










## Council Priority: PLACE

### Medway: A place to be proud of

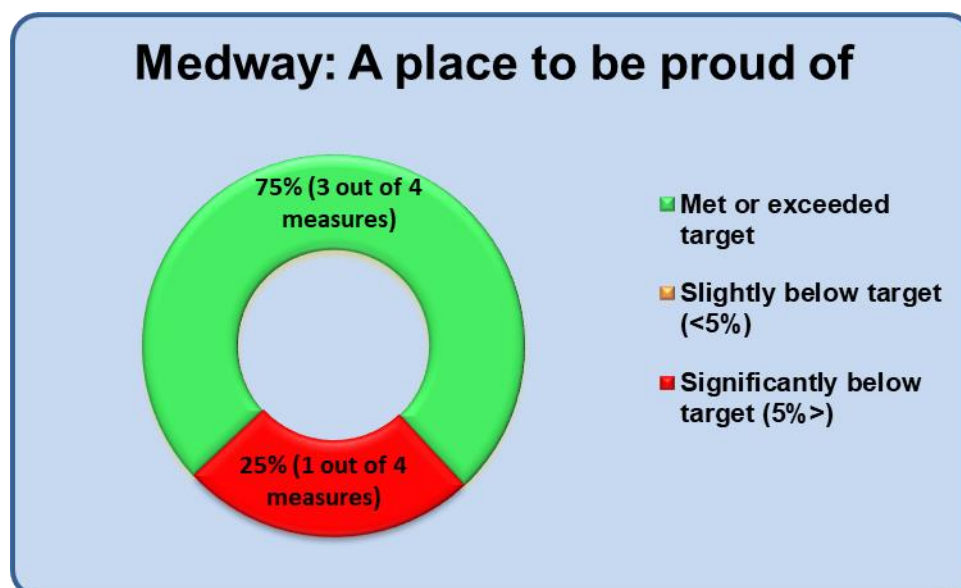
### Performance: Quarter 4 2019/20

#### 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 4 Council Plan measures for this priority.










#### Improved performance




- 67% (2 out of 3\*) improved long term (average of previous 4 quarters)
- 67% (2 out of 3\*) improved short term

• \*where data available

#### Measures in target (green)

Code	Status	Name	Long Trend	Short Trend
NI195a		Improved street and environmental cleanliness		
W6 CP		Satisfaction with refuse collection - Citizens Panel result		
TBC		1800 columns to be replaced by 2019/20	N/A	N/A

## Measures significantly below target (red)

Code	Status	Name	Long Trend	Short Trend
GH6 CP		Satisfaction with parks and green spaces - direct users CP		





## Strategic Risks

During quarter 4 2019/20, in response to COVID19, the Council implemented its Emergency Plan procedure and risks have been managed through this. The Council has established a network of specialist 'Cells' which lead on functional elements of the Council's recovery including those tasked with co-ordinating the recovery for vulnerable adults through Adult Social Care, Schools and Education and Housing, and those responsible with ensuring the Council's core functions continue to operate 'business as usual' wherever possible including Finance, HR and Customer Contact.

Each 'Cell' lead is responsible for maintaining a risk register detailing the impacts of recovery from COVID19 on their area of responsibility, following the Council's Risk Management Strategy.

## 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 19/20	76.7%	Q4 19/20	68.1%	75%				19/20	68.1%	75%	

#### Comments

Satisfaction amongst users of parks and open spaces has decreased to 68.1% in Q4 2019/20 down from 76.7% in Q3 2019/20.

More users were neutral about the service 23.9% of respondents (up from 15.5% in Q3) than dissatisfied, 6.7% (this was down from 7% in Q3). A further 1.2% gave no response.

These results are based on the 163 users of parks and open spaces from the 214 respondents to the Q4 2019/20 Citizens' Panel, giving a margin of error of +/-7.7%. This means that the changes for satisfaction and those who were neutral are statistically significant whilst the change in dissatisfaction is not statistically significant.

