







Appendix 1:

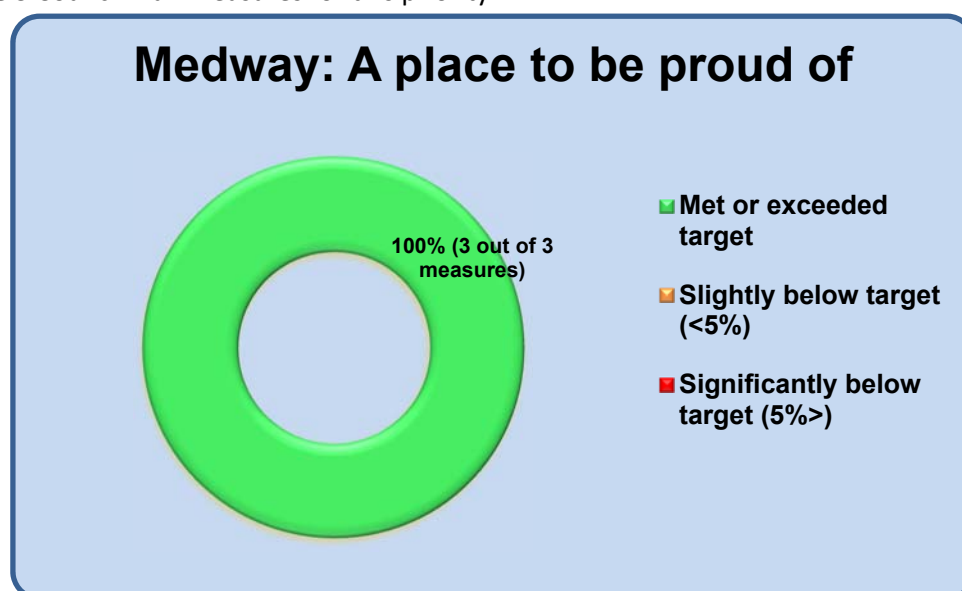
## Council Priority: Medway: A place to be proud of Performance: Quarter 2 2018/19

### 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
<b>Benchmarking</b> – compares favourably with national performance or standards	✓ Yes compares favourably	✘ No does not compare favourably	= similar performance

### 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)
- 100% (3 out of 3) improved short term

### Measures in target (green)

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

## Highlights

- All 7 Green Flags retained
- 100% (401) reported fly tips removed within one working day. Total tonnage: 55.8 tonnes
- National recycling week took place during 24-30 Sept and leaflets produced that have been shortlisted for a National LARAC award
- Medway 20 was the lead brand and sponsor for the Medway B2B exhibition held at Chatham Dockyard
- Continue to develop the £170million Housing Infrastructure Fund co-development business case

## Benchmarking /Achieve National Standards

	<b>Council Plan Performance Measure - Compares favourably with national performance or standards?</b>	Yes ✓ No x 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

GH6 NEW		Satisfaction with parks and green spaces - direct users CP					Aim to Maximise
	Value		Value	Target	Status	Long Trend	Short Trend
Q1 2018/19	80%	Q2 2018/19	85.6%	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 amongst users of parks and open spaces has increased to 85.6% in Q2 2018/19 up from 80.0% in Q1 2018/19.




There were 202 users of parks and open spaces of the 254 respondents to the Q2 2018/19 Citizens' Panel, giving a margin of error of +/-6.9%. This means that the change in satisfaction between Q1 2018/19 and Q2 2018/19 is not statistically significant.

Greenspace development continues at pace across Medway, with the Pump Track at Queen Elizabeth playing fields nearing completion, the launch of which is planned for 10 November. By 2019, six play areas will have seen significant enhancements. This includes Barnfield (Luton), where the nine new pieces of play equipment will be delivered, and Copperfields, which will see a new Trim Trail. The Strand will see a Parkour course coming forward and Riverside Country Park will have new Trim Trail components added to the existing course. To increase awareness of the improvements and enjoyment of the sites, all of the above greenspace enhancements will be promoted in the local press and via Ward Councillors.

The Command of the Heights (CoTH) £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 is completed and significant saving were made. Works to complete planning conditions are nearing completion and the Fort Amherst's capital programme is due to start in late October. The demolition of Riverside 1 will start in January 2019. Education and outreach works go from strength to strength with new CoTH board game being a hit with local schools and teachers.

