

# Council Priority: PLACE

## Medway: A place to be proud of

### REGENERATION, CULTURE AND ENVIRONMENT

#### OVERVIEW AND SCRUTINY MEETING

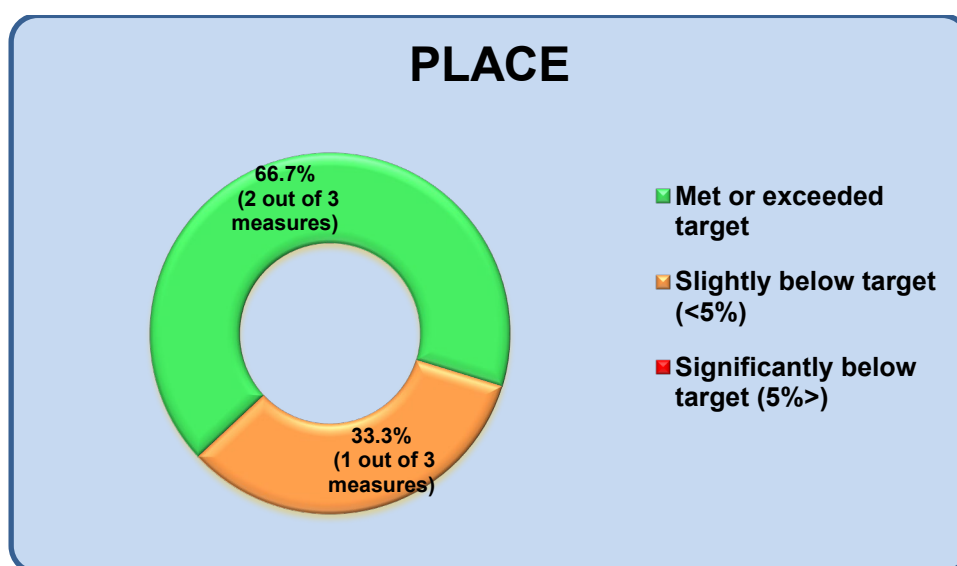
## Performance: Quarter 4 2021/22

#### Key

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

- 0% (0 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	DET	IMP
NI 195a NEW	Green	Improved street and environmental cleanliness: Litter	STATIC	DET

### Measures slightly below target (amber)

Code	Status	Measure	Short Trend	Long Trend
W6 CP	Amber	Satisfaction with refuse collection - Citizens Panel result	DET	DET

## Strategic Risks

The quarter 4 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	12	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	19	Finances	Chief Operating Officer	AI	L – very high I – catastrophic
SR46	24	Medway's Economic Recovery from Covid19	Assistant Director Regeneration	BII	L – high I – major
SR32	30	Data and information	Director of People, Assistan	CII	L – significant I – major

Reference	Risk Register Page (app 3)	Risk	Owner	Current residual risk score	L – Likelihood I – Impact
			Director Legal & Governance		
SR36	37	Alternative service delivery models	Assistant Director Regeneration, Chief Operating Officer	BIII	L – high I – moderate
SR37	43	Cyber Security	Chief Operating Officer	AI	L –very high I – catastrophic
SR02	53	Business continuity and emergency planning	Director of Place and Deputy Chief Executive, Chief Operating Officer	DII	L – low I – major
SR49	58	Income Reduction due to Covid19	Chief Operating Officer	CII	L –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
Q4 2021/22	75%	81.6%	<b>Green</b>	Maximise	DET	IMP
Q3 2021/22	75%	86.4%	<b>Green</b>	Maximise	IMP	IMP

## Comments

Satisfaction amongst users of parks and open spaces was 81.6% in Q4, a decrease on the figure (86.4%) seen in Q3.

More users were neutral about the service – 14.0% of respondents (up from 9.3% in Q3) – than dissatisfied, 4.4% (up from 3.6% in Q3).

These results are based on the 136 users of parks and open spaces from the 198 respondents to the Q4 Citizens' Panel, giving a margin of error of +/-8.4%, meaning the change in satisfaction is not statistically significant.

