

REGENERATION, CULTURE AND ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE

12 AUGUST 2021

ATTENDANCE BY THE PORTFOLIO FOR FRONT LINE SERVICES

Portfolio Holder: Councillor Filmer, Portfolio Holder for Front Line Services

Summary

This report sets out progress made within the areas covered by the Portfolio Holder for Front Line Services which fall within the remit of this Committee.

1. Background

1.1 The areas within the terms of reference of this Overview and Scrutiny Committee covered by the Portfolio Holder for Front Line Services are:

- Highways and Street Lighting
- Parking
- Public Transport
- Traffic Management
- Transport Strategy
- Travel Safety
- Waste Collection/Recycling/Waste Disposal and Street Cleaning.

1.2 Achievements for 2020/21 are detailed by service area below.

2. Highways

2.1 Highway Infrastructure Contract Performance

2.1.1 The Highways Infrastructure Contract (HIC) commenced 1 August 2017 and replaced the existing, separate, Term Maintenance Contracts for Highway Maintenance and Street Lighting with one prime contractor (Volker Highways) that also includes provision for Highway Construction Projects, Structures and Professional Services. The HIC is a 5-year contract with options to extend annually for a further 5 years subject to key Performance Indicators being met. Currently one annual extension period has been awarded for the HIC.

Key areas of activity to bring to Overview & Scrutiny Members' attention are:

2.2 Contract Performance

- 2.2.1 Delivered to programme and budget the planned resurfacing programme for carriageway and footways. The programmes were delayed, due to COVID-19, but commenced on 22 June 2020 with all completed in year and within budget. The carriageway programme for 2020-21 comprised 23 schemes totalling 6,359 linear metres and the footway programme comprised 11 schemes, but 2 were postponed until the new financial year, meaning 9 were completed totalling 4,221 linear metres. Schemes are selected on condition survey data and prioritised according to the available budget being principally funded through the annual Local Transport Plan allocation for Highway Maintenance from the Department of Transport (DfT).
- 2.2.2 Delivered to programme and budget the DfT Annual "Pothole" Fund, that comprised 11 schemes totalling 3,013 linear metres.
- 2.2.3 As part of the bi-annual programme of gully cleansing, on the residential network, 18,659 gullies were inspected and of these 12,033 were cleaned. In addition, gully cleansing was undertaken across all A&B category roads, as well as across the Resilient Network and at known flood sites. Due to lockdown restrictions, meaning that a high number of residential roads were heavily parked and assets not accessible, 2 wards were unable to be completed in the first lockdown and further COVID-19 knock on effects meant the A&B roads were not completed in-year, so were all rolled over for completion in 2021-22. These wards were Chatham Central and Luton & Wayfield. An additional gang was brought in to undertake work in these wards, which are now both complete and the A&B roads are ongoing and due to be completed this month. This ensures that this year's programme was not delayed and can be fully delivered in-year.
- 2.2.4 Delivered the annual cyclic road marking programme, which involved renewing all the highway road markings in the wards of Walderslade, Chatham Central, River and Rochester East to programme and budget allocation.
- 2.2.5 Completed 3,463 minor works orders, for repairs across the Highway Network. Of these, 1,394 were for carriageway, which is less than the number of defect repairs undertaken in 2019-20 but a likely consequence of low traffic volumes. During the 1st lockdown advanced ordering of works was undertaken including the Highway Inspectors proactively undertaking repairs to 1447 safety defects, across the Highway Network, using Viafix.
- 2.2.6 Continued upgrading lanterns across the Highway Network, where need was required, bringing the total number of LED lanterns, across the network, to approximately 7100 (26%). Through a proactive maintenance regime

(including night-time scouting) delivered an average of 99.80% of lights in illumination at any one time.

- 2.2.7 Completed 4 quarterly tunnel closures, over a night period of 3 days, ensuring COVID-19 rules and social distancing was maintained for both staff and contractors. Volker is now the Principal Contractor, in charge of the tunnel closure and works and all planned maintenance was completed at all 4 closures. In addition to the planned maintenance programme, the programme to replace the cross passage doors was completed in the September 2020 closure as were the mechanical and electrical principal inspections.
- 2.2.8 Delivered project targets relating to the Challenge Fund scheme delivering essential works on the Medway Tunnel and associated infrastructure. To date investigations and designs have been completed for ventilation fans, contraflow gaps, VMS/SCADA/CCTV, Pier Road retaining wall, manhole upgrades/replacements and pumps and sumps. The project will be completed in financial year 2023/24.
- 2.2.9 A programme of 159 structural inspections was delivered in-year and in addition, Green Street footbridge replacement scheme was finalised, with the fabrication of the bridge being completed in Q4 of 2020/21 and installed on site in May 2021 requiring one line occupation not the scheduled two.

2.3 Contractor Investment & Accreditation

Accreditation

- 2.3.1 Medway Council and Volker Highways have worked together to formalise their collaborative relationship and achieved certification to ISO 44001:2017 standard in May 2021. This accreditation specifies requirements for the effective identification, development and management of collaborative business relationships and supports our annual submission to the DfT, for the Self-Assessment scheme and contributes to our level 3 attainment.
- 2.3.2 Volker Highways joined the Kent & Medway Healthy Workplace Programme gaining a Bronze Award and a further 30. new pledges have been made to target the Gold Award in Contract Year 5 (2021-22).
- 2.3.3 Volker Highways maintained Bronze accreditation from the 'Fleet Operators Recognition Scheme' (FORS) audit which was undertaken on the vehicles servicing the HIC Contract. Auditor commented: "That was the best audit I've ever undertaken. The quality of evidence, policies and procedures and the team were very impressive."
- 2.3.4 Score of 43 points from Considerate Constructors Scheme with Industry average at 37.67. Scoring full marks on following sections, respecting the community, protecting the environment & valuing the workforce. Receiving a certificate of excellence, for exemplary conduct across all 5 sections of the schemes code of considerate practice.

2.4 Community Engagement and Social Value

- 2.4.1 Volker Highways continue their 10+ year partnership with KM Charity Team as key sponsors for the walk to school initiative. Unfortunately, due to school closures, in response to the COVID-19 pandemic, accurate data on green journeys is unavailable but in the previous year 16 Medway Schools participated and 90,061 green journeys were made and at least the same level would have been expected this year.
- 2.4.2 Volker Highways offered a long-term work experience placement to a young person with special educational needs from 8 March to 28 June 2021. The supported placement was provided by 'Forward 2 Employment', part of Medway Council's support for Children in Care.
- 2.4.3 Volker Highways held a careers talk for Medway students on 28 May 2021 discussing Medway Highways & the Construction Industry in general.
- 2.4.4 Volker Highways and their designated Subcontractor provided, free of charge, 'Thank You' Road Markings, which were installed around Medway, in recognition of the NHS and Key Workers during pandemic.
- 2.4.5 In November 2020, Volker Highways assisted the Education Department by building a new permanent access, over grass verge, from footway to the entrance at St James C of E Primary School in the Isle of Grain to help with easier access for a young girl with walking difficulties and pushchair users entering the school.
- 2.4.6 Social Value delivered through the HIC, in year 4, stands at £1,621,375:
- 92% of workforce employed locally
 - £1.5m spent towards local employment.
 - £62,619 spent on training opportunities including apprenticeships.
 - 32 hrs volunteering in the local community
 - £1,253 worth of charitable donations & fundraising
 - 17 weeks of meaningful work placements.

