

Council Priority: PLACE

Medway: A place to be proud of

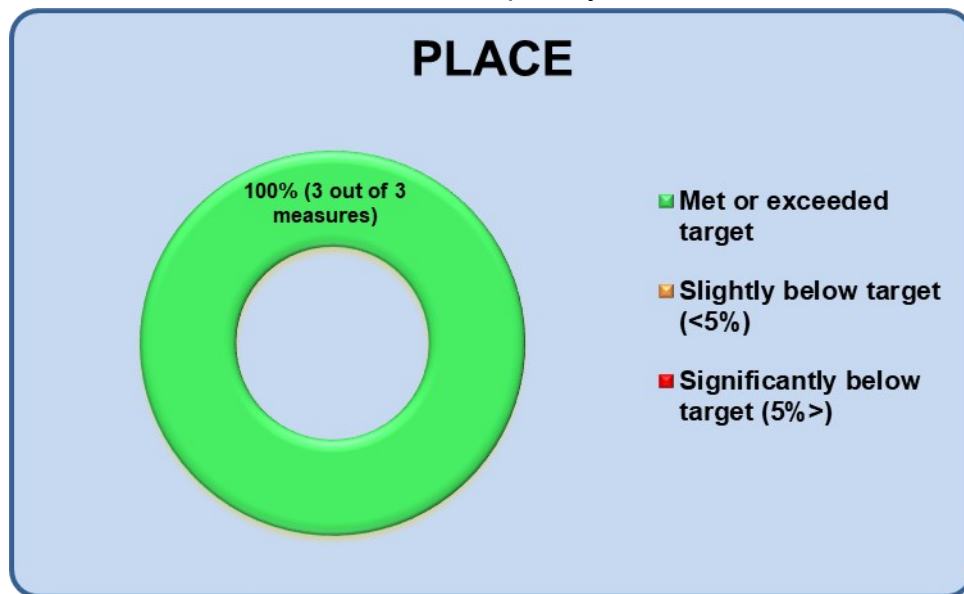
Performance: Quarter 3 2020/21

Key

Red	significantly below target (>5%)	Amber	slightly below target (<5%)	Green	met or exceeded target
IMP	Improved	DET	Worsened	Static	Static
Data	No target	NA	Not available	Not available	Not available
Short Trend	Since last qtr	Long Trend	Avg over last 4 qtrs	Avg over last 4 qtrs	Avg over last 4 qtrs

Council Plan measures: summary performance

There are 3 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 over the short term (since last quarter)

*where data available

Measures in target (green)

Code	Status	Measure	Long Trend	Short Trend
NI195a	Green	Improved street and environmental cleanliness:	DET	DET
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

The quarter 3 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 risks pertaining solely to this council priority are shown below (full details in Appendix 5).

Reference	Risk Register Page (app 5)	Risk	Owner	Current residual risk score	L-likelihood I-impact
SR47	53	Climate Change	AD Frontline Services	All	L – very high I - critical

The following risks pertain to all priorities:

Reference	Risk Register Page (app 5)	Risk	Owner	Current residual risk score	L-likelihood I-impact
SRO3 B	4	Finances	Chief Finance Officer	AI	L – very high I - catastrophic
SR46	7	Medway's Economic Recovery from COVID19	AD Regeneration (Recovery Lead Officer for Medway Council)	BII	L - high I - critical
SR32	23	Data and information	Chief Legal Officer	CII	L - significant I - critical

Reference	Risk Register Page (app 5)	Risk	Owner	Current residual risk score	L-likelihood I-impact
SR36	26	Alternative service delivery models	Chief Legal Officer, Director of RCET	BIII	L - high I - Marginal
SR37	30	Cyber Security	Chief Finance Officer	CI	L - Significant I - Catastrophic
SR02	39	Business continuity and emergency planning	Director of Place	DII	L - low I - critical
SR49	57	Income Reduction due to COVID19	Chief Finance Officer	BII	L - high I - critical

Council Plan Outcome: A clean and green environment

Programme: Public Realm and Street Scene

Council Plan Measures

GH6 NEW Satisfaction with parks and green spaces - direct users CP

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q3 2020/21	75%	87.6%	Green	Maximise	IMP	IMP
Q2 2020/21	75.0%	82.8%	Green	Maximise	IMP	DET

Comments

Satisfaction amongst users of parks and open spaces was 87.6% in Q3 2020/21, an increase on the 82.8% in Q2 2020/21. More users were neutral about the service (8.5% of respondents - down from 13% in Q2 2020/21) than dissatisfied (3.9% - static, 4.1% in Q2).

