

Council Priority: PLACE

Medway: A place to be proud of

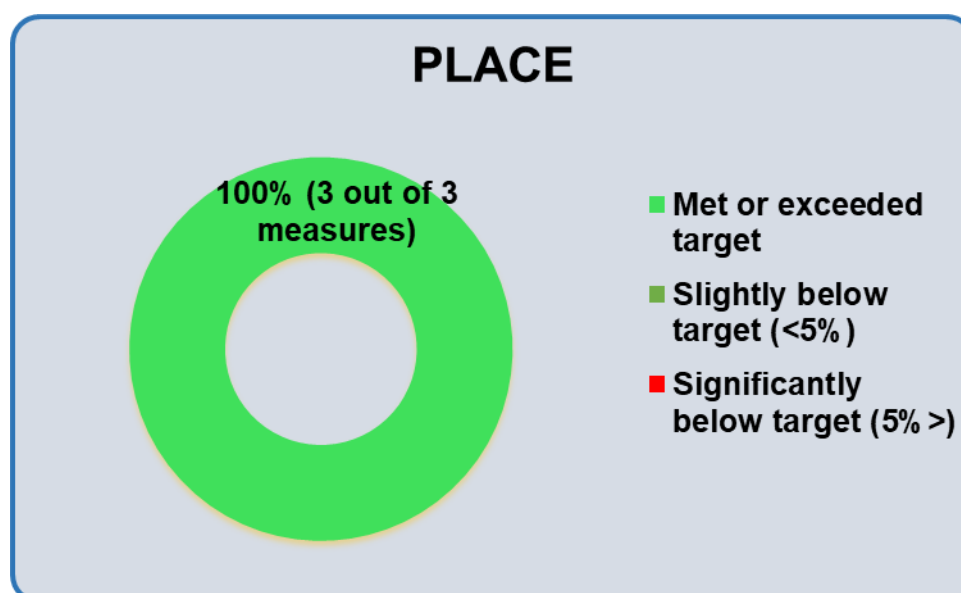
Performance: Quarter 1 2020/21

Key

Red	significantly below target (>5%)	Amber	slightly below target (<5%)	Green	met or exceeded target
Imp	Improved	Det	Worsened	Static	Static

Council Plan measures: Summary Performance

There are 3 Council Plan measures for this priority.



Improved performance

- 100% (3 out of 3) improved long term (average of previous 4 quarters)
- 67% (2 out of 3) improved short term

Measures in target (green)

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

Strategic Risks

During quarter 4 19/20 risks were maintained through the specialist cells set up in response to the Covid-19 pandemic. In quarter 1 20/21, as the Council has moved from the Response to Recovery phase of the Emergency Planning procedures, risk monitoring has returned to the Strategic Risk Management Group (SRMG).

Working alongside the Governance Cell, the SRMG has undertaken a fundamental review of the Strategic Risk Register in light of the Covid-19 Response and Recovery.

The quarter 1 20/21 strategic risk register is attached at Appendix 5. The register shows all strategic risks together with mitigation in place to minimise impact and likelihood.

The following risks pertain to all priorities (full details in Appendix 5):

Reference	Risk Register Page (app 5)	Risk	Owner	Current residual risk score	Definition (current score) (L-likelihood) (I-impact)
SRO3B	4	Finances	Chief Finance Officer	AI	L – very high I - catastrophic
SR46 NEW	7	Medway's Economic Recovery from Covid19	Assistant Director Regeneration (Recovery Lead Officer for Medway Council)	BII	L - high I - critical
SR21 REMOVE	22	Procurement savings – capacity and delivery	Chief Legal Officer	DIII	L - low I - critical
SR32	37	Data and information	Chief Legal Officer	CII	L - significant I - critical
SR36	40	Alternative service delivery models	Chief Legal Officer, Director of RCET	BIII	L - high I - Marginal
SR37	43	Cyber Security	Chief Finance Officer	CI	L - Significant I -

Reference	Risk Register Page (app 5)	Risk	Owner	Current residual risk score	Definition (current score) (L-likelihood) (I-impact)
					Catastrophic
SR02	50	Business continuity and emergency planning	Director of RCET	DII	L - low I - critical

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	
Q4 2019/20	68.1%	Q1 2020/21	83.2%	75%	Green	Imp	Imp	

Comments

Satisfaction amongst users of parks and open spaces has increased to 83.2% in Q1 2020/21 up from 68.1% in Q4 2019/20.

