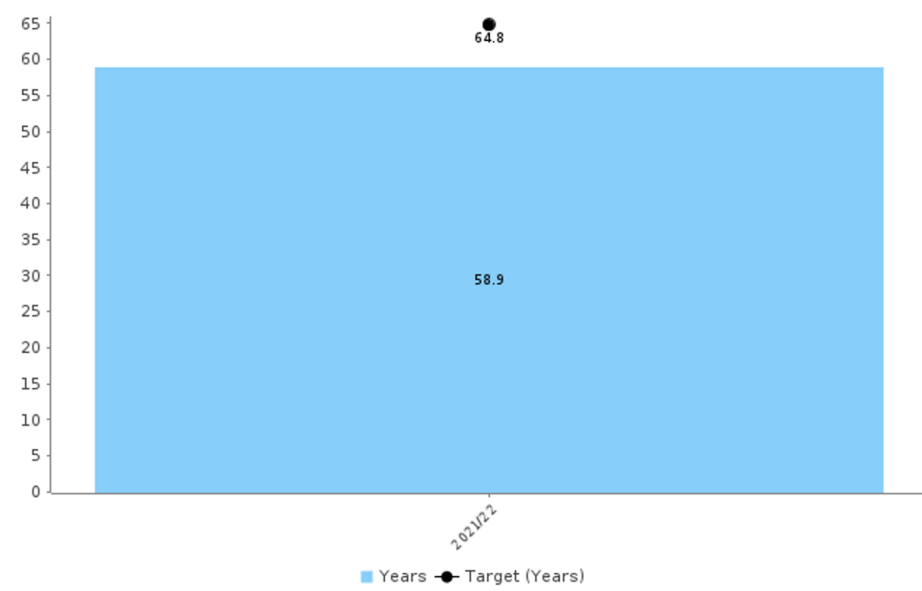
Work in partnership with communities and organisations to address the issues that negatively affect health and wellbeing, making sure everyone has the opportunity to live long, healthy lives
- 4.17b Healthy life expectancy at birth (Male, 3 year range)



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

By 2027/28, healthy life expectancy at birth will have increased by 3 years for males. The Office for National Statistics data (ONS) have changed the methodology for Healthy Life Expectancy and published figures have been recalculated. The target of a 3-year increase in healthy life expectancy remains the same, but the end goal has changed from 63.9 to 65.5 years by 2027/28 in light of the new methodology. This performance indicator is measured 4 years in arrears. The data is taken from the Office for Health Improvement and Disparities and is based on data from the ONS. Healthy life expectancy at birth is the average number of years a person would expect to live in good health. In Medway, the healthy life expectancy for males was 58.4 years in 2021-23, similar to the England average of 61.5 years. The Global Burden of Disease suggests that in England in 2023, key contributing conditions to poor health included cancer, mental health, and cardiovascular diseases amongst others. In Q4 2025/26, the Public Health Intelligence team published a Joint Strategic Needs Assessment chapter on Life Expectancy and Healthy Life Expectancy which identified key priorities for action. This chapter also highlights the gender health gap in healthy life expectancy in Medway. As part of the Marmot Place work: A resident insight report clarified the main issues driving health inequalities locally and highlighted communities whose views are not yet heard. The Marmot asset mapping identified over 500 community assets contributing to reducing health inequalities. The map will be added to the website in Q1 2026/27. The Institute of Health Equity has completed its independent report for Medway, reviewed by the Health and Wellbeing Board in February. A six-week consultation will begin in April to gather partner feedback. Next quarter includes a NEET summit chaired by Sir Michael Marmot to support joint action.

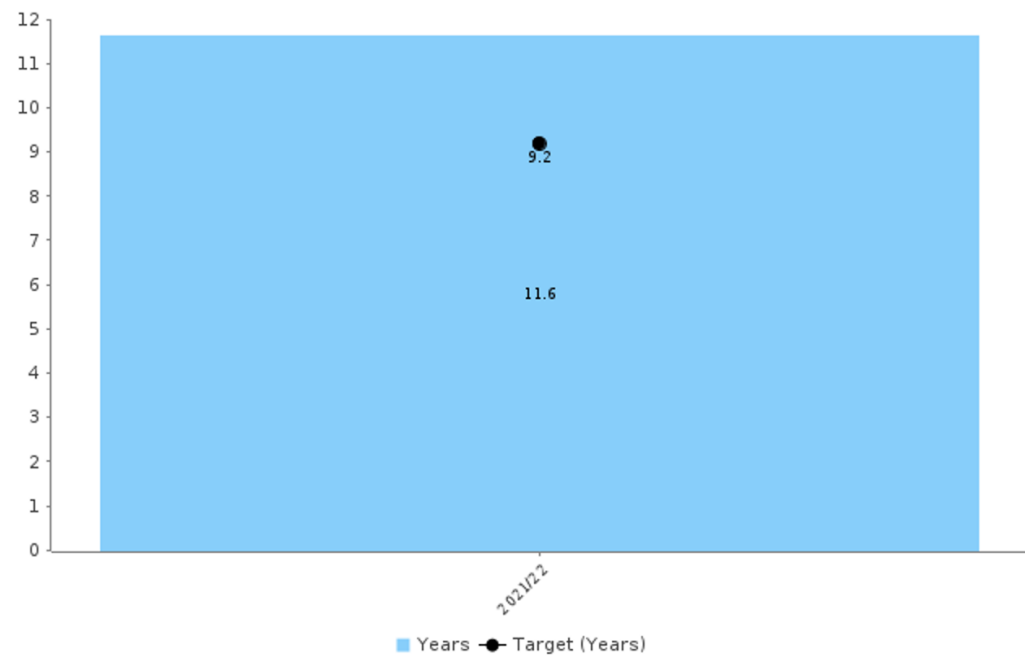
Work in partnership with communities and organisations to address the issues that negatively affect health and wellbeing, making sure everyone has the opportunity to live long, healthy lives
- 4.18a Inequality in life expectancy at birth (Female, 3 year range)



**Aim to Minimise
Red (downward long trend)
Annual PI.**

By 2027/28, inequalities in life expectancy at birth will have decreased by 0.5 years for females. The Office for National Statistics data (ONS) have changed the methodology for Inequality in Life Expectancy and published figures have been recalculated. The target of a 0.5-year decrease in inequality in life expectancy remains the same, but the end goal has changed from 6.1 to 6.3 years by 2027/28 in light of the new methodology. The data is taken from the Office for Health Improvement and Disparities and is based on Ministry of Housing, Communities and Local Government and ONS data. Life expectancy is a key measure of population health, often linked to socioeconomic factors, demographic traits, geographic regions, or specific population groups. These differences can cause inequalities in life expectancy, often measured using levels of deprivation. The inequality in life expectancy at birth in Medway for females was 8.4 years, compared to England (8.3 years) in 2021-23, placing Medway in the second worst quintile nationally. In Q4 2025/26, the Public Health Intelligence team published a Joint Strategic Needs Assessment chapter on Life Expectancy and Healthy Life Expectancy which identified key priorities for action. This chapter also highlights key inequalities driving the gap in life expectancy and healthy life expectancy in Medway. As part of the Marmot Place work: A resident insight report clarified the main issues driving health inequalities locally and highlighted communities whose views are not yet heard. The Marmot asset mapping identified over 500 community assets contributing to reducing health inequalities. The map will be added to the website in Q1 2026/27. The Institute of Health Equity has completed its independent report for Medway, reviewed by the Health and Wellbeing Board in February. A six-week consultation will begin in April to gather partner feedback. Next quarter includes a NEET summit chaired by Sir Michael Marmot to support joint action.

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
- 4.18b Inequality in life expectancy at birth (Male, 3 year range)



**Aim to Minimise
Red (upward long trend)
Annual PI.**

By 2027/28, inequalities in life expectancy at birth will have decreased by 2 years for males. The Office for National Statistics data (ONS) have changed the methodology for Inequality in Life Expectancy and published figures have been recalculated. The target of a 2-year decrease in inequality in life expectancy at birth remains the same, but the end goal has changed from 7.4 to 8.7 years by 2027/28 in light of the new methodology. The data is taken from the Office for Health Improvement and Disparities and is based on Ministry of Housing, Communities and Local Government and ONS data. Life expectancy is a key measure of population health, often linked to socioeconomic factors, demographic traits, geographic regions, or specific population groups. These differences can cause inequalities in life expectancy, often measured using levels of deprivation. The inequality in life expectancy at birth in Medway for males was 11.6 years, compared to England (10.5 years) in 2021-23, placing Medway in the second worst quintile nationally. In Q4 2025/26, the Public Health Intelligence team published a Joint Strategic Needs Assessment chapter on Life Expectancy and Healthy Life Expectancy which identified key priorities for action. This chapter also highlights key inequalities driving the gap in life expectancy and healthy life expectancy in Medway. As part of the Marmot Place work: A resident insight report clarified the main issues driving health inequalities locally and highlighted communities whose views are not yet heard. The Marmot asset mapping identified over 500 community assets contributing to reducing health inequalities. The map will be added to the website in Q1 2026/27. The Institute of Health Equity has completed its independent report for Medway, reviewed by the Health and Wellbeing Board in February. A six-week consultation will begin in April to gather partner feedback. Next quarter includes a NEET summit chaired by Sir Michael Marmot to support joint action.