## Benchmarking / Achieve National Standards

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'. The Council secured all seven green flags sites (Great Lines Heritage Park, Broomhill Park, Hillyfields, The Vines, Capstone Farm Country Park, Riverside Country Park and Gillingham Park). Work is underway to update management plans and applications for the 2019 round. Ranscombe Farm is being explored as a possible eighth green flag site.

NI 195a NEW		Improved street and environmental cleanliness: Litter					Aim to Maximise	
	Value		Value	Target	Status	Long Trend	Short Trend	
Q1 2018/19	97.00%	Q2 2018/19	96.70%	96.00%				

## Comments

During Q2 96.7 % 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 cleanse being achieved by Veolia. Contract Monitoring Officers carried out an additional 270 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.

## Action

Street Scene Enforcement dealt with 401 reported fly tips, 100% of these were removed by the teams within one working day. Evidence was retrieved in 99 cases and referred for further investigation.

In addition, a further 344 fly tips were removed proactively, meaning that they were gone before the public could report them. Total tonnage removed by the teams was 55.8 tonnes.




23 Fixed Penalty Notices were issued for littering, dog fouling and other offences during Q1 (14 littering, 7 fly tipping and 2 failure to produce documents and 1 scrap metal).

There are 12 cases with legal pending prosecution, and another 20 under investigation.

During the quarter the team conducted two operations alongside Kent Police, this resulted in one vehicle being seized that was linked to an illegal waste transfer station in Strood, 17 vehicles being stopped and searched, four individuals were reported for summons at Magistrates for carrying waste without a waste carriers licence.

10 notices have been issued, under s108 Environment Act 1995, requiring information to assist with fly tipping investigations.

8 fly tipping, littering and waste related cases were prosecuted at Medway Magistrates Court this quarter. Fines and costs totalled £13,941.

W6 CP		Satisfaction with refuse collection - Citizens Panel result					Aim to Maximise
	Value		Value	Target	Status	Long Trend	Short Trend
Q1 2018/19	89.6%	Q2 2018/19	89.8%	85%			

### Comments

Satisfaction has remained steady at 89.8% in Q2 2018/19 not seeing any movement from the 89.6% reported in Q1 2018/19.

This is based upon 254 respondents to the Q2 2018/19 Citizens' Panel giving an overall margin of error of +/-6.2%, meaning the change in satisfaction is not statistically significant.

### Action

98 Community Protection warnings have been issued to residents for presenting household waste outside the agreed collection rules, of these 2 have progressed to the service of Community Protection Notice.

During Q2 the Waste Contracts Team carried out 620 kerbside collection inspections across Medway that gave a positive result ensuring that the contractor is performing to their contractual obligations. In addition to contract monitoring, the contracts team dealt with over 300 service requests relating to waste collections. All requests were responded to and resolved.

## Project – Chatham Centre Public Realm Improvements

### Comments

Work started on site on 19 June 2017, with a ground breaking ceremony. Public realm improvement works from New Cut down to the Paddock are complete, and the remaining street furniture should be in place by the end of October. Improved street lighting along the whole length of the route and feature lighting across the arches at the old fire station at New Cut, and under New Cut Bridge has also been installed and commissioned. The detailed design for the Paddock has been finalised and work should start here in October 2018, due to be complete in December 2018.

## Actions

The recently acquired Fire Station in the arches now has a gas supply installed and 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.

Timescales for the works on the Fire Station arches are dependent on the chosen tenant. Once complete and a tenant is in occupation, the arches will encourage a sense of arrival and a high quality, vibrant space.

# Council Plan Outcome: Medway on the map

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

## Project – Thinking Place

### Comments

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.

### Actions

Since the highly successful launch a number of strands of work have been taking place:

**Place Manager** - As part of Medway's ongoing commitment to this work, the Council has funded a Place Manager to lead on the work of signing up Medway Champions and driving our Medway Place Marketing work. The recruitment is underway with final interviews in October. We hope to have the individual in place by the end of the year. In the meantime, we have an individual leading on the work as an additional duty, in order to maintain progress.

