

Council Priority: PLACE
Medway: A place to be proud of
Quarter 2 2022/23

Performance and risks by outcome

Key

Red	Significantly below target (>5%)	Amber	Slightly below target (<5%)	Green	Met or exceeded target	Goldilocks	Optimum performance is in a target range
DET	Deteriorating	STATIC	Static	IMP	Improving	NA	Not applicable/available

Outcome: A clean and green environment

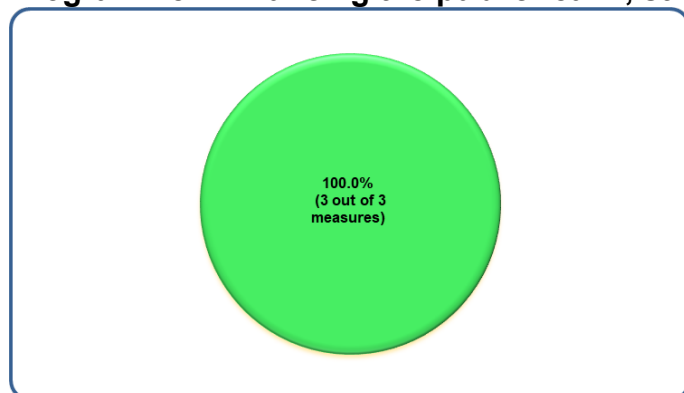
Strategic Risk Summary

SR47: Climate Change

Inherent score	Current score	Movement	Likelihood	Impact
All	All	→	Very high	Major

Performance Summary

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



The total number of measures is 3

3 measures met their target [GH6 CP; NI 195a; W6 CP]

1 of the 3 green measures is deteriorating long term [GH6 CP]

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
GH6 CP	Satisfaction with parks and green spaces - direct users CP	Maximise	78.4%	75%	Green	DET	DET
NI 195a	Improved street and environmental cleanliness: Litter	Maximise	97.00%	96.00%	Green	DET	STATIC
W6 CP	Satisfaction with refuse collection - Citizens Panel result	Maximise	90.9%	85%	Green	IMP	IMP

Comments:

GH6 CP:

- Satisfaction amongst users of parks and open spaces was 78.4% in Q2, a decrease on the 79.3% value seen in Q1.

NI 195a:

- 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 Q2, 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.
- Environmental Crime - three cases were prosecuted at court with fines, costs and victim surcharges totalling £1,724 There are two cases with legal pending prosecutions and one more has been adjourned.
- During Q2 there was one joint operation carried out with the Rural Task Force of Kent Police. During the operation a total of 10 vehicles were stopped and no enforcement actions were taken as all stops were compliant or there were no issues. One hook loader lorry was seized by the police due to no MOT. This vehicle was subsequently seized by the Council due to its involvement in large scale fly-tipping in Medway.

Enforcement action

- 53 Community Protection warnings have been issued. These warnings are a quick and effective way to deal with antisocial behaviour (ASB) and have been issued to address offences ranging from refuse and waste issues to car repairs and burning of waste.
- No Community Protection Notices were issued. This demonstrates the success of the Community Protection Warnings.
- Two notices were issued under S108 Environment Act 1995, requiring information to assist with fly-tipping investigations.
- Five notices were issued under S34(5) Environmental Protection Act 1990 requiring businesses to account for their trade waste.
- No producers were issued under s5 Control of Pollution Amendment Act 1989, requiring the owner of a vehicle to produce their waste carrier's licence.
- No notices were issued under s215 Town & Country Planning Act requiring works to be undertaken by the owner of land that was deemed to be a detriment to the local amenity.
- 388 Investigation of complaints relating to untidy land took place.
- Six fixed penalty notices (FPNs) were issued by the Environmental Enforcement and Street Scene Team:
 - ❖ Littering - 1
 - ❖ Fly tipping - 2
 - ❖ Householder duty of care - 2
 - ❖ Trade Waste - 1
- Total income received to date from FPNs during Q2 totalled £620.
- Street Scene Enforcement dealt with a total of 139 deposits on public highways. All were removed within one working day. Evidence was retrieved in three cases and were referred to Environmental Enforcement Officers for further investigation. The

team also attended to other reports that did not require action including 28 fly-tips on private land, 76 where the fly-tipping had been removed before the inspection took place, a further 95 duplicate reports, and 344 proactive removals (meaning that officers removed this waste before members of the public reported the incidents).

- The team is currently engaged in a service level agreement (SLA) for the removal of bulky waste from the housing revenue account (HRA) estate. In Q2, the team dealt with 83 requests for removal. Officers also carry out some of this work proactively totalling 264, all of which was completed within one working day. This arrangement provides an annual income of around £28k.
- The total tonnage removed in Q2 is approximately 39.94te.
- During Q4 of the previous year Street Scene officers were involved in the 'Safer Streets' project, managed by Medway Task Force. This was extended into Q1, following a successful bid for Safer Streets 4. The Street Scene team have been able to carry on the good work into Q2. In the period 13/08/2022 to 10/09/2022 the team attended around 260 proactive jobs, ranging from trade waste/refuse and fly-tipping, often single bags and the removal of approximately 5te waste.

W6 CP:

- Satisfaction with refuse collection increased to 90.9% in Q2, up from 90.0% in Q1.

Projects for this programme:

Green Flag Awards:

- The national Green Flag Award Scheme recognises excellence in greenspace management and the council holds eight Green Flag Awards as well as a Green Heritage Award for Great Lines Heritage Park. Green Flag judging was completed by July 2022 (full judging and mystery shops). The Green Flag Award winners were announced in August 2022. The next steps are to update management plans, continue working through the action plans and resubmit the annual applications in January 2023.

