

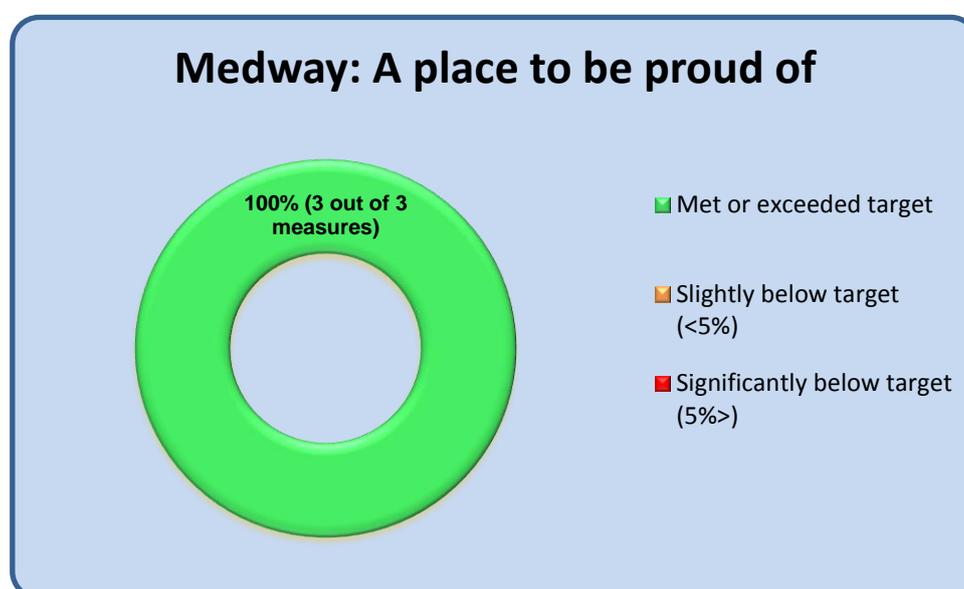
# Council Priority: Medway: A place to be proud of Performance: Quarter 4 & End of Year 2018/19

## 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

- 0% (0 out of 3) improved long term (average of previous 4 quarters)
- 0% (0 out of 3) improved short term

## Highlights

- All 7 Green Flags retained
- 2,097 volunteering days for Greenspaces
- 100% (242) reported fly tips removed within one working day. Total tonnage: 25.07 tonnes
- Submission of the £170million Housing Infrastructure Fund co-development business case
- 93.2% library satisfaction rate against target of 85%
- 388,159 visits to Medway sports centres against a target of 342,000

## 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	✓

## 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		

## 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		Value	Target	Status
Q3 18/19	87.3%	Q4 18/19	78.8%	75%				18/19	N/A	N/A	N/A

### 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 much acclaimed Queen Elizabeth Playing Fields Pump Track (a first for Medway) being successfully launched by the Deputy Mayor in November. Riders came from across Medway and neighbouring areas (including south London) to ride the track. Work with the Sports Development Team is underway to promote training and activities in 2019. Using s106 funds, the team delivered enhancements to six play areas. The sites were Barnfield, where the nine new pieces of play equipment have been

provided, Copperfields, which saw a new play assault course being provided alongside landscaping, the Strand saw the start of works to provide a Parkour course (another first for Medway), new equipment at Riverside Country Park plus improvements to Hillyfields and Balmoral Gardens. All seven Green Flag sites sailed through their assessments and following judges feedback, the site's managements plans have been reviewed and updated for the 2019/20 submissions. Other works followed a request from councillors and the public to remove the damaged boardwalk at Berengrave Local Nature Reserve. Alongside this activity, the team have supported the development of a new Friends group for this site with volunteer activities being supported through works days and evening meetings. The car park at Beechings Way was extended to ease parking pressures on match days. Jacksons Recreation Ground, Gillingham Park and Holding Street both saw refurbishment of their play areas.

