

Council Priority: PLACE

Medway: A place to be proud of

REGENERATION, CULTURE AND ENVIRONMENT
OVERVIEW AND SCRUTINY MEETING

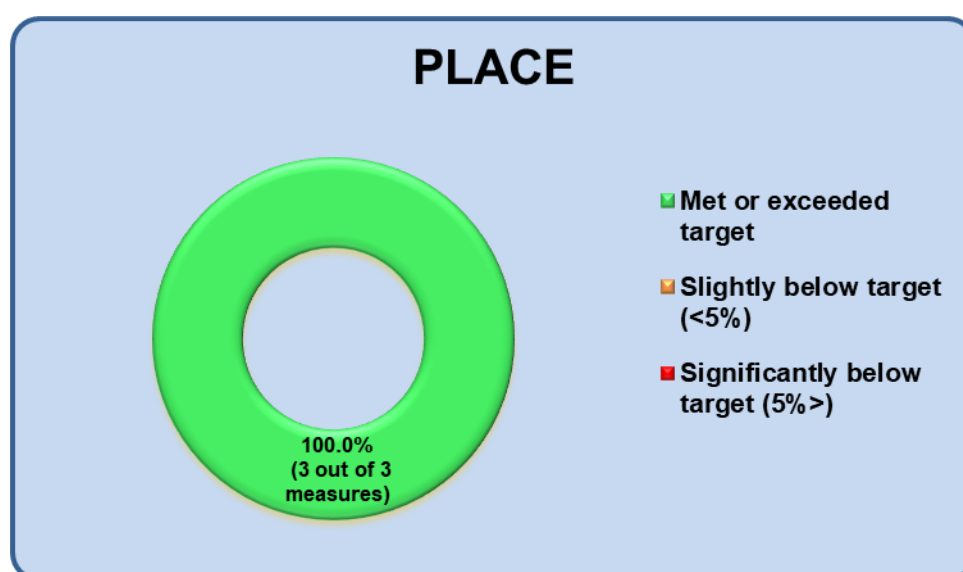
Performance: Quarter 3 2021/22

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 that fall under the remit of this committee.



Improved performance

- 100% (3 out of 3*) improved over the short term (since last quarter)
- 33.3% (1 out of 3*) improved long term (average of previous 4 quarters)

*where data available

Measures in target (green)

Code	Status	Measure	Short Trend	Long Trend
GH6 NEW	Green	Satisfaction with parks and green spaces - direct users CP	IMP	IMP
NI 195a NEW	Green	Improved street and environmental cleanliness: Litter	IMP	DET
W6 CP	Green	Satisfaction with refuse collection - Citizens Panel result	IMP	DET

Strategic Risks

The quarter 3 21/22 strategic risk register is attached at Appendix 3. 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 3).

Reference	Risk Register Page (app 3)	Risk	Owner	Current residual risk score	L – likelihood I – Impact
SR47	11	Climate Change	Assistant Director Frontline Services	All	L – very high I – major

The following risks pertain to all priorities:

Reference	Risk Register Page (app 3)	Risk	Owner	Current residual risk score	L – Likelihood I – Impact
SR03B	18	Finances	Chief Finance Officer	AI	L – very high I – catastrophic
SR46	23	Medway's Economic Recovery from Covid19	Assistant Director Regeneration	BII	L – high I – major
SR32	29	Data and information	Chief Finance Officer, Director of People, Assistant Director	CII	L – significant I – major

Reference	Risk Register Page (app 3)	Risk	Owner	Current residual risk score	L – Likelihood I – Impact
			Legal & Governance		
SR36	33	Alternative service delivery models	Assistant Director Regeneration, Chief Finance Officer	BIII	L – high I – moderate
SR37	39	Cyber Security	Chief Finance Officer	CI AI	L – significant very high I – catastrophic
SR02	49	Business continuity and emergency planning	Director of Place and Deputy Chief Executive, Chief Finance Officer	DII	L – low I – major
SR49	58	Income Reduction due to Covid19	Chief Finance Officer	BII CII	L – high significant I – major

Council Plan Outcome: A clean and green environment

Programme: Enhancing the public realm, street scene, parks and green spaces

Council Plan measures

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

Quarter	Target	Value	Status	Aim to	Short Trend	Long Trend
Q3 2021/22	75%	86.4%	Green	Maximise	IMP	IMP
Q2 2021/22	75%	77.9%	Green	Maximise	DET	DET

Comments

Satisfaction amongst users of parks and open spaces was 86.4% in Q3 2021/22, an increase on the figure (77.9%) seen in Q2 2021/22.

More users were neutral about the service – 9.3% of respondents (up from 8.8% in Q2 2021/22) – than dissatisfied, 3.6% (down from 11.7% in Q2).

These results are based on the 140 users of parks and open spaces from the 193 respondents to the Q3 2021/22 Citizens' Panel, giving a margin of error of +/-8.3%, meaning the change in satisfaction is statistically significant.

Actions

There are various projects in the Greenspace Development financial year (FY) 2021-22 programme including:

- Section 106 play improvements at Perry Street & Chalk Pit Open Space – completed July 2021.
- Section 106 play improvements and new footpath at Cliffe Woods – completed November 2021.
- Priority Play Capital Programme – refurbishment at seven play areas in the FY21/22 including Crestway, Iona Walk, Whimbrel Walk, Low Meadow, Hamilton Road, Lamplighter Close and Borstal Recreation Ground. A tender was awarded in late October 2021. Residents, schools and ward councillors will be engaged for play areas with complete refurbishments. Works are expected to be on the ground in Spring 2022.
- Town Hall Gardens (Section 106 (S106)) improvements – pre-application advice is still in progress with the Planning team. This will inform what improvements can take place at the site. The team are working with Local Arches on engagement with local community.
- Cockham Community Parkland (Housing Infrastructure Fund (HIF)) – approved at Planning committee in July 2021. Construction is due to start summer 2022. Completion end of 2023.
- Berengrave Nature Reserve (s106 improvements) – step/access improvements completed March 2021. New entrance/interpretation signs installed November 2021. Boardwalk route options being reviewed and will consult ward councillors following this (winter 2021).
- Park Welcome Signs – working with the Communications team on updating sites which have no signs or are out of date with new corporate branding. Design is currently in progress.