## Actions

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

- Section 106 play improvements and new footpath at Cliffe Woods – completed November 2021.
- Section 106 play improvements at Perry Street & Chalk Pit Open Space – completed July 2021.
- Priority Play Capital Programme – refurbishment at seven play areas in FY 21/22 consisting of Crestway, Iona Walk, Whimbrel Walk, Low Meadow, Hamilton Road, Lamplighters Close and Borstal Recreation Ground. A tender was awarded in late October 2021. Residents, schools and ward councillors engaged at play areas with complete refurbishments. Works started on site on 14th March and are expected to be complete end of May 2022. Lamplighters Close, Borstal Recreation Ground and Low Meadow now complete.
- Town Hall Gardens (Section 106) improvements – pre-application advice is in progress with the Planning team. This will inform what improvements can take place at the site. Consultation took place in January 2022 and the team are working with Local Arches on further engagement with the local community.
- Cockham Community Parkland (Housing Infrastructure Fund (HIF)) – approved at planning committee in July 2021. Construction timescales under review and will be updated next quarter.
- Berengrave Nature Reserve (Section 106 (s106) improvements) – step/access improvements completed March 2021. New entrance/interpretation signs installed November 2021. Consultation regarding further access improvements in May 2022. Works anticipated autumn 2022.
- Park Welcome Signs – designs complete and installation due April 2022.
- Other improvement projects this financial year 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 to play area and access), Great Lines Heritage Park (footpath refurbishment) and lighting at Victoria Gardens (Safer Streets 3 funding).

## 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.

- Sites which would have had a full judging visit this year: The Vines, Hillyfields, Gillingham Park, Riverside Country Park and Capstone Country Park were allocated to a judge and we received a review/written report of the management plan and a mystery shop visit and report following their visit (May - July 2021). Mystery Shop sites: Broomhill, Great Lines and Ranscombe Farm. Judges visited these sites in July - September 2021.
- 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 have been reviewed with the Medway Norse ranger team and updated in January for Capstone and Riverside Country Parks.
- Various improvements completed as part of the action plans for all sites.
- Various events have taken place in the five urban parks including wildlife days, bat walks, litter picks etc. (Covid-19 compliant).
- 2022 applications were submitted in late January 2022. Now preparing for summer 2022 judging and mystery shop visits.

#### NI 195a NEW Improved street and environmental cleanliness: Litter

Quarter	Target	Value	Status	Aim to	Short Trend	Long Trend
Q4 2021/22	96.00%	97.00%	Green	Maximise	STATIC	DET
Q3 2021/22	96.00%	97.00%	Green	Maximise	IMP	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 = 1200 sites per year). Sites are different land classes: Main Retail and Commercial; Local Shopping areas; Residential streets; Main Roads; Waste Bins (litter, canine and combined); Rural Roads; Alleyways; Footbridge, and subways.

During Q4, 97% of streets surveyed were free from litter at the time of the inspections. This is due to a robust contract monitoring programme and a high standard of cleanse being achieved by Medway Norse.

A visual inspection of 50 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 Quarter 4, two cases were prosecuted at Court with the outcome of not guilty and a custodial sentence. During the quarter, the teams conducted one joint police operation where 10 vehicles were stopped and searched; seven were compliant and three producer notices were served requesting information.

#### Enforcement action:

- 24 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.
- 27 notices were issued under S108 Environment Act 1995, requiring information to assist with fly-tipping investigations.
- 32 notices were issued under S34 Environmental Protection Act 1990 requiring businesses to account for how they dispose of their trade waste.
- 0 notices were issued under s215 Town & Country Planning Act requiring works to be undertaken by the owners of land that was deemed to be a detriment to the local amenity.
- 12 fixed penalty notices were issued internally by the Enforcement team: two for littering, two for fly-tipping, one for householder duty of care, and seven for failing to provide waste documents.
- Total income received from fixed penalty notices (FPNs) during the quarter totalled £1,480.

District Enforcement Litter FPN contract – During this reporting period the Enforcement team issued 984 FPNs. Thus far, 717 FPNs have been paid during Q4. The total income since April 2021 is currently £140,349.

The Enforcement team have carried out 133 investigations into untidy land.

Street Scene Enforcement figures are estimated and maybe subject to change. Street Scene Enforcement dealt with a total of 177 deposits on the public highway. All were removed within one working day. Evidence was retrieved in 36 cases and was referred to Environmental Enforcement Officers for further investigation. A further 40 pieces of evidence were 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 51 fly-tips on private land, 134 that had gone on inspection and a further 120 duplicate reports, 380 Proactive Removals (meaning that officers removed this waste before members of the public reported the incidents).

The team has entered into 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 was completed within one working day. This arrangement provides an annual income of £27,000. The total tonnage removed this quarter is approximately 4te.