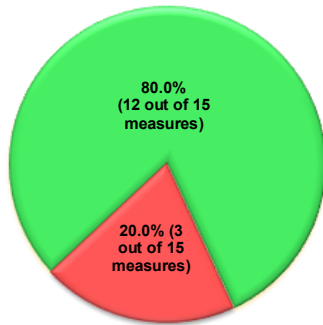
Living in good quality, affordable homes

- Increase the supply of good quality, energy efficient and sustainable homes that reflect the needs of the communities in Medway.
- Implement a Local Plan which reflects the needs of the communities in Medway, supporting a transition to a low-carbon future promoting affordable, energy efficient and sustainable homes.
- Assist people with specific accommodation needs including older people, people with disabilities, people needing specialist support and those who find themselves homeless.
- Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives.
- Ensure the Council's housing stock is good quality, efficient, free from damp and mould and tenants are at the heart of decision making.

Summary of all performance indicators for this priority

There are 16 performance indicators for the One Medway Council Plan 2024/28 which fall under RCE directorate under this priority. We are reporting on 15 performance indicators this quarter. There is one indicator where data is unavailable.

Performance

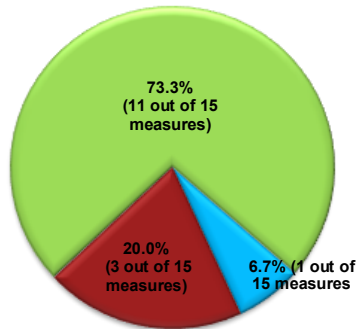


Performance - key
Green means met or exceeded target
Amber means slightly below target
Red means significantly below target

This chart shows performance for 15 measures:

- 80.0% (12 out of 15 measures) met or exceeded target.
- 0.0% (0 out of 15 measures) were slightly below target (less than 5%).
- 20.0% (3 out of 15 measures) were significantly below target (more than 5%).

Direction of travel

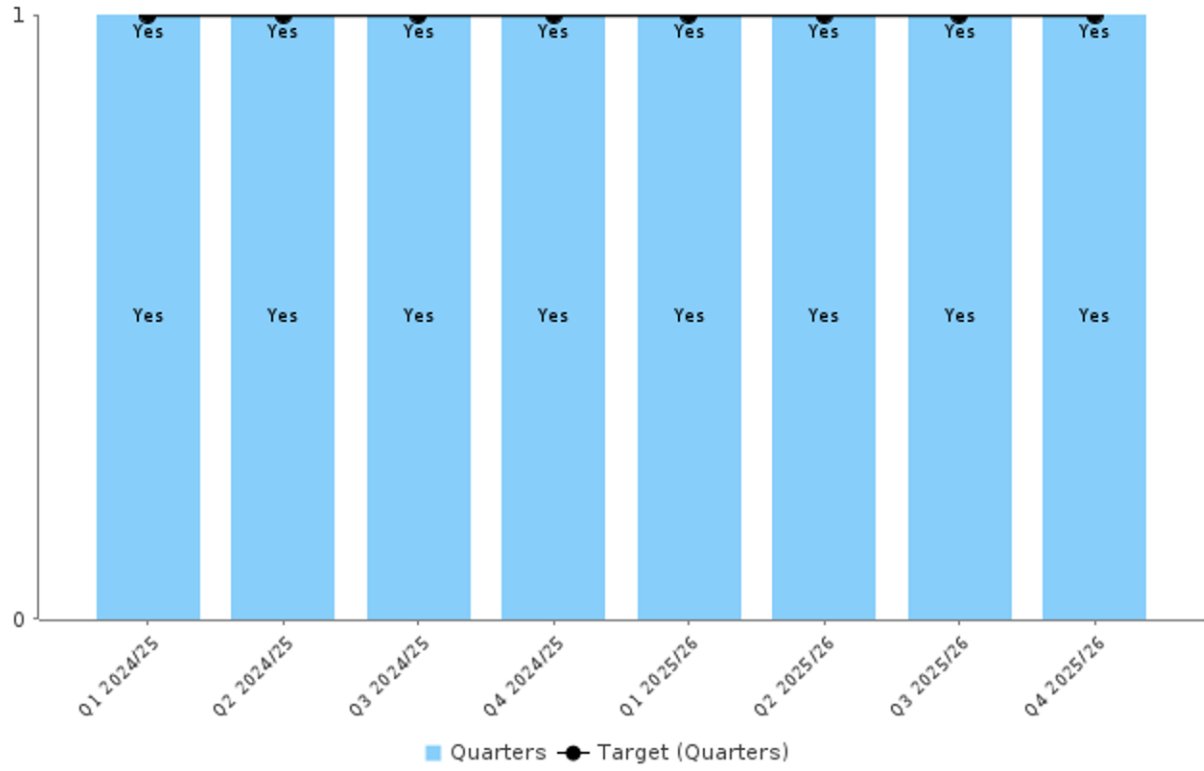


Direction of Travel - key
Green means positive travel
Blue means static
Red means negative travel

This chart shows the direction of travel for 15 measures:

- 73.3% (11 out of 15 measures) had an upward long trend.
- 6.7% (1 out of 15 measures) had a static long trend.
- 20.0% (3 out of 15 measures) had a downward long trend.

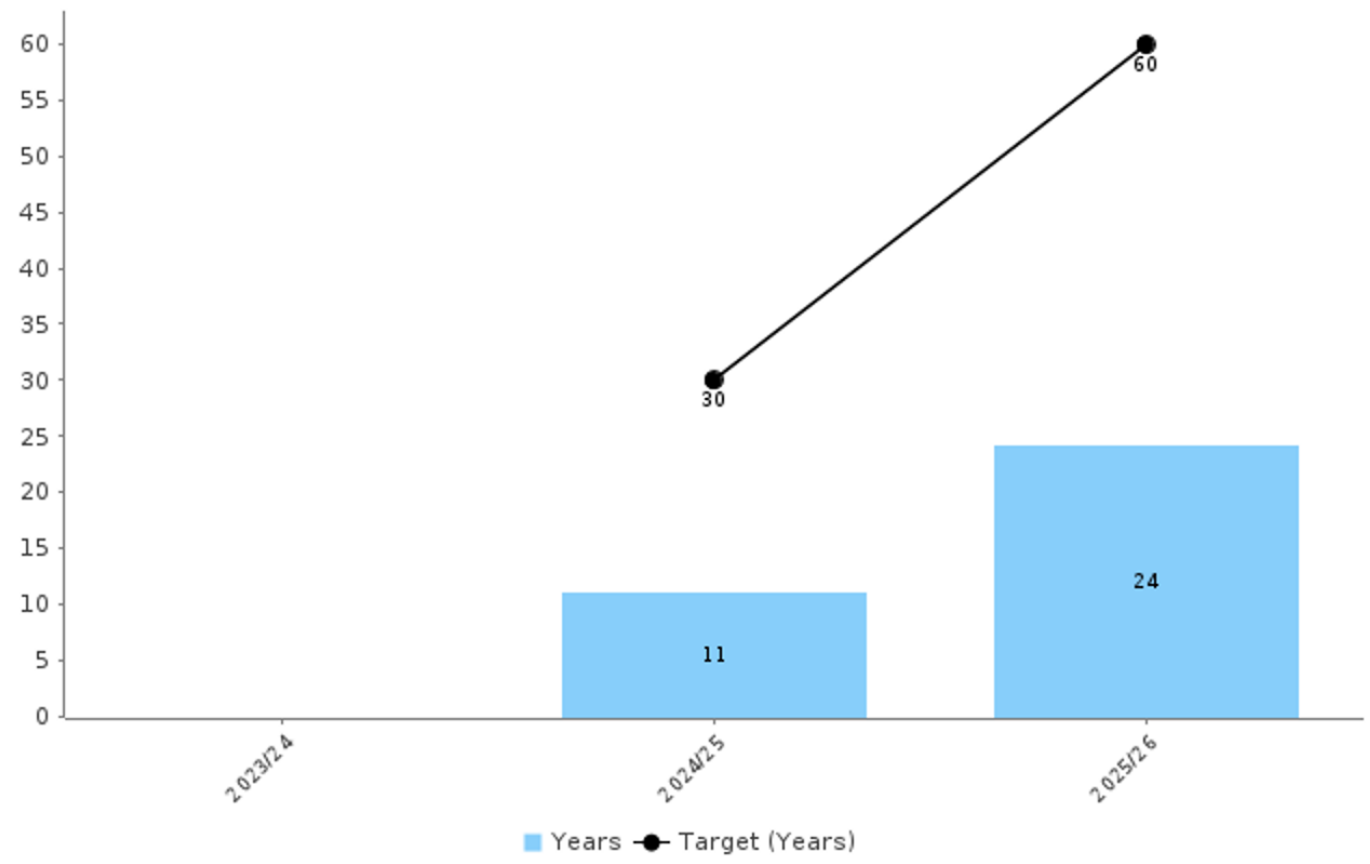
Implement a Local Plan which reflects the needs of the communities in Medway, supporting a transition to a low-carbon future promoting affordable, energy efficient and sustainable homes
- 5.01 By June 2025 the Council will submit to Government its draft Local Plan for examination, with the aim that the Local Plan is adopted by summer 2026