**Place Board** - The Board met again on 2 October under the new chairmanship of Simon Cook. The Board has been expanded in recent months and further discussions need to take place about the composition of the Board in future, in line with its terms of reference.

**Medway Champions** - The next phase of work is to establish the Medway Champions group. The proposed terms of reference for the scheme, based on the successful scheme in Coventry, is being considered by the Place Board on 2 October 2018 ready to be discussed at the first Champions meeting in November.

All those invited or attending have been written to in order to keep up the momentum. The first Champions meeting has been set up for November.

The idea is that the Champions will meet every two months to discuss relevant topics of interest, with different guest speakers to attract interest. The first event will feature a talk on our regeneration work to bring people up to speed on the huge number of projects taking place in Medway, discussion on the proposed Champions scheme and a workshop session with 'thinkingplace' on how we can best promote and promote place branding in Medway.

We will then need to launch an active promotional campaign to recruit Medway champions from all sectors of Medway. Marketing collateral will be created to support this drive

**Young Medway champions** - Following a request from Councillor Potter, we are exploring the creation of a Young Medway Champions scheme. We have discussed this with Medway Youth Council who are

keen to see how they could explore this. It would be ideal for them to own this work but we will also work with the Youth Team to involve schools and other young people across Medway.

We are also looking at how the place branding and narrative can be introduced into primary and secondary schools. This is perhaps something that could be done with some of our champions and organisations such as Gillingham Football Club.

Other activity includes:

- Council internal communications
- Place branding on the Councils website
- Development of a place branding toolkit
- Place branding workshops - these will be held during the winter for interested organisations so they can use the toolkit effectively. These will start after the first champions meeting.
- More than 20 people are already signed up for the Place Champions meeting in early November even though marketing has only just started.
- Instinctif, a leading PR and public affairs agency, have started a programme of work focussing on media coverage, parliamentary lobbying and exploring a research project to raise the profile of Medway in Parliament and the national media. Their priorities are to:
  - raise Medway's national profile as a desirable place to invest, live, work, learn and visit - particularly within London
  - ensure Medway is well-placed within UK policymakers to bid for future funding support and Government initiatives such as UK City of Culture and City Status
  - support Medway Council's bid for Housing Infrastructure Fund (HIF) for the Hoo Peninsula development

### **Medway 20 exhibition**

The Council have had Medway 20 stands at all of our summer festivals. The stand has been manned by volunteer members of staff. We have been asking people what they love about Medway, talking to them about achievements and encouraging them to have their photograph taken in our "We Are Medway" selfie frames. People have generally engaged with us at all of the events and feedback from members of the public has generally been positive about what they love about Medway and why they live in Medway. We have been sharing this feedback on social media throughout.

The "Focus On" festivals are part of the Medway 20 celebrations. The many people who have attended have welcomed and appreciated the more local approach, rather than all events being Chatham or Rochester focussed. The three Focus On events held in September attracted 5600 attendees, despite adverse weather conditions at the final event.

As part of our Medway 20 events the Council have created a Medway 20 exhibition which launched in Military Road, Chatham on 21 July 2018. The exhibition features a number of images of events that have taken place across Medway over the past 20 years.

The Council have been continuing to promote this and its next step is to create a travelling exhibition that can move around the rest of Medway later this year.

### **Made in Medway - businesses**

Medway 20 was the lead brand and sponsor for the Medway B2B exhibition held at Chatham Dockyard on 20 September 2018.

We are creating a number of case studies of Medway businesses to showcase businesses that have grown in Medway over the past 20 years. These will be used in Medway Matters, on our website, in PR activity and in the Medway1 magazine.

## Young Medway

The youth team has been working with its four Youth Hubs to run a number of projects. These are ongoing, and include:

- Strood, Rochester West and Hoo Peninsula group - Photography project in partnership with Medway Archives
- Gillingham and Twydall group - Young People's Safety Card
- Chatham, Walderslade and Rochester East - Brompton beautification project
- Luton and Rainham group - Art and cultural community based challenge

## Council Plan Project - Facilitate the delivery of Medway 2035 and Inward Investment

### Comments

Medway Council is pursuing a range of projects and associated funding packages from a variety of sources, including the Government's Local Growth Fund, Growing Places Fund, Coastal Communities Fund and Housing Infrastructure Fund. These will assist to facilitate the creation of new business opportunities, such as Enterprise Zone status at Rochester Airport Technology Park, with the associated tax and planning benefits, to help secure a strong diversified local economy.

