








Appendix 1:

# Council Priority: Medway: A place to be proud of

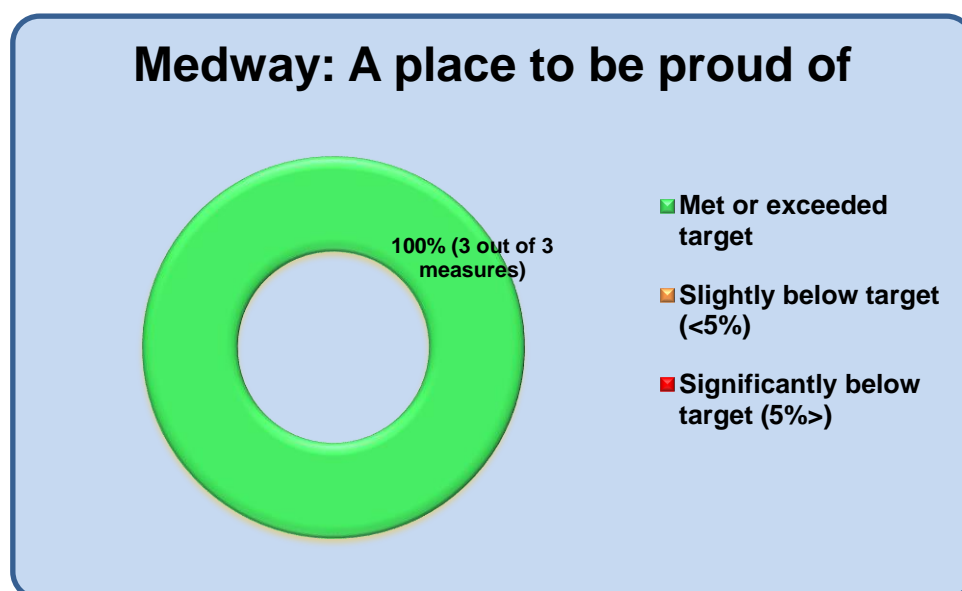
## Performance: Quarter 1 2018/19

### Key

 significantly below target (>5%)	 slightly below target (<5%)	 met or exceeded target
 improved	 worsened	 static
 data only, no target	N/A – data not available	Short – since last qtr   Long – avg last 4 qtrs

### Council Plan measures: summary performance









There are 3 Council Plan measures for this priority



### Improved performance

- 33.3% (1 out of 3) improved long term (average of previous 4 quarters)

### Measures in target (green)

Code	Status	Name	Long Trend	Short Trend
GH6 NEW		Satisfaction with parks and green spaces - direct users CP		
NI195a		Improved street and environmental cleanliness:		static
W6 CP		Satisfaction with refuse collection - Citizens Panel result		

### Highlights

- All 7 Green Flags retained
- Thinking Place marketing plan and Medway Place Story launched

- £2.2m Heritage Lottery Funded project Command of the Heights: main contractor appointed
- 97 % of the streets surveyed free from litter
- 100% (343) reported fly tips removed within one working day. Total tonnage: 83.4 tonnes.
- 17 community clean ups
- £10k by the Litter Innovation Fund awarded - Chatham Bus station

## Benchmarking

	Council Plan Performance Measure - Compares favourably with national performance or standards?	Yes ✓ No ✗ Same =
GH6 NEW	Satisfaction with parks and green spaces - direct users CP 7 Green Flags awarded	✓

## Council Plan Outcome: A clean and green environment

Programme: Public realm and street scene

Council Plan measures: performance

Code	Short Name	Success is	Q4 2017/18	Q1 2018/19				
			Value	Value	Target	Status	Long Trend	Short Trend
GH6 NEW	Satisfaction with parks & green spaces - direct users	+	82.3%	80%	75%	✓	↓	↓

### Comments

The Council maintains 1,900 ha (the equivalent of 13 Hyde Parks) of open space for the enjoyment of all. This includes 148 urban parks, two country parks and 48 countryside areas that are managed for their wildlife and conservation value. Medway has over 125 play areas, skate parks and multi-use games areas, offering a wide range of activities for children and teenagers. The Council will work to maximise the use of Medway's green spaces for health and wellbeing, place making and support people's interaction with nature.