These results are based on the 153 users of parks and open spaces from the 213 respondents to the Q3 2020/21 Citizens' Panel, giving a margin of error of +/-7.9%, meaning the changes are not statistically significant.

Action

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

- Horsted Valley – The design of interpretation panels is in progress and anticipated to be installed in spring 2021. The grassland management consultation is on hold due to COVID-19.
- Strood North S106 play improvements at Hancock Close, Cliffe Road, Church Green and Broomhill Park play works completed in November 2020.
- Vinalls Park improvements – completed in October 2020.
- Priority Play/Refurbishment programme - Priority Play (3 sites awarded capital funding at Full Council for FY2020-1) - Darnley Road completed on site in November 2020. The other two sites (Maidstone Road Sports Ground and Heritage Drive) have just been through tender award and should be on site in spring 2021.
- New Hoo Country Park/Reserve (HIF - Cockham Community Parkland) - planning application submitted in December 2020.
- Completion of Command of the Heights - Riverside 1/Barrier Ditch opened to the public on 17 July. A formal opening was delayed due to the pandemic and will now take place in spring 2021.

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.

All 8 sites were successfully awarded Green Flags for 2020, including the new addition Ranscombe Farm Reserve (in partnership with PlantLife). A successful on-line consultation was held for Riverside Country Park (with 750 responses) responses are in the process of being analysed.

NI 195a NEW Improved street and environmental cleanliness: Litter

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q3 2020/21	96.0%	96.66%	Green	Maximise	DET	DET
Q2 2020/21	96.0%	97%	Green	Maximise	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 Q2, 96.66% 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.

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 were referred for further investigation. The team also attended 89 fly tips on private land.

No fly tipping, littering and waste related case was prosecuted at Medway Magistrates Court in Q3 due to COVID-19 lockdown measures. There are 26 cases with legal pending prosecutions and a further 26 under investigation ready for report to Magistrates Court.

During the quarter, the team conducted 3 operations alongside Kent Police that resulted in six vehicles being stopped and searched. This resulted in two drivers being reported for not being licensed to carry scrap metal and one driver being issued with a fixed penalty notice for carrying waste without holding a waste carriers' licence.

173 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.

A full breakdown of Fixed Penalty Notice quarterly data is shown on pages 18 to 20.

Enforcement activity, from Environmental Health and Trading Standards, due to COVID-19 is shown on page 21.

W6 CP Satisfaction with refuse collection - Citizens Panel result

Quarter	Target	Value	Status	Aim to	Long Trend	Short Trend
Q3 2020/21	85%	92%	Green	Maximise	IMP	IMP
Q2 2020/21	85%	91.7%	Green	Maximise	DET	IMP

Comments

Satisfaction with refuse collection increased slightly to 92% in Q3 2020/21 (up from 91.7% in Q2 2020/21).

5.6% of respondents were neutral about the service (up from 2.9% previously) and 1.9% were dissatisfied (lower than the 3.9% seen in the previous quarter). A further 0.5% did not know or gave no response.

The results are based upon 213 respondents to the Q3 2020/21 Citizens' Panel giving an overall margin of error of +/-6.7%, meaning the changes are not statistically significant.

Council Plan Projects

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.

On 26 December, The Government announced we had been awarded £9.5m Future High Street Fund investment in Chatham town centre, against a bid value of £13.8m. Officers are working to revise project proposals to fit the amended budget and will submit details of the change to MHCLG by its 26 February deadline.