The Command of the Heights £2.2m Heritage Lottery Funded (HLF) 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. Following a ground breaking ceremony in January 2019, the demolition of Riverside 1 has commenced. Further education events have been held, along with a successful film launch. A marketing consultant has been appointed to improve the Fort website and promotion. Construction work is due to complete late summer 2019 with the celebration event on 19-22 September 2019 at the Fort involving the Icon Theatre. Full HLF project completion is April 2020.

### **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 reviewed 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		Value	Target	Status
Q3 18/19	96.33 %	Q4 18/19	96.33%	96%				18/19	96.58 %	96%	

## Comments

During Q4 96% (289/300) 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 250 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 242 reported fly tips, 100% of these were removed by the teams within one working day. Evidence was retrieved in 58 cases and referred for further investigation.

In addition, the team dealt with a further 173 fly tips proactively, meaning that they were gone before the public could report them. Total tonnage removed by the teams was 25.07 tonnes.

16 Fixed Penalty Notices were issued for littering, dog fouling and other offences during Q4 (9 littering and 7 others including one for breach of a community protection notice).

9 fly tipping, littering and waste related cases were prosecuted at Medway Magistrates Court for Q4. Fines and costs totalled £13,376.29.

During Q4, the Council assisted with the removal of waste from 14 projects undertaken by Community Payback. Helping to improve the quality of street scene for all. Projects included Grounds clearance at White Road Estates, Princes Park, Pier Road, Bath Hard Lane, Knight Road and Pearl Close.

W6 CP		Satisfaction with refuse collection - Citizens Panel result						Aim to Maximise			
	Value		Value	Target	Status	Long Trend	Short Trend		Value	Target	Status
Q3 18/19	89.2%	Q4 18/19	87.9%	85%				18/19	N/A	N/A	N/A

## Comments

Satisfaction with refuse collection is above target. There has been a slight decrease to 87.9% in Q4 2018/19, from the 89.2% reported in Q3 2018/19. 4.5% of respondents were neutral about the service (up slightly from 3.1% in Q3) and 7.2% were dissatisfied (up slightly from 6.7% in Q3).

This is based upon 223 respondents to the Q4 2018/19 Citizens' Panel giving an overall margin of error of +/-6.6%, meaning the change in satisfaction is not statistically significant.

Satisfaction with refuse collections remains at a very high level due to the efficient collection service. This year there has been a significant increase in the number of new developments requiring a site visit by Waste Services officers to ensure that safe collections can commence

### Action

93 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.

## 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 preconstruction work is underway. The works will be completed by end of Q2 2019/20.

## 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

Thanks to the success of this project, a powerful, modern and fresh place branding and narrative for Medway has been created. Local support for the campaign has been strong, and is growing further. The Medway story is increasingly recognised locally and outside of Medway. Highlights of the year have been:

- More than 100 people took part in the stakeholder workshops and events, and nearly 800 people took part in the online research into Medway the place.
- A strong Medway place branding toolkit has been created with a supporting photo library of powerful pictures of Medway.

- 130 people attended a high profile launch at the Dockyard in June with many signing a pledge to support the work.
- Three Place Board members have already committed £20k support for the campaign.
- In the autumn we successfully recruited a Medway Place Manager.
- Three Medway Champions events have been held at different Medway venues, attracting up to 60 attendees at each.
- 20 organisations have already signed up to become Medway Champions.
- A website is being created free of charge for WeAreMedway to communicate key messages about Medway the place and our Champions scheme.
- A range of collateral has been created for the Champions to use to demonstrate their support for Medway through their own marketing channels.
- Designs have been drawn up for new signage on the M2 HE for Medway and we are exploring amendments to Medway wayfinding signage.
- Discussions are taking place with Arriva and Southeastern to include branding on buses and stations across Medway.
- Created social media feeds on Twitter, LinkedIn and Instagram for WeAreMedway with good early engagement.

## 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.

### Action

During 2018/19 Medway 2035 has been developed with partners, stakeholders and residents from across Medway. On 18 December 2018, Cabinet noted the publication of a number of evidence base documents supporting the forthcoming Local Plan, including Medway 2035.