Public consultation on Medway 2035 concluded in June. A revised draft will be considered for approval by the Corporate Management Team in Q3.

### Action

Medway Council have a joint contract with KCC for Locate in Kent (LiK) to deliver inward investment services for Medway and Kent. The Councils joint investment is supplemented by European funds secured by LiK. The contract commenced in August 2016 for 3 years and was extended for an additional year to the end of July 2020. In this quarter, LiK have assisted with the relocation of Sicame from Erith to a new build site at London Medway Commercial Park, Kingsnorth. Sicame are a French owned company manufacturing high voltage equipment which is exported across the world. The company have taken a 10 year lease on a 64,000 sq ft facility and have brought 60 jobs with plans for expansion. LiK also provide marketing support to the North Kent Enterprise Zone including Innovation Park Medway.

## Council Plan Project - 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 Ministry of Housing, Communities and Local Government (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.

## Action

We continue to develop the £170million Housing Infrastructure Fund co-development business case including investigating interventions for: Four Elms roundabout, A228 widening, alternative road routes, Bus Rapid Transit, smart technology, green and blue infrastructure, 5G Ultrafast broadband (Local Full Fibre Network Fund), water, electricity, and hydrogen utilities.

We have submitted a funding bid to Construction Industry Training Board (CITB) for a £1million Construction Skills Hub, which if successful will train 200 people with the skills needed to work on-site, including modern methods of construction, plastering and dry-lining in particular. This project will complement the wider regeneration programme, particularly Rochester Riverside, and Hoo Peninsula.

We submitted the £2million Whose Hoo bid to the Heritage Lottery Fund and expect a November decision for the first stage bid. The project aims to reconnect residents with their landscape, heritage and culture; whilst investing in public rights of way, interpretation and heritage.

We expect an announcement soon for the £12million Ultra Low Emission Bus Scheme, which if successful will mitigate air quality issues across the Medway Towns and support the Air Quality Action Plan

## Council Plan - Cultural Programme

Medway Council is developing a proposal for an exciting new Creative Hub facility at the Interface Land (Chatham Maritime), in partnership with the University of Kent and Chatham Historic Dockyard Trust. The working title for this facility is 'The Docking Station'. A prospectus has been prepared in-house to guide conversations with the landowner (Homes England) and to develop thinking around the project. Partners are hoping that a successful Thames Estuary Cultural Development Fund (CDF) bid will provide feasibility, early design and potentially, de-risking funds for the project.

## Council Plan Project - Dickens 2020: work with partners to develop programme of events to commemorate 150th anniversary of Dickens death

### Comments

Following on from internal meetings and plans to commemorate Dickens 2020 a bid has been submitted to Heritage Lottery for the refurbishment of Dickens Chalet, plans were discussed at a recent Medway Tourism Association Meeting in September. In light of the closure of the Conservancy Building we are looking at the possibility of a Dickens gallery in the main museum building which will be installed in 2019 ready for 2020.

### Actions

A Stage 1 Heritage Lottery Bid for the refurbishment of Charles Dickens Chalet was submitted in August. This is for the relocation within the gardens of Eastgate House, refurbishment of the building itself and an associated activity plan including events, community engagement and interpretation. Funding bid results will be published at the end of November 2018.



## Council Plan Project - Guildhall Museum: agree a 10-year programme of exhibitions to maximise customer interest and reflect Medway's heritage

### Comments

Work will be undertaken to create a new, exciting space within the Guildhall to house the objects held by the Museum relating to Charles Dickens and to better tell the story of the author and his relationship to Medway. This will take the form of a permanent Dickens Gallery in the existing temporary exhibition space. This will drive footfall, but will mean a change to plans for future temporary exhibitions. The museum has recently been awarded National Portfolio Organisation Status and will employ a visitor experience Officer who will be looking at interpretation & visitor experience in the museum over the next 3 years.

A display case of items relating to going to school in Medway has been moved from the Guildhall Museum to Eastgate House to compliment the interpretation.