More users were neutral about the service 10.3% of respondents (down from 23.9% in Q4) than dissatisfied, 5.8% (this was down from 6.7% in Q4). A further 0.6% gave no response.

These results are based on the 155 users of parks and open spaces from the 230 respondents to the Q1 2020/21 Citizens' Panel, giving a margin of error of +/-7.9%. 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

A variety of projects have been planned for delivery of the Greenspaces Development programme over 2020/2021:

- Horsted Valley – New footpath, interpretation, and grassland management
- Rainham S106 play improvements at Rainham Recreation Ground, Ryetop and Bayswater Drive

- Strood North S106 play improvements at Hancock Close, Cliffe Road, Church Green and Broomhill Park
- Vinalls Park improvements
- Priority Play/Refurbishment programme
- Proposals for new Hoo Country Park/Reserve (part of HIF)
- Completion of Command of the Heights

During Q1, works on the ground had to go on hold due to Covid 19. A recent review with contractors on government guidance has meant that works have recommenced, including footpath works at Horsted Valley and play improvement in Rainham. The Talking Telescope project was completed at The Strand in April 2020.

A review will take place to establish if a 'soft' opening of the Riverside 1 area of Command of the Heights can take place late July 2020.

Consultants have been appointed for Hoo Country Park and are currently working on pre-app and stakeholder engagement.

Green Flag applications and Management plans were updated and submitted in February 2020 for seven sites: Gillingham Park, Hillyfields, Capstone Farm Country Park, Riverside Country Park, Great Lines Heritage Park, Broomhill Park and The Vines, along with a new management plan for the 8th new site at Ranscombe Farm Park.

Keep Britain Tidy notified the council that there would be no formal judging of Medway's seven sites this year (usually meetings take place with the Council and Friends groups) and a 'mystery shop' would be undertaken instead due to Covid-19 restrictions. As Ranscombe Farm Park is a new application this will have a full visit later this year.

NI 195a NEW		Improved street and environmental cleanliness: Litter					Aim to Maximise	
	Value		Value	Target	Status	Long Trend	Short Trend	
Q4 2019/20	97.00%	Q1 2020/21	97.00%	96.00%	Green	Imp	Static	

Comments

Medway is split into 22 wards which are inspected yearly with a total of 1,200 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 Q1, 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 78 fly tips, all of which were removed within one working day. Evidence was retrieved in 3 cases and was referred for further investigation. The team also attended 66 fly tips on private land.

The team has entered into an SLA for the removal of fly tipping from the HRA estate. This quarter, the team has dealt with 142 reports, all of which were completed within one working day.

The total tonnage removed this quarter is 33.5 tonnes (including 15.5 tonnes from HRA).

No fly tipping, littering and waste related cases were prosecuted at Medway Magistrates Court in Q1 due to Covid-19. A further 3 cases are proceeding to trial in 2020 and 2 warrants are outstanding.

There are 12 cases with legal pending prosecution, and another 29 under investigation ready for report to Magistrates Court.

During the quarter, the team conducted 1 operation alongside Kent Police that resulted in 1 vehicle being stopped and searched. The driver of the vehicle was issued with a notice requiring production of waste carriers' licence. This resulted in the individual purchasing a waste carrier licence from the Environment Agency and a Scrap Metal dealer licence from Medway Council.

56 Community Protection warnings have been issued. These warnings are a quick and effective way to deal with ASB and have been issued to address offences ranging from refuse and waste issues to car repairs and burning of waste.

11 fixed penalty notices were issued 5 for Littering, 3 for Fly tipping and 3 householder duty of care. Total income received from fixed penalty notices during quarter totalled £700.

W6 CP		Satisfaction with refuse collection - Citizens Panel result					Aim to Maximise
	Value		Value	Target	Status	Long Trend	Short Trend
Q4 2019/20	86.9%	Q1 2020/21	93%	85%	Green	Imp	Static
<p>Comments</p> <p>Satisfaction with refuse collection increased to 93% in Q1 2020/21 (up from 86.9% in Q4 2019/20).</p> <p>1.3% of respondents were neutral about the service (down from 7.5% previously) and 5.7% were dissatisfied (similar to the 5.1% seen in the previous quarter).</p> <p>The results are based upon 230 respondents to the Q1 2020/21 Citizens' Panel giving an overall margin of error of +/-6.5%, meaning the changes are not statistically significant.</p>							

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 final Business Case for MHCLG investment of £13.83m for Chatham town centre was submitted by the extended deadline (due to Covid-19) on 15 May 2020. The results of funding awards are due in the autumn. The bid is centred on two key themes:

- Delivering productive uses
- Enabling and reshaping town centre living

The Council were advised on 1 April 2020 that our Heritage High Streets Action Zone bid for £1.6m has been approved.