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

The Local Plan was submitted for examination in December 2025. Two inspectors have been appointed to examine the plan. An examination website has been set up with all materials relating to the plan available to view. On 27 March, the inspectors wrote to the Council setting out some initial queries, requesting a response by 27 April. The timetable for the examination, including dates for hearing sessions will be determined by the Inspectors following consideration of the Council's response to their correspondence.

Increase the supply of good quality, energy efficient and sustainable homes that reflect the needs of the communities in Medway
- 5.02 By 2027/28, increase the housing revenue account (HRA) council stock by 4%



**Aim to Maximise
Red (upward long trend)
Annual PI.**

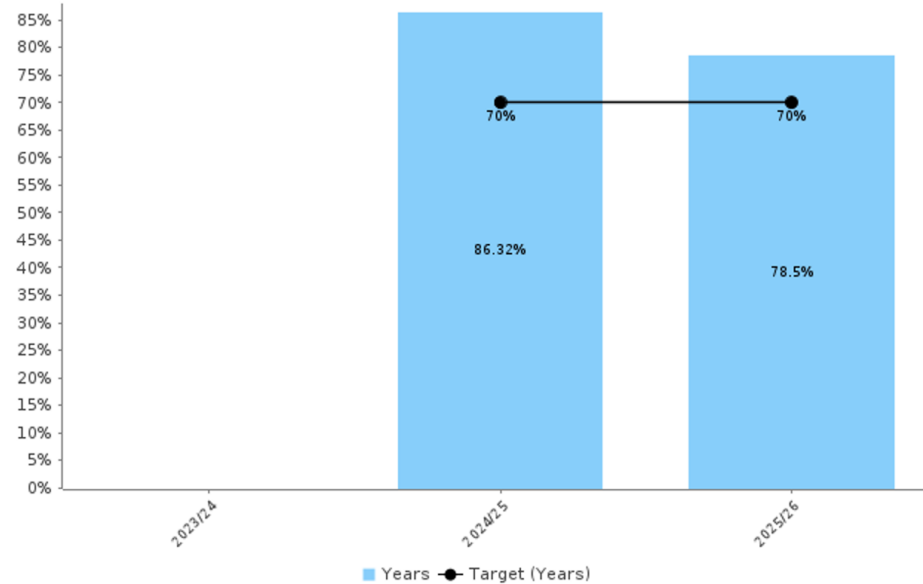
During 2025/26 the HRA delivered 24 affordable homes, bringing the total homes delivered in the last five years to 113 homes. Unfortunately, completion of the 44 flats at Truro Manor by MDC was delayed but is due for completion in May 2026. Along with Truro Manor, in 2026/27 there will be a further 37 affordable homes completed by the HRA at the Phase 5 developments at Lennox Wood, Twydall and Aburound House, Gillingham. And in early 2027/28 a further 30 affordable homes in Frindsbury. There remains a healthy pipeline of sites under consideration and review, currently around 260 homes and we are on target to increase the HRA housing stock by 4% by 2027/28.

Plot not shown as the data has not changed since the last report/ will not be available until Q1 2026/27

Aim to Maximise
Data unavailable (no long trend)
Annual PI. Due Q1 2026/27

Britton Farm - 44 homes to be delivered. This will be completed in April 2026. The data for 2025/26 will be available in Q1 2026/27.
The Strood Civic project due to begin in 2025/26 has now commenced with enabling works under way, funded under Brownfield Land Release Fund.
An additional grant has also been approved under the Brownfield Infrastructure Land fund to raise the remainder of the site, and the funding agreement has been signed, and the works are progressing forwards.
Mountbatten House works started on site in April 2025 and is on track to complete early 2027.

Assist people with specific accommodation needs including older people, people with disabilities, people needing specialist support and those who find themselves homeless
- 5.04 By 2027/28, reduce the amount of temporary accommodation provided in the private sector to a maximum of 50%



Aim to Minimise Red (upward long trend) Annual PI.

At the end of Q4 there are 645 households in all forms of temporary accommodation (TA). An increase of 42 households from 603 at the end of Q3. Of these, 506 are in nightly paid private sector TA, an increase of seven households from 499. Currently 78% of all TA being in nightly paid, this is a decrease of 5% from Q3. With an increased average gross cost of £30,112 per night for nightly paid TA, an increase of £260 per night gross.

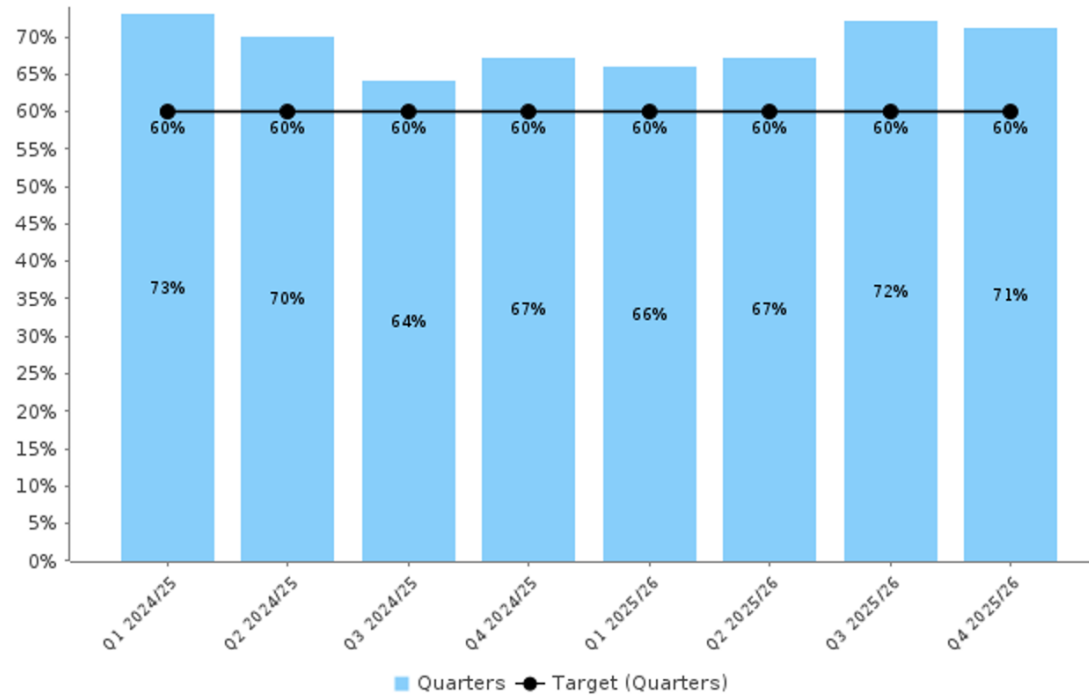
Waterside Court (aside from the ground floor due to bathroom accessibility conversions) is now online and all aside from three units in Waterside are occupied. One is in standard void, and two are not usable due to the impact of two leak incidents. We also anticipate Pullmans House and Block E early in the new financial year.

At the end of Q4 there are:

- 66: TA Owned (5 void)
- 63: HRA TA
- 10: Corp TA (2 void)
- 66: TA Owned (5 void)
- 0: B&B/Hotel

Once all current planned TA Owned acquisitions are completed and occupied this will take our TA Owned numbers to 188. 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.