Green Flag Award:

- Judging/mystery shop visits completed at all eight sites and announcement of awards was in October 2021. All eight sites were successful in retaining their awards.
- Great Lines 'Fields of Fire' applied for a Green Heritage Award for the first time this year and this has been successful. This is in addition to the Green Flag Award and recognises the site's heritage significance.
- Management Plans are being reviewed with the Norse ranger team for Capstone and Riverside Country Parks.
- Various events have taken place in the five urban parks including wildlife days, bat walks, litter picks etc (Covid19 compliant).

- 2022 applications will be submitted in late January 2022.

Other improvement projects this financial year are at various stages including Northcote Recreation Ground (new benches and bollards), Rede Common (working with Friends group on prioritising improvements), The Vines (footpath refurbishment), Cherry Trees (consultation on improvements), Great Lines Heritage Park (footpath refurbishment) and lighting at Victoria Gardens (Safer Streets 3 funding).

NI 195a NEW Improved street and environmental cleanliness: Litter

Quarter	Target	Value	Status	Aim to	Short Trend	Long Trend
Q3 2021/22	96.00%	97.00%	Green	Maximise	IMP	DET
Q2 2021/22	96.00%	96.00%	Green	Maximise	DET	DET

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 = 1,200 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 Q3, 97% of streets surveyed were free from litter at the time of the inspections. This is due to a robust contract monitoring programme and a high standard of cleanse being achieved by Medway Norse.

A visual inspection of 50 metres is reviewed for the amount of litter present and graded. This is a transect. A – B grades are acceptable for litter, and 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 percentage of good standard sites. For example, 97 sites at grade A-B / 100 x 100 = 97% of areas inspected were at an acceptable standard for litter.

Actions

During Q3, five Environmental Crime cases were prosecuted at Court with fines, costs and victim surcharges totalling £4,803.45. There are six cases with legal pending prosecutions and three more have been adjourned. During the quarter, the teams conducted two operations, one where 13 vehicles were stopped and searched (all compliant), and one significant operation alongside Kent Police and neighbouring authorities. The enforcement action resulted in two vehicles being seized suspected of being involved in large scale fly-tipping.

Enforcement action:

- 69 Community Protection warnings have been issued. These warnings are a quick and effective way to deal with anti-social behaviour (ASB) and have been issued to address offences ranging from refuse and waste issues to car repairs and burning of waste.

- One Community Protection Notice was issued for breaches of Community Protection Warnings. This demonstrates the success of the Community Protection notice process.
- 19 notices were issued under S108 Environment Act 1995, requiring information to assist with fly-tipping investigations.
- 22 notices were issued under S34 Environmental Protection Act 1990 requiring businesses to account for how they dispose of their trade waste.
- 25 Fixed Penalty Notices (FPNs) were issued internally by the Enforcement team; 10 for littering, 10 for fly-tipping, 2 for householder duty of care, and 3 for trade waste.
- Total income received from fixed penalty notices during the quarter totalled £2,550.

District Enforcement Litter FPN contract – During this reporting period the Enforcement team issued 1,127 FPNs. Thus far 718 have been paid during Q3. The total income since April 2021 for Medway is currently £71,095.

The team have carried out 108 investigations into untidy land.

Street Scene Enforcement dealt with a total of 130 deposits on public highway. All were removed within one working day. Evidence was retrieved in 42 cases and were referred to Environmental Enforcement Officers for further investigation. A further 62 pieces of evidence was recovered relating to issues such as trade waste and refuse related issues.

The team also attended to other reports that did not require action including 11 fly-tips on private land, 96 that had gone on inspection and a further 104 duplicate reports, and 344 Proactive Removals (meaning that officers removed this waste before members of the public reported the incidents).

The team has entered a service level agreement (SLA) for the removal of fly-tipping from the Housing Revenue Account (HRA) estate. This quarter, the team has dealt with 84 requests for removal. Officers also carry out some of this work proactively, all of which were completed within one working day. This arrangement provides an annual income of £27,000. The total tonnage removed this quarter is approximately 59.9 tonnes (59.9te) (including 44.68te in general and 15.22te from the HRA).

A full breakdown of Fixed Penalty Notice quarterly data is shown at the end of the appendix.

W6 CP Satisfaction with refuse collection - Citizens Panel result

Quarter	Target	Value	Status	Aim to	Short Trend	Long Trend
Q3 2021/22	85%	88.6%	Green	Maximise	IMP	DET
Q2 2021/22	85%	87%	Green	Maximise	STATIC	DET

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 2020 the government awarded Medway Council £9.5m Future High Street Fund investment for Chatham town centre.

Work continues at pace across all the projects covered by Future High Street Funding and is currently on programme. In summary:

- Public realm improvements from The Brook Theatre to the Pentagon Centre, including The Paddock – The design work is nearing completion; the bus ramp has now been demolished. The public realm improvements are being undertaken through Permitted Development, but engagement with stakeholders and including the public is still being progressed.
- A new innovation hub located within the Pentagon – A demand study has been undertaken in light of Covid19 new working patterns to identify options to operate the site. The next stage is detailed design before procurement of a contractor can commence.
- The Brook Theatre – Funds toward the redecoration, improved facilities and useable workspace. Success with the Levelling Up Funds (LUF) bid for the Brook Theatre will result in wider improvements across The Brook, including digital and access upgrades. It is envisaged that the projects will be delivered together and commence in summer 2023.
- St John's Church – Funding to bring the building back into use for the purposes of meeting spaces and rooms as well as offering community uses. Meetings with planning, conservation groups and heritage groups are ongoing to ensure a compliant design.

Heritage High Streets Action Zone funding

In April 2020, the Sun Pier to Star Hill conservation area was awarded £1.6m High Street Heritage Action Zone (HSHAZ) funding from Historic England for regeneration in the area. The focus is on bringing the history and heritage of the area back to life and boosting the local economy by 2024.

The funding will be used to:

- create a 're-use and re-vitalise buildings' grants programme.
- develop a cultural heritage and engagement programme in collaboration with the local community.
- create a framework to guide future development in the area.