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 had 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 - The creation of a development framework for the Heritage Action Zone area is in its early stages and the project is being scoped and led by the Senior Urban Design Officer and Historic England. During the remainder of the year 2020/21, a brief will be prepared in readiness for commissioning consultants to assist with the work in 2021/22.
- A re-use and re-vitalise buildings programme to offer business support, grants and help promote vacant building opportunities - This will be developed during the remainder of 2020/21 and launched in 2021/22.
- The creation and delivery of a cultural heritage and engagement programme to help tell the area's untold story - This is being developed, the Heritage Action Zone (HAZ) project officers have begun to engage with several stakeholders who live, work and visit the HAZ area. The programme is working with educational bodies such as Mid Kent College and the University of Kent to

develop a cultural skills programme, envisaged for the second year of the project (2021/22).

Alongside this, Medway Council are working with GJG consultants to form a Cultural Consortia, who have successfully won a further bid for £10k for a pilot Cultural Programme, funded by Arts Council England. The pilot funding will be used to develop a bid of up to £120k for a Main Cultural Programme, a programme of events to run alongside the lifetime of the Heritage Action Zone.

- Several "open space" community engagement events have been facilitated by GJG consultants to enable a virtual discussion for anyone interested in the area to input how they wish to be involved in the programme going forward. A highway accessibility and safety study to help improve safety and accessibility for pedestrians and cyclists - This workstream will now be included within the development framework project as outlined above.

Programme: Public Realm and Street Scene

Council Plan Projects

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.

The mobilisation of the contract has continued throughout Q3, this includes:

- Finalising technical details on lantern provision and wiring.

- Check the qualifications and skills of the staff, which the contractors have assigned to the project, to ensure they are the best people to deliver it.
- Agreeing asset updating and software provision to complete this.
- Ongoing programme of pre-installation site surveys of the entire asset base to highlight any risks, to enable any risk reduction to take place before installation, enabling better operational delivery of the scheme.

Operational installation is targeted to commence in Q4, and the programme completion date of December 2022 is still on course to be achieved.

Programme: Climate change

Council Plan Projects

Climate change emergency

A 'Climate Change Emergency Motion' was agreed 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 was signed off and officially launched at KCC's Road to Net Zero Conference and formally passed through Medway Council's Overview and Scrutiny in Q3. It will be presented to Cabinet in early Q4 with the recommendation that the KMELES is formally adopted by the Council. The Strategy is currently informing Medway's emerging Climate Change Action Plan, which will be presented to Cabinet in May 2021.

A carbon baseline and target mapping report, produced by carbon accounting specialists for Medway Council, has been reviewed by senior officers and will be further refined in Q4 to consider 2019/20 data collected in Q3. Officers have received training in Q3 on a carbon accounting tool which will allow them to carry out accurate carbon emission reporting in future years. The target mapping report will shape the emerging Climate Change Action Plan.

Air Quality

- A winner and runner up have been selected for the anti-idling poster competition: The winner is All Faiths Children's Academy and the runner up is English Martyrs RC Primary School. As part of Clean Air Day on 8 October the schools were presented with their posters made into a metal banner to be displayed around the school.
- The team have worked with communications to produce an animated air quality video which all schools in Medway can access to raise the awareness of air quality and its affects and what they can do to reduce these impacts. The video has been promoted to all schools in Medway and can also be accessed from the Council's website so that it is available to everyone.
- Taxi and Private Hire ULEV feasibility study- the engagement survey has been completed and a draft report has been produced which is currently being reviewed by the team. The engagement survey was very successful with a 10% response rate across Medway and Gravesham with 74 of the responses coming from Medway drivers. The findings from the report will be shared Q4.

Biodiversity and Greenspaces

- The Greenspace Development Team led on a successful bid to the Forestry Commission for the Urban Tree Challenge Fund. This grant means that they now have funding to plant 13,842 small trees (1 – 2 years old) across 10 sites in Medway. The planting is planned for February 2021 and will involve volunteers working alongside Council and Medway Norse officers.
- The new web form for residents and businesses to support tree planting across Medway, by donating any amount of their choice, is now live. The Medway Tree Fund has been promoted via social media and in the Medway Recycles resident leaflet. It has already generated some interest with £190 donated in the first 4 weeks.
- A Tree Strategy for Medway has been drafted in Q3 and is currently with key officers for comment and will be finalised in Q4. The Strategy uses the findings of the successful tree canopy coverage study in Q2, led by the Greenspaces Development team and undertaken by volunteers from Medway's Urban Greenspaces Forum, which identified a baseline coverage of 16.7% of land area in Medway.