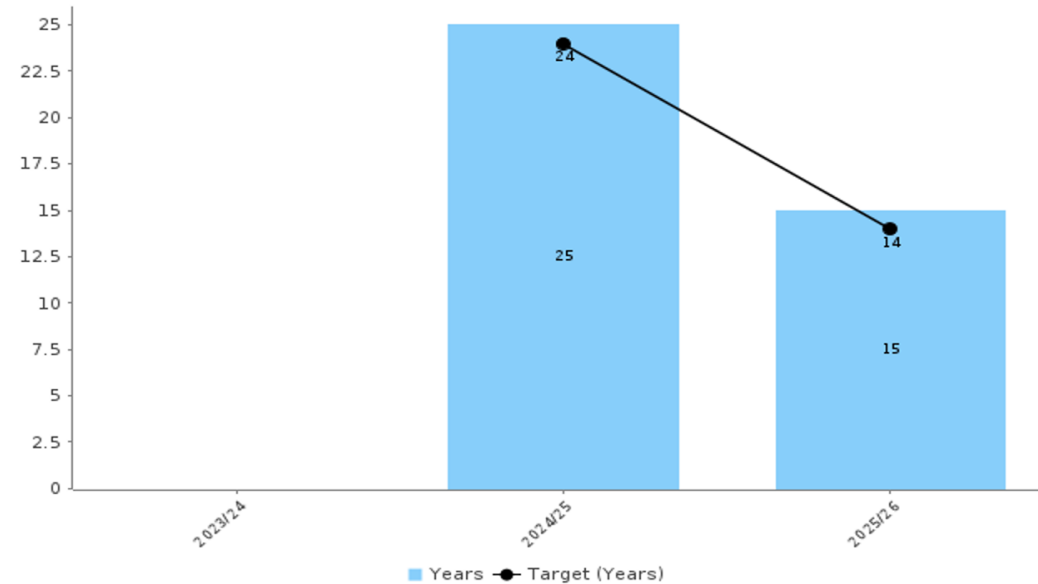
Assist people with specific accommodation needs including older people, people with disabilities, people needing specialist support and those who find themselves homeless
- 5.05a By 2027/28, prevent or relieve more than 60% of homeless households where a homeless duty has been triggered



Aim to Maximise Green (upward long trend)

Q4 ended broadly in line with projections with total approaches for homeless assistance reaching 4040 an increase of 11% compared to 2024/25. Encouraging 57% of clients approaching the service at the prevention stage rather than at the point of homeless crisis. This earlier engagement allows the Prevention team greater opportunity to intervene and successfully prevent homelessness. However, demand remains under pressure from clients presenting as homeless on the day or within 56 days which leaves limited opportunity for early intervention and places an increased demand on temporary accommodation provision. Of the 887 approaches that presented as homeless within 56 days, 357 met the threshold for emergency accommodation and were placed into accommodation. Notably, 77% of these clients presented within 10 days of becoming homeless. Despite these challenges, the team have achieved strong positive outcomes. Of those that approached and were owed a homeless duty approximately 71% were either prevented from becoming homeless or their homelessness was relieved. The Team supported over 136 clients to sustain their existing accommodation through mediation or financial assistance without this intervention, over 96 of these households would have resulted in the provision of temporary accommodation representing an estimated annual saving of £960,000. In addition, One Medway Lettings team, working alongside Housing Options, supported 518 households to secure alternative private rented accommodation. Of these 258 would otherwise have required temporary accommodation, resulting in an estimated £2,580,000. A further, 125 households were supported to move on from temporary accommodation into private rented sector accommodation, 38 of these are properties managed by One Medway Lettings new service. A further 269 households have successfully moved to social housing tenancies.

Assist people with specific accommodation needs including older people, people with disabilities, people needing specialist support and those who find themselves homeless
- 5.05b By 2027/28, reduce the number of rough sleepers to 0



**Aim to Minimise
Red (upward long trend)
Annual PI.**

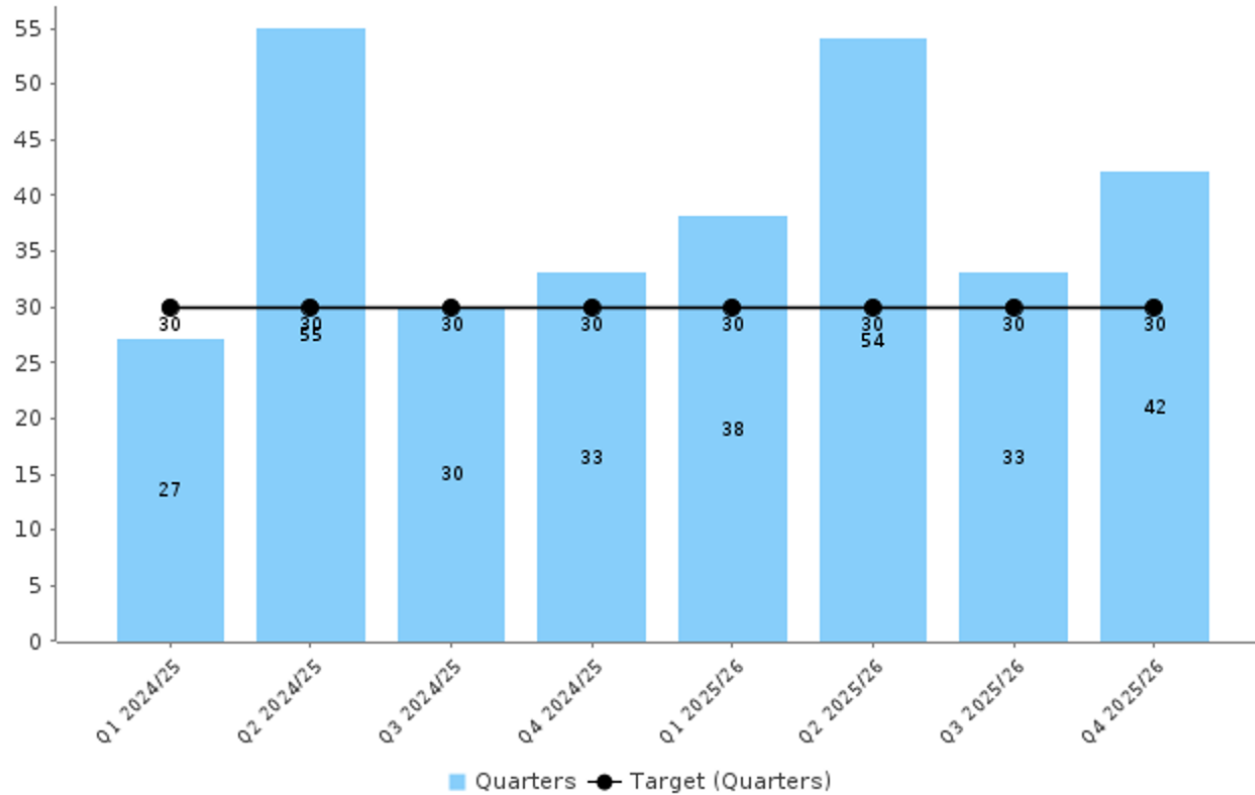
There is a new government National Plan, linked to three-year funding to the end of 28/29, which aims to significantly reduce all forms of homelessness with a target of halving occurrence of rough sleeping. There is also a key aim of focus on prevention of rough sleeping, rather than dealing with a flow of people into the street community. Each local authority will be required to develop a specific plan to this effect by Autumn 2026. Partner agencies and services will have a more embedded role through a new 'duty to collaborate'. With the focus on prevention from government, there has also been a steer to moving away from verification as an entry method to services and a drive to reduce reliance on outreach and off the street emergency accommodation. To achieve this, we will be working closely with Advisors from the Ministry of Housing, Communities and Local Government in shaping our service to align with the National Plan.

The winter shelter has now closed, and 15 people moved into accommodation during the time it was open, with information packs with contact details for relevant agencies given to all people who were still using the shelter at the end of March with the rough sleeping team picking up ongoing support for a number of these. A review will be carried out to see how we can apply the learning from the shelter work to strengthen our approach year-round.

Examples of ongoing positive work includes Medway Hospital working closely with our team, attending multi disciplinary team (MDT) meetings for clients with complex needs and high levels of substance misuse. Together, we have developed plans to ensure appropriate ongoing support and housing options are in place for them upon discharge. This good practice ties in with the move to a preventative approach.

The number of people found, or estimated, to be sleeping rough on any one night has been consistently around 15 individuals during this period (based on estimates and direct street counts) with the street count not going above 17 people.