2.5 Environment

- 2.5.1 Collaborated with Environment Department on National Clean Air Day on 17 June 2021. Volker Highways sponsored the main prize of a £200 Cycle Voucher.
- 2.5.2 9,353t of waste produced between August 2020 to July 2021 95% of which was recycled.

- 2.5.3 3 fully electric vehicles have serviced the contract in Year 4 equating to 10% of total Medway fleet. Carbon savings of approx. 190,000kg of CO₂e over the year.
- 2.5.4 Contractually agreed, along with the support of Transformation Board, that on expiration of the current gritter leases, August 2022, the contract will move to using prewetted salt for winter maintenance. This means that 20% less salt will be used which reduces the amount of carbon used to provide the service, by reducing salt movements being brought into Medway, by the same percentage, saving an anticipated 12,250kg of CO₂ per year and contributing towards our Climate Change Agenda.
- 2.5.5 Volker Highways Medway team engaged with Tarmac to create a carbon calculator for all asphalt materials used within Medway. Tarmac selected Medway as their first trial site. With a full set of data for 2020 we will compare this against materials used in 2021 to track carbon reductions through informed material selection.
- 2.5.6 Depot external flood lights changed from energy consuming 400w metal halide lamps that were on all night to now motion-detected LED lights, saving energy consumption.

2.6 Workforce and Health and Safety

- 2.6.1 Wellbeing programmes are in place for all Staff, Operatives & Sub-Contractors
- 2.6.2 Nil RIDDOR reportable incidents and zero Incidents or accidents resulting in an Accident Frequency Rate (AFR) of 0.00.
- 2.6.3 Lateral Flow Testing commenced in early February, for critical activity workers, i.e. Winter Service Drivers & Emergency Call-out operatives. Individuals were tested twice weekly. No positive test results were recorded within this testing regime. LFD testing stopped in May. Since it was introduced in January across the VolkerWessels group only 2 positive cases were reported.
- 2.6.4 Three directly employed operatives did test positive between Jan-Mar 2021 with one requiring hospital admission on 22 January. He was able to start a phased return to work from 22 February. Since then no new cases have been presented or self-isolation required.
- 2.6.5 Extensive Lateral Flow Testing (LFD) was conducted during March 2021 for the routine maintenance tunnel closure. 67 tests were conducted with zero positive results. All those entering the works were registered with the track & trace system.

2.6.6 Volker Highways Medway have created a new bespoke app to record Hand Arm Vibration (HAVs) data to protect operative's health against excess use of vibratory equipment.

2.7 Highway Investment

Key areas of Highway Investment to bring to Overview & Scrutiny Members' attention are:

2.7.1 Department for Transport Funding

In response to the COVID-19 pandemic, DfT decided that the funding set aside for the Challenge Fund Tranche 3, would be shared out amongst all eligible councils, via the usual formula for determining funding. Medway Council received an additional £1.781m, to be spent over financial years 2020/21 and 2021/22. The funding was split between carriageway resurfacing of the unclassified network (£974K), carriageway pothole repairs (£150K), resurfacing of Stoke Bridge (£450K) and Medway Tunnel running costs (£207K). The carriageway resurfacing and additional pothole repairs were completed in 2020/21, with the funding for the resurfacing of Stoke Bridge rolled over with the project currently in the design phase.

2.7.2 Medway Council Funding

Following an announcement by the Leader at Full Council in 2019, Medway Highways tendered through the Crown Commercial Services Framework for an LED and Column Replacement Programme (including a Central Management System). The Contract based on a price and quality evaluation was awarded to Volker Highways in April 2020 with a start date of July 2020 for a programme period of 27 months. Total costs for the LED and Column Replacement programme are £11.155m with funding via Prudential Borrowing on an invest to save basis. Forecast savings are £20m over the next 20 years in relation to energy consumption costs along with delivering carbon savings of 28,188 tonnes over the same period.

In 2020/21 the contract was mobilised, including agreeing software provision and a programme of pre-installations site surveys of the entire network, designed to highlight any risks and enable risk reduction prior to the installation phase. In addition, 17 CMS base stations were installed, by February 2021, thus allowing the lantern upgrades to commence and immediately connect to the new system.

2.8 Highway Resilience Management

2.8.1 In respect of Highway Resilience there was 1 significant event for this Annual Reporting Period to update Overview & Scrutiny Members' on:

A winter snow event occurred on 8 February 2021, which lasted for 5 days. A high level of snow fell, in a short time and in response we undertook 17

primary and 15 secondary salt runs using 920 tonnes of salt and incurred direct costs of £123,635.

Overall, however the Winter Period had been generally mild and the winter maintenance budget was only marginally overspent at the end of the year (£3,500).

3. Parking

- 3.1 The Council's in-house Parking Enforcement Team issued 54,750 Penalty Charge Notices (PCNs) across Medway in 2020/21. Parking Services provided NHS critical workers with free parking throughout the Pandemic. The Parking Hotline is proving more popular with residents for reporting illegally parked vehicles. The service replaced 45 aged pay & display machines across the borough, allowing additional payment options including cash, contactless and card payments. Cashless parking usage increased by 35% in 2020/21, with 611,667 RingGo sessions, and 12,351 new users. A new ANPR parking system was installed in the Brook Multi Story Car Park. Carer permits and late-night permits can now be purchased online.
- 3.2 One hundred and fourteen new parking design schemes were advertised in response to Ward Member and resident requests and petitions, and 222 new disabled bays were installed, with 220 being removed or renewed.

4. Public Transport, Walking and Cycling

- 4.1 During 2020/21, the full effects of the Covid pandemic were felt by local bus operators. With government support via the Department for Transport's Covid Bus Service Support Grant (CBSSG) scheme all operators received support to replace lost income due to falling demand. Duplicate school buses were provided to reduce overcrowding on school routes with funding from Department for Education. The commercial bus network has remained stable during 2020/21 as a condition of government covid support funding. Notices and floor stencils at stops were installed to provide reminders of social distancing. The Council continues to subsidise bus routes that are not commercially viable, including evening and Sunday services and the Medway Mobility service. The Medway Youth (MY) school buses continue to operate nine routes, providing high quality and popular services to several schools across Medway. Income reduced this year however due to schools being closed during the pandemic.
- 4.2 Bus stop infrastructure improvements were completed on key routes, including clearways and raised accessibility kerbs on Wayfield Road, Chatham, Maidstone Road, Rainham, and Yarrow Road. Schemes for View Road, Cliffe Woods, and Lonsdale Drive, Rainham were abandoned due to residents' objections during consultations.
- 4.3 The Council continues to fulfil its statutory obligations in respect of the English National Concessionary Travel Scheme (ENCTS), with just over 32,000 passes in circulation. The application process for Medway Youth Pass

scheme has transitioned online from paper application forms. Arriva has streamlined the ticket purchasing process with online options and smartcards. All bus operators in Medway now offer contactless payment on buses.