### Action





Numerous improvements to parks and greenspaces have been completed during 2019/20. Key sites receiving funding include:

- Capstone Farm Play Area enhancements were completed in October with the provision of a new multiplay junior and toddler unit. This was further enhanced by colourful floor graphics.
- Kings Frith enhancements we completed in November 2019 and included a new toddler roundabout, new playground graphics/panels and a new seesaw.
- The Jacksons Recreational Ground new safer access path is being revisited following confirmation from Historic England that the path crosses part of the Scheduled Ancient Monument. Officers will liaise with both Historic England and the University on options.
- The construction of the board walk at Berengrave Nature Reserve requires a Felling Licences (to cut/coppice a path through the wet woodland). This will delay the planned works by 3 months meaning that the tree work will start in November 2020. The boardwalk will be completed in early 2021. Liaison and community meetings taken place with local interest group and users. Due to COVID19 restriction the final community walkabout has been delayed and will be revisited Summer 2020. Additional s106 funds have been secured and the first draft of the management plan is being consulted on.
- The play enhancements at both Downland Walk and Sycamore Road were completed this quarter and are now available to the public.
- Works at Fort Amherst and Riverside 1/Chatham Waterfront completed. Riverside 1 public realm opening now on hold until further notice.
- Access volunteers provide 2000 work hours and were nominated for Pride in Medway Awards and in Q4 the Public Rights of Way Improvement Plan started 12 weeks of consultation.
- Greenspace Development works has continued at Horsted Valley with new paths interpretation and motorbike barriers being installed. Good local working with the community on the current and future works. Leaflets are completed and promote and encourage local working of paths.
- Community hedge planting has taken place during Q4 at Cliffe Road.
- A Friends of Group has been established for the Esplanade with the group looking to seek appropriate improvements along the riverside, The Back Field and Batey's Marsh.
- Funding was secured to create a pocket park within Town Hall Gardens.

Judging for the Green Flag awards was completed in May 2019 across the following seven sites: Gillingham Park, Hillyfields, Capstone Farm Country Park, Riverside Country Park, Great Lines Heritage Park, Broomhill Park and The Vines and all received Green Flag awards in July 2019. Green Flag applications and Management plans were updated and submitted in Feb 2020, along with a new management plan for the 8th new site at Ranscombe Farm Park. Green Flag judging in 2020 will be postponed due to COVID 19 restrictions.

The current number of volunteer hours spent working on Medway's greenspaces to date is 15,961, with March data still being collected. This figure already exceeds the 2019/20 target of 14,000 per annum. Key activities of note this quarter include the

formation of two new Friends groups, a successful funding application by the Friends of Borstal Open Spaces, and numerous litter picks and vegetation clearance works. There were numerous activities planned in March, including the Great British Spring Clean events, which have had to be cancelled due to COVID19.

NI 195a NEW		Improved street and environmental cleanliness: Litter						Aim to Maximise			
	Value		Value	Target	Status	Long Trend	Short Trend		Value	Target	Status
Q3 19/20	96.33 %	Q4 19/20	97%	96%				19/20	96.33 %	96%	

### Comments

Medway is split into 22 wards which are inspected yearly with a total of 1200 sites being inspected. (100 sites x 12 months = 1200 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, 97% of 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 Medway Norse.

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

### Action

Street Scene Enforcement dealt with a total of 138 fly tips, all of which were removed within one working day. Evidence was retrieved in 19 cases and was referred for further investigation. Of the 138 fly tips, 10% were dealt with proactively, meaning that they were gone before the public could report them. The team also attended 53 fly tips on private land.

The team has entered into a SLA for the removal of fly tipping from the HRA estate. This quarter, the team has dealt with 201 reports, all of which were completed within one working day.

The total tonnage removed this quarter is 36.35 tonnes (including 13.57 tonnes from HRA).





9 fly tipping, littering and waste related cases were prosecuted at Medway Magistrates Court this quarter. Fines and costs totalled £6550.

There are 17 cases with legal pending prosecution, and another 23 under investigation ready for report to Magistrates Court.

During the quarter the team conducted 2 Operations alongside Kent Police, this resulted in 13 vehicles being stopped and searched. 4 vehicles were seized as they were linked to fly tipping. We expect the operation will lead to the owners of vehicles being reported for summons at magistrates' court. 2 vehicles have been retained for court proceedings whereby the Council will seek forfeiture.

28 Community Protection warnings have been issued. These warnings are a quick and effective way to deal with Anti-Social Behaviour (ASB) and have been issued to address offences ranging from fly posting to car repairs and burning of waste.

18 fixed penalty notices were issued for Littering, Breach of Community Protection Notice, Fly tipping and 8 Trade waste. Total income received from fixed penalty notices during quarter totalled £2,390.

W6 CP		Satisfaction with refuse collection - Citizens Panel result						Aim to Maximise			
	Value		Value	Target	Status	Long Trend	Short Trend		Value	Target	Status
Q3 19/20	85.2%	Q4 19/20	86.9%	85%				19/20	86.9%	85%	

#### Comments

Satisfaction with refuse collection has increased slightly to 86.9% in Q4 2019/20 (up from 85.2% in Q3 2019/20).