**W6 CP Satisfaction with refuse collection - Citizens Panel result**

Quarter	Target	Value	Status	Aim to	Short Trend	Long Trend
Q4 2021/22	85%	84.8%	<b>Amber</b>	Maximise	DET	DET
Q3 2021/22	85%	88.6%	<b>Green</b>	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. A public engagement period has been held, and the responses are being collated and fed back into the designs.
- A new innovation hub located within the Pentagon Centre – A demand study has been undertaken in light of Covid-19 new working patterns to identify options to operate the site. Procurement of the design team has commenced.
- 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 Church – Funding to bring the building back into use for the purposes of meeting spaces and rooms as well as offering community uses. The tender period for the design team has now closed. Meetings with the Planning team, 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.

A commercial study commenced in Q4 ahead of soft market testing for three key vacant buildings to explore 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, including reinstatement of the front portico at Chatham House, and repairs to Chatham Memorial Synagogue.

Community engagement has focused on reminiscence, including a 'Featherstones Memories' memory gathering exercise run in parallel with the first phase of capital works at the former Featherstones department store, and a reminiscence music project with residents aged over 55. Historical interpretation panels have been installed on Sun Pier to raise awareness of the history of the pier and to improve the public realm.

## 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.

### Waste Wardens

In Q4 the waste wardens focused on street cleansing service requests and supporting the monitoring officers with stage 1 complaint investigations and complaint monitoring. Additional tasks include:

- Proactive monitoring: a monthly schedule of targeted monitoring to identify gaps in mechanical street cleansing rounds (sweepers) recorded 376 proactive inspections carried out across Medway.
- Street cleansing quality standards inspections: 100 inspections per month have been completed as part of the scheduled annual NI 195 inspection programme. The NI 195 inspection ensures Medway Norse are cleansing to a good standard; 97% of an A/B grade was achieved.
- 35 assisted collections assessed and set up by Waste Wardens. The wardens contact the customer and arranges a visit to assess collection point for the customer to present waste on collection day.
- 197 Street Not Clean services requests received and actioned by the Waste Wardens.
- Monitoring of waste collections, 103 spillages reported direct to Medway Norse to action and remove.



- Continued High Street weekly inspections after weekends to ensure the standard of cleansing of High Streets is to a satisfactory standard and issues found during the inspections are raised to Medway Norse to action.

### **Engagement Wardens**

In Q4 the Engagement Wardens have had another busy quarter with the following activities taking place:

- Attending 13 events and planning the Great British Spring Clean events.
- Supporting over a dozen litter picks with Medway Litter Champions.
- Emergency planning support including assistance with Storms Dudley and Eunice, attending the chemical fire at Revenge Road and assisting with the royal visit.
- Organising the Welcome Back Fund 'Business Litter Kits' delivered to all 1,000 businesses with a high street presence to improve perceptions of litter. The Kits includes a litter picker, bag hoop, gloves and a broom. This has been well received.

### **Animal Wardens**

During the 09:00-17:00 weekday, we have three Animal Wardens and three vehicles available to collect stray dogs. The officers work on a duty stray dog rota for the week. The duty officer will be the first to respond to a report of a stray dog and will also cover the weekend callout service that operates between 9am and 4pm on weekends and bank holidays.

Outside of the above hours, reports can be made via the Council's out of hours line. If an Animal Warden is not on duty, dogs are taken to VetsNow at PDSA Gillingham where they will be checked for a microchip and attempts will be made to contact the owner. If the dog is not microchipped or the owner is not contactable then the dog will be held and collected by an Animal Warden the following day.

Once a dog has been collected, it will be scanned for a microchip. A picture of the dog will be posted on Medway Council's Stray Dog Facebook page requesting that the owner makes contact.

If the dog is not claimed with seven days then it will be rehomed, or a rescue placement will be found for the dog. A dog will only be euthanised due to medical reasons following advice from a vet or severe behavioural issues.

After the seven days, the Animal Warden team continue to manage the rehoming and fostering of dogs that were not claimed. On some occasions, we work with animal charities and rescues to rehome dogs that may require more specialist knowledge or assessment or where we have been unable to find a suitable home within the area.

The statistical data for April 2021 to March 2022 is as follows:

- Total number of service requests for the Animal Warden Service = 894.
- Number of stray dogs reported = 355.
- Number of dogs placed in foster care = 28.
- Number of dogs adopted = 25.