- 4.4 Overall cycling levels in Medway are up 18% in 2020-21 compared to 2019-20, and that's with one less operational counter this year:

No. Of Cycling Movements	
Qtr1 – 19/20: 119,048	Qtr1 – 20/21: 166,291
Qtr2 – 19/20: 129,125	Qtr2 – 20/21: 155,576
Qtr3 – 19/20: 93,393	Qtr3 – 20/21: 102,775
Qtr4 – 19/20: 89,006	Qtr4 – 20/21: 83,376
TOTAL 19/20: 430,572	TOTAL 20/21: 509,018

- 4.5 Bus patronage numbers were significantly lower during 2020/21 due to various lockdowns and government messaging regarding the use of public transport. As of June 2021, passenger levels have returned to 60-65% of pre pandemic levels.
- 4.6 In 2020/21, a total of 226 children in upper Key Stage 2 received Bikeability Level 1 and 2 training, designed to improve practical cycling skills. Due to the school closures as a result of the pandemic, Bikeability L1&2 could only be delivered at certain times of the year.
- 4.7 Active travel initiatives have helped to reduce the number of school journeys by car in Medway, with 11,639 car journey savings between September 2020 and June 2021 according to the KM Charity Team's school portal data. The number of walked to school journeys made in Medway between September 2020 and March 2021 totalled 59,740, noting that the school closures as a result of the pandemic in 2020-21 have had a direct impact on the level of uptake.
- 4.8 The Walking Bus initiative was placed on hold during the 2020-21 academic year, due to logistics around social distancing. The initiative is scheduled to resume in September 2021. The Walk on Wednesday 'WOW' initiative continued to operate within Medway schools during the 2020-21 academic year, with 75 classes (2,724 pupils) having signed up in partnership with the KM Charity Team.
- 4.9 Walk to School Month took place between 5 – 23 October 2020. Despite the disruption caused by the pandemic, results were encouraging; The Social Netwalk saw 17,713 journeys to secondary schools made by walking or cycling, an average of 64% of total journeys made. The Hedgehog Hike saw 12,437 journeys to primary schools made by walking or cycling, an average of

59.5% of total journeys made. The Big Pedal (18 – 30 April 2021) campaign was promoted to all schools in Medway, with a number having participated over the two-week duration. St James' Church of England Primary Academy on the Isle of Grain took the award for the most journeys made by cycle or walking in Medway, with 85% of pupils having done so. Medway Council continues to promote walking and cycling initiatives, including social media updates and working with schools and partners including the KM Charity Team. The Zig-Zag Banner campaign, used to discourage selfish dangerous parking during school peak times, has been in high demand since schools reopened after the pandemic lock down.

4.10 Government awarded Medway Council a grant of £927,000 as part of Tranche 2 of the Department for Transport's Active Travel fund. These funds will facilitate the delivery of new and improved cycle infrastructure between Cuxton and Strood, Darland and Chatham, and on Four Elms Hill.

4.11 Electric Vehicle (EV) Projects:

In November 2020, officers were tasked to progress the implementation of a series of Electric Vehicle charging points (EVCP) across a small number of council-owned car park sites in Medway, in order to give the emerging EV market the confidence to invest in an electric vehicle, whilst providing the much-needed infrastructure to the growing number of EV owners in Medway. According to the EVCP survey that has been hosted on the Council website since June 2020, 92% of respondents noted the lack of charging points in Medway as being the biggest barrier to purchasing an electric vehicle (EV). Government funding was secured [£85K] via the Office for Zero Emission Vehicles (OZEV) to cover 75% of the capital costs towards the installation of 34 EV charging points within three public car parks; Rochester Multistorey, Station Road, Rainham and Commercial Road, Strood. The project is being progressed and will be completed in Summer 2021.

Officers have been in positive communication with KCC and seven other Kent district councils to develop a Kent and Medway county-wide public electric vehicle charging point (EVCP) network across a potential 150 public car park locations throughout the county, including approximately 30 of those, in Medway. The aim is to create a series of consistent electric vehicle (EV) charging 'hubs', to cater for both visitor use and resident charging. KCC will act as the facilitating authority for the purpose of procuring a contract, with each Local Authority to sign individual contract terms with the winning EVCP Supplier. Project to be progressed further in 2021.

A draft Ultra-Low Emissions Vehicle strategy has been drafted by officers. However, this has reached a stage whereby consultancy support was required to develop the Council's evidence base to meet the growing demand and rising expectations for EV infrastructure in Medway, both from residents, visitors, local businesses and other stakeholders. Officers are working with Cenex and Field Dynamics to develop Medway's ULEV Strategy, to be finalised by Summer 2021 in line with the Council's EV roadmap.

5. Traffic Management

- 5.1 Incidents on Medway's highway network have been managed to ensure that the impact on traffic flows and journey times was minimised. This includes managing information and updating road users of the travel situation. This is a continuous Traffic Management function in the interests of supporting the expeditious movement of traffic.
- 5.2 As part of the national Covid-19 response during 2020, local testing centres were established at several locations within Medway. An integral part of this included managing and directing highway users to the selected locations. This required the rapid response of traffic sign planning and delivery via the Traffic Management Service. Work in this area has continued in relation to the support of Covid-19 vaccination sites, again with signing being rapidly planned and deployed as a priority.
- 5.3 In connection with the national Covid-19 response, Medway Council received Emergency Active Travel Funding to support safe active travel modes during the pandemic. One of projects supported by the fund was revision of the layout at the eastern end of Chatham High Street. Measures were introduced at this key point to ensure pedestrian routes remained free from parked vehicles. This supported social distancing and continued safe access to the High Street. This scheme was developed and implemented as a priority in year in accordance with the Department for Transport's Emergency Funding.
- 5.4 The construction phase of an improvement scheme at the Chatham bus/rail interchange has been completed. The scheme enhances pedestrian facilities, improves traffic flow and aids the movement of buses.
- 5.5 A scheme to introduce traffic signal control and improved pedestrian facilities at the Horsted Gyratory has been progressed to a comprehensive outline design layout. The design process in relation to this project is continuing as part of the current year's project programme.
- 5.6 The scheme to alleviate congestion at Medway City Estate junction with Vanguard Way continued to be developed. The slip road will improve egress from the estate during peak periods, assisting with traffic flow and easing congestion. The scheme reached the tender and pre-construction planning stage. The Scheme will begin in late Summer 2021.
- 5.7 A number of work streams related to the ongoing management of traffic on the Hoo Peninsula have been progressed during the last year. Measures have been developed to manage large goods vehicle parking, in particular at Ratcliffe Highway. Projects also commenced to deter the use inappropriate routes through appropriate positive signing.
- 5.8 Traffic signal upgrades and modifications continue to be identified and implemented on a rolling basis targeting congestion hotspots and prioritising

congestion generating faults. During the last year improvements were completed at eighteen sites across Medway, including congestion hotspots on Chatham Hill, A2 junction with Rock Avenue, Bowaters Roundabout, A2 junction with Bloors Lane, A2 junction with Maidstone Road, Rainham, A2 junction with Canal Road, A2 junction with Esplanade, Rochester, and Victoria Street junction with High Street, Gillingham.