## Council Plan Project - To seek funding opportunities to develop innovative public service solutions

### Comments

In 2018/19 the Council secured 75% of bids submitted:

- Medway was one of five places in the country securing £1m from the Arts Council to deliver THEATRE31; a project to introduce 2000 children from across Medway and Isle of Sheppey, to theatre and performance.
- £240k from One Public Estate to bring forward public sector owned sites including: Temple Marsh remediation strategy, Hoo Healthy Living Centre

feasibility options, and feasibility for the Docking Station (University of Kent) at Interface Land Chatham. The Docking Station concept could be funded by the successful Thames Estuary Cultural Development Fund.

- Kent County Council's successful £1,362,000 bid to tackle gang violence among young people. The youth service will work with Kent County Council and the Kent Police and Crime Commissioner to achieve positive results.
- Greenspaces Development secured £25,000 to deliver a Pocket Park at Chatham Town Hall Gardens, building on the success of the Pocket Park at Luton Millennium Green.
- £10,000 from the Rochester Bridge Trust to provide an added value project to Command of the Heights.

## Action

The Council have submitted the full business case for the Housing Infrastructure Fund (March 2019). We are bidding for £170million for transport and additional essential planning infrastructure to unlock housing and growth on the Hoo Peninsula.

The Council have submitted an Expression of Interest for the Future High Streets Fund. If successful, we progress to business case stage where we explore delivery options to complement initiatives across the Council; improving gateways and wayfinding, diversifying the High Street offer towards leisure, and accelerate housing developments to have more people living in the town centre. This is an exciting opportunity and we will continue to co-develop with other departments, partners and engage with Members.

## Council Plan - Cultural Programme

The Cultural Development Fund bid (CDF) was successful. This University of Kent-led partnership project will provide up to £100K towards feasibility studies for the establishment of a Creative Hub for Medway. We have also secured £50K from the One Public Estate fund (OPE) for feasibility works. Medway Council has representation on the CDF steering group, as well as the Thames Estuary Production Corridor (TEPC) board.

The Interface Land has been identified as a potential location for the Docking Station. Homes England are currently disposing of this site, and Medway Council Regeneration and Planning representatives will be on the tender assessment panel.

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

### Actions

The Heritage and Tourism team continue to work closely with colleagues and external partners to develop a heritage programme which will form an integral part of the Dickens commemorations.

Dickens 150 will run from 10 – 14 June 2020 so as to respond to the actual anniversary of Dicken's death. The traditional Dickens Festival will be on Saturday

13 and Sunday 14 June 2020 as part of the celebration and commemorations. The dates will also encourage greater participation as they are now in term time. Other signature events, with funding applications to Arts Council England include a grand community pageant of, 'The Funeral that never was'; and Dicken Desk trail across Chatham and Rochester spaces which have resonance with Dickens life and works.

A new permanent gallery is being planned at the Guildhall Museum, and is anticipated to open early in 2020.

A fresh bid is likely to be submitted to the National Lottery Heritage Fund for restoration of the Dickens Chalet.

Further opportunities will also be explored with internal and external partners, including Medway Tourism Association and the Cultural Partnership.

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

### Comments

Due to the sale of the Conservancy Board Building in Nov 2018 plans for the 10 year programme of events at the Guildhall Museum have needed to be changed. Medway Council is in the process of developing an exciting permanent Charles Dickens Gallery in the touring exhibition space for 2020. This will act as an orientation point for visitors interested in Dickens, and tell the story of the man using stories from his childhood in Chatham and his return to Rochester in later life. A 10 year programme of exhibitions is now being planned for Eastgate House in Rochester to help drive income and footfall to his Elizabethan townhouse.

The Guildhall Museum has been successful in becoming a National Portfolio Organisation with funding from Arts Council England to develop an interpretation plan and improve visitor experience at the museum. Using best practise from other leading museums across Kent and the rest of the country this will result in a strategic gallery and interpretation plan for the Guildhall Museum for the next 10 years.