- Number of foster applications received = 118.
- Dogs to rescue = 15.
- Cases requiring assistance from the Police Dog Legislation Officer = 4.
- Number of dogs microchipped = 13.
- Number of notices served for non-compliance of microchipping regulations = 10.
- Community Protection Warnings served = 5.

### Service Awards

The Animal Warden service has been awarded the RSCPA Gold PawPrints Award which recognises and celebrates the council's continued work with stray dogs. In addition to this, the team were awarded the RSPCA Bronze PawPrints Award for Contingency Planning. This recognises the procedures in place for assisting pet owners in emergencies.

### Responsible dog ownership

The Animal Warden service has led in the planning and organisation of responsible dog ownership roadshow events through the summer 2021. They were also joined by the Engagement and Community Safety teams, who were on hand to offer advice to the public. Battersea Cats and Dogs Home and 'Friends of' groups have participated in some of the events.

During the events, the Animal Wardens have offered advice and promoted responsible dog ownership. Free dog microchipping and free chip checks were undertaken to help ensure that owner details are kept up-to-date.

Education for children on how to interact safely around dogs was also provided using the Kennel Club's Safe and Sound Scheme. This is an interactive game children can play and answer scenario-based questions on the subject.

The following events have taken place:

- 23rd July 2021 – Gillingham Park.
- 29th July 2021 – Broomhill Park.
- 2nd August 2021 – Capstone Country Park.
- 17th August 2021 – Riverside Country Park.
- 1st September 2021 – Great Lines Recreation Ground.
- 16th September 2021 – The Vines Recreation Ground.

The team have also attended local fun days organised by housing associations and resident associations. This includes two community events at Copperfields Recreation Ground on 11th September and 28th October and another at Capstone Country Park on 26th September offering microchipping and responsible dog ownership advice. Officers also supported the Rochester Riverside Community Event organised by Medway Task Force and the Environmental Engagement team on 25th March 2022.

### Social Media and Newsletters

The sixth edition of the stray dog service newsletter has 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 12,000 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.

### Dog fouling

The team are currently working with the Street Scene team, Medway Task Force and the Environmental Engagement team and have secured funding from the Crime Reduction Fund to develop a project with Luton Primary School. Officers from the teams delivered an assembly to Luton Primary School on 29th March 2022 to raise awareness of environmental issues, including dog fouling and the implications of dog owners not picking up their dogs' faeces. Local artists also attended and worked with the children for the day to develop new signage for the area which will include dog fouling and littering. The children's artwork, once finished, will be judged and a selection will be chosen to be erected as signage in the area. There will also be vouchers awarded to the school, the winner and runner ups.

## **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 and are projected to further increase this year at the contract renewal period by 10%.
- Replacing columns that are beyond design life reduces the risk of structural failure and through awarding as a block programme of work competitive financial rates 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 Q4 the rollout of the scheme has continued, with lantern replacement increasing in line with the programme and to date:

- 4,043 columns have been replaced.
- 16,998 lanterns have been upgraded.
- 3,436 Lighting designs have been approved which completes this piece of work.
- 2,910 Telensa nodes fitted to existing LED lanterns.

## **Programme: Improving air quality in air quality management areas in Medway**

**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**

Work on the draft air quality action plan resumed in the second half of 2021. Statutory consultation on the draft action plan commenced on 7th March 2022 and was due to close on 24th April 2022. Consultation responses will be evaluated in Q1 2022 before the final draft is taken to Overview and Scrutiny (O&S) Committee and Cabinet for approval.

### **Air Quality Monitoring**

The team continued to maintain the air quality monitoring network with much reduced officer availability 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.

### **Air Quality Communications Strategy**

The Environmental Protection (EP) team have been working with other local authorities in Kent on a communications plan for 2022. This includes KentAir Day, scheduled for the week commencing 25th April. A new digital online toolkit for schools, children and parents is due to be launched during this week and a communications toolkit for local authority partners is being produced to support KentAir week.

### **DEFRA Air Quality Grant Programme**

The EP team submitted two funding applications for projects under the Department for Environment, Food and Rural Affairs (DEFRA) Air Quality Grant Programme in Q3 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.

Both applications have been successful, and Medway will receive the full amounts sought for these projects. The grant awards, totalling £127,510, are expected to be paid in May 2022.

### **KentAir website**

The EP worked with other Kent local authorities to procure a new Kent air quality monitoring network data management contract. Included within the contract was the provision of a refreshed KentAir website. The new website went live in Q1 2021/22 and contains a range of enhancements that support the EP team's ongoing work on the Air Quality Communications Strategy. The EP team lead on the redesign of the website on behalf of the local authority partners. The new website and contract have been in place for a year now and there have been no significant issues raised by any of the local authority partners.