- 5.9 As part of the EU exit preparations, and any related impact upon the operation of Medway's road network. Traffic Management staff participated in the tactical operations with local stakeholders, responding as needed to ensure the flow of information and timely response during an unpredictable period.

Highway Adoptions

- 5.10 During 2020/21, the Highway Adoptions team concluded six agreements with developers to make alterations to the existing highway or to adopt sections of highway within new developments across Medway. This team works to ensure that new highway infrastructure (such as roads, footways, structures, drainage, traffic signals and street lighting) is built and installed to a high standard before the Council adopts it, and secures funding to help with the cost of future maintenance.

6. Transport Strategy

- 6.1 Medway Council's involvement with 'Transport for the South East' (TfSE) as a constituent member continued during 2020/21. TfSE brings together partners and stakeholders to work with Government on key strategic issues.
- 6.2 During 2020, TfSE published its Transport Strategy and the Department for Transport confirmed that it would shape future national policy and decisions about investment in the region. TfSE entered into a partnership agreement with Network Rail as part of a long-term plan to improve rail services, with a memorandum of understanding setting out a range of common goals including better cross-regional services, schemes to increase network capacity and wider use of smart multi-modal ticketing.
- 6.3 Work also commenced on a Strategic Investment Plan, looking in detail at different parts of the TfSE area to determine what the priority schemes, initiatives and wider policy interventions should be to deliver a sustainable future.
- 6.4 TfSE has also developed a Future Mobility Strategy, which sets out a people- and place-based approach to future mobility – ensuring that the benefits of innovation and investment are maximised in each part of the region and providing a framework for local authorities and other key partners to help them understand where, when and how to invest in new transport technology, systems and services.

- 6.5 Liaison with the Lower Thames Crossing Project Team continued in 2020/21. A supplementary consultation took place between January and April 2020 asking for views on changes to the project since the 2018 statutory consultation. Further design refinements were subsequently proposed and an additional design refinement consultation was carried out between July and August 2020.
- 6.6 Highways England submitted a Development Consent Order in October 2020 but following discussions with the Planning Inspectorate the application was withdrawn in November 2020. Highways England intended to resubmit the application in late 2021, following a 'Community Impacts Consultation' between July and September 2021. The aim of this Consultation is to obtain views on how Highways England plan to build and operate the new road. In preparing its response the Council will consider the impacts, associated mitigation measures and the changes made to the scheme proposals since the last consultation. These include changes to the Order limits (the scheme boundaries) and special category land, updated traffic modelling work and environmental assessments.
- 6.7 Separately, work with Kent County Council continues over the development of infrastructure proposals for the A229 corridor from junction 3 of the M2 to junction 6 of the M20.

7. Travel Safety

- 7.1 A total of 102 Killed or Seriously Injured (KSI) casualties were recorded in Medway during the calendar year 2020 (Provisional figure at this time). This is a reduction 11 on the previous year. It is noted that the impact of the pandemic, particularly in relation to the reduction in travel, will likely have affected the number of highway casualties during 2020. Of these, 8 fatal casualties were recorded, this is an increase of four on the previous year.
- 7.2 Investigation of crashes and road casualties forms a significant part of the work of this team and can generate road safety engineering and education interventions funded through the Council's Local Transport Plan funding allocation.
- 7.3 Road safety engineering interventions continued to be completed during 2020/21 though the pandemic impact reached project work streams, including staff and supply chains. The following schemes were completed:
- Borstal Street, Borstal – New controlled pedestrian crossing facility
 - Borstal Street, Borstal – New priority working.
- 7.4 Design work has continued across a number of highway safety projects including:
- Luton Road, Chatham - safety improvements focused around Luton Infants and Primary Schools.

- Esplanade, Rochester – Speed management through on street parking.
- Shorts Way junction with Borstal Street – junction improvement.
- Walderslade Bypass, Walderslade – collision reduction measures
- Hempstead Road, Hempstead – Controlled pedestrian crossing on a route to school.

7.5 Medway’s fixed and mobile speed camera sites have been maintained as operational following the upgrade to digital camera technology in partnership with Kent County Council.

7.6 The Council’s Speed Indicating Device (SID) has been deployed throughout Medway on a continuous programme (other than during travel restrictions), responding to safety matters related to excess road user speeds. The device is deployed where appropriate and seeks to highlight excess speeds to road users.

7.7 The Kent and Medway Casualty Reduction Partnership (CRP) delivered road safety messages and enforcement to key road users including powered two-wheelers and cyclists, seatbelt awareness, speed, and summer drink and drug drive throughout the year.

7.8 Road Safety education was delivered virtually to 1,650 primary school children between September 2020 and March 2021. A further 22 schools received road safety education as part of the Safety In Action virtual event, with 44 classes and 1,276 year 6 children in Medway attending, resulting in 2,926 children having received Road Safety education in total. Please note that due to the forced school closures and Covid-19 restrictions being in place, this significantly impacted on the usual levels of road safety education delivery uptake.

7.9 Campaigns:

Medway Council supported Kent Police as part of their speed enforcement / education campaign ‘Operation Headline’ in Walderslade on 24 September, encouraging road users to travel within the posted speed limit. The Council continued to support the DfT backed campaign via Road Safety GB to raise awareness to all road users and help reduce the strain on emergency services during the coronavirus pandemic by taking extra care when making essential journeys. This was promoted via email and ‘Transport for Medway’ social media newsfeeds. Messages promoted on Medway’s variable message signs (VMS) included “Look out for cyclists and give them space”, “Think Bike, Think Biker” and “Make the right choice, don’t drink and drive” in line with National Roads Policing Calendar and the Kent and Medway Safer Roads Partnership.

7.9.1 During October and November 2020, officers delivered the ‘Be Bright Be Seen’ campaign, which promotes the importance of pedestrian visibility and being seen on the roads in line with the clocks going back an hour and the darker night’s drawing in. All year 6 pupils in Medway received a reflective zip-pull taggo, with road safety education ‘Conspicuity’ sessions offered to all

Key Stage 2 pupils. During October 2020, officers also worked in partnership with KCC to promote a “Speak Out” campaign, which aimed to give young people aged 16-24 the confidence to voice their concerns when travelling in a car. This campaign was due to run for a 6-month period, with messages being promoted to young drivers and passengers via several delivery methods. However the campaign was cancelled in December as a result of Covid-19 restrictions. Further messages were promoted on Medway’s variable message signs (VMS) during the quarter, including in-car safety, driver awareness, tyre safety, mobile phones, drink and drug drive themes.