Energy

- Further to the detailed review of Veolia's proposals submitted under the Re:fit initiative, the contract was terminated in Q3 and a new contractor procured via the framework to achieve best value. The contract with the new partner commenced on 11 January 2021. Delivery of Phase One measures are due in Summer 2021 subject to any restrictions that may occur relating to COVID-19 restrictions.
- Registration for the Solar Together scheme closed on the 5 October. The number of registrations across Kent and the 14 participating districts (for both Solar PV and batteries) totalled 4,049 of which 383 were from Medway, 29 of these were for battery storage. The auction took place and personal recommendations were sent out during October. The recommendation included information about the winning installer and the registrant's complete package, costs, and savings. Registrants had until the 11 December to accept the offer. From the 354 registered for Solar PV, 53 have accepted. This represents 8% of the total number (649) of households that accepted the Solar PV offer across Kent. Of the 29 that registered only for battery storage, 2 have accepted. The winning installer will contact each resident to carry out surveys and installs. All installations are planned to be completed by the end of May 2021.

Planning and Development

- Avieco Ltd has been awarded the role of Project Manager on behalf of the Council for the Heat District Network study. They have assisted with the appointment of a specialist consultant to undertake the study, the scope of which will focus primarily on Hoo Peninsula and also consider potential network opportunities in Strood, Rochester and sites with high heat output. The study will commence in Q4 and is intended to take 4 months to complete.
- In Q3, separate funding has been awarded for a study focusing on the feasibility of a River Source Heat Pump. The study will be project managed by Local Partnerships and the new Re:fit partner will carry out the feasibility study. Officers have carried out stakeholder engagement in preparation.

Transport

EV Charging

- It is anticipated that the charge points identified for installation under the Re:fit* (Phase 1) energy efficiency programme will be installed from Summer 2021 onwards due to re-appointment of Re:fit contractor, full design requirements and funding approvals.
- Responses to the EV Charge point survey have continued to be received and analysed. The responses, including suggested locations for charging points, and separate evidence of predicted EV uptake scenarios are being used to inform a new 5-year Medway EV Strategy. An internal Medway EV Officer Working group has also been established to comment on the first draft of the Strategy. Approval is being sought to instruct a specialist consultant to provide advice on potential on street charging options in early Q4. An FAQ document, addressing the most common questions around ownership, charging and funding, has been finalised and added to the Council website.
- Officers have continued to engage with KCC on a prospective county wide charging network opportunity within Council owned car parks. This could provide a series of charging hubs to cater for resident and visitor charging. Competition and award of contract to a supplier is intended to take place in Q4, dependant on sign off through Medway's necessary governance process.
- Transport and Parking officers developed a roadmap for installation of charge points across Medway and presented it to Members at the December Climate Change Member Advisory Group meeting. Officers will continue to refine the roadmap in Q4, including robust timescales for delivery.

Electrification of Council fleet

- 6 chargers have been installed at Broadside House to support a trial of 6 electric vehicles for use by Children's Social Services. The scheme was delivered in 8 weeks and will be monitored for a duration of 12 months.
- Officers are developing a phased approach to replacing small Council petrol and diesel vehicles with electric alternatives. A working group has been set up to explore options for the installation of EV charging points. The transition to an electric fleet has been delayed until suitable locations for charge points have been identified. It is anticipated that the first EV's will be secured in Q4/early Q1 2021/22.

Electric Bus Bid

- Unfortunately, the Council was not successful in the "All Electric Bus Town" bid to DfT in Q1.

Active Travel

- During Q3, a safety assessment has been carried out of the recent changes to the cycle lanes on Dock Road, completed as part of Phase One of the Emergency Active Travel Fund. No highway risks have been identified but the site will continue to be monitored over the winter period.
- A successful bid for a second tranche of Active Travel Funding was submitted during Q3. £927k has been granted for up to 5 innovative projects across

Medway (Rochester High Street, Chatham Hill, Cuxton to Strood, Four Elms Hill and Darland). All projects will undergo initial design and feasibility studies (4 by Medway Council and 1 by a specialist consultant) before a decision is made on which projects will be taken forward for delivery. The schemes will be presented for public consultation with completion scheduled for end of March 2022.