Four initiatives will be developed and delivered:

- The creation of a development framework to guide future development in the area in a way which protects the heritage and character of the area whilst enabling sensitive sustainable growth and regeneration
- A re-use and re-vitalise buildings programme to offer business support, grants and help promote vacant building opportunities
- The creation and delivery of a cultural heritage and engagement programme to help tell the area's untold story
- A highway accessibility and safety study to help improve safety and accessibility for pedestrians and cyclists

Council Plan Programme: Replacing Medway's street lights

Council Plan project - Deliver Phase 1 of the Street Lighting LED Programme for 2020-21

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 2020-21 capital funding was secured through Prudential Borrowing to award a contract to undertake a Street Lighting LED Programme. The scope of the LED Programme is:

- Converting all Street Lights to LED (23,000 Street Lights)
- Replacing a further 4,000 columns that are beyond design life.
- Installing a Central Management System (CMS) for fault and energy management of the Street Lighting Network.

The benefits of the Street Lighting LED Programme are:

- Reduces energy consumption levels and energy costs for Street Lighting. Energy costs have significantly increased at contract renewal points over the last two financial years and are projected to further increase this year at the contract renewal period (October 20) by 10%.
- Replacing columns that are beyond design life reduces the risk of structural failure and through awarding as a block programme of work competitive financial rates due to economies of scale.
- CMS along with being a fault and energy management systems also has the scope to function as a platform for SMART Technologies that will support the Council's Ambitions to be a Smart City.

At the end of Q1 the LED programme is currently at the Mobilisation Stage with a projected start date of September 2020. The programme will be delivered over a 27 Month period in project phases and is scheduled to be completed by December 2022. As a consequence of Covid-19 the contract commencement date moving from July 2020 to September 2020.

Council Plan Programme: Climate change

Council Plan Project – Climate change emergency

A 'Climate Change Emergency Motion' was declared by Full Council on 25 April 2019. The council has also signed up to the Kent and Medway Energy and Low Emissions Strategy (KMELES) which is due to be signed off and launched on 27 November 2020. The KMELES sets out a target for Kent and Medway to achieve net zero carbon by 2050. A rolling five-year climate change action plan for Medway, setting out short, medium and long-term outputs in the areas of Air Quality, Energy, Transport, Housing, Fuel Poverty and Biodiversity, is currently being developed. The action plan will be finalised by the end of 2020 and will be updated annually.

Air Quality

- Taxi and Private Hire ULEV feasibility study - currently on hold but looking to proceed with driver and operator engagement survey in Q2 if licensing is in agreement to proceed.
- The Annual Status Report was submitted to DEFRA at the end of June and is now on the Kentair.org.uk website.
- The Environmental Protection team have provided support to the Transport team with their Expression of Interest for funding for an 'All Electric Bus Town'.
- The anti-idling poster competition which was open to all schools within AQMA's and schools who are participating in the KM Green School Awards closed on Friday 5 June. The team are also investigating different ways to engage with schools during the new academic year due to Covid-19.

Biodiversity and green spaces

- Signs have been designed and installed to identify locations where we have stopped cutting grass verges. Content has been added to the Climate Change web page to explain why we are creating more wildflower verges and it has also been promoted on social media.
- A consultant has been appointed to produce a tree strategy for Medway. An inception meeting has been held to set out the key requirements from the strategy. The first draft was due in mid-June however due to Covid-19 this has been delayed until Q2.
- A cross-departmental working group has developed a bid for the Urban Tree Challenge Fund for submission by the end of Q1. The bid covers planting for approximately 15,000 whips across 12 sites. Work is required post submission to identify further cash match funding to reduce the risk of financial issues. If the bid is successful, planting will take place during National Tree Week in December 2020.

Energy

The Re:fit Energy Efficiency and Low Carbon Programme has continued in Q1 with Veolia, the successfully appointed Energy Services Company, undertaking a High-Level Appraisal (HLA). Thirteen council owned buildings are being reviewed under Phase One for suitable energy conservation measures, including The Brook Theatre, libraries and Gun Wharf. The HLA will be reviewed in Q2 with a more detailed proposal due at the end of September. Further to sign off, it is expected that a 5-month delivery programme will follow. Early estimates suggest carbon savings in excess of 20% of the baseline carbon footprint of these buildings.