- 7.9.2 Between January and March 2021, the Council worked in partnership with Kent Police to promote the legalities around “E-scooters”. An infographic was designed to relay this message and shared on the Transport for Medway social media pages, including a letter sent to all schools to promote awareness. Officers prepared a 30-minute virtual session for the “Safety In Action” partnership event, which was delivered to year 6 children on 31 March. The session was focussed on “Safer places to Cross” and “Distractions”. Messages were promoted on Medway’s variable message signs (VMS) during the quarter, which included speed, mobile phone and seatbelt focused messaging.
- 7.10 Young Driver Intervention – “No Turning Back” (NTB) was initially piloted in March 2019 to 4 secondary schools in Medway and Mid Kent College – Medway Campus. The intervention was then repeated as a phase 2 pilot between November 2019 and February 2020 involving 7 secondary schools in Medway. Since this time, the Kent and Medway Casualty Reduction Group agreed to cease the delivery of NTB and support a new piece of Young Driver Research being developed: “Pre-driver theatre & workshop education research”, being led by Liz Box, PhD Student, Driving Research Group, Cranfield University. Officers are currently working with Liz Box and schools to supply the required students necessary for the studies. Once this piece of work is completed, the team will be investigating the possibility of taking on and rolling out KCCs Young Driver pre-packaged program for Years 12 and 13.
- 7.11 The Council supported the Brake Charity’s National Road Safety Week campaign between 16-22 November 2020, promoting to all Medway schools and encouraging local road safety activities and education engagement.
- 7.12 By the end of the year ‘Transport for Medway’ Facebook messaging reach was 4,307 and on Twitter, 7,658. Messages included road safety advice, transport campaigns and local service updates.

8. Waste Collection and Disposal

- 8.1 The audited performance rates for 2020/21 will not be released by Defra until December 2021 but the expected results are as follows:

Performance indicator	Expected result	Movement on previous year
NI 191 - KG's of residual household waste per household	626 KG's	Up by 59 KG's
NI 192 - Percentage of household waste sent for reuse, recycling or composting	41.8%	Down by 4.5%
NI 193 - Percentage of municipal waste sent to landfill	1.7%	Down 2.3%

Predicted NI results 2020/21

- 8.2 Details of how National Indicators (NI) are calculated and a deeper historical analysis of Medway's NI performance are contained within Appendix 1 and 2 of this document.
- 8.3 The expected result for NI191 – KG's of residual waste per household – has increased by 59 KG's per household for 2020/21. This expected Increase has been influenced by additional residual waste collected throughout the Covid-19 pandemic as a result of people remaining in their homes.
- 8.4 The expected result for NI192 – Percentage of household waste sent for reuse - recycling and composting has decreased by 4.5%. The decrease has been influenced by additional residual waste and drops in Household Waste Recycling Centre (HWRC) recycling throughout the Covid-19 pandemic as a result of people remaining in their homes.
- 8.5 The expected result for NI193 – Percentage of municipal waste sent to landfill - has decreased by 2.3% for 2020/21 and is the lowest it has been in over 10 years. This decrease has been influenced by the work Medway's waste disposal contractor (Veolia) has carried out to secure additional non-landfill-based residual waste capacity.
- 8.6 The biggest challenge this year has been managing increased levels of kerbside collected waste throughout the Covid-19 pandemic as demonstrated in table 2 below.
- 8.7 During 2020/21 we saw a 14% increase (13K additional tonnes) of black sack waste, mixed recycling, paper/card and organic waste collected when compared to the previous year.
- 8.8 This additional collected waste was a direct result of people staying at home throughout pandemic lockdowns and is a trend we are seeing continuing into the current financial year.

Kerbside-collected tonnes	2019/20	2020/21	% Change
Kerbside black sack waste	56,149	63,862	<i>Up 14%</i>
Kerbside recycling: paper, cans, glass & plastic and organic waste	40,827	46,703	<i>Up 14%</i>
Total	96,976	110,566	<i>Up 14%</i>

Kerbside collected tonnes 2018 – 2020

- 8.9 With a strong partnership approach, the disposal contractor, Veolia, continues to seek new and innovative ways to recover energy from residual waste rather than sending it to landfill. This is reflected in our excellent NI193 result for this year.
- 8.10 During 2020/21, Veolia exceeded their contracted landfill diversion target by 15% meaning an additional 10K tonnes of waste were diverted for landfill which, alongside the environmental benefits, saved the council £100K. The Waste Disposal teams annual ‘End Destinations’ report for 2019/20 is available to view online (2020/21 is due for release Q2 2021/22). This report builds on the success of the previous year’s reports and has received positive feedback from residents who want more transparency on where their waste ends up.
- 8.11 Medway’s waste disposal contractors aim to process waste as close to Medway as possible. Where there is not either the treatment capacity or a market available in the UK it is more environmentally friendly to ship the material to a foreign recycling market in comparison to landfill.

9. Communication and public engagement

- 9.1 By providing a convenient and comprehensive weekly kerbside collection of all materials, Medway has dismantled many of the barriers residents had previously highlighted that prevented them recycling, and also saved Medway money on disposal costs. The Environmental Engagement Team continues to promote a programme that encourages residents to reduce, reuse and recycle.
- 9.2 In 2020/21, a combination of communication techniques was used to raise recycling awareness including:

- Print communications: Christmas service change advert in Medway Matters Messenger. 7 Medway Matters articles and adverts.
- Leaflets: 'Sort it Right' leaflets distributed with Council Tax letters (which went to every household in the borough), day-specific recycling instruction leaflet, Christmas service change.
- Posters: Anti-fly-tipping posters were put up at all the bring sites across Medway, Christmas service change, spring clean community clean ups, Ella pouch recycling scheme, food waste recycling and the 'Fill me up Buttercup' campaign, which is a targeted anti-litter campaign increasing bin visibility and discouraging litter with bright A2 posters put up across numerous Greenspaces and will be rolled out to residential areas throughout 2021.
- Corporate social media: engagement campaigns, service change and access information shared through Council Facebook (Environmental Engagement and Climate Change pages), Twitter and Instagram.
- @MedwayRecycles twitter account: followers growing from 1262 in Mar2020 to 1512 in March 2021. Twitter Climate Change page is currently at 151 followers (this is a new account). Providing a valued medium for planned service information and reactive service changes. The Facebook account has 1813 followers and Instagram has 429 followers. Across the platforms 3905 followers.
- 'Cleaner Medway' e-newsletter: 14 editions sent, growing from 2189 in Mar 2020 to 2574 in March 2021 with an average opening rate of 44% (well above national average which is approximately 25%).