The project team have continued to liaise with local property owners to discuss potential building repairs and opportunities for bringing vacant floorspace back into

use. Revitalise and Repair grants have been offered to both large and small projects, including traditional style hand painted signage for new businesses and larger revitalisation projects for capital works spanning over the next two years. The first phase of capital works at Chatham House has commenced with the front portico due to be reinstated by the end of Q4.

Engaging the younger generation has been a focus this quarter, with a half-term Halloween friendly ghost trail in October and liaison with schools and colleges to plan for heritage education and skills development opportunities in Q4. Partnership with the University of Kent's School of Architecture and Planning has continued, with students focusing on the HSHAZ area for their study this term.

Programme: Replacing Medway's streetlights

Council Plan Projects

Deliver Phase 2 of the Street Lighting LED Programme for 2021-22

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 Light-Emitting Diode (LED) Programme. The scope of the LED Programme is:

- Converting all Street Lights to LED (23,000 Street Lights).
- Replacing a further 4,600 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.
- 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 are achieved due to economies of scale.
- Central Management System (CMS) along with being a fault and energy management system also has the scope to function as a platform for SMART.

During Q3 the rollout of the scheme has continued, with lantern replacement increasing in line with the programme and to date:

- 3,845 columns have been replaced (84% completion rate).
- 15,792 lanterns have been upgraded (69% completion rate).
- 783 Lighting designs have been approved.
- 790 Telensa nodes fitted to existing LED lanterns.

Programme: Encouraging recycling and maintain clean streets

Provide Waste Services who will work with the community to provide a high-quality public environment.

The Warden Service restructure came into effect from 1 July 2020. Wardens now have specific roles as Animal, Waste, Enforcement and Engagement Wardens.

Animal Wardens

The animal wardens have achieved the following for Q3 (up to 21 December 2021)

- Total number of service requests for the Animal Warden Service = 175.
- Number of stray dogs reported = 89.
- Number of dogs placed in foster care = 12.
- Number of dogs adopted = 8.
- Number of foster applications received = 66.
- Dogs to rescue = 6.
- Cases requiring assistance from Police Dog Legislation Officer = 0.
- Number of dogs microchipped = 5.
- Number of notices served for non-compliance of Microchipping regulations = 0.
- Community Protection Warnings served = 0.

The fifth and festive edition of the stray dog service newsletter has now been published. Each edition gives responsible dog ownership advice, updates on the dogs that come into our care and seasonal activities for dogs and their owners. There are currently 188 subscribers.

The Medway Council Stray Dog Facebook page has nearly 11,000 followers and is regularly used to promote responsible dog ownership messages and national campaigns. It is also an excellent tool to help quickly reunite dogs with their owners. The team are also posting regular good news stories including unclaimed strays in their new homes. This has generated donations to the Stray Dog Fund which is used to help pay for dogs that come into the council's care.

In addition to this the team also post good news stories on the Medway Stray Dog Service Instagram page.

The team are currently working with the Street Scene Team and Medway Task Force to develop a project on tackling environmental issues including dog fouling in Luton. Further information on this will be available in Q4.

Waste Wardens

In Q3 the two waste wardens have focused on street cleansing service requests and supporting the monitoring officers with complaint investigation and follow up monitoring. Additional tasks include:

- Proactive monitoring: a monthly schedule of targeted monitoring to identify gaps in mechanical street cleansing rounds (sweepers) recorded 413 proactive reports.

- Street Cleansing Quality Inspection: 100 inspections per month have been completed as part of the scheduled annual NI 195 inspection programme. The NI 195 inspection ensure Medway Norse are cleansing to a good standard; 96% of an A/B grade was achieved.
- Increased monitoring of seasonal work across Medway. Issues found include weeds and leaf fall that were logged to Medway Norse to action and correct.
- 38 assisted collections assessed and set up.
- 246 Street Not Clean services request received and actioned.
- Monitoring of waste collections, 82 spillages reported direct to Medway Norse to action and remove.

Engagement Wardens

In Q3 the Engagement Wardens have completed the following activities:

- Attending events and raising environmental awareness including: 38th and 40th Sea Scouts (30 children and eight leaders), Cherry Trees consultation event, Clarion Housing – Summerson Close event at Copperfields, INTRA PACT.
- Behaviour change micro intervention with 97 homes in Hoo over a three-week period.
- Litter Bin Audit and Stickers.
- Producing and distributing a Christmas Information Pack to assist Ward and Parish Councillors to understand the Christmas waste service change and to provide answers to Frequently Asked Questions (FAQs). Posters and information were delivered to local business, libraries and community hubs.
- Annual recycling participation surveys.
- Emergency planning support including October fuel audit (31 locations), October flooding inspections across Medway, December ILO for potential fire and displacement of residents in Gillingham.

Christmas Communications

Due to the way the public holidays fell some service amendments were necessary.

The following communication took place to inform residents of the changes:

- Residents were informed of service changes due to the public holidays via November Medway Matters magazine, newspaper adverts and Kent online adverts, social media and digital communications and a leaflet to every home in Medway delivered from 6 December onwards. The four-page leaflet includes Christmas collection dates, tips on recycling at Christmas and information about Household Waste Recycling Centre (HWRC) bookings.
- All councillors were informed of the service changes by email.
- Medway Community Hubs, Libraries and Customer and Business Support (CABS) received Frequently Asked Questions (FAQs), posters and leaflets.
- The Engagement Wardens distributed posters to key local businesses across Medway to ensure as wide as possible coverage that residents will see the date changes.

Litter campaign

In Q3 the Environmental Engagement team have continued to develop the Medway litter strategy engaging with stakeholders in enforcement, green spaces and public health. The strategy will support the Council Plan priority "Medway: A place to be

proud of". The team have continued to work with the Environmental Enforcement team to support community clear-ups, address landlord responsibilities and promote these activities using social media and publications.

The team have engaged face-to-face with over 1,000 people at the following events:

- 14 talks, five events (including the first Medway Climate conversation) and 17 presentations to schools and local interest groups covering the subject of littering, the detrimental effect it has on Medway and the perception for residents, visitors and the environment.
- A presentation at the annual Local Authority Recycling Advisory Committee (LARAC) conference in October 2021 to 400 industry experts and written up in the LetsRecycle article "Pandemic saw council rethink on comms".