### **Annual Status Report**

The EP team submitted Medway's air quality Annual Status Report to DEFRA on time in June 2021. The DEFRA appraisal feedback was again positive as with the previous 2020 report.

### **Taxi and Private Hire project**

The EP team worked with the Energy Saving Trust to deliver a free online training sessions for drivers and operators on electric vehicles with the opportunity to test drive a vehicle in October 2021. 16 drivers attended the online session and three took up a test drive.

## **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:

- Carbon emissions data relating to 2020/21 for the council's estate and operations has been collected in Q4. It will be validated in Q1 and published to the council website and presented to Cabinet in June.
- The Climate Change Action Plan has been refreshed and will be presented to Cabinet in June. Recommendations from a review of the United Nations Sustainable Development Goals have informed the action plan refresh.
- All new procurement activity now has a weighted social value element, and a consistent consideration is tonnes of CO<sub>2</sub>e reduced. In addition, services have the option to choose additional environmental impacts such as a reduction in single use plastics.
- Funding applications have been successful. These include the Department for Environment, Food and Rural Affairs (DEFRA) Air Quality Grant Programme – £127,510 was received to reduce idling in the Rainham Air Quality

Management Area (AQMA) using signage – and the Ultra Low Emissions Vehicles (ULEV) feasibility study and Local Government Authority (LGA) and University College London (UCL) Net Zero Innovation Fund – £16,000, in collaboration with the University of Kent, with the aim to conduct engagement and knowledge transfer workshops with landlords to uncover their understanding and planning for Net Zero.

- 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, 3,984 columns have been replaced (84% completion rate).
- Housing Services have restructured the service to incorporate an Asset and Energy Manager and a Retrofit Coordinator. The Asset Management Strategy is to be re-written to incorporate energy targets/retrofit works alongside traditional planned works.
- Phase 1 of the Re-fit energy efficiency and low carbon programme started in October. LED lights have been installed at Gun Wharf, The Brook Theatre and Cuxton library.
- A six-week public consultation is being undertaken on the draft Air Quality Action Plan for the Four Elms Hill Air Quality Management Area (AQMA). This closes on 24 April 2022.
- Under the Solar Together Kent scheme, 21 homeowners in Medway have installed a total of 206 panels to date, saving 16,837kg of carbon dioxide (CO<sub>2</sub>) emissions.
- Business Energy and Industrial Strategy (BEIS) funding has been secured for more detailed techno-economic feasibility work for a heat district network within the areas of Hoo and Strood.
- The final draft of the Tree strategy is complete and will seek Council approval in Q1 2022/23.
- The Climate Response team has launched a new competition for primary schools, to celebrate World Planting Day and World Poetry Day.
- New Climate Change webpages were launched in January 2022. Over 20 pages were either updated or created. The new webpages have information tailored for schools, businesses, residents, community groups, landlords, young people, visitors and universities.
- The Climate Response team has delivered Climate Classrooms to three schools across Medway. These were very successful and well received.
- The Green Homes Grant, a government funded initiative, has been supported and promoted. This scheme offers a wide range of energy-saving improvements in people's home, through insulation measures and renewable heating technologies. This will help keep Medway's residents warm, while improving the sustainability of their properties and reducing emissions. A total of 80 residents have registered to find out more about their eligibility for the scheme.
- The communication and engagement strategy has been produced for 2022/23.

# 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

The Culture team continue to focus on Medway's new status as an Arts Council Priority Place, building the legacy of the City of Culture bid.

#### 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 for 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.

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

Arts Council provided £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 were secured for Creative Medway through Additional Restrictions Grant (ARG) funding and contributions have also been made from the Culture Team budget, which will pay in part for some freelance facilitation or administrative support

throughout the funded period and go towards the delivery of assets (website, branding, social media) that come as a result of the Visibility strand of work.

The Culture team has attended several meetings this quarter, facilitating conversation between the different Creative Medway members and sharing information about the strategic funding proposal, budget updates, and providing advice.

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 Governance and Visibility meetings to offer specific support from the Culture team, meaning that Creative Medway will receive consistent support from the Culture team going forward.