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

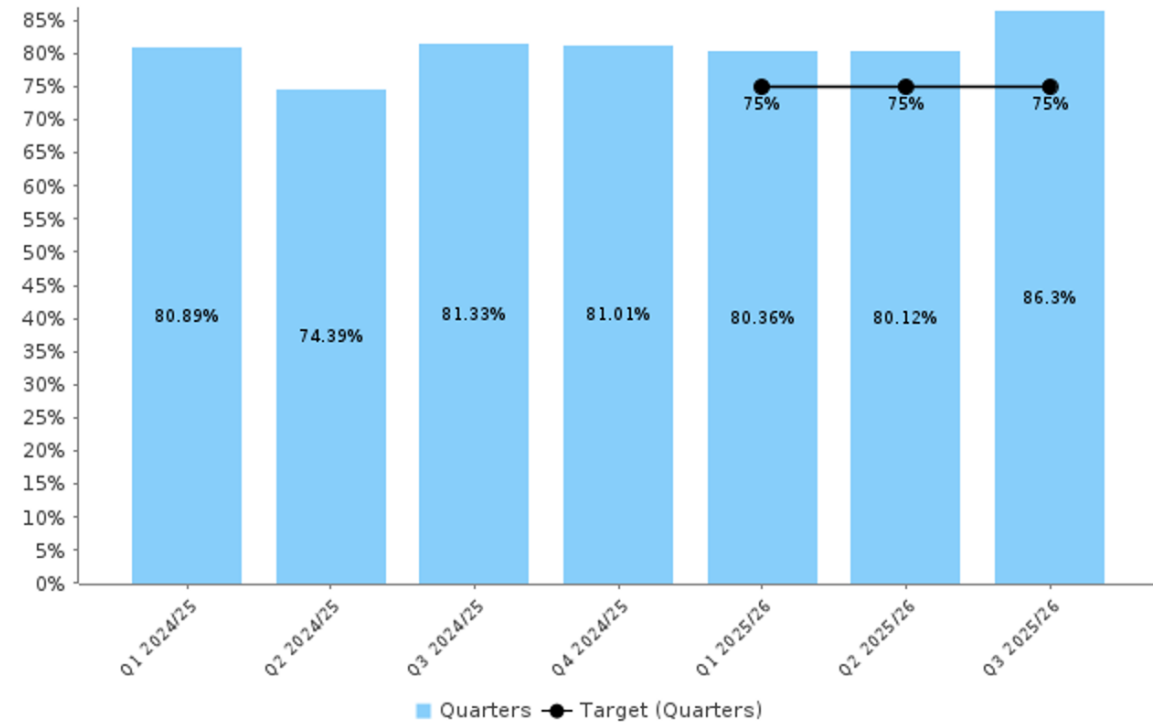


**Aim to Maximise
Green (upward long trend)**

During Q4, 42 Disability Facility Grant (DFG) applications have been approved. The adaptations from these grants can restore the use of the home so that our clients can regain or retain their independence and carry on living in the community. The DFG Team continues to support individuals to enable them to develop solutions to have active, healthy and independent lives. The team continue work to deliver the required adaptations necessary and appropriate to meet the needs of the individual and to ensure that individuals can remain within the community providing an array of benefits including stability through the maintaining of local support networks. The team adopt a person-centred approach to prevent an individual escalating into hospital services.

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

- 5.06a Satisfaction with parks and green spaces - direct users CP

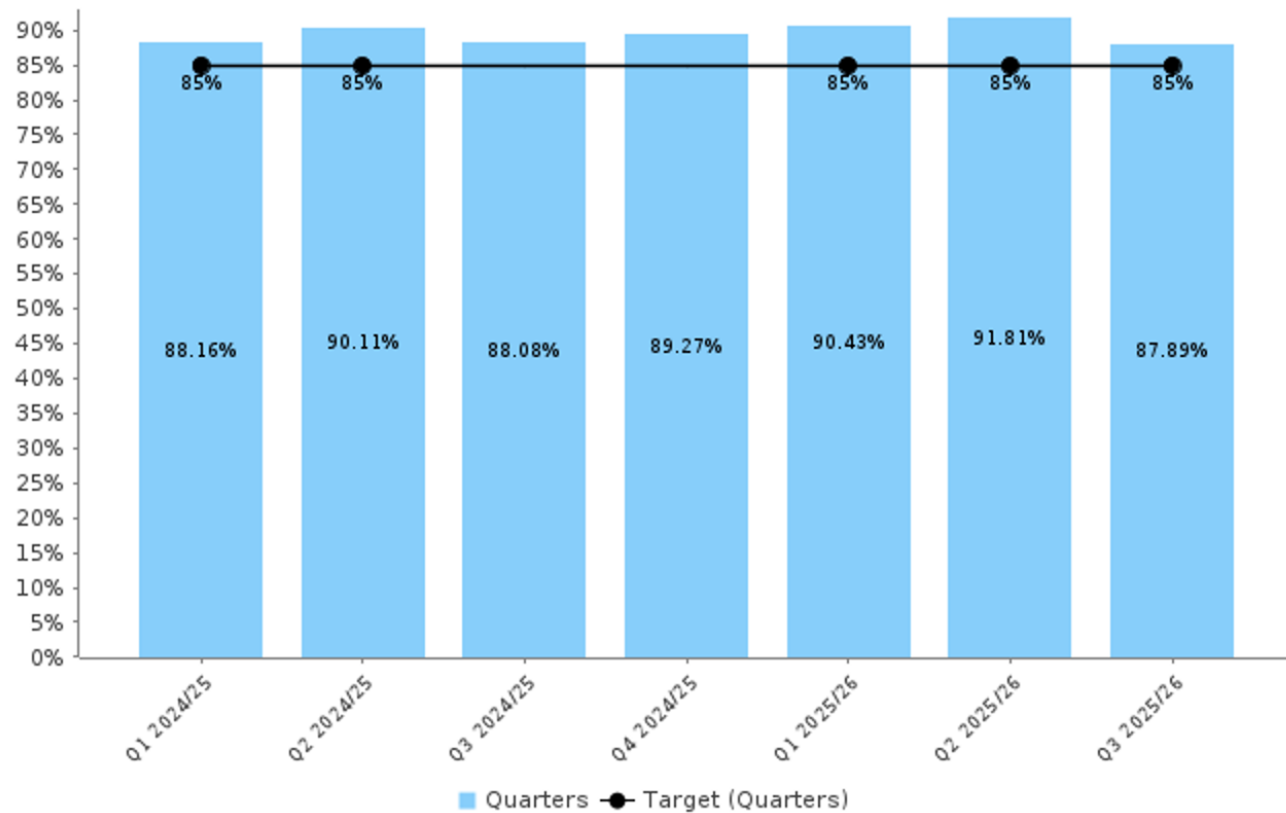


Aim to Maximise Green (upward long trend)

Reported a quarter in arrears.
Satisfaction amongst users of parks and open spaces was 86.30% in Q3 25/26, 6.18 percentage points more than the 80.12% figure seen in Q2 25/26. Fewer users were dissatisfied about the service (4.79%, down from 8.33% in Q2) than neutral (8.9% of respondents, down from 10.3% in Q2). These results are based on the 146 users of parks and open spaces from the 223 respondents to the Q3 25/26 Citizens' Panel, giving a margin of error of +/-8.1%, meaning the change in satisfaction is not statistically significant.

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

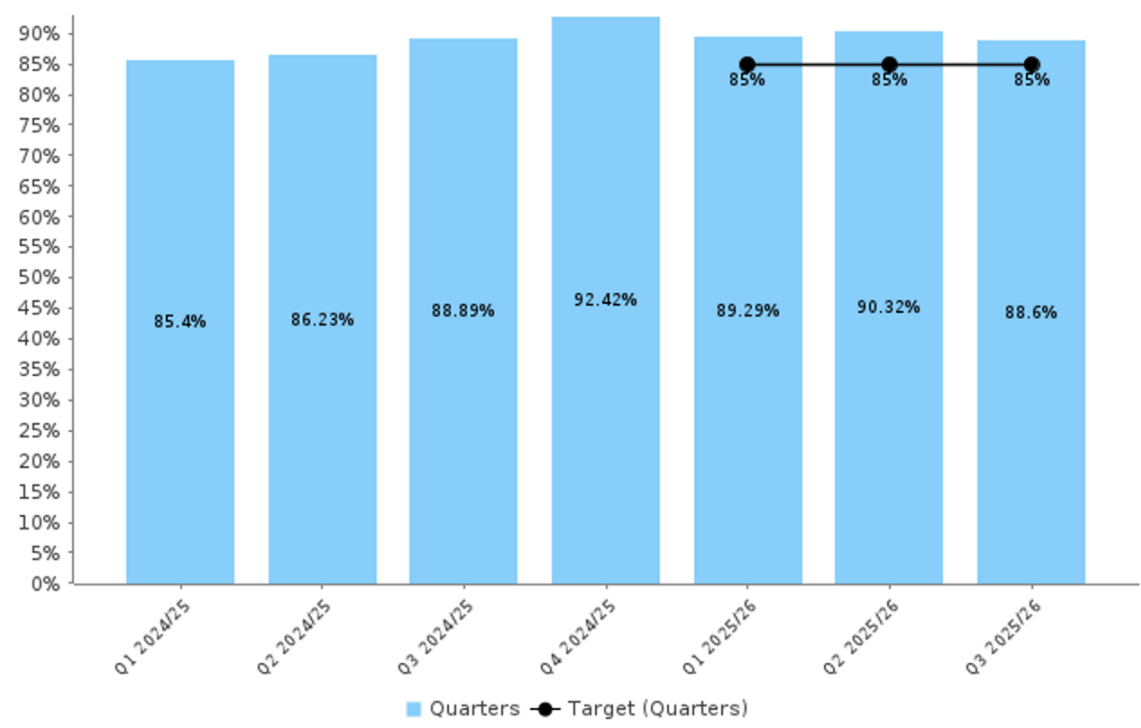
- 5.06b Satisfaction with refuse collection - Citizens Panel result