Community Litter Clean Ups (National Spring Clean and Litter Champions)

In Q3 our litter champion groups have continued their hard work of litter picking as groups and also individually. Since March they have collected 1,451 bags of litter. The Engagement team have continued to support this group providing them more litter pickers, bags and organising the waste pickups. The Engagement Wardens have also supported them with litter picking.

Requests for litter picking equipment have slowed down but this is to be expected at this time of year due to the weather becoming colder and more unsettled.

The Great British Spring Clean runs from 25 March 2022 to 10 April 2022. The Engagement team will begin planning for this event in early 2022.

Neighbourhood Environmental Initiatives

The Task Force were successful in their bid for Safer Street 3, which must be delivered by end of March 2022. In partnership with Kent Police, the Engagement team will be holding two roadshows for the new Rochester Riverside development in March 2022 with the full support of Countryside who own the development. This is in partnership with Kent Police.

The engagement wardens ran a recycling intervention in Hoo, with 97 properties monitored, recycling bags delivered, and engagement letters/leaflets sent. Over the three-week period there was a 21% increase in the usage of reusable recycling bags and a 11% decrease in using clear recycling bags. Pleasingly there were 12 new recyclers and 17 improved recyclers from 97 households.

Social Media

The Environmental Engagement team manages four social media accounts: the Twitter accounts for Medway Recycles and Climate Change, the Environmental team's Facebook account and the Environmental team's Instagram account.

In Q3 these accounts have performed well with 12,668 followers (235 more than Q2). In Q3, 291 social media posts across four accounts have reached 204,397 people.

Organic campaign (caddy liner promotion, food waste minimisation)

During October and November 670 rolls of caddy liners have been sold (October: 300, November: 370, December: awaiting stats).

Recycling containers

Residents consistently choose clear sacks over reusable bags for recycling as demonstrated by the number of clear sacks collected from the libraries (over 16,800 rolls) compared to the number of reusable bags ordered/collected (10,300 bags).

The Environmental Engagement team continue to encourage residents to separate their paper and cardboard at all events and communication campaigns including the message "sort it right" on all Christmas service change messages.

In Q3 116,832 rolls of single-use plastic sacks have been either delivered by Medway Norse or collected from the community hubs and libraries.

Ella Pouch

In Q3 18kg of Ella pouches has been sent to Terracycle. There has been a marked improvement in recycling pouches with library/hubs. Pouches are a niche product, so this demonstrates a positive response to the libraries schemes and the willingness of the public to recycle where facilities are available.

Textiles

Textile recycling continued to be popular in Q3. In the first eight months of 2021-22, 61 tonnes of textiles were recycled, more than the whole of last year.

Programme: Improving air quality

Council Plan Project - To co-ordinate and monitor delivery of actions contained within the Council's Air Quality Action Plan

Drive the Air Quality Action Plan forward to effect improvement in Air Quality across Medway.

Four Elms Hill Air Quality Action Plan

Following receipt of data from the strategic transport assessment for the new local plan, work has been recommended on the air quality action plan covering the Four Elms Hill Air Quality Management Area.

Quality Monitoring

The team continued to maintain the air quality monitoring network to carry out calibrations, attend to call outs and change diffusion tubes. This has helped to maintain high levels of data capture across our monitoring sites.

Annual Status Report

The Environmental Protection (EP) team completed and submitted the 2021 Annual Status Report to the Department for Environment, Food & Rural Affairs (DEFRA) on time. The appraisal feedback received during Q3 was positive and confirms DEFRA have accepted the report.

Taxi and Private Hire project

The EP team secured a free online training session for taxi and private hire drives on electric vehicles, which included an opportunity to test drive a vehicle locally. This

was delivered by the Energy Saving Trust on 5 and 6 October. 16 drivers attended the online session and three took up a test drive.

Kent & Medway Air Quality Monitoring Network

Following a procurement exercise a contractor has been appointed to run the monitoring network for a period of three years (from April 2021) with an option for two 1-year extensions.

The new contract includes the provision of a brand-new public facing website (KentAir) which will be critically important to work the team carry out on awareness raising of air pollution.

The new website went live on 1 April 2021 containing current and forecasted air quality levels, a free pollution forecast service and access to monitoring.

A range of additional changes/enhancements have come forward and gone live during Q3 including a brand new KentAir logo and a range of additional pages with supporting information on air quality. These include associated health impacts and sustainable transport, a twitter feed, access to a free app and local authority officer training videos.

DEFRA Air Quality Grant Programme

The EP team have submitted two funding applications for projects under the DEFRA Air Quality Grant Programme to:

- reduce idling in the Rainham Air Quality Management Area (AQMA) using signage in conjunction with the University of Kent.
- carry out a comprehensive taxi and private hire ultra-low emission vehicle (ULEV) feasibility study, looking at the barriers and opportunities for ULEV uptake by the trade in Medway, which will be supported by a remote sensing vehicle emissions measurement campaign.

Successful applications and funding awards will be confirmed in February/March 2022.

Programme: Climate Change

Council Plan Projects

Climate change

A 'Climate Change Emergency Motion' was declared by Full Council on 25 April 2019 and the Climate Change Action Plan approved by Cabinet on 8 June 2021.

Key actions across the 11 priority areas include:

- The 2019/20 carbon emissions report identifies a 13.2% reduction on emissions on the baseline year across the council's estate and operations. Carbon emission reports for 2018/19 and 2019/20 have been added to the council website and will be published annually going forward.
- Following trials, it has been agreed that warm mixed asphalt can be used for resurfacing schemes where appropriate. Less energy is used, less emissions are produced, and it is still 100% recyclable back into asphalt in the future.