### **Successful outdoor events programme**

Q4 saw the delivery of the long-awaited Medway Light Nights. This took place on 11th and 12th February, Medway Light Nights placed 12 amazing light installations across Historic Rochester. Attracting 60,000 visitors over the two evenings, the festival included a parade called 'We Are Medway' with over 700 children from 17 schools, led by Ideas Test and Cohesion Plus, and 127 performers in 'If Not Now' by Icon Theatre. The festival got a 90% positive satisfaction rating with attendees agreeing that the festival created a sense of community spirit and enhanced the reputation of Medway. The festival ran for six hours over two evenings, and local spend by audiences is estimated at over £800,000.

### **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 businesses, and create vital new creative workspace and research and development facilities.

Fundraising and business planning took place, in mid-June the council submitted a successful £14.4m bid to the Ministry of Housing, Communities & Local Government's (MHCLG's) Levelling Up Fund (LUF) for 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 a 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 LUF. A project manager has started with UoK and is focusing on business development, fundraising and stakeholder management.

A new memorandum of understanding between partners is being developed to strengthen the partnership and be inclusive of a broader range of activity including tourism, sector skills development and the Arts Council England Priority Place agenda.

## Child Friendly City

We have successfully launched the Child-Friendly City initiative for Medway. Our initiative is being guided by the voices of children and young people (CYP) (up to age 25). Over the quarter we have focused on working with CYP to create an action plan for Child Friendly Medway (CFM) based on themes provided by CYP. They have helped us to prioritise five key actions for each theme to help deliver the child-friendly agenda for Medway. These actions will evolve over time with the different needs of young people and following successful interventions.

Core themes based on feedback from CYP for 2022/23 are:

- Cleaner & Greener.
- Creativity & Culture.
- Health & Wellbeing.
- Safety.
- Aspirational.
- Engaging.
- Inclusive & Community Focused.

We have been working closely with internal and external partners to ensure that being child-friendly is embedded in their work practices. Teams are also sharing good news stories for our “you said, we did” (an upcoming marketing campaign) and how they are already delivering on this action plan for young people. Additionally, we carried out some mind mapping to explore ways they can support the initiative. Over the quarter the team have been focusing time on meeting with various teams internally to mind-map ideas and share the action plan. We have had good take-up from teams and are already seeing many adopting a child-friendly approach to their workstreams and delivery. The team has also been working with external partners to gain buy-in for the initiative and to also find ways they can support the delivery and action plans in line with our internal teams.

Through our Seeing is Believing Programming we continued to deliver a wide variety of free programming and activities for CYP (up to age 25) and families in Medway.

Over the quarter we launched a new pilot project - Family Sport Night at Medway Park on Friday nights which has been a huge success with over 250 attendees every week. This programme was inspired by our CYP’s requests for activities and helping

to get families moving to combat obesity and promote the healthy weight agenda in Medway. We are aiming to find ways to make this programming more sustainably funded for the future. We have also delivered an intergenerational theatre experience with CYP and Age UK that will be providing a second phase of the delivery with intergenerational workshops in schools. We have also restarted our successful drop-in football programme, family film events at MidKent College (which also provides work experience for students), pop up playhouse at the Pentagon Centre, superhero activities, mini youth games, swimming school charter and learn-to-swim course for children on the free school meals programme.

Over the quarter we have stepped up our marketing with pop-up barracudas, flags, event shelter, pens/pencils for our city halls and workshops and co-branded marketing materials for various partners who help to deliver our programming, including Medway Sport, Youth Service and the Pentagon Shopping Centre.

In the 2022/23 year we will finalise the CFM plan for summer 2022. The focus will be on working more closely with schools and making ties with their local communities. Also, the team will work with internal and external partners to embed the CFM vision and co-brand marketing materials. In addition, the team will launch our newsletter and exciting literacy marketing campaign and deliver even more Seeing is Believing programming – including Summer of Sports, creative workshops, and additional children and youth programming at our libraries across Medway. We will have a keen focus on marketing to ensure we build our brand recognition.

### **Successful delivery of Theatre31**

A £1m, Youth Performance Partnership Fund (YPPF) Arts Council funded youth theatre and performance project is 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 included participation by 17 young Theatre31 participants in the Light Nights commission 'If Not Now' as part of the Theatre31 suite of opportunities for young people. This exceptional and ground-breaking show formed a centrepiece for Light Nights and included live and pre-recorded performances, digital art and projection.

The Prison Library Service partnership with Lady Unchained and Cookham Wood continues to grow in quality and popularity and Icon Theatre have committed to including a continuation of this programme within their National Portfolio Organisations (NPO) plans for the next three years as a legacy of Theatre31.