Staff Travel

- In Q3, Human Resources continued to review benchmarking data from other local authorities and reviewed the outcome of the staff travel survey completed at the end of 2019. Options for encouraging staff to choose more sustainable modes of travel have been set out in an options paper and will be finalised once it is clear what the Council's position is in relation to home working/agile working. It is anticipated that this will be clearer in Q4 when the pandemic has eased and is a less pressing priority for officers. The new Tusker car scheme launched in Q3, including an electric option.

Waste

- During Q3, officers have worked with the community group Towards Plastic Free Medway to send a letter to all schools in Medway asking them to consider how they can reduce single use plastic within their schools and communities.

Council Plan Outcome: Medway on the map

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

Council Plan Projects

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.

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.

- Collaboratively drafting the Culture Strategy vision to encompass the ambitions and approach of the City of Culture bid.
- Taking a joined-up approach to press and marketing over the course of the coming year.

- Design the governance structure for the City of Culture project to dovetail with the ongoing governance of the Culture Strategy.
- Ensure information flow between Place Board, City of Culture Board and Creative Medway Compact, addressing the roles of each and 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.
- The Culture and Libraries Team continues to advocate for the City of Culture bid and connecting it wherever possible to other projects, programmes, and areas of work. It is referenced regularly in the Arts Council bid for Dickens Light Nights. It is expected that the Service will have a major role to play in the next steps of development in showing that Medway already has the experience, skills, knowledge, ambition, and community buy in to make this a successful bid. With ongoing discussions around programming, communications, front line public engagement and in particular the work we do across the services with children and young people and families.

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 but in Q1 the engagement programme was paused due to COVID-19.

Since July 2020 engagement in the development of the Strategy resumed digitally. The development of the Strategy and action plan took place in Q2 and Q3. The Strategy was agreed by Cabinet in January 2021.

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.

In October a successful cross-party Member workshop was delivered, and Cabinet adopted the strategy, Creative Medway governance and delivery model on 13 January 2021.

Creative Medway has now formed five working groups that reflect the five themes of the strategy. Individuals to three identified roles in each working group have been elected and in Q4 we will have completed recruitment to the Core Compact including a Chair and connected sector experts.

Carry out a review of Medway 2035 in light of the COVID-19 pandemic

The Economy and Infrastructure Recovery Cell has completed its Impact Assessment and Action Plan (although both remain working documents) and is working to discharge the impact areas to 'business as usual' organisations.

Two distinct sub-groups have emerged from the Cell's work, dedicated to Commercial Moves from London, and Digital Inclusion. These will be areas of special interest for Medway 2037, which will be fully scoped in Q4. Membership of the Kent Economy Cell, and support for KMEP's Renewal and Resilience Strategy, and SELEP's Recovery and Renewal Plan continue.

To seek funding opportunities to develop innovative public service solutions

Medway Council submitted two schemes to MHCLG's call for projects under the Getting Building Fund (GBF) for Britton Farm Mall in Gillingham, and the Innovation Park Medway.

Britton Farm Learning and Skills Hub was awarded £1.99m at October Accountability Board, split across residential, public realm and skills hub sub-projects, delivering over 200 jobs, 44 homes, and 450sqm of new learning space, supporting 350 learners each year. The project will also deliver 200sqm of improved public realm.

A £3m bid for further investment at Innovation Park Medway (IPM) was approved by Kent and Medway Economic Partnership (KMEP) and South East Local Enterprise Partnership and sits at the top of the KMEP reserve list, should any funded GBF projects not proceed. £1m GBF has already been returned, and SELEP will prioritise a pipeline for GBF underspends in March 2021. Officers are looking to develop a £1m IPM project, to match current funding availability. All GBF projects must be delivered by 31 March 2022 at the latest.

