










Council Priority: Medway: A place to be proud of

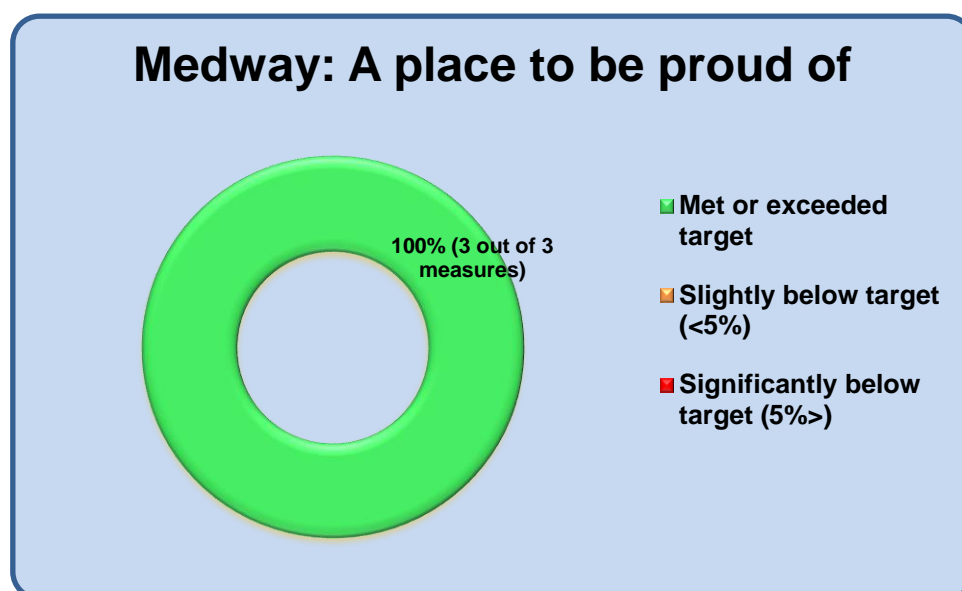
Performance: Quarter 3 2018/19

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
Benchmarking – 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)
- 33.3% (1 out of 3) improved short term

Highlights

- All 7 Green Flags retained
- 100% (565) reported fly tips removed within one working day. Total tonnage: 42 tonnes
- Planned waste collection round changes over Christmas and New year widely promoted
- A 10 year plan has been developed to deliver a series of exhibitions at the Guildhall Museum
- Continue to develop the £170million Housing Infrastructure Fund co-development business case

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		

Benchmarking /Achieve National Standards

	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

GH6 NEW		Satisfaction with parks and green spaces - direct users CP					Aim to Maximise	
	Value		Value	Target	Status	Long Trend	Short Trend	
Q2 2018/19	85.6%	Q3 2018/19	87.3%	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.

Action




Greenspace development continues at pace across Medway, with the Pump Track at QE playing fields being completed and the launch taking place in Q3. 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 £2.2m Heritage Lottery Funded project has completed tendering and procurement, with the appointment in June 2018 of Coleman & James as the main contractor. The

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 at Fort Amherst's barrier ditch and Spur Battery commenced in October 2018. Financial claims continue to be submitted to the Heritage Lottery Fund. The demolition of Riverside 1 will start late January 2019 with a ground breaking ceremony celebrating the start of the phase. Education and outreach works go from strength to strength with new schools pack in place, educational props available and a range of events being held.

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). Press releases promoted this achievement. Work is underway to update management plans and applications for the 2019 round. Preparation for 2019 judging is now in-hand with the 7 management plans being review in accordance with the judges' comments. Meetings with Medway Norse are taking place to ensure site maintenance is good.

NI 195a NEW		Improved street and environmental cleanliness: Litter					Aim to Maximise
	Value		Value	Target	Status	Long Trend	Short Trend
Q2 2018/19	96.70%	Q3 2018/19	96.33%	96.00%			

Comments

During Q3 96.33% 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 over two hundred additional 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 565 reported fly tips, 100% of these were removed by the teams within one working day. Evidence was retrieved in 83 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 42 tonnes.

16 Fixed Penalty Notices were issued for littering, dog fouling and other offences during Q3 (5 littering, 5 fly tipping, 2 failure to produce documents, 1 fly posting and 3 trade waste). Of these 16 FPNs, 9 have been paid so far, totalling £1,560. Potentially there is another £1,000 to come before the expiry of the relevant time limits. 1 case has been referred for prosecution.

There are 14 cases with legal pending prosecution, and another 16 under investigation.

7 fly tipping, littering and waste related cases were prosecuted at Medway Magistrates Court this quarter. Fines and costs totalled £6,149.