Aim to Maximise Green (downward long trend)

Reported a quarter in arrears
Satisfaction with refuse collection decreased to 87.89% in Q3 25/26 (down from 91.81% in Q2 25/26).
6.7% of respondents were neutral about the service (up from 1.8% previously) and 3.1% were dissatisfied (down from 3.6% in the previous quarter). A further 2.2% did not know or gave no response (down from 2.7% in Q2).
The results are based upon 223 respondents to the Q3 25/26 Citizens' Panel giving an overall margin of error of +/-6.5%, meaning the changes are not statistically significant.

Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives
- 5.06c Satisfaction with HWRC services – Citizens' Panel result

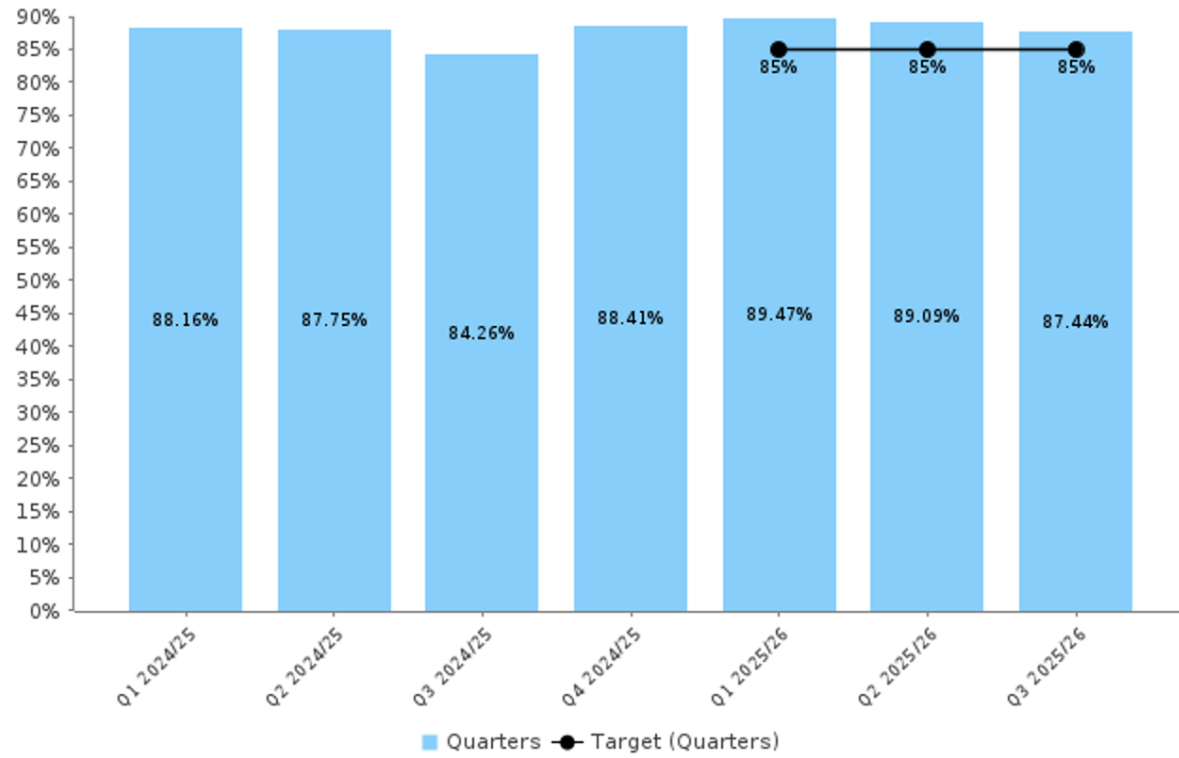


**Aim to Maximise
Green (downward long trend)**

Reported a quarter in arrears
Satisfaction amongst users of the tip (HWRC) was 88.6% in Q3 2025/26. 6.1% of users were neutral about the service and 5.3% were dissatisfied. These results are based on the 114 users of the tip from the 223 respondents to the Q3 2025/26 Citizens' Panel, giving a margin of error of +/-9.2%.

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

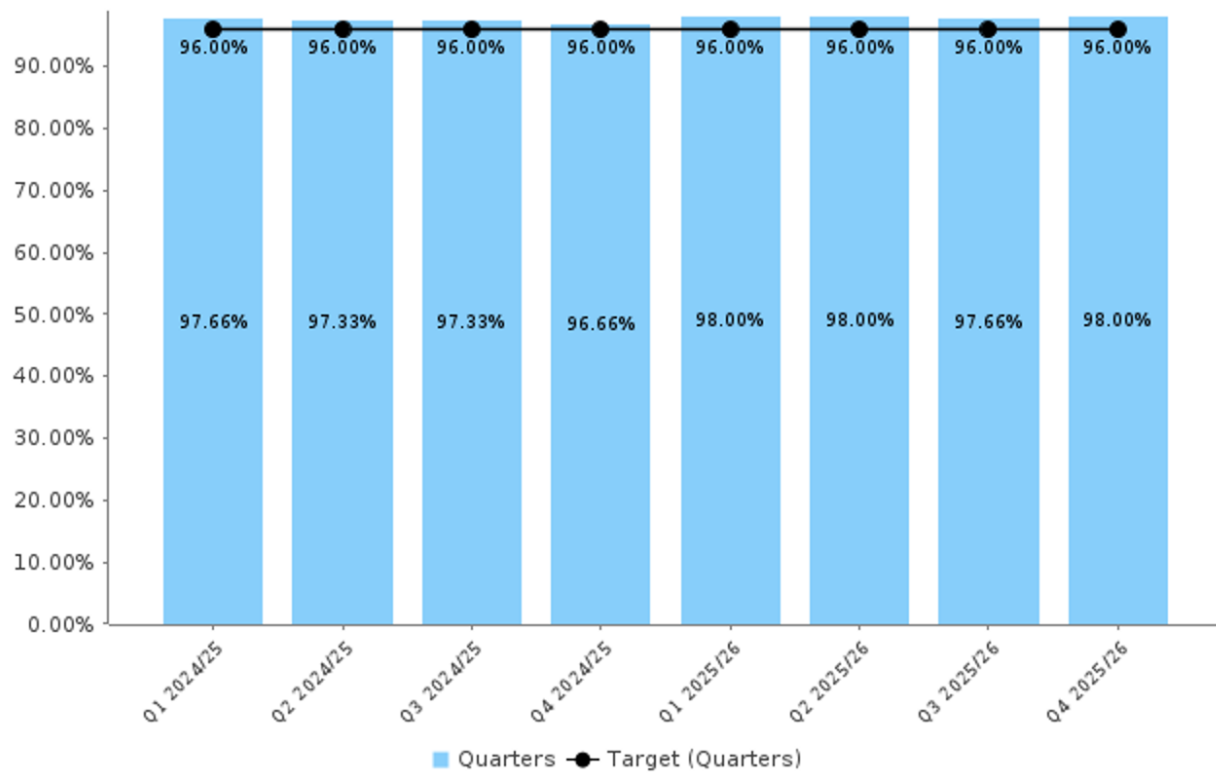
- 5.06d Satisfaction with kerbside recycling collections – Citizens' Panel result



Aim to Maximise Green (downward long trend)

Reported a quarter in arrears.
Satisfaction with recycling collections (brown bin, blue/white bag and clear sacks) was 87.44% in Q3 2025/26, down slightly from 89.09% in Q2 2025/26. The number of respondents who were neutral about the facilities was 8.1% (up from 3.2% in Q2). 3.1% of respondents were dissatisfied (down from 4.0% in Q2). 1.3% of respondents answered did not know or did not give a response (up from 3.6% in Q2).
The results are based upon 223 respondents to the Q3 2025/26 Citizens' Panel giving an overall margin of error of +/-6.5%.
None of the changes are statistically significant.