- The Digital team have undertaken work to decrease the amount of energy used by servers hosting medway.gov.uk by removing embedded videos and unnecessary documents.
- All new procurement activity now has a weighted social value element, and a consistent consideration is tonnes of Carbon dioxide equivalent (CO₂e) reduced. In addition, services have the option to choose additional environmental impacts such as a reduction in single use plastics. A trial to ascertain the benefits of the draft Social Value policy are underway.
- A Councillor briefing session was hosted with 20 members attending and positive feedback received.
- The initial draft of Local Plan policies and Hoo Development Framework were published in September 2021 as well as the evidence base on Strategic Flood Risk Assessment. Relevant policies include early drafts of flood and water management, design resilience, the energy supply policy which supports 'Community led initiatives for renewable and low carbon energy through neighbourhood planning' and the sustainable transport policy.
- £232k has been allocated via the Capability Fund from the Department for Transport to support active travel initiatives, including the development of a Local Walking and Cycling Infrastructure Plan (LCWIP) and delivery of the Rights of Way Improvement Plan (RoWIP).
- Under the government's Energy Company Obligation (ECO) scheme, local authorities have the flexibility to define eligible households living in or at risk of fuel poverty. This scheme is known as the Local Authority Eligibility Flexibility (LA Flex). The Housing service continues to promote LA Flex through the contractor, Aran group, and is providing a top-up to a small number of cases where work over the initial grant is needed. To date this financial year, 38 applications have been granted funding. The measures being requested are loft and cavity wall insulation (31) and boiler replacement (some with loft and cavity wall) (13).
- Phase 1 of the Re-fit energy efficiency and low carbon programme started in October. Solar panels have been installed at Gillingham Library and work has started on Lordswood Library and Gun Wharf Light-Emitting Diode (LED) lighting replacement. Future works include installing heat pumps at the Brook Theatre and Gillingham, Lordswood and Wigmore libraries.
- The rollout of the LED smart street lighting scheme has continued, with lantern replacement increasing in line with the programme. To date 17 Central Management System (CMS) base stations have been installed.
- The 'quick win' Office for Zero Emission Vehicles (OZEV) funded project involving 34 charging points within the council-owned car park sites launched officially in October 2021, including a photo opportunity, press release and local media coverage.
- Medway's Bus Service Improvement Plan, published in October 2021, sets out the council's plans for infrastructure improvements and promoting the use of Ultra-Low Emission Vehicles (ULEV).
- Five schools took part in our Conference of Parties 26 (COP26) Walk to School Initiative (walking virtually to Glasgow). The combined effort is estimated to have saved over 5tCO₂e.
- During the autumn we carried out campaigns to encourage awareness about our air quality through activities such as car sharing and choosing cycle routes

with the best air quality as well as encouraging people to talk to us about how our air quality alerts could improve people's days.

- A successful three-day operational trial of electric refuse collection vehicles (RCVs) was undertaken in Q3. Waste services are investigating possible RCV fleet replacement in conjunction with Medway Norse and the Finance team. Assessment work has commenced on the power supply availability at Pier Approach Road to enable an assessment of the number of vehicles the supply could support.
- The Environmental Protection (EP) team secured a free online training session for taxi and private hire drivers on electric vehicles, with the opportunity to test drive a vehicle locally, delivered by the Energy Saving Trust. 16 drivers attended the online session and three took up a test drive (across both days).
- Work is continuing at pace on the full fibre to the premises (FTTP) build. As of October 2021, full fibre connectivity is now available to over 8,900 premises.
- A new "Energy & FM Data Officer" post has been created and appointed to. The post holder has already carried out extensive energy data collection and validation which will assist with reporting the council's carbon emissions.
- A draft policy on 20% Biodiversity Net Gain and Medway's Green and Blue Infrastructure Framework were published.
- Over 500 trees have been donated and planted during the winter by volunteers and Medway Norse.
- The first Medway Makers' Climate Change drop-in session took place during COP26 to allow staff to share their thoughts on climate change.
- A number of events took place in Medway during the two weeks of COP26 to raise awareness and engage local communities in ideas and getting involved including the large scale "Climate Conversation" event held at Rochester Corn Exchange and attended by over 60 attendees, Climate Café events and a Carbon Literacy Training taster session.
- The Climate Change Instagram account has now grown to 533 followers and we reached 1062% more accounts in September than the previous month. New features are starting to be used including Stories to extend our reach and this will continue in the next quarter. Our Facebook followers have grown to 2,089 and we saw a 205% increase in post engagement in September than in the previous month.
- A total of 799 people are subscribed to the Climate Change newsletter, with three sent out in Q3.
- Our Winter edition of Medway Matters included a double page spread on climate change. It featured a story raising awareness of the Kent Realising Electric Vans Scheme (REVS) allowing businesses the opportunity to try an electric van for up to two months for free. Two more businesses signed up to participate in the Kent REVS scheme (a total of 10 businesses across Medway have signed up since May 2021).
- A newly appointed Medway Youth Council representative attended their first Climate Change Member Advisory Group meeting in Q3.
- 10 schools in Medway were recognised for their green achievements at the Kent Messenger (KM) Green School Awards.
- Work continues towards decreasing the amount of household waste collected and reducing levels of contamination in recycling waste streams by providing

clearer information and guidance by recycling roadshows, attendance at events and online and social media. Ahead of Christmas we have carried out a major campaign to raise awareness of the Christmas collection arrangements and encouraging people to recycle more. A leaflet has gone to every household and there was a full-page item in the Winter Medway Matters edition.

- 13 pledges for addressing climate change have been added to the better Medway Schools award in preparation for programme relaunch 2022.
- Officers successfully applied for funding from the Net Zero Innovation fund (Local Government Association / University College London) in collaboration with the University of Kent to carry out engagement and knowledge transfer workshops with landlords to uncover their understanding and planning for Net Zero. The intention is to disseminate the findings into academic publications and practical case studies.
- The Climate Response team are developing joint working and academic research opportunities. A Department for Education, Food & Rural Affairs (DEFRA) Air Quality bid for anti-idling project in Rainham was submitted. The Climate Response team attended and presented at a seminar for the Cities and Climate Emergency module at the University of Kent in Q3.

Council Plan Outcome: Medway on the map

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

Council Plan Projects

Support the development of Medway's UK City of Culture 2025 bid

Although, the Council were disappointed not to have been shortlisted for United Kingdom (UK) City of Culture 2025, the bid process has highlighted how much Medway has to be proud of, including our extraordinarily talented creatives. The work the Bid team has done over the past 18 months has helped to establish new partnerships both within the creative industry and with residents and brought the wider community even closer together. The competition has shone a spotlight on Medway, all that we have to offer and what we are capable of when we come together.