Satisfaction has decreased to 80.0% in Q1 2018/19 amongst users of parks and open spaces, down from 82.3% in Q4 2017/18. In the Q1 survey there were 280 respondents who said they had used a park or open space, giving a margin of error of +/-5.8%. This means that the change in satisfaction between Q4 2017/18 and Q1 2018/19 is not statistically significant.




## Actions

As part of our Greenspaces S106 rolling programme, the Council has developed the first draft landscape masterplans for both The Esplanade and Jackson's Recreation Ground. The Strand landscape masterplan proposes the establishment of ecology, park, sport and play zones. This approach defines future investment and has been supported by the Leisure Team. The plans will be used to secure both S106 and external funding and help to communicate the Council's ambition to make better use of these strategically important green spaces. The Esplanade Plan is to be embedded in a public realm strategy for Rochester Riverside / Corporation Street to be completed in 2018/19. It will also be used as a promotion tool to support the establishment of a new Friends of Group.

The Command of the Heights £2.2m Heritage Lottery Funded project has completed tendering and procurement, with the appointment in June 2018 of Coleman & James as the main contractor. This project aims to revitalise the open space at the Chatham Waterfront Area and provide improved Town Centre linkages to Fort Amherst and the Great Lines Heritage Park. Value engineering considerations are on-going to ensure maximum delivery, within budget, of the Command of the Heights outputs. A new Project Officer has been recruited, who comes with experience of programme management and project delivery. Planning conditions for all three phases of the works have been submitted and capital works will commence in August.

## Benchmarking

The 2018 Green Flag judging took place in May 2018 and focused on the Great Lines Heritage Park and Broomhill Park. At both sites the judges were joined by Greenspace officers and members of the Friends of Groups. The other five green flag sites were 'mystery shopped' either in May or June. It has been confirmed that seven Green Flags have been retained (Great Lines Heritage Park, Broomhill Park, Hillyfields, The Vines, Capstone Farm Country Park, Riverside Country Park and Gillingham Park). Work will commence in July to prepare refreshed management plans and applications for the 2019 round.

Code	Short Name	Success is	Q4 2017/18	Q1 2018/19				
			Value	Value	Target	Status	Long Trend	Short Trend
NI 195a NEW	Improved street and environmental cleanliness: Litter		97.00%	97.00%	96.00%			static

## Comments

During Q1, 97% of the streets surveyed were free from litter at the time of the inspections. This is due to a robust contract monitoring programme and a high standard of cleansing being achieved by Veolia. Contract Monitoring Officers carried out an additional 465 street inspections of areas cleansed as part of their monitoring duties to ensure that the contractor is achieving an acceptable result of grade A or B.

The Environment Team (Community Wardens and Environmental Enforcement

Officers) have delivered an ongoing programme of inspections, community engagement (PACT Meetings) and targeted intervention work to help keep Medway's Public Realm Clean and Green.

Environmental Enforcement Officers support the Council's commitment to taking a proactive approach to fly-tipping. All fly tips are investigated and where evidence can be obtained, the Council take enforcement action.

## Actions

During Q1 the service dealt with 343 reported fly tips, 100% of these were removed by the teams within one working day. Evidence was retrieved in 142 cases and referred for further investigation. In addition, a further 287 fly tips were removed proactively, meaning that they were gone before the public could report them. Total tonnage removed by the teams was 83.4 tonnes.

73 Fixed Penalty Notices were issued for littering, dog fouling and other offences during Q1 (42 littering, 12 trade waste, 15 fly tipping, 3 failure to produce documents and 1 scrap metal).

Currently there are 28 cases pending prosecution, and another 13 under investigation.