9.3 The Environment Engagement Team have been actively contributing to the grass roots recycling projects in Medway.

- In Gillingham the team successfully bid into the Police and Crime Commissioner's Fund for funding specific recycling communications and containers in the Gillingham North Ward. The team worked alongside the Medway Task Force to carry out successful interventions in the area and increased recycling rates from 49% to 66% of all households in various forms. We had 164 new recycling households and 84 improved recycling households by the end of the project. As part of the project, 53 rolls of caddy liners were given out which results in a food waste diversion of 2.07 tonnes.
- In Luton the team held an engagement workshop and bio-diversity activities with the Arches Local Project. The team provided wildflower seeds and supporting virtual information for Luton Juniors encouraging the pupils to design posters about recycling and climate change and plant seeds to encourage pollinating insects.
- The team conducted a behaviour change recycling micro-intervention in Beverly Close, Rainham. This saw an increase in the use of blue reusable bags by 7.5% and using a white reusable 23%. Residents using the clear sacks decreased by 5%. Overall, general refuse decreased by 10%.

9.4 In 2020/21 the targeted campaigns included:

- The team worked alongside the Waste disposal team with the re-opening of the three HWRC's and implementation of a booking system for visits. This campaign was shortlisted and a finalist in the Local Authority Recycling Advisory Committee (LARAC) awards. The team also appeared in an information video about how to use the booking system that was shared across all social media channels, the Council website and Youtube.
- During lockdown the team encouraged residents to order reusable sacks via the council website. This saw a massive uptake in online requests. (April saw a 100% increase and May a 200% increase)



- Later in the year, the 'Sort it Right' campaign saw a council tax leaflet delivered to all residents and the council's 14 recycling trucks rebranded with the 'Sort it Right' graphic. This saw another increase in residents ordering reusables online which then led to an overall annual increase of 96% compared to 2019/20. In March when the Council Tax leaflet arrived with residents we saw a 163% increase in reusables being ordered compared to March 2020.
- Food recycling and caddy liner availability at libraries (post closures)
- Service instructions (day-specific). Correct collection day postcard which is sent to residents in streets where refuse is put out early and correct presentation of waste and recycling.
- National Spring Clean Community events took place in September 2020 – This was run in groups (of no more than 6 people) with Ward Councillors becoming group leaders. This allowed us to adhere to social distancing guidance whilst undertaking litter picks. There were 123 volunteers and 164 bags of litter collected. This equates to nearly a ton of litter removed.

- Medway fly tipping prevention campaign “Tip Us Off” (including online reporting) using radio and digital adverts with Kent Messenger, social media graphics and posts, and posters that were displayed within local communities.



- Recycling Week during (Sept 2020) where Rochester Cathedral was lit green for 7 evenings, the images of ‘green’ Rochester Cathedral (including a drone ‘ariel’ image reached a national audience as part of the official WRAP Recycling Week campaign. This image was also used by the Director of Place and Deputy Chief Executive for his yearly Christmas Card.



- Waste minimisation around Easter food waste, pumpkin carving at Halloween – with recipes and how to use an old pumpkin as a bird feeder and also how to reduce food waste at Christmas. The team worked along the Better Medway team within Public Health for this too.
 - The engagement wardens worked with Medway Norse rangers at Riverside Country Park to create a bug house in the wildlife garden adjacent to the main car park.
- 9.5 In 2020/21 covid restrictions cancelled the majority of planned face-to-face engagements. However, the engagement team were quick to capitalize on easing of restrictions in September 2020 and spoke to 178 residents at 2 recycling roadshows and attended two virtual Teams-talks to the Soroptomist groups and Medway Youth Council.
- 9.6 The 2020 Christmas collection communications were challenging as the collection days are the most logistically difficult and resulted in two double collection days. Medway Matters (the main printed communication method for service change) winter edition was cancelled last minute due lockdown restrictions. However, the Corporate communications team produced a

bespoke waste information pamphlet advising residents of their collection days distributed by Royal Mail to all residents. Printed adverts in the Village Voices, the Biz and Medway Messenger were also published. Digital advertisements included the Council's Website, Facebook, Instagram and Twitter accounts as well as the totem outside Rochester Train station and Kent on-line digital display advertisements. The service changes over the festive period included suspension of brown bin and bulky waste collections for two and a half weeks. This was a key message and prominently promoted with different messages for Christmas and New Year week. There were minimal complaints regarding the residual waste collections. Social media was used to update any 'on the day' issues and progress with catch up.

- Tweet impressions for Christmas in total were 80,000 impressions.
- Website views specific to Christmas collections were 25,000 page views.
- Social media published 59 x Facebook communication posts which had a reach of 812,000 people compared to 179,900 in 2019/20 people. This includes videos made with Medway Norse collection crews.
- The new Environmental Engagement account (formed for 2 months) put out 46 posts and had a total reach of 472.8k.
- Pleasingly, the post thanking collection crews was very well received and the second most popular post reaching 28k.
- The total reach across the Christmas campaign was 1.1 million.

9.7 The @Medwayrecycles twitter account supported national campaigns from WRAP and Recycle Now including food waste minimization, fly tipping and highlighting the dangers of litter arising from single use plastics. The @Medwayrecycles and @M_ClimateChange twitter accounts, Environmental Team Medway Facebook page and new Instagram account enhances and supports all of the engagement campaigns ranging from anti-littering to wash and squash recycling messages.

9.8 The contact points are now able to continue to act as source of information sharing and distribution of clear sacks, reusable bags as well as sales of compostable liners for the kitchen caddies for food waste and collection points for battery recycling. This is following closures and only having a click and collect service during the pandemic.

9.9 The Environmental Engagement Team introduced a new recycling scheme into all Medway Libraries. This is in partnership with Terracycle. We chose the Kids Food Pouch Recycling Scheme, which takes baby food pouches which are currently not recyclable at the kerbside and allow them to be collected into specialist recycling bins at each library. This was introduced late in 2019. Since the start of the scheme began, a total of 5393 pouches have been collected. Terracycle donate 1p per pouch to the Mayor's chosen charity. These shipments have raised £89.69. This also diverted 34kg away from residual waste (black sacks).

9.10 The Engagement Team were Pride in Medway award winners in the Green Champions category. The team worked on a comms campaign which was also short listed by LARAC for the HWRC comms campaign.

10. Food waste collections

10.1 Caddy liners continue to be sold at the libraries. In 2020-21 the caddy liner sales were severely cut due to library closures during the pandemic during this period, we sold 2573 rolls compared to 9911 rolls the previous year. Even so, this is estimated that this helped divert 100 tons of food from black sacks into brown bins, saving up to £4k in disposal costs.

11. Household Waste and Recycling Centres (HWRCs)

11.1 Following a period of closures during the early stages of the pandemic, all three HWRCs successfully reopened to the public via booking system to:

- Support mandatory social distancing on site
- Limit the number of customers accessing the site at one time
- Protect waste capacity and ensure fair access for everyone

11.2 For the financial year 2020/21 we have offered 188K slots of which 71% (134K) have been booked.

11.3 Recycling performance has increased by 2% during 2020/21 which is largely influenced by the restrictions on customer throughput onsite.