We continue to await an announcement in Q4 for the following bids:

- Urban Tree Challenge Application – The Forestry Commission have approved the Council's funding request. The total funding request was for £34,991. £17,495 of this to be funded by the Forestry Commission and £17,495 through forms of match funding. The application was for 15,000 trees to be planted (dependant on COVID-19) across 11 sites in urban areas across Medway. The trees have been delivered and are in the process of being planted.
- Future High Streets Fund (£13.5m bid) – On 26 December, MHCLG announced the award of £9.5m investment in Chatham town centre, and officers are working to revise project proposals to match the budget available. Improvements are likely to be delivered at the Brook Theatre, the former Debenhams building, St John the Divine Church, Pentagon first floor, Military Road / the Paddock and within redundant High Street space.
- 5G Create Competition – The EOI development process for the 5G Create Competition funded by the Department of Digital, Culture and Media and Sport (DCMS) has created a strong local partnership, and a bid will be submitted to an appropriate future funding round. The fund is to trial a 5G Smart Tourism project in Medway in order to utilise 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.
- Whose Hoo - An EOI for the Whose Hoo project has been developed ready for the National Lottery Heritage fund to announce their next round of open calls. 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.

Successful delivery of Theatre31

Theatre31 is a £1m, Arts Council funded, youth theatre and performance project running across Medway and Sheppey until 2022. Icon Theatre have been appointed as the Programme Managers.

Delivery has been affected by COVID-19 but where possible has transferred to online/digital, with surprising ease and success. This has included viewing professional theatre productions online, workshops, tutorials, masterclasses, youth panel meetings. Digital access has addressed some of the transport barriers to participation on Sheppey and has increased the number of engagement sessions – the panels and groups are able to meet twice monthly online whereas they were only meeting monthly in person pre-lockdown.

Several seasonal projects have developed because of the challenges of COVID-19. The Snow Queen's Magnificent Message was a COVID-19 safe, distanced performance in school playgrounds in partnership with circus performance arts company Circo Rum Baba. The children were granted an audience with the queen in their playground and set creative tasks to do back in the classroom, including making Christmas cards which the Snow Queen would deliver to hospices and care homes. Uptake from schools was very positive and while a few bookings had to be cancelled due to COVID-19, the majority went ahead and were well received in a year when children have been much starved of access to performing arts.

A digital play in a day package has been developed, guiding teachers through the art of exploring the curriculum subject of the rainforest through craft, drama and characterisation. Performed safely in bubbles, at distance and in the classroom, footage taken on the teachers' mobile phones can be sent to Icon Theatre and edited into a short play which is then sent back to the school to enjoy. This will continue to be offered in 2021.

The Arts Team is connecting Theatre 31 to other projects, programmes and areas of work locally wherever possible and appropriate.

- The Arts Council is supportive of the changes to delivery and milestones which have been necessary during COVID-19. All five national Youth Performance Programme Fund projects are affected and have met digitally to draw support from one another during this time.
- Icon Theatre have expressed an interest in connecting the Theatre31 Project with the Dickens Light Nights, Heritage High Street Action Zone Chatham Intra Cultural Engagement Programme and working in partnership with Medway Libraries on their Prison Library Service.

Delivery of South East Creative Cultural and Digital Business Support Programme

During Q3 South East Creative Cultural and Digital Business Support Programme restarted and a new communication and engagement drive across Medway has led to 17 creative Small Medium Enterprises have been supported through the small

grants programme that has included organisations such as Nucleus Arts and SparkedEcho.

Medway brand recognition (post event)

The Medway Place Branding originated from the work undertaken with Thinking Place in 2017, where we created a narrative and brand toolkit for our partners and key stakeholders to use when promoting Medway's offer to their networks. A Place Board was established chaired by the Principal at MidKent College and supported by Medway's Place Manager.

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.

Our Champion Tuesday campaign on social media is going well since launch in November. We asked our champions to record a short video of themselves answering two questions:

- What do you love about Medway?
- What does being a Medway champion means to you?

We are reaching an average monthly Twitter impression of 9,000 which is great considering that all our social is organic and not paid for. The campaign will carried on until the end of January.