Engage with communities to identify ways to improve streets, parks and local surroundings which create vibrant places to live and enhance the quality of people's lives
- 5.06e Improved street and environmental cleanliness: Litter



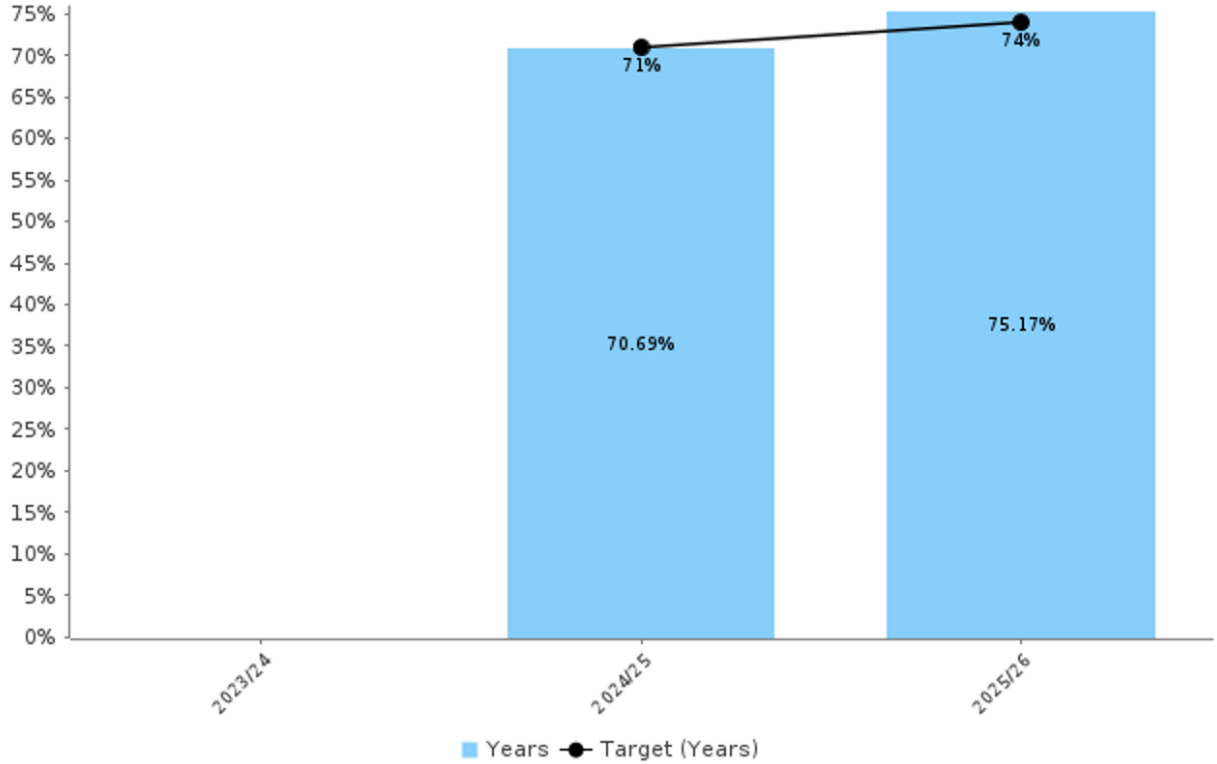
Aim to Maximise Green (upward long trend)

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

During Q4 2025/2026, 97.6% of streets surveyed were free from litter at the time of inspections. Any issues are reported to Medway Norse to take action to restore to A grade standard in line with the Code of Practice on Litter and Refuse 2006 (modified 2019). There were 293 satisfactory inspections of A and B grades in Q4 requiring no further action; this is due to a robust contract monitoring programme and a high standard of cleanse being achieved by Medway Norse.

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

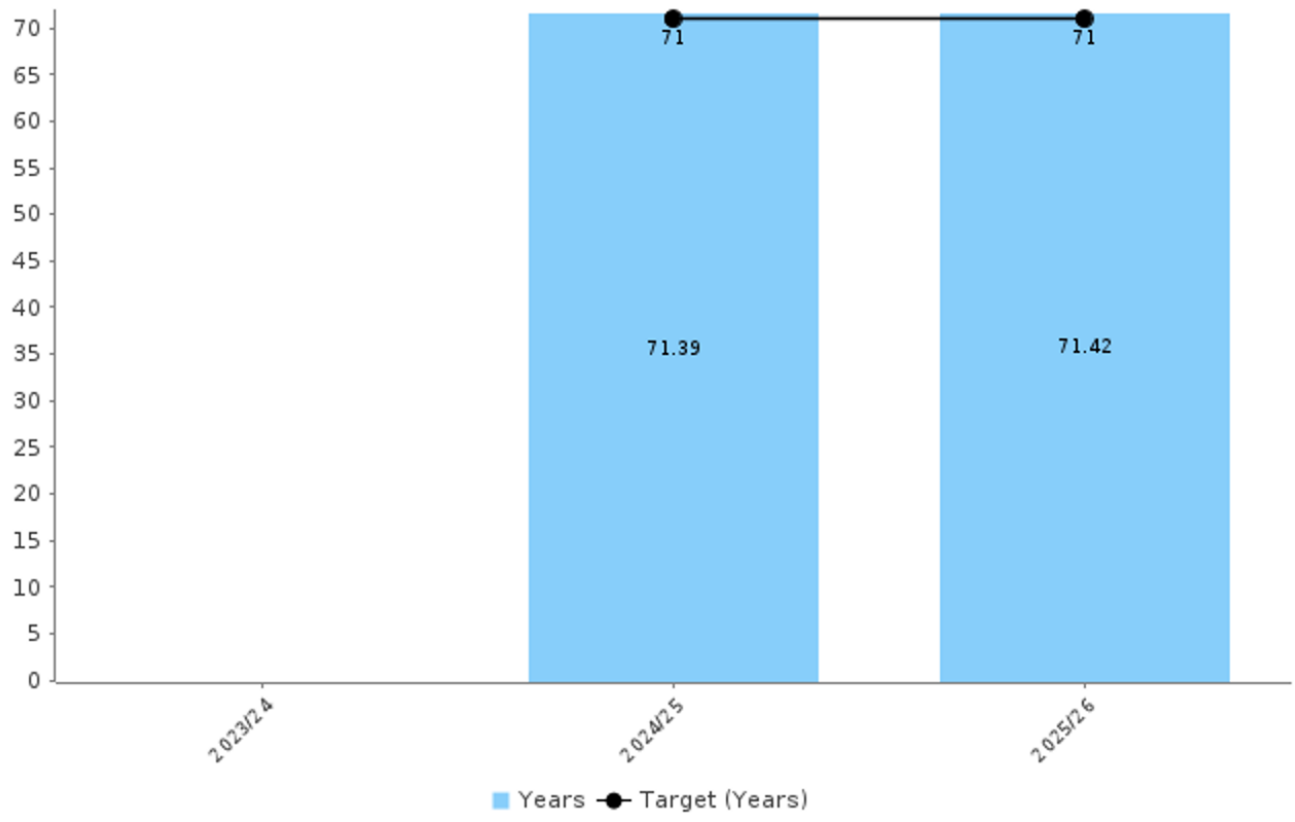
Ensure the Council's housing stock is good quality, efficient, free from damp and mould and tenants are at the heart of decision making
- 5.07 By 2027/28, tenant satisfaction of overall landlord services has increased to 77%



**Aim to Maximise
Green (upward long trend)
Annual PI.**

The annual tenant satisfaction measures (TSM) survey was conducted in September and October 2025 and a total of 573 responses were received. The overall tenant satisfaction rose to 75.2% from last years result of 70.70%. An action plan has now been developed to aid further service development.