Solar Together – the solar panel group buying scheme – was postponed at the end of 2019/20 due to Covid-19. The scheme will be relaunched in Q2 and promoted via various channels.

Planning and development

Funding has been successfully awarded to Medway Council by the Heat Networks Delivery Unit for an energy master-planning/heat mapping study for a heat district network in Medway. The study is supported by the Housing Infrastructure Fund and will be included in the Hoo master plan. The process to appoint a consultant with the relevant technical expertise to take this project forward will commence in Q2 subject

to submission of an MOU to HNDU. It is anticipated that the study will identify potential heat sources within 6 months of commencing

Transport

During Q1 officers have continued to explore options for the delivery of EV charging points across Medway. Locations for 32 charge points have been identified under the Re:fit energy efficiency programme. Final design is anticipated by the end of August with installation due for completion by the end of March 2020. An online survey to assess demand for residential charge points has been developed and promoted on social media. Attributes of council owned car parks have been reviewed and information shared with KCC for potential inclusion in a county wide charging network programme.

An expression of interest has been submitted for the “All Electric Bus Town” fund on 4 June setting out the Council’s aspiration, and that of local operators, to convert to an electric bus fleet. It is anticipated that an announcement of shortlisted applicants will be made in July.

An application for a share of emergency funding from central government to support quick wins to improve walking and cycling routes has been submitted. The funds aim to provide safe alternative options to public transport in light of Covid-19.

Waste management

During Q1, work to promote Towards Plastic Free Medway’s initiative to become a single use plastic free community has largely been on hold due to Covid-19. Content has been developed across multiple service areas for inclusion on a dedicated web page, including promotion of the recently relaunched Refill scheme. The content will be finalised ready to go live in early Q2.

Council Plan Outcome: Medway on the map

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

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.

Council Plan Project – Support the development of Medway’s UK City of Culture 2025 bid

The Council are committed to the vision of Medway City of Culture (CoC) 2025. There are regular meetings with the Bid Director to share local knowledge, information, establish contacts, introduced to key groups such as Medway Arts Forum, Diversity Arts Network, Medway Cultural Diversity Forum. The new emerging cultural strategy and CoC bid are aligning through:

- Collaboratively drafting the Culture Strategy vision to encompass the ambitions and approach of the City of Culture bid (and Place Board where appropriate).
- Incorporating the themes and ambitions of the bid and Culture Strategy into the strategic documents being drafted for the Place Board over the coming months.
- Taking a joined-up approach to press and marketing over the course of the coming year, referencing place, bid and strategy in promoting each project.
- Designing the governance structure for the City of Culture project to dovetail with the ongoing governance of the Culture Strategy with a view to 'hand over to' the Cultural Compact as the legacy vehicle for the project.
- Ensuring information flow between Place Board, bid governance and Culture Strategy governance groups and Cultural Compact (once formed) via regular reports, briefings, representation etc.
- Addressing how the strategy, place and bid fit together and outline the collaborative approach we are taking when we represent or introduce our projects or roles to new audiences or partners

Most recently the Medway Council Culture Team has formed a partnership with the City of Culture, Youth Service and Sparked Echo to develop a digital festival in response to Covid-19 and lockdown.

Council Plan Project – Supporting Medway Cultural Partnership to produce a new cultural strategy

The Council are leading on the development of the Cultural Strategy together with the Medway Cultural Partnership. A project plan has been agreed and in Q1 the engagement programme was paused due to Covid-19.

Five themed workshops have taken place digitally and Medway Voluntary Action (MVA) have supported deeper engagement with those communities who are less engaged. The Council has promoted all workshops, encouraging a cross-section of the local cultural sector and community groups to participate.

A plan has been developed to seamlessly weave the connection between the strategy and City of culture narrative that strategically works from all sides and will support clear future communications.

Council Plan Project – Carry out a review of Medway 2035 in light of the Covid-19 pandemic

Analysis of the changed economic landscape is underway, via the Medway Economy Recovery Cell and its Kent Resilience Forum counterpart.

This assessment phase will allow a comprehensive understanding of the economic reality and consequences of Covid-19 and will support a review of Medway 2035 in the latter part of the year. This will draw on, and inform, economic recovery approaches at the Kent and Medway Economic Partnership and South East Local Enterprise Partnership.