The service continues to support the legacy of the bid, developing plans around Arts Council England, the Priority Place agenda and supporting the strengthening of Creative Medway.

The Culture team continue to support the Bid Director as she hands over learning and resources to Creative Medway following confirmation that Medway would not be progressing to the next stage of the bid for UK City of Culture.

Supporting Medway Cultural Partnership to produce a new cultural strategy

Creative Medway is a bold vision that speaks to Medway's broadest aspirations to put culture centre stage. This 10-year Medway-wide community partnership strategy is a shared ambition, built on extensive engagement, demonstrating how important culture is to Medway's future.

This pioneering partnership model establishes a new cultural strategy and a creative compact. A compact is a way to realise the ambition of Medway's creative sector, that in the short-term shapes opinions and behaviours and in the long-term positively transforms Medway.

For Medway Council this partnership embeds culture within our priorities, developing a consistent cross-council approach. It provides a collaborative framework that secures Medway's cultural and creative landscape for present and future generations.

The governance and delivery model for the strategy is called Creative Medway. This independent partnership is made of three components: Compact; Working Groups; and Congress. They are all open to everyone to participate in at a level and to a degree which suits them best.

Creative Medway Compact is responsible for driving the strategic ambition, the overall delivery and for being a strong advocate for Medway's culture. It is made up of champions from five working groups and key partners from interconnected sectors: education; business; voluntary; health and wellbeing; and the local authority.

Since October 2021 Creative Medway have come together twice to develop a clear plan to develop and strengthen their position as a sector support organisation.

Workshops have looked at structure and governance, visibility and action planning and in Q4 Task and Finish Groups will be supported by specialist professionals to move each of these aspects forward.

The Culture team continues to support Creative Medway Chair, the Compact, and the Theme Groups as plans are made to deliver Creative Medway.

Arts Council England has offered £20k strategic funding to support developmental work until June 2022. This will pay for the time of non-salaried freelancers and representatives of small organisations, and will provide resource to develop action plans, visibility and a governance structure.

Additional funds and resources are being actively pursued, such as the Additional Restrictions Grant (ARG) funding, which will pay in part for some freelance facilitation or administrative support for Creative Medway.

The Culture team has attended a number of meetings this quarter, facilitating conversation between the different Creative Medway members and sharing information about the strategic funding proposal.

The Culture team have a newly appointed a Culture Development Assistant and a Culture Development Officer. These new team members will attend some of the Theme Group meetings to offer specific support from the Culture Team, meaning that Creative Medway will receive more consistent support from the team going forward.

Successful outdoor events programme

Q3 saw the successful delivery of:

Medway Fun Palace, 1 October, Pentagon Shopping Centre

In partnership with Nucleus Arts Medway, Fun Palace was a huge success charged with increasing footfall to the Pentagon by 18% making those experiencing the event in the region on 4,000. The event was a fun day of science shows, hands-on activities, stalls and stands, art workshops, interactive installations, theatre, flash mobs, choirs and dance troops. On top of this we supported 15 library events, and 5,000 home Fun Palaces magazines we distributed too.

Fireworks Night, 6 November, Great Lines Heritage Park

This year's fireworks night was the first held since 2018 with over 25,000 attending. It included a new 'music of the movie's' laser event. The event was well received by residents on social media too.

Rochester Christmas Markets, 27 & 28 November and 3 to 5 December and 10 to 12 December, Rochester Castle Gardens

The Rochester Christmas Markets saw a significant reduction in the number of stallholders down to 60 due to the pandemic with many businesses failing or pivoting to alternative income streams to stay alive. To ensure the markets continue to look full and busy stallholders we offered additional space and the Bavarian food court was expanded to provide more space for seating. More than 210,000 people visited the markets over its three weekends making it the most visited Christmas Market since the council took over its management in 2015.

Dickensian Christmas, 4 & 5 December, Rochester Historic Centre

The Dickensian Christmas weekend was a great success, with 80,000 people attending. This is a similar figure to last year and given that the number of coaches were down from 90 to 30 and the new Covid19 regulations that were brought in three days before we are very pleased with figures. The event had great pre-event coverage in The Times, Time Out, National Rail and Lad Bible all rating Rochester Christmas market in their top ten markets in the country and visits to Visit Medway have been very high.

Work with partners to bring forward the Docking Station project

The Docking Station is a partnership project led by the University of Kent (UoK) with key partners Medway Council (MC) and Chatham Historic Dockyard Trust (CHDT).

The Docking Station will transform the Police Section House located on the Interface Land at Chatham Historic Dockyard (CHD) into an environmentally sustainable, innovative and dynamic 'University of the Future'. It will unite industry, creatives,

students, academics and young people in state-of-the art digital facilities, co-working space and innovative research and development space. It will offer digital skills development, knowledge exchange, and drive innovation, fuelling the growth of the Medway creative economy.

The project will include a significant extension of the original property that will ensure the creation and safeguarding of upwards of 272 jobs, assist up to 8,000 learners, provide business support for up to 40 business, and create vital new creative workspace and research and development facilities.

MC submitted a successful £14.4m bid to the Ministry of Housing, Communities & Local Government's (MHCLG's) Levelling Up Fund as our Chatham package (up to three multiple complimentary projects) on the strategic theme of 'Culture'. The three parts of the connected package are:

- The full refurbishment of The Brook Theatre (£6.5m).
- Fitting Rigging House (South) transformation into creative workspace hub (£2.2m).
- The creation of The Docking Station as a new cultural and creative education and incubation hub (£5.7m).

These three cultural projects reinforce and align with each other and the stated priorities of the Levelling Up Fund. A project manager has started with UoK and is focusing on business development, fundraising and stakeholder management.

Child Friendly City

In Q3 we have been focusing our efforts to streamlining priorities for children and young people to help with co-developing our Child-Friendly City plan. We had our second Child Friendly City Hall on 10 November with over 130 guests. At the November Child-Friendly City Hall City Hall we did a Questions and Answers (Q&A) session with Richard Hicks, Director of Place & Deputy Chief Executive, at Medway Council, a comedy performance by the Noise Next Door and an activity worksheet based on key themes and consultation to date. The activity sheet was designed to help inform us on key priorities that children and young people wanted to see as part of each theme/strand of work. There was also space for young people to add personal suggestions, comments, and feedback.