HWRC recycling rate	2019/20	2020/21	% Change
Recycling rate (excluding DIY waste as per NI192 calculation methodology)	61%	63%	Up 2%
Recycling rate (including DIY waste)	71%	71%	No change

HWRC performance 2018 – 2020

- 11.4 Residents depositing no-longer-loved furniture, household goods and bric-a-brac items are signposted to reuse containers where they get resold to those financially hard-pressed. Alongside the unmeasurable social value reuse brings, this diverted 2 tonnes away from landfill last year.
- 11.5 The cross-border agreement with KCC was renegotiated to cover the period 1 April 2021 until 31 March 2022. KCC resident usage data has been collected through the new booking system and has been closely monitored. The KCC site usage has decreased by 6% this year which can be attributed to HWRC closures and the introduction of the booking system:

	2018/19 KCC usage (survey)	2019/20 KCC usage (data collection on site)	2020/21 KCC usage (data collection via booking system)
Capstone	12%	12%	15%
Cuxton	41%	43%	39%
Hoath Way	11%	5%	7%
Total	23%	23%	17%

KCC customer numbers 2018 – 2021

12. Contract monitoring team

- 12.1 The Contract Monitoring team undertake a range of activities to demonstrate that the waste collection and cleansing contract has been provided to the agreed contract standard. This includes monitoring the collection and cleansing service, investigating, and responding to complaints, comments, and service requests.
- 12.2 Medway Norse complete 17.2 million kerbside waste collections annually and operates street cleansing services 364 days per year, cleansing 3000 plus streets between weekly or 4 weekly regimes. During the 20/21 period Medway Norse provided a consistent weekly waste collection service throughout the pandemic.
- 12.3 At the start of the pandemic March 2020, RCV drivers were redeployed from the organic service to prioritise the waste and recycling collections for a limited number of days only.
- 12.4 In May 2020 there was a temporary suspension of Fridge/Freezer bulky and fly tipping collections. Service recommenced after the treatment facilities reopened.
- 12.5 Medway Norse crews were praised by the public through social media feedback, compliments and with chalk rainbows and drawings on bins.

- 12.6 Medway Norse carried out additional cleansing from July-September 2020 in the High Streets which was extremely effective and well received (paid for through Covid funds). The waste wardens carried out 6-week of intensive daily monitoring of Strood, Chatham, Rochester, and Gillingham High Streets to ensure a high standard of cleanse was delivered. The waste wardens continued to monitor the high streets weekly.
- 12.7 The Christmas and New Year collections went smoothly with some carry over between days due to exceptionally high volumes of materials, but with most residents being understanding and supportive of the issues faced due to Covid-19 and increased workload.
- 12.8 The severe weather in February impacted collections, street cleansing and bulky collections for 7 days (normal service resumed the following week). Street cleansing was suspended for the week and Medway Norse staff were redeployed to assist with gritting high profile pedestrian areas.
- 12.9 Medway Norse completed an intensive 2-week programme of night cleanses for 16 high-speed roads as Covid restrictions were lifted and staffing resources available starting on 22 March 2021. This included Ash Tee and Pear Tree Lane and the slip roads off A289.
- 12.10 Following the FLS restructure, from the 1 July 2020 the contract monitoring team had 4 FTE monitoring officers (of which 0.4 on long term sickness, 0.6 vacant – post filled July 2021) and 2 FTE waste wardens managed by 1 FTE Senior Contracts Officer. Feedback from the team is very positive after the restructure.
- 12.11 Yearly NI 195 Inspections were completed, and the results show that 96.33% of the highway areas were at a good standard of cleansing at the time of the inspections with little litter present. The standard used is as described in the Code of Practice for Litter and Refuse 2006 graded as a grade A/B
- 12.12 The Contract Monitoring Team has reviewed and improved complaints monitoring and analysis. Monitoring officers are fully trained to manage, investigate, and respond to complaints directly into the corporate complaints IT system (JADU). A new approach to investigating and monitoring stage 2 complaints has improved the quality of responses and identifies any gaps or areas relating to collections/street cleansing. Further improvement in June 2021 have included a new procedure of 4 weekly standard monitoring and going forward all stage 2 complaints will be reviewed by the Medway Norse complaints officer for learning and redressing.
- 12.13 During the reporting period Waste Services officers responded to 244 stage 1 corporate complaints. The majority of Stage 1 complaints related to collection issues and missed collection as this is one service that is used by all Medway residents.

	Q1	Q2	Q3	Q 4	TOTAL
Bulky	3	8	6	8	25
Waste Collection Issues	8	25	18	20	71
Missed Collections	13	28	13	50	104
Street Cleansings	3	10	11	12	36
Staff/Crew Behaviour	3	3	0	2	8
TOTAL	30	74	48	92	244

12.14 The contract monitoring team work in partnership with the waste contractor to ensure new build developments receive waste and recycling collections once residents are in occupation. The contractor and monitoring officers jointly agree the highway is safe for vehicles and operatives to begin collections. Bin stores at multi occupancy developments have additional safety checks agreed with the developer and managing agent. In July 2021, the vacant Contract Monitoring post was filled, and this officer will be the lead on new developments (planning comments, sign offs, 106 community charge drawdown).

Lead officer contact:

Ruth Du-Lieu, Assistant Director, Front Line Services
ruth.dulieu@medway.gov.uk
Tel 01634 333163

Appendices

Appendix 1 – National Indicator calculation methodology

Appendix 2 – Medway's collected and sent waste and historical recycling performance as reported to waste data flow.

Background documents

None

Appendix 1 – National Indicator calculation methodology

The following guidance has been included to provide an explanation on how National Indicators for waste are calculated. This indicator set is a nationally recognised method for calculating waste performance.

All waste data is reported by Medway Council to Waste Data Flow, the statutory reporting instrument for reporting waste data, on a quarterly basis. The following are the deadlines for Local Authority Waste Data Flow submissions:

Reporting period	Data available by
April to June	30th September
July to September	31st December
October to December	31st March
January to March	30th June

This data is then used to produce national performance reports which are released by Defra, usually in December each year.

NI191 – KG's of residual household waste per household

This is the amount of waste that is not sent for reuse, recycling or composting.

It is calculated by deduction, i.e. it is total household waste minus household waste sent for reuse, recycling or composting, as defined under NI192. Therefore, it is recommended that the definitions given under NI192 are considered first.

The size metric is the number of households in the local authority area, as given by the dwelling stock figures from the Valuation Office.

These figures are taken from the Council Tax base returns made by local authorities.

Numerator	Denominator
Total household waste as defined under NI192 denominator	Total households in the authority area
Minus	
Total household waste sent for reuse, recycling or composting as defined under NI192 denominator	

NI192 – Percentage of Household waste sent for reuse, recycling and composting

This indicator includes household waste as defined under EPA 1990 and the Controlled Waste Regulations 1992.