During the quarter the team conducted 2 operations alongside Kent Police, this resulted in 20 vehicles being stopped and searched, 6 notices issued requiring production of transfer documents and 3 individuals were reported for summons at Magistrates for carrying waste without a waste carriers licence.

13 fly tipping, littering and waste related cases were prosecuted at Medway Magistrates Court this quarter. Fines and costs totalled £21,795.





During Q1 the Community Wardens have organised or taken part in 17 community clean ups, working in partnership with residents and community groups. In addition to this, the Payback team conducted a further three clean ups. Over 400 sacks of rubbish, as well as large items of furniture, were removed from the public realm.

Community Wardens attended two schools, giving presentations to students on personal safety and environmental responsibility.

The Council were awarded £10k by the Litter Innovation Fund to target litter in and around the Chatham Bus station. Monitoring undertaken in May identified that tobacco litter is the most frequently occurring item. This was echoed in the results of a public perception survey in June. A programme of activities is due to start in July with the installation of new cigarette butt bins.

As part of the wider engagement with residents, a communications plan has been developed including, weekly digital messages (twitter), ten themed emailers spread throughout the year and Medway Matters articles to be published quarterly covering the themes of recycling, good waste management, anti-litter and fly-tipping, noise regulation and animal welfare. Topics covered this quarter included kerbside

collection, recycling tonnage, stray dogs collected, fly tipping incidences removed, miles of street cleansed and promotion of the caddy liners encouraging food waste recycling.

Code	Short Name	Success is	Q4 2017/18	Q1 2018/19				
			Value	Value	Target	Status	Long Trend	Short Trend
W6 CP	Satisfaction with refuse collection - Citizens Panel result		90.8%	89.6%	85%			

### Comments

Satisfaction has decreased to 89.6% in Q1 2018/19 down from 90.8% in Q4 2017/18.

This is based upon 422 respondents to the Q1 2018/19 Citizens' Panel giving an overall margin of error of +/-4.8%, meaning the change in satisfaction between Q4 2017/18 and Q1 2018/19 is not statistically significant.

Satisfaction with refuse collections remains at a very high level due to the efficient collection service.

### Actions

During Quarter 1, the Waste Contracts Monitoring team carried out 870 kerbside collection inspections across Medway to ensure the Contractor is performing to their contractual obligations. In addition to contract monitoring, the Contracts Team dealt with 306 service requests relating to the waste collections.

In an effort to combat the problems caused by refuse being placed out too early in Luton, the team have been working with the wardens to issue over 100 community protection warnings (a written warning explaining the duties of a responsible resident). This has led to a significant improvement in refuse out early issues in the affected area where issued.

## Project – Chatham Centre Public Realm Improvements

### Comments

Work started on site on 19 June 2017, with a ground breaking ceremony. During Q1, work along Railway Street, Military Road and New Cut continue and should be complete by July 2018; this includes the new spaces at St Johns steps and Military Square and the resurfacing of Railway Street and parts of Best Street, New Cut and Waterfront Way. The detailed design for the Paddock is being finalised and work should start here in July 2018, due to be complete in September 2018.

## Actions

The recently acquired Fire Station, in the arches, now has a gas supply installed. The provision of the power supply is in progress. This will be provided to suit restaurant/cafe use. Planned works will deliver a shell suitable for a tenant. A prospective tenant is being worked with to ensure that plans will work together, as they will need to undertake additional works once in occupation. Time scales are dependent on the chosen tenant. The prospective tenant is currently working with Kent Invicta Chamber of Commerce to ensure their business model is viable and can tolerate stress tests. Once the tenant is confirmed as viable and suitable for the property, internal works will begin. Once complete and a tenant is in occupation, the arches will encourage a sense of arrival and a high quality, vibrant space. Updates are available at [www.medway.gov.uk/yournewchatham](http://www.medway.gov.uk/yournewchatham).