Partnership with D-Live has resulted in Big Dreams, a Deaf-accessible workshop and performance commission, ensuring that young people who are among those who find accessing theatre most challenging, are given access through Theatre31. 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. There has also been incredible

demand for continuing professional development (CPD) from teachers wanting to develop their theatre, drama and creative skills for further use during their lessons. The project has also funded the Brook Theatre Company in residence charity 'Square Pegs' to develop a new youth theatre in Medway for young people who are neuro-divergent, learning disabled, or autistic. This has launched in the quarter and is going from strength to strength with new members accessing this very specialised cultural offer.

A new technical theatre course, working closely with The Brook and Central Theatres' technical team is due to start in the next quarter and has seen popular demand from older teenagers.

The Theatre31 weekly Youth Theatre groups are seeing more than 70 young people engage each week, with children committing long-term to attending and progressing up the age-ranges.

The workshops and courses up until now have been about providing new experiences, learning new skills and developing confidence. The remainder of the project for 2022 will enable the young people to apply these skills in a series of performances, projects and events. Icon Theatre is planning a Youth Arts Festival at GlassBox Theatre where outcomes from all the different commissions and projects that are being funded by Theatre31 can come together to showcase their work. Theatre31 is now a nationally recognised, award-winning project after receiving recognition at the Music and Drama Education Awards at a star-studded presentation event in Mayfair.

### **Recruit stakeholder support for Medway on the Map**

Their Royal Highnesses The Prince of Wales and The Duchess of Cornwall visited Medway in early February 2022. They visited between them our Guildhall Museum, the Historic Dockyard Chatham and Medway Aircraft Preservation Society. Her Highness opened our new Dickens exhibition as well as meeting and reading to local children and meeting residents in costume. The visit was covered in all national media with a large photograph of the Duchess reading in the museum to the local school children.

Medway was firmly put on the map with the hugely successful Medway Light Nights Festival in February attracting local and national media interest and a huge social media reach with many influencers commenting on its uniqueness, creative skill and engagement. More than 60,000 people attended over the two nights. The people of Medway were our biggest advocates for the weekend.

January saw the opening of the new section of the English coastal path from Grain to Woolwich. Marian Spain, Natural England Chief Executive said: "it's fabulous that we are opening up this 47 mile-long section of footpath from the capital to the Kent coast. Easily walkable in all weathers and readily accessible by public transport, it is a wonderful new recreational resource for the hundreds of thousands of people who live nearby, as well as a tourist attraction for those who will come from around the world to walk the whole Path. This new trail covers a wealth of unique environments. As you set off from Grain on the Hoo Peninsula, you can enjoy views across to

Sheerness on the Isle of Sheppey, to Southend-on-Sea, and the confluence of the Medway and Thames.”

An event to mark the completion of works at Rochester Airport, infrastructure work at Innovation Park Medway (IPM) South and the end of preparation work at IPM North had to be postponed due to bad weather at the end of March but will take place next quarter.

### **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**

Our media grid remains as busy as ever with more than 59 press releases issued over the quarter. The high profile visits of Their Royal Highnesses The Prince of Wales and The Duchess of Cornwall as well as visits from the Minister for Public Health and Vaccines and Independent reviewer of Tobacco resulted in excellent coverage in national and local media. Our Medway Light Nights also generated huge coverage on social media as well as local television and radio channels.

Medway also featured amongst the highest ranked unitary councils in the country for our Climate Change Action plan.

Other stories that generated good coverage included the demolition of Splashes, the launch of the new English coastal path between Grain and Woolwich our International Women’s Day events, our budget announcements with more money going into Children’s Services and the launch of our Design and Regeneration Awards.

## **Programme: Medway a Smart City**

The Smart City Roadmap has been drafted and was presented to the March 2022 Transformation Board. The draft document has now been circulated for comments from the Board and will then be extended internally to other council departments.

The Electric Vehicle (EV) Strategy and Implementation Plan for Medway was presented to CMT in January 2022 and has now been revised following officer comments and in light of the UK Electric Vehicle Infrastructure Strategy on 25th March 2022.

More exciting projects have been progressed during Q4, including:

- The expansion of automatic number plate recognition (ANPR) parking management solutions for Corporation Street, Blue Boar Lane and Cathedral car parks in Rochester. The project passed through various governance boards and procurement activity was completed in Q4. The project will now commence in April and is expected to be completed by August 2022.
- The introduction of a 3D visualisation model for Medway for use by our Planning Service to assess planning applications and planning policy. Bespoke procurement activity was completed in Q4. The project is expected to be delivered in April 2022, with training to be delivered towards the end of the month.