The six key themes were based on the outcomes from the consultation with children and young people – via our survey, City Halls and postcards.

- Safer for everyone, without the fear of anti-social behaviour, crime, or intimidation.
- Cleaner and well maintained, free of litter and dirt, with modern play spaces.
- Greener, with greater awareness of, and action to protect, the environment and our future.
- Aspirational, offering children and young people opportunities to pursue their dreams and careers.
- Engaging, actively involving children and young people in the decisions that affect their lives.

- Community-Focused, welcoming community spaces and inclusive for all people in Medway - regardless of race, gender, sexuality, or other characteristics.

We also received some additional suggestions that we will be adding as new pillars:

- Changing Community – Focused to “Inclusive & Community-Focused”.
- Adding – Creativity.
- Adding – Health & Wellbeing.

We also finalised our new Child Friendly Medway (CFM) logo based on contributions from children and young people at our November City Hall.

We are currently working through lists of priorities under each header and adding these to our CFM plans, as well as taking feedback to various teams to see if they can support delivery and build this into their plans.

We are aiming to have our new CFM plan by May/June 2022 following consultation with various teams across the council and leadership approval.

Additional Programming

Seeing is believing – We have been running a wide array of programming that has been influenced by young people’s requests for programming. We will also be doing some targeted work to narrow the gap for young people from areas of higher deprivation.

Universal

- Free Drop-In Football – Ran until 30 October in six parks across Medway.
- In October we sponsored three school prizes as part of the Climate Change teams October Walk to School Challenge for Conference of Parties 26 (COP26). Each winning school will receive a special presentation by Kent Wildlife Trust.
- Title Sponsor for the Mini Youth Games for the 2021/22 school year.
- Sponsoring the Swimming Charter for Schools for the 2021/22 school year.
- Post-box Creative Workshops with Nucleus Arts.
- Two free Halloween Cinema Events at MidKent College and activities.

Targeted

- October half-term – Fit & Fed in Luton & Chatham (Kingfisher).
- Swimming Crash Courses/Learn to Swim for 120 children and young people on free school meals.
- Sponsored Christmas pantomime at MidKent College – Targeted schools from areas of high deprivation who do not have budgets for this type of extracurricular activity.
- Sponsored two Christmas pantomimes in partnership with the Heritage Action Fund (HAF) project – targeted to children and young people on free school meals. This was a family event.

Q4 plans

In Q4 we will be focusing on the CFM plan and marketing materials. We will also be sponsoring the Brief Intervention Programme which will help children with low tier counselling support with various issues that do not meet the Children & Adolescent Mental Health Service (CAMHs) threshold.

Successful delivery of Theatre31

A £1m Youth Performance Partnership Fund (YPPF) Arts Council funded youth theatre and performance project running across Medway and Sheppey until December 2022. The bid was submitted by Medway Council on behalf of Medway and Sheppey Local Cultural Education Partnerships (LCEPs). The project will be managed and delivered by Icon Theatre, supported by Young Artist Collective, Steering Group and Project Board.

Icon Theatre have made good progress in developing links with the Light Nights event. Young people from Theatre31 will perform as part of 'If Not Now', a large scale show specially commissioned for this event.

High Streets Heritage Action Zone (HSHAZ) Cultural Consortium – discussions are underway about a large-scale event in summer 2022.

D-Live – developing Deaf-accessible workshop and performance opportunities.

Good progress has been made encouraging schools to sign up for Artsmark. Take-up has been enabled by Theatre31 paying 50% of the sign-up fee for schools identified as most likely to benefit from Artsmark.

The Icon Theatre has also put the Theatre31 funds to good use in partnership with Medway Go!, a scheme which involves children in extracurricular activities while also providing nutritious food, aimed at families living in deprivation. This Christmas, children and their parents have been offered free tickets to see The Brook Theatre Christmas Show and the Pantomime at The Central Theatre, followed by a drama workshop and a meal.

The project has also funded Brook Theatre's in-residence company 'Square Pegs' to develop a new youth theatre in Medway for young people who are neuro-divergent, learning disabled or autistic.

The Icon Theatre is using their experience and evidence from their work on Theatre31 to strengthen their application for the next round of Arts Council England's National Portfolio Organisation (NPO) bids. Should they be successful in their bid for NPO status, there are a number of strands of Theatre31 work they will commit to continuing as a legacy of the project.

Dissemination of Medway 2035 and implementation of the Regeneration Delivery Plan

Medway 2035 continues to form a strong strategy base for funding applications and has been drawn upon in all of Medway's recently successful Levelling-Up Fund and Community Renewal Fund submissions. Its revision – to reflect significant changes since its adoption in December 2018 (including Housing Infrastructure Fund (HIF) award, climate change emergency declaration, Brexit, Covid19, child-friendly city commitment) – has commenced.

Medway 2035 is being refreshed to align with the emerging Local Plan, to become Medway 2037. It will encompass a suite of documents with deliverable action plans and will build upon existing and proposed strategies including the Skills and Employability Plan, Innovation Strategy, Town Centres Strategy, and River Strategy, and align with other relevant strategies such as the Climate Change Action Plan, Culture Strategy, Tourism Strategy, and Sport Strategy. Priorities include destination and placemaking, town centres, inward investment, business accommodation and digital connectivity, sector growth and improving employability. Cross cutting themes include climate change and net zero, innovation, and growth for all. SQW have been appointed as lead consultants to deliver the documents by March 2022. An External Investment Officer is working with SQW to look at bids/business cases for the prioritised projects and interventions and create a pipeline in preparation for future funding opportunities.

Drive the success of the Medway Champions programme signing up new champions, encouraging use of the place branding and support for Medway PR initiatives

We have welcomed 12 new members this last quarter and welcomed 11 Medway 2025 Business Ambassadors who decided to join us since our City of Culture bid was unsuccessful. We also had seven website enquiries with people joining us in our January meeting. We now have over 300 members.

We held our last meeting of 2021 in November at the Fire Station Brasserie with a Hospitality theme – over 60 members attended the meeting. Guest speakers were Deirdre Wells OBE, Rebecca Collins from Visit Kent, and The Fire Station Brasserie.