7.5% of respondents were neutral about the service (up from 4.8% previously) and 5.1% were dissatisfied (down from 10% in the previous quarter).

The results are based upon 214 respondents to the Q4 2019/20 Citizens' Panel giving an overall margin of error of +/-6.7%, meaning the changes are not statistically significant.

## Council Plan Project – Deliver Future High Streets Funds submissions

The High Streets Heritage Action Zone bid aims has four main aims:


- To re-use and revitalise heritage buildings
- To create and deliver a heritage engagement programme
- To identify and deliver accessibility and safety solutions to the highway
- To create a development framework to protect the area's character whilst promoting growth

The deadline for submission of the full Business Case for Chatham High Street has been extended. The Ministry of Housing, Communities and Local Government (MHCLG) have approved the increase of our development grant to £150K.

Discrete project packages are being developed by a cross-directorate team with identified project leads for each. MHCLG have offered bidders up to six weeks' extension to the bid deadline due to COVID19. The Council has advised of its intention to work to a two-week extension, with bid submission on 15 May. Feedback on our draft business case has been positive. MHCLG advise decisions are still expected in summer 2020. The total project value is expected to be in the range of £11m - £22m (subject to business case development). The proposed investment programme is grouped under three themes:

- 1) Transforming the Pentagon Centre
- 2) Reshaping Movement and Access
- 3) Delivering Productive Uses (Establishing New Drivers of Growth)

### Council Plan Programme – Replacing Medway’s street lights

TBC		1800 Columns to be replaced by 2019/20				Aim to Maximise	
Annual							
	Value		Value	Target	Status	Long Trend	Short Trend
2018/19	N/A	2019/20	1912	1800		N/A	N/A

### Project – Replacing Medway’s street lights

Medway's Street Lighting Network is extensive and is composed of 26,500 columns that are made up of concrete columns, steel columns and aluminium columns. The concrete and steel columns make up over 75% of the Network and all are at or close to the end of their design life requiring a phased programme of replacement.

As part of Budget Setting in 2018-19 capital funding was secured through Prudential Borrowing of £2,729,127 to fund a two-year programme of column replacements including converting to LED. The total number of columns that were planned to be replaced was 1,800. (7% of the Street Lighting Network).

All columns within this two-year programme will be replaced by aluminium columns, aside from areas requiring fold down column which are only made in steel. Aluminium columns have the longest design life of 50 years with a structural testing requirement after 25 years, by comparison steel columns have a design life of 30 years and a structural testing requirement after 15 years.

The programme has been delivered through the Highway Infrastructure Contract (Volker Highways). The installation programme has been completed with all 1,912 columns being replaced. Final costs and administration, in relation to the scheme, are being finalised as part of the year end process.

# Council Plan Outcome: Medway on the map

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

Project – To seek funding opportunities to develop innovative public service solutions

The Council has successfully completed the following:

- Future High Streets Fund – The Green Book Appraisal Business Case is in its final stages. The business case, will focus on physical interventions across Chatham Town Centre, creating strong ‘gateways’ to the High Street, public realm works, working with the University of Kent to explore new creative business incubation spaces and develop commercial business incubation and accelerator spaces.
- High Streets Heritage Action Zone (HSHAZ) Chatham Intra Heritage Creative Quarter – Following from the submission of the project Delivery Plan, Historic England have confirmed that a grant of £1.6 million is to be awarded, this will be complemented by £1.77 million secured through match funding. A grant agreement with Historic England is being developed and will be signed off in April 2020. The project will be focusing on themes such as re-using heritage (such as the Featherstones building), Safety (a highways study examining options to reduce speed, improve safety and access), and revitalisation grants to tackle vacant plots, support new business opportunities and improvements to the frontages of buildings.
- Construction Industry Training Board (CITB) – The CITB have confirmed that the submitted Business Case has been successful and currently awaiting a formal grant agreement to be received. This funding grant is to support the local skills agenda with a pre-employment training programme in the construction sector.
- Pocket Parks – A bid to the Ministry of Housing, Communities and Local Government for £15,000 has been successful to work with the Oast Trust in Rainham, to improve a public site. MHCLG awarded £15,500, the additional £500 is to support with the development of an evaluation report.
- Local Skills Employment Trailblazer – An Expression of Interest was submitted to the Department of Work and Pensions for the Local Skills Employment Trailblazer in February 2020. This opportunity will provide skills and training opportunities for those with long term health and learning difficulties. The EoI has been successful and will be moving to the next bidding stage. This stage has been pushed back due to the current COVID situation.
- Heat Network Delivery Units – A successful Expression of Interest has been submitted to the Department of Business, Energy and Industrial Strategy (BEIS) to gain funding to complete a masterplan and mapping exercise to understand the potential of Heat Networks across Medway. BEIS have confirmed that due to over subscription the funding will become available from April 2020.