Our Medway Champions continue to join us on Zoom for our bi-monthly meetings; with over 50 attendees at each meeting in September and November. 3 new champions have joined since September.

Digital

Our social media platforms are all performing with increase engagement and followers amount considering that the growth is totally organic

- Twitter: @wearemedway: 698 (increase 71 from October)
- Instagram: @wearemedway: 918 (increase 152 from October)
- Facebook: @wearemedwaychampions: 697 followers/likes (increase 100 from October)

Events

Attendance at various virtual events to stay abreast of the current situation in Q3:

- Chatham Forum - October
- Women in Business Brunch - November
- SECEN Meeting – November
- VCS Leaders Network Event – November
- Creative Estuary Event - November
- Oslo meets Hackney Place Conference - December
- Kent Invicta Chamber of Commerce Networking Event – December

Medway relationship development

The Place Manager continues to sit on the Rochester Riverside Community Board, and has held 2 virtual meetings through the pandemic, with the focus being community projects and which projects will receive funds to support the initiatives.

Two young board members have joined the Place board and their first meeting was 27th January. They were both enthusiastic and were really involved in the discussions. One of them currently works at the Copper Rivet Distillery and the other one is a newly qualified student looking for her first role. They are both absolute Medway advocates and we are delighted to have them on board. Adverts have been shared on social media and two further interested have been received. Application process in underway for them.

Work with partners to bring forward the Docking Station project

Operational involvement for Medway Council transferred to Head of Culture as of August 2020.

A significant change of project leads from the University of Kent, Chatham Historic Dockyard and Medway Council has meant a further pause in activity. However, the Board agreed their ongoing commitment to the project, focusing discussions on the ambition of the project, purpose of the board, acquisition and development timetable and challenges and fundraising. The Board has also agreed to formalise its structure with terms of reference. That working groups would be set up as and when required to develop and deliver the projects technical and operational requirements.

There have been some delays to COVID-19, however progress has been made with the architectural competition launching the early 2021 and the potential for further support through the Council's One Public Estate allocation.

Successful and safe delivery of the Council's outdoor events and festivals

Due to COVID-19 the annual festivals and events programme have been cancelled for 2020/21.

Some funding was diverted to support the development of Electric Medway a new digital arts festival, that took place in early September showcasing the work of 50 creatives over ten days with a specific Young Creatives strand supporting 3 paid jobs, 10 commissions and mentoring opportunities for new emerging creatives.

Successful transition of the existing Cultural Partnership to Cultural Compact

The delivery model for Medway's Cultural Strategy reflects both UK Cultural Cities Enquiry Cultural Compact model and the consultative process which developed the strategy. The model called 'Creative Medway' is open to everyone to participate in at a level and to a degree which suits them best.

Creative Medway is an independent partnership made of three components: Compact, Working Groups and Congress.

Creative Medway has now formed its five working groups that reflect the five themes of the Strategy. Individuals to three identified roles in each working group have been elected and in Q4 we will have completed recruitment to the Core Compact including a Chair and connected sector experts.

Creative Medway Compact is at the core of the delivery mechanism. The group is responsible to drive the strategic ambition and the overall performance delivery of the Strategy; it will be a strong advocate for Medway's culture, at a local, regional, and national level.

Review events and festivals offer to support the cultural strategy

Due to pandemic and the cancellation of the 2020/21 events programme it was felt a full review was not appropriate at this time.

The team have developed an alternative COVID-19 secure programme for 2021/22 and the decisions to implement this programme will take place in Q4.

Identify programme of restoration and preservation for Dickens Chalet

Due to the pandemic, it has not been possible to take this project forward, however we will be looking at plans to fund restoration and any additional improvements over the Summer/Autumn 2021.