W6 CP		Satisfaction with refuse collection - Citizens Panel result					Aim to Maximise
	Value		Value	Target	Status	Long Trend	Short Trend
Q2 2018/19	89.8%	Q3 2018/19	89.2%	85%			

Comments

Satisfaction with refuse collection has remained steady at 89.2% in Q3 2018/19; not seeing any significant movement from the 89.8% reported in Q2 2018/19.

This is based upon 223 respondents to the Q3 2018/19 Citizens' Panel giving an overall margin of error of +/-6.6%, meaning the change in satisfaction is not statistically significant.

Action

95 Community Protection warnings have been issued to residents for presenting household waste outside the agreed collection rules, of these 1 has progressed to the service of Community Protection Notice.

During Q3, the contract monitoring team have carried out over 200 kerbside collection and street cleansing inspections. The team has investigated over 600 service requests which includes corporate complaints. Additionally there has been an increase this quarter in the number of new developments requiring a site visit by Waste Services officers to ensure that safe collections can commence.

Council Plan 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. The benches that were specially made with timber from the dockyard, have been installed, signage has been installed and the first phase of the improved street lighting is complete, as is the feature lighting across the arches at the old fire station at New Cut, and under New Cut Bridge. The detailed design for the Paddock is being finalised and work should start there in January 2019, with a completion target by the end of Q1 2019/20.

Actions

Works in the Fire Station in the arches at New Cut is well underway and when complete will be handed over to the new tenant for them to complete their fit-out works for the new cafe/restaurant. It is anticipated the new premises will be ready for business around April 2019, and will add to the newly created gateway to Chatham town centre.

Council Plan Outcome: Medway on the map

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

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. On 18 December 2018, Cabinet noted the publication of a number of evidence base documents supporting the forthcoming Local Plan, including Medway 2035.

Action

Medway Council have a joint contract with Kent County Council for Locate in Kent (LiK) to deliver inward investment services for Medway and Kent. Our 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 supported D&G Assist to open a new branch at Medway City Estate creating 35 jobs. LiK has also supported Amazon in taking a new build site at London Medway Commercial Park, Kingsnorth; creating 200 jobs. LiK has previously assisted Wincanton to open a new facility at Kingsnorth and in this quarter they created a further 40 jobs, this bring the total to 140. 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 the Ministry of Housing, Communities and Local Government (MHCLG). A business case is due for submission in 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

with Homes England. Focus has been on developing a relief road option plus improvements to the Four Elms roundabout and A228. Rail options also continue to be developed with options for a new station at Sharnal Street. The Green Book Appraisal Business Case is in development, setting out land value uplift and deliverability. The Business case and options appraisal will be completed in late February for submission on 1 March 2019.

We have submitted a funding bid to CITB for a £1million Construction Industry Training Board, 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 £2million Whose Hoo bid to the Heritage Lottery Fund (HLF). We learnt in December that this bid was not successful. The HLF are once again suggesting a resubmission under their new strategic framework in 2019.

We await an announcement 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.

We submitted an Expression of Interest to the Youth Performance Participation Fund and have been shortlisted within the final three. The final bid was submitted in January, which if successful, will secure a £1.1m.

Council Plan Project - 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 awaiting news on whether the Thames Estuary Cultural Development Fund (CDF) bid submitted in late October was successful. This will include funding for feasibility, early design and potentially, de-risking funds for the project. Proposals include 'spoke' provision (i.e. outreach from the central 'hub'), in particular in town centres. The Council plans to combine the CDF with the Cultural Partnership aim of bidding for UK Capital of Culture 2025 and the review of Cultural Strategy.

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

Actions

Following on from internal meetings and plans to commemorate Dickens 2020 a bid was submitted to Heritage Lottery for the refurbishment of Dickens Chalet; this was unsuccessful. Alternative plans for its restoration are now being looked into. In light of the sale of the Conservancy Board Building the Council is now planning a new exciting Dickens Gallery in the Guildhall which will be launched in time for 2020.

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

Comments

A 10 year plan has been developed to deliver a series of exhibitions at the Guildhall Museum. This is being reviewed in light of the sale of the Conservancy Board Building to include the development of permanent galleries specifically on Dickens and a review of other galleries. Exhibitions will be run in conjunction with large anniversaries and in the development improved galleries.

The museum currently has National Portfolio Organisation status which has levered funding for a Visitor Experience Officer post to work at the museum. This new post starts in mid-January and will be looking at staff development programmes, an interpretation plan for the museum as well as other improvements to the service through benchmarking against other museums in Kent and national.