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

The Council has successfully completed the following:

- Heat District Network Units (HNDU) – Confirmation from the Department of Business, Energy and Industrial Strategy (BEIS) of a successful application to secure £45,000 (total of £60,000 including match funding) to conduct the Heat Mapping and Energy Master Planning for Medway, including the Hoo Peninsula. The Memorandum of Understanding (MoU) is currently awaiting Project Sponsor sign off.

New funding bid applications:

- All Electric Bus Town Fund – An Expression of Interest (EoI) has been submitted to the Department of Transport (DfT) for the All Electric Bus Town fund, part of the overall Superbuses fund. The EoI for £18,708,750 will look to replace 65 single and 62 double decker buses with electric buses and the required charging infrastructure. Working in partnership with all local large and small bus operators in Medway, this would make an impact in reducing the impacts of Air Quality in our Air Quality Management Areas and support the Climate Change agenda.
- 5G Create Competition – An EoI for the 5G Create Competition funded by the Department of Digital, Culture and Media and Sport (DCMS) is in development with a range of local, national partners and Council services. The fund is to trial a 5G Smart Tourism project in Medway in order to utilising new technological innovations in order to support the tourism sector and enhance the visitor experience through 5G. Up to £30 million is available nationally, this EoI is in development but it is expected the funding request will be around £3million.
- Local Digital COVID-19 Fund – An application for The Local Digital C-19 Challenge funded by The Ministry of Housing, Communities and Local (MHCLG) and Local Digital Collaboration Unit (LDCU) is in development in order to support COVID-19 recovery and renewal efforts. A funding pot of £800,000 has been made available nationally for Local Authorities, aimed to support Digital, Data and Technology projects that look to combat the challenges faced by Local Government as a direct result of COVID-19. Announcements on successful applications will be made in early August.
- Urban Tree Challenge Application – An application to the Forestry Commission for the Urban Tree Challenge has been submitted. The total funding request is for £34,991, £17,495 of this is to be funded by the Forestry Commission and £17,495 will be funded through forms of match funding. The application is for 15,000 trees to be planted in winter 2020 (dependant on Covid-19) across 11 sites in urban areas across Medway. Announcements on successful applications will be made in the autumn.
- Whose Hoo – A Stage 2 Application to the Heritage Fund (National Lottery Heritage fund) is being developed for the Whose Hoo project. The application is expected to have a funding ask of £2m that will be used to celebrate, preserve, promote and raise awareness of the unique special heritage in Hoo.

Medway on the Map

- Place Branding is starting to be used on developer hoardings, including Bardell Wharf and the former Debenhams site
- A number of champions are using our email signature alongside their own branding
- The 'Thank you Medway' video will be ready to launch by the end of July; this will be thanking the whole of Medway for their support throughout the Covid-19 pandemic

Medway Champions

- Our Medway Champions are our ambassadors from across all areas and sectors in Medway; they help to promote Medway as a great place to live, work, learn and visit by sharing our Medway Story (the Place Branding narrative) with new and existing contacts.
- Now at 200 Champions
- 2 Champions meetings held during Covid-19 on Zoom; good feedback and virtual meeting engagement. There were updates from the Medway Volunteering Action Group and the Kent Sussex Surrey Air Ambulance in May, and an update around the City of Culture bid in the early July meeting.
- Contribution discussions continue with businesses, although some are asking for contributions to be waived until later in the year due to cash flow commitments
- Place presentations taking place at various networking events around Medway and Kent

Social Media platforms all performing well with followers on Twitter (547 followers), Instagram (606 followers) and Facebook (366 followers).

Medway Place representation on Rochester Riverside Community Board and the Creative Estuary Place Branding Steering Group. The most recent Rochester Riverside Community Board rewarded community projects with funds who have been affected by Covid-19; we were part of the decision process. The Creative Estuary Place Branding Steering Group has us involved with branding workshops, developing a narrative and brand for the Creative Estuary.

Project – Work with partners to bring forward the Docking Station project

The University of Kent and Chatham Historic Dockyard Trust have reaffirmed their commitment to the Docking Station project at the most recent steering group meeting (May 2020). It is hoped that the purchase of the Police House will be completed in Q2 / Q3 (delayed due to partners being diverted to urgent Covid-19 response actions).

The Project Execution Plan was completed in May 2020.

An expression of interest was submitted to central governments funding call (17 June 2020) for 'shovel-ready' projects, setting out the readiness of the Docking Station (first phase) to complete by 31 March 2022. A funding request of £3.9m was submitted, which would lead to the creation of 104 jobs. This funding call has since become governments flagship Getting Building Fund.