## Council Plan Outcome: Medway on the map

Programme: Medway: a great place to live, work, learn and visit

### Project – Thinking Place

#### Comments

A combined programme is being prepared around Medway's physical regeneration, cultural strategies and projects.

#### Actions

The Thinking Place Project to create a place brand for Medway has made significant progress. Thinking Place have now created a narrative, visual brand and created a place marketing plan for Medway which was launched in May 2018. The narrative and visual is now being shared with organisations across Medway for wider use, and has already been used at University Open Days. The Council are now taking steps to recruit a Place Manager to lead on Medway Place marketing and are planning Medway Champions meetings to encourage ongoing stakeholder ownership.

The new Medway Place Story launch on 7 June 2018 was well attended with many people pledging their support for the proposals and wanting to be part of the scheme immediately afterwards. Mid Kent College will be carrying the place branding on the exteriors of their school building, the University of Greenwich and Canterbury Christ Church will be using the branding at their July open days, in recruitment videos and future events.

The Council have also had 24 organisations express an interest in being involved in the Champions scheme. The next phase is to recruit members of the Champions group over the coming months; the new Place Manager will be managing this work.

During Q1 the Council launched its Medway 20 year at the English Festival on 21 April. The Council set up a film studio and asked local people what they love about Medway and also asked people to take selfies with a selfie frame and post on Instagram.

Our Medway 20 stand gives the Council a platform to talk to people about all the development that has taken place across Medway over the past 20 years. The Council have taken this to all of our festivals this spring and summer including Sweeps, Dickens, River and Armed Forces day. Medway 20 has appeared in all Medway Matters issues this year and will have further coverage for the rest of the year. A Medway 20 web page has also been developed with information about Medway over the years.

## To seek funding opportunities to develop innovative public service solutions

### Comments

Regeneration Delivery is working with services across the Council to develop an exciting and innovative proposal to enable us to deliver Local Plan development options for the Hoo Peninsula.

The Housing Infrastructure Fund is a £170million proposal to deliver infrastructure to unlock housing. Our bid progressed through the first stage in September 2017, and is now in the final co-development stage with Homes England and MHCLG, with a business case due for submission Q4 2018/19.

The Council are using the Strategic Transport Assessment to provide a robust evidence base, upon which the Council can model further transport and social infrastructure solutions to the barriers to growth. This includes exploring smart technology solutions to tackle local problems, and embracing modular construction potential.

### Actions

This is complemented by a work stream of other funding bids including:

- **Whose Hoo** - A £2million Heritage Lottery Fund, partnership bid is now led by Medway Council, and includes RSPB, WHoo Cares, Slough Fort Preservation Trust, Gravesham BC, Kent CC and local parishes. The project aims to reconnect local residents with their landscape, heritage and culture; whilst seeking investment in public rights of way, interpretation, heritage assets e.g. Slough Fort, and community engagement via WHoo Cares. Due for submission August 2018.
- **Ultra Low Emission Bus Fund** – supporting the Environmental Health Team and Arriva to develop a funding bid to invest in new bus fleets with ultra-low emission technology. This will support the Councils Air Quality Action Plan, and contribute towards mitigating our Air Quality Management Areas (AQMAs). This in turn, will enable the Council to make Medway a better place to live, work and visit, whilst contributing towards the aims of the Housing Infrastructure Fund above.

## Cultural Programme

### Comments

The Council has an ambition to develop a creative quarter along Chatham High Street (Chatham Intra) where creative companies will be able to work in affordable spaces. The Council have submitted and led on a partnership stage one bid to the

Coastal Communities Fund following two stakeholder workshops engaging with 17 local organisations including University of Kent. The bid contains a number of elements to improve connectivity – river, land and digital.

This partnership bid will be aligned with the South East Creative, Cultural and Digital Sector (SECCADS) project secured in 2017 and the Thames Estuary Production Corridor. If the Council successfully progresses to stage two during the summer, the Council will have the opportunity to prepare a full application late 2018 ready for April 2019 mobilisation of a £930,000 project.