Recruit stakeholder support for Medway on the Map

Although much of our normal activity such as visits, Medway 1 etc. have still been slow due to the ongoing spectre of Covid19, we were delighted to receive strong support for our City Status bid with many Medway organisations and stakeholders agreeing to include their logo in our public document submitted.

We attracted record numbers to Medway for our Christmas in Medway events thanks to a significant investment in marketing and awareness with upwards of 100,000 attending the Christmas Markets and Dickensian Christmas Festival. We were also delighted to be featured in the Times and Ladbible's list of the top ten Christmas markets in the country.

We are starting to work with developers to plan a campaign to raise awareness of Medway.

Active PR programme in local, national and self-owned channel to get the message across about Medway, our vision and achievements and our regeneration programme

The press office received 171 media enquiries between 1 October and 14 December. In the same period the press office responded to:

- 238 enquiries in 2020 (Covid19 – we received 99 public health enquiries).
- 229 enquiries in 2019 (we received 29 general election enquiries).

The press office responds to a range of enquiries from local, trade, and national press. During Q3 we received 19 enquiries regarding planning and development matters including five regarding the Local Plan and three about the Pump Lane secretary of state decision from local and trade press. We also received 18 public health enquiries, the majority of which were questions around Covid19 and advice to schools.

Interviews

We have facilitated 18 media interviews since 1 October. This includes a variety of radio and TV interviews on a number of topics including congratulating a retiring school crossing patrol after 40 years of service, promoting our City Bid and promoting the Dickensian Christmas Festival. When arranging interviews, and briefing interviewees, the press office links to our ambition to become a Child Friendly City, where appropriate.

Medway's Director of Public Health continues to regularly feature on BBC Radio Kent to update listeners on the local, county-wide and national coronavirus picture and provide interviews following government announcements.

Press releases

Between 1 October and 14 December, the press office issued 72 press releases showing the scale of work being asked of the team when compared to the last two years.

In the same period in:

- 2020, the press office issued 61 press releases.
- 2019, the press office issued 50 press releases.

The list below shows the variety of press releases issued over the last quarter:

- Celebrating Christmas in Medway.
- Medway Test results.
- Thanking partners on World Homelessness Day.
- Celebrating Libraries week.
- Promoting training grants on offer.
- Medway Light Nights.
- Rochester Multi Storey Car Park Automatic Number Plate Recognition (ANPR) pilot.

- Medway Archives Centre achieving national standard.

Programme: Medway a Smart City

The Smart City Roadmap has now been drafted and will be presented to the next Transformation Board and then be circulated for internal comments. Several projects have already been progressed:

- installation of the first batch of public electric vehicle charging points in Medway which went live in October 2021.
- implementation of road temperature sensors on two gritting routes in Medway in time for the 2021/22 winter season in November 2021.
- completion of a new ticketless ANPR management solution at Rochester Multi Storey Car Park in November 2021.
- in addition, the very first Electric Vehicle (EV) Strategy and Implementation Plan for Medway was completed in December 2021 and will now go through the governance process, before being presented to Cabinet in April 2022.

There are more exciting projects that will be progressed during Q4, including the potential expansion of ANPR into more car parks, the introduction of a 3D visualisation model for Medway (with a focused pilot in Chatham and Rochester), a gully sensor and warning sign pilot for Pier Road, and an InnovateUK funded pilot using artificial intelligence to ascertain rich transport-related data from existing closed-circuit television (CCTV) feeds.

Prosecutions and Sanctions

FPNs ISSUED	2019/20					2020/21					2021/22				
	Q1	Q2	Q3	Q4	YEAR TOTAL	Q1	Q2	Q3	Q4	YEAR TOTAL	Q1	Q2	Q3	Q4	YEAR TO DATE
FLYTIPPING	1	5	8	5	19	3	10	4	8	25	10	8	10		28
FAILURE TO PRODUCE DOCUMENTS								3		3	32		3		35
SCRAP METAL												1			1
LITTER	19	12	6	1	38	5	8	4	6	23	13		10		23
TRADE WASTE		4	1	1	6							5			5
FLY POSTING															
SMOKE FREE	2				2										
BREACH OF A COMMUNITY PROTECTION NOTICE	1	2	3	1	7		3	1	2	6	1				1
UNLICENSED WASTE CARRIER		1			1			1		1					
HOUSEHOLDER DUTY OF CARE						3	4		2	9	3		2		5
COMMERCIAL DUTY OF CARE							3		1	4					
TOTAL	23	24	18	8	73	11	28	13	19	71	59	14	25		98

District Enforcement

DISTRICT ENFORCEMENT ISSUED FPNS	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21	Q4 20/21	Q1 21/22	Q2 21/22	Q3 21/22
LITTER	1,386	899	157	2,236	2,054	1,624	1,532	1,597	302
DOG FOULING	11	9		1		1	3		
DOGS ON LEAD	1	1		1			1		1
TOTAL	1,398	909	157	2,238	2,054	1,625	1,536	1,597	303

Breakdown of Prosecutions

Due to the timeliness of reporting, there can be an increase or decrease in the number of prosecutions previously reported in Pentana

PROSECUTIONS	2019/20					2020/21					2021/22				
	Q1	Q2	Q3	Q4	YEAR TOTAL	Q1	Q2	Q3	Q4	YEAR TOTAL	Q1	Q2	Q3	Q4	YEAR TO DATE
FLY TIPPING		2		1	3		1		1	2	2	8			10
DUTY OF CARE FOR WASTE	1			1	2				1	1	2	5			7
LITTER	1				1						1		1		2
FAILURE TO COMPLY WITH S108 NOTICE	4	1		5	10				2	2	1				1
UNTIDY LAND		1			1						1				1
VEHICLE SALES/REPAIR															
FAILURE TO COMPLY WITH CPN		1	1		2							1			1
UNREGISTERED WASTE/SCRAP	1	1	1	2	5				7	7		1	2		3
SMOKE FREE			1		1										
TOTAL	7	6	3	9	25		1		11	12	7	15	3		25

REPORTED IN PENTANA			2		24					9					
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