- The Council participated in the InnovateUK funded pilot using artificial intelligence to ascertain rich transport-related data from existing Traffic Operation Camera CCTV feeds. Whilst the funding for the pilot expired in March 2022, the expectation is that the Council will continue to explore options in this area to optimise outputs and collate traffic data that was simply not available to the council previously.
- The start of a wholesale review of the CCTV network and investing in camera upgrades.

# 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	<b>19</b>	3	10	4	8	<b>25</b>	10	8	10	2	<b>30</b>
FAILURE TO PRODUCE DOCUMENTS	0	0	0	0	<b>0</b>	0	0	3	0	<b>3</b>	32	0	3	8	<b>43</b>
SCRAP METAL	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	0	1	0	1	<b>2</b>
LITTER	19	12	6	1	<b>38</b>	5	8	4	6	<b>23</b>	13	0	10	2	<b>25</b>
TRADE WASTE	0	4	1	1	<b>6</b>	0	0	0	0	<b>0</b>	0	5	0	0	<b>5</b>
FLY POSTING	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>
SMOKE FREE	2	0	0	0	<b>2</b>	0	0	0	0	<b>0</b>	0	0	0	0	<b>0</b>
BREACH OF A COMMUNITY PROTECTION NOTICE	1	2	3	1	<b>7</b>	0	3	1	2	<b>6</b>	1	0	0	0	<b>1</b>
UNLICENSED WASTE CARRIER	0	1	0	0	<b>1</b>	0	0	1	0	<b>1</b>	0	0	0	0	<b>0</b>
HOUSEHOLDER DUTY OF CARE	0	0	0	0	<b>0</b>	3	4	0	2	<b>9</b>	3	0	2	1	<b>6</b>
COMMERCIAL DUTY OF CARE	0	0	0	0	<b>0</b>	0	3	0	1	<b>4</b>	0	0	0	0	<b>0</b>
<b>TOTAL</b>	<b>23</b>	<b>24</b>	<b>18</b>	<b>8</b>	<b>73</b>	<b>11</b>	<b>28</b>	<b>13</b>	<b>19</b>	<b>71</b>	<b>59</b>	<b>14</b>	<b>25</b>	<b>14</b>	<b>112</b>

## District Enforcement

<b>DISTRICT ENFORCEMENT ISSUED FPNS</b>	<b>Q3 19/20</b>	<b>Q4 19/20</b>	<b>Q1 20/21</b>	<b>Q2 20/21</b>	<b>Q3 20/21</b>	<b>Q4 20/21</b>	<b>Q1 21/22</b>	<b>Q2 21/22</b>	<b>Q3 21/22</b>	<b>Q4 21/22</b>
LITTER	1,386	899	157	2,236	2,054	1,624	1,532	1,597	302	987
DOG FOULING	11	9	0	1	0	1	3	0	0	0
DOGS ON LEAD	1	1	0	1	0	0	1	0	1	0
<b>TOTAL</b>	<b>1,398</b>	<b>909</b>	<b>157</b>	<b>2,238</b>	<b>2,054</b>	<b>1,625</b>	<b>1,536</b>	<b>1,597</b>	<b>303</b>	<b>987</b>

## 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	0	2	0	1	3	0	1	0	1	2	2	8	0	2	12
DUTY OF CARE FOR WASTE	1	0	0	1	2	0	0	0	1	1	2	5	0	0	7
LITTER	1	0	0	0	1	0	0	0	0	0	1	0	1	0	2
FAILURE TO COMPLY WITH S108 NOTICE	4	1	0	5	10	0	0	0	2	2	1	0	0	0	1
UNTIDY LAND	0	1	0	0	1	0	0	0	0	0	1	0	0	0	1
VEHICLE SALES/REPAIR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FAILURE TO COMPLY WITH CPN	0	1	1	0	2	0	0	0	0	0	0	1	0	0	1
UNREGISTERED WASTE/SCRAP	1	1	1	2	5	0	0	0	7	7	0	1	2	1	4
SMOKE FREE	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>9</b>	<b>25</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>11</b>	<b>12</b>	<b>7</b>	<b>15</b>	<b>3</b>	<b>3</b>	<b>28</b>