New funding applications in 20/21 will include bids to:

- The Kings Fund for £300k called Shaping Places for Healthier Lives.
- The Office of Low Emission Vehicles (OLEV) for £100,000 to support the installation of Electric Vehicle charge points in line with the Government's announcement to ban production of petrol, diesel and hybrid cars in 2032.
- The Department of Digital, Culture, Media and Sport (DCMS) for the 5G Create fund. This funding will support developing the 5G infrastructure across Medway.
- A joint funding pot between the Heritage Fund (formerly National Lottery Heritage Fund) and Arts Council England for up to £300,000 to support the work that the Cultural Consortia will do as part of High Streets Heritage Action Zones (HSHAZ).
- An Expression of Interest will be submitted to the Department of Transport for the All Electric Bus Town fund, to be submitted 30 April 2020. This is currently being developed by Officers.
- In Q4 2019/20, officers and stakeholders have re-developing an Heritage Fund bid called Whose Hoo for £2m for environmental enhancements across the Hoo Peninsula and an Urban Tree Challenge of c.£500k to support the planting of trees across urban Medway.

## Project - Manage the contract with Locate in Kent

MHCLG confirmed in late March that our joint bid to government (with Kent County Council and East Sussex County Council) for just under £2.5m of European Structural and Investment Funds (ESIF) funds, to support and extend the inward investment services contract, has been successful. This is effective immediately.

Recorded successes over the lifetime of the original ESIF project are sixteen Medway businesses supported, with the creation and retention of 532 jobs. Four businesses were successful in securing funding thanks to Locate in Kent's support. (This does not include any non-SME outcomes over this period, which are delivered outside of ESIF funding).

With our backing, KCC are seeking permission to defer the re-procuring of the inward investment services contract until 1 April 2021 (from 1 August 2020). This acknowledges that the pool of potential tenderers is likely to be reduced at this difficult time; that the incumbent provider is best focussed on delivery rather than new business for the short-term, and that the rapidly changing business landscape may suggest a change in desired outputs.

Locate in Kent are currently supporting KCC and Medway Council with the realignment of Kent and Medway Business Fund (KMBF) loan funding, developing a five-day turnaround online assessment process. They are also introducing (post Easter) a series of workshops and surgeries to support businesses with growth plans to continue to deliver over coming months.



## Cultural Programme

The development of the cultural strategy and the Compact will include engagement with the cultural sector and residents across the Medway and set the framework by which we can work together to grow and thrive. The Compact will directly oversee the development of Medway's new cultural strategy. An appropriate widely owned Compact business plan and cultural strategy will articulate Medway's cultural attributes, competence and ambition, and in doing so, elevate stakeholder confidence to champion a bid to become the UK City of Culture in 2025.

Significant work had been completed in the engagement of strategic partners, the creative community, residents and senior Council officers. Draft values and themes have been developed and testing these back with sectors has begun.

Due to COVID19 the development and engagement has been paused. A progress proposal was discussed with partners in April to agree a way forward.

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

A programme of events and exhibitions including talks has been pulled together to commemorate the 150th anniversary of Dickens death in 2020. A programme of activity and events was pulled together for June 2020. Due to the outbreak of COVID19 these events including the launch of the new Dickens Gallery at the Guildhall Museum have been postponed.

### Project - Agree a 10-year programme of exhibitions to maximise customer interest and reflect Medway's heritage

Medway Council is putting together a 10-year programme of events, activities and exhibitions across our heritage sites to help boost visitation and spend across its visitor attractions. This will help develop a plan for funding bids and make sure that links across other departments within the Council as well as externally are fully explored. It will also enable to Council to work with external partners.

Due to the development of a permanent new Charles Dickens Gallery in the Guildhall Museum, the focus for most of the exhibitions going forward will be at Eastgate House. In addition to the seasonal Easter, Halloween, and Christmas activities, plays and trails, we are developing a Treasures of Childhood exhibition celebrating the games, entertainment, TV, sweets, and toys from the past and especially the 50s to the 90s. Due to COVID19 this will now be postponed to early 2021.