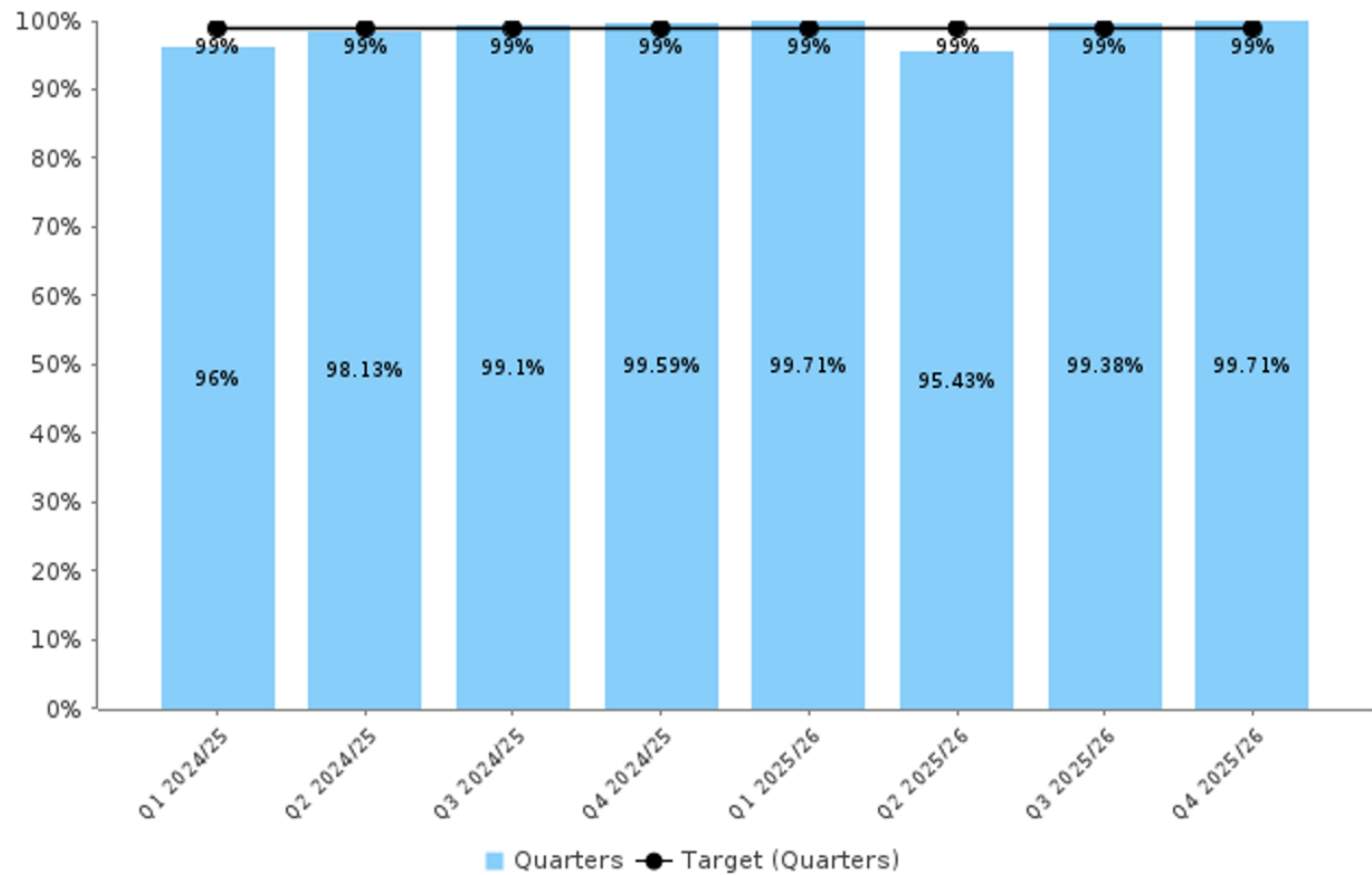
Ensure the Council's housing stock is good quality, efficient, free from damp and mould and tenants are at the heart of decision making
- 5.08 By 2027/28, increase the Housing Revenue Account (HRA) Housing stock's average energy efficiency score (referred to as SAP) to 72



**Aim to Maximise
Green (upward long trend)
Annual PI.**

At the end of 2025/26, the average SAP (average energy efficiency) score is 71.42. After the completion of 100 properties under the Social Housing Decarbonisation Fund works this average score will increase further. A programme of works is being formulated to target properties that require loft insulation initially as this provides good value for money relative to the SAP score increase. The amending of the void standard to include energy improvement works will enhance the score further. We anticipate that we will be on target to get to 72 by 2027/28.

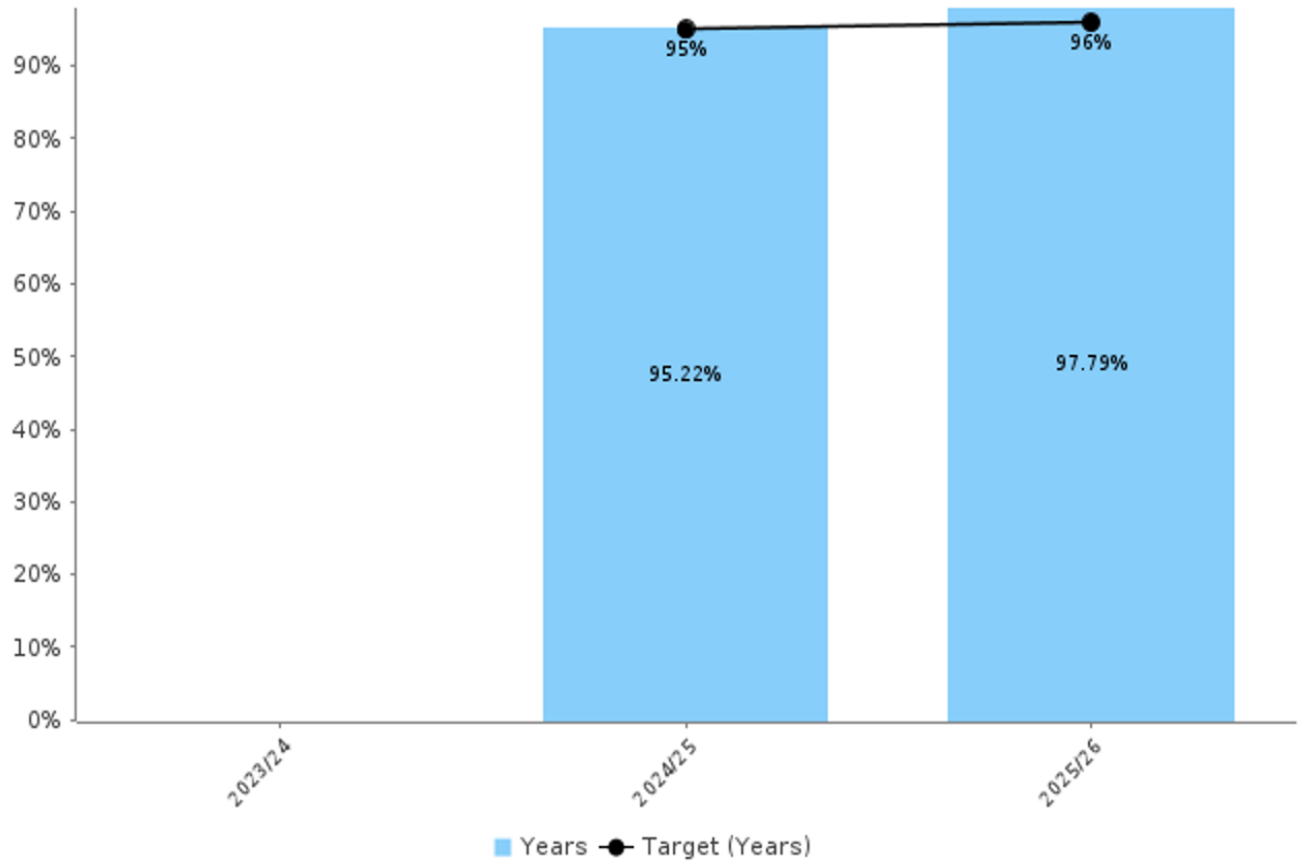
Ensure the Council's housing stock is good quality, efficient, free from damp and mould and tenants are at the heart of decision making
- 5.09 By 2027/28, the overall Housing Revenue Account (HRA) property compliance is 99%



Aim to Maximise Green (upward long trend)

At the end of Q4, average compliancy was 99.71% across the six main streams (Fire Risk Assessments, Asbestos reinspections, water safety, lifts, annual gas servicing and five-year electrical testing). There has been a slight increase since the end of Q3 at 99.38%. No access continues to be the main reason for noncompliance, all contractors work with HRA officers to increase access, however legal remedies are only available at present for properties gas safety checks and domestic electrical checks.

Ensure the Council's housing stock is good quality, efficient, free from damp and mould and tenants are at the heart of decision making
- 5.10 By 2027/28, the Housing Revenue Account (HRA) stock will be 98% compliant with the Decent Homes Standard



**Aim to Maximise
Green (upward long trend)
Annual PI.**

At the end of 2025/26, the % of HRA housing stock that meets the decent homes standard is 97.79%. A stock condition survey programme will target the properties that are marked as non-decent to ensure that they are and that the data driving this is consistently updated to increase accuracy.