'Sent for' means delivered to and accepted for re-use, recycling or composting by a company, individual or organisation which will reprocess waste that is an acceptable form for inclusion in the re-use, recycling or composting process.

Any waste described as 'Sent for' will exclude any rejected material. For example, rejects from a material recycling facility (MRF).

DIY waste (Rubble & plasterboard) are both classed as non-household waste and are excluded from all parts of the calculation.

Numerator	Denominator
<p>Total tonnage of waste <i>sent for</i> reuse, recycling and composting from:</p> <ul style="list-style-type: none"> • HWRC's (excluding DIY waste) • Kerbside collections • Bring banks • Third party recycling (recycling credits) 	<p>Total tonnage of waste <i>collected</i> for reuse, recycling and composting from:</p> <ul style="list-style-type: none"> • HWRC's (excluding DIY waste) • Kerbside collections • Bring banks • Third party recycling (recycling credits) <p>Total tonnage of residual household waste collected from:</p> <ul style="list-style-type: none"> • Kerbside black sack waste • Street litter • Bulky collections • HWRC's residual waste • Clinical waste • Asbestos

NI 193 – Percentage pf municipal waste sent for landfill

The definition of municipal waste is as for the Landfill Allowance Trading Scheme.

'Sent to landfill' includes both collected residual waste sent directly to landfill, waste collected for recycling but subsequently rejected to landfill and residual waste sent to landfill after an intermediate treatment (e.g. MBT).

Numerator	Denominator
<p>Total tonnage of waste:</p> <ul style="list-style-type: none"> • Sent directly to landfill • Rejected from reuse or recycling to landfill 	<p>Total tonnage of waste collected:</p> <ul style="list-style-type: none"> • For reuse or recycling including: <ul style="list-style-type: none"> o Kerbside recycling o Kerbside organics o HWRC recycling o Recycling seperated from bulky waste and flytipping o HWRC Reuse o Bring site recycling • For residual disposal including: <ul style="list-style-type: none"> o Kerbside black sack waste o Street litter o Bulky collections

	<ul style="list-style-type: none">o Flytipping residual wasteo HWRC's residual wasteo Clinical wasteo Asbestos
--	---

Appendix 2 – Medway's collected and sent waste and historical recycling performance as reported to waste data flow.

Background

National indicators (NI's) are the nationally recognised method for measuring waste performance, bringing together waste data from across all of Medway's waste collection and waste treatment services.

NI's follow a financial year reporting cycle April to March. (Full guidance on NI calculation methodology included in Appendix 1).

Under the Circular Economy Package (now enshrined in UK law), the UK is committed to:

- national recycling rates of:
 - o 50% by 2020
 - o 60% by 2030
 - o 65% by 2035
- no more than 10% of municipal waste to landfill by 2035

It is important to note that these targets are based on the UK *as a whole*.

Although there are *currently* no financial or legal consequences for their achievement or not, Medway is expected to do their part to help achieve these targets.

Medway Performance April 2020 to March 2021

The audited performance rates for 2020/21 will not be released by Defra until December 2021/22 but the expected results are as follows:

Performance indicator	Expected result	Movement on previous year
NI 191 - KGs of residual household waste per household.	626 kg's	Up by 59 KG's
NI 192 - Percentage of household waste sent for reuse, recycling or composting.	41.8%	Down by 4.5%
NI 193 - Percentage of municipal waste sent to landfill.	1.7%	Down 2.3%

Predicted NI results 2020/21

The table below details performance across all three national indicators since 2010 against local targets:

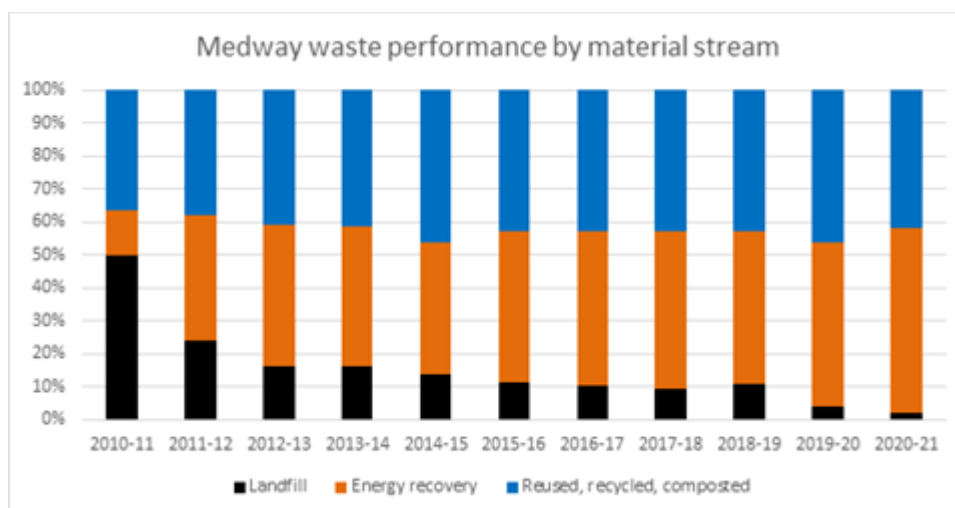
Financial year	NI 191			NI192			NI193		
	Residual household waste per household			Reuse, Recycling & composting			Municipal waste landfilled		
	Actual	Target	Diff	Actual	Target	Diff	Actual	Target	Diff
2010/11	681	792	111	36.3%	36.0%	0.3%	50.0%	42.0%	-8.0%
2011/12	639	792	153	37.9%	40.0%	-2.1%	24.2%	26.0%	1.8%
2012/13	624	792	168	41.0%	41.0%	0.0%	16.3%	19.0%	2.7%
2013/14	640	792	152	41.2%	42.0%	-0.8%	16.2%	19.0%	2.8%
2014/15*	588	650	62	46.1%	43.0%	3.1%	13.8%	19.0%	5.2%
2015/16	628	650	22	42.7%	44.0%	-1.3%	11.1%	19.0%	7.9%
2016/17	630	650	20	42.8%	45.0%	-2.2%	10.4%	19.0%	8.6%
2017/18	617	650	33	42.8%	46.0%	-3.2%	9.5%	11.9%	2.4%
2018/19**	622	650	28	42.8%	38.0%	4.8%	10.8%	11.9%	1.1%
2019/20	567	650	83	46.0%	38.0%	8.0%	4.0%	11.9%	7.9%
2020/21***	626	650	24	41.8%	38.0%	3.8%	1.7%	11.9%	10.2%

* DCLG year 1

**Adjusted NI192 target following a change in reporting

*** Data 2020/21 due for release Quarter 4 2021/22 and is therefore predicted

The graph below details Medway's performance by material stream since 2010:



Historic national indicator performance

Data 2020/21 due for release Quarter 4 2021/22 and is therefore predicted