Prosecutions and Sanctions

FPNs ISSUED	2018/19					2019/20					2020/21			
	Q1	Q2	Q3	Q4	YEAR TOTAL	Q1	Q2	Q3	Q4	YEAR TOTAL	Q1 20/21	Q2 20/21	Q3 20/21	YEAR TO DATE
FLY TIPPING	15	7	5	4	31	1	5	8	5	19	3	10	4	17
FAILURE TO PRODUCE DOCUMENTS	3	2	2		7								3	3
SCRAP METAL	1				1									
LITTER	42	14	5	8	69	19	12	6	1	38	5	8	4	17
TRADE WASTE	12		3	2	17		4	1	1	6				
FLY POSTING			1		1									
SMOKE FREE						2				2				
BREACH OF A COMMUNITY PROTECTION NOTICE				1	1	1	2	3	1	7		3	1	4
UNLICENSED WASTE CARRIER							1			1			1	1
HOUSEHOLDER DUTY OF CARE											3	4		7
COMMERCIAL DUTY OF CARE												3		3
TOTAL	73	23	16	15	127	23	24	18	8	73	11	28	13	52

District Enforcement

DISTRICT ENFORCEMENT ISSUED FPNS	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21
LITTER	1,386	899	157	2,236	2,054
DOG FOULING	11	9		1	
DOGS ON LEAD	1	1		1	
TOTAL	1,398	909	157	2,238	2,054

Breakdown of Prosecutions

PROSECUTIONS	2018/19					2019/20					2020/21			
	Q1	Q2	Q3	Q4	YEAR TOTAL	Q1	Q2	Q3	Q4	YEAR TOTAL	Q1 20/21	Q2 20/21	Q3 20/21	YEAR TO DATE
FLY TIPPING	7	1		2	10		2		1	3		1		1
DUTY OF CARE FOR WASTE			2	4	6	1			1	2				
LITTER		1	2	1	4	1				1				
FAILURE TO COMPLY WITH S108 NOTICE	2	3	1		6	4	1		5	10				
UNTIDY LAND	5		1		6		1			1				
VEHICLE SALES/REPAIR		1			1									
FAILURE TO COMPLY WITH CPN		1		1	2		1	1		2				
UNREGISTERED WASTE/SCRAP		1	2	1	4	1	1	1	2	5				
SMOKE FREE								1		1				
TOTAL	14	8	8	9	39	7	6	3	9	25	0	1	0	1

Enforcement Actions due to COVID-19.

Quarter	Actions	Key Legislation
1	<ul style="list-style-type: none"> • Issued 14 Formal prohibition notices • Voluntarily closed 110 non-compliant premises • Engaged and visited 4201 commercial premises • Issued 9 Internet take down notices for prohibited businesses 	The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020
2	<ul style="list-style-type: none"> • Issued 4 Formal prohibition notices • Voluntarily closed 49 non-compliant premises • Engaged and visited 2410 commercial premises • Issued 2 Internet take down notices for prohibited businesses 	The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020 & The Health Protection (Coronavirus, Collection of Contact Details etc and Related Requirements) Regulations 2020
3	<ul style="list-style-type: none"> • Issued 0 Formal prohibition notices • Voluntarily closed 89 non-compliant premises • Engaged and visited 2238 commercial premises • Issued 3 Internet take down notices for prohibited businesses 	The Health Protection (Coronavirus, Collection of Contact Details etc and Related Requirements) Regulations 2020
4* *Figures to date	<ul style="list-style-type: none"> • Issued 5 Formal prohibition notices • Voluntarily closed 54 non-compliant premises • Engaged and visited 1508 commercial premises • Issued 1 Internet take down notices for prohibited businesses 	The Health Protection (Coronavirus, Collection of Contact Details etc and Related Requirements) Regulations 2020 & The Health Protection (Coronavirus, Restrictions (All Tiers) (England) Regulations 2020

The Trading Standards team have been responsible for the various iterations of the Coronavirus restrictions legislation. This legislation has dynamically changed over the period of the pandemic to reflect the Government's strategy. This makes quarter on quarter comparison of this data very difficult.

This legislation is a key mechanism in the Government's virus control strategy. A dichotomy in enforcement roles was immediately established with Kent Police, with the Trading Standards team taking the lead in the application of the Regulations to the 'businesses' and Kent Police addressing 'individuals'.

The team takes a 'proactive regulatory' approach to the enforcement of the regulations. This sees the team educating traders on their legal obligations, with businesses electing to voluntarily cease any prohibited activities. Importantly, much of the work the team did was advising businesses on how they could lawfully and safely trade during the prohibition period.