To continue to work with and develop 18 Friends Groups to enable the improvement and maintenance of Medway's green spaces:

- The council has 18 formally constituted Friends Groups made up of volunteers who help care for and champion the council's greenspaces. They complete a range of activities such as organising events, completing wildlife surveys and practical volunteer tasks. There is also a Medway Urban Greenspaces Forum (MUGS) where all the Friends Groups come together to meet to discuss issues, best practice and share expertise.
- More Friends Groups are to be added during 2022 likely to bring the number up to 22 formally constituted groups. The Greenspaces team will continue to support their activities throughout 2022.

To drive the sustainable regeneration in Chatham via the delivery of the Future High Streets Fund:

The Council secured £9.5m from the Future High Street Fund (FHSF) to undertake key projects in Chatham Town Centre.

- Diversification of the first floor of the Pentagon Centre, to include an Innovation Hub and Healthy Living Centre – The tender exercise for the Innovation Hub operator has now closed, with the appointment being issued. This has been undertaken early to enable the operator to input into the design. Conversations are ongoing with the NHS, regarding delivery logistics. The design team has been appointed.
- Acquisition of the Debenhams building and bringing forward the ground floor unit, to increase vibrancy and footfall to the high street – Debenhams was purchased in June 2022. Options are being reviewed for the development. The ground floor unit is the priority to progress. An expression of interest exercise is due to go live in winter.
- Brook Theatre technology and accessibility improvements – The design team has been appointed. The Council was also successful with securing a further £6.5m from the Levelling Up Fund (LUF) for The Brook Theatre works, in addition to the FHSF. Surveys are being undertaken to inform design. A Capital Additions request is due to be made later this year, to enable further survey work to be undertaken which will inform the design.
- Public realm improvements at the Paddock – The project has had two rounds of public engagement for the design of The Paddock; one took place last in winter 2021 and the other in summer 2022. The feedback from the engagement event that took place in the summer is due to be published in October. Procurement for a main contractor will commence in autumn.
- Refurbishment of St John's Church and bring back into use as a place of worship, community use and event space – Conversations with the Diocese are ongoing. The Diocese has secured £49k National Lottery Heritage Funding in the first tranche of the funding round and are due to make further bids to support the match funding works package. The design team have been appointed.

Deliver the 2022/23 Priority Play Programme:

- In June, tenders were issued for six play area refurbishments for 2022/23. The sites are: Ballens Road (Lordswood & Capstone – complete refurbishment of toddler and junior areas); Laburnum Recreation Ground (Strood South – replace and refurbish selected equipment); Perry Street (Chatham Central – replace and refurbish selected equipment); Princes Avenue Open Space (Walderslade – replace and refurbish selected equipment); Kingsfrith Recreation Ground (Wigmore – replace multi-play unit); and, Balmoral Gardens (Gillingham – replace and improve safety surfacing).
- The tenders have been through the evaluation process, Directorate Management Team (DMT) and received Procurement Board approval on 21 September 2022. Consultation will follow in autumn 2022 at four sites and it is anticipated that work will begin on the ground in spring 2023.

Programme of S106 funded park improvements at The Esplanade and Jacksons Field:

- An initial public consultation for Esplanade Gardens ran in the summer and closed at the end of August 2022. The Jacksons Field consultation was live until the end of September 2022. The consultations included on-site weekend events and evening

drop-ins as well as an online questionnaire. The public consultations will influence what greenspace improvements are delivered through the programme and may include improvements to paths, play areas, sports facilities and other infrastructure. Once the consultation responses have been analysed more detailed proposals will be drawn up and there will be further consultation in 2023 on both sites. This will be reported in more detail in subsequent monitoring subject to the consultation feedback. To note: the s106 payments are based on several triggers and will be received over the next four-to-five years.

Delivery of Strategic Environmental Management (SEMS) as part of the HIF:

- Consultation on Hoo Wetlands Reserve and Lodge Hill Countryside site was completed on 24 July 2022. A Statement of Community Involvement has been produced and the Hoo Wetlands Reserve Full Planning Application was submitted on 11 October 2022.

Medway Task Force (MTF):

- In July the taskforce was informed by the Kent Police and Crime Commissioner's (PCC's) office that they had been successful in their bid to the Home Office for Round 4 of Safer Streets funding - £203k. This has resulted in 11 workstreams, the majority of which are Council owned. This funding is focused on parts of Chatham, Luton and Rochester and seeks to reduce neighbourhood crime and violence against women and girls. A number of these workstreams seek to build on the excellent work undertaken during Safer Streets 3. Some workstreams have already been delivered on, such as new CCTV cameras installed in Rochester multi-storey car park complemented by anti-graffiti paint on the stairwells. Work focused on waste has also started.
- Safer Streets 3 funding workstreams have been fully completed with one particular project (Ladies Night) run by the Medway Council Housing Policy Officer continued for a further year through obtaining PCC funding through the Community Safety Partnership (CSP). This has been a particularly successful project engaging with vulnerable women in the Chatham/Luton area. All five lighting projects have also finished, including the Rope Walk underpass.
- Safety in Action has gone from strength to strength and July saw a hugely successful Safety in Action event at Chatham Dockyard with over 5,500 visitors. Many agencies participated with a vast number of activities for children and families all linked to the theme of safety. The feedback was positive from all involved.
- The Medway Task Force (MTF) has been involved in several engagement events and has worked hard to implement the Medway Safe Spaces Scheme across all of the Medway Towns, including the areas of Twydall and Luton. The response from businesses has been very positive with 77 now signed up. This scheme will be complemented by a media #itsgoodtoknow campaign which through 45 second videos will promote this scheme and other safety messages.
- Business as usual work continues with partnership engagement days taking place in specific streets where every house receives a door-knock to engage with residents regarding any issues they may be facing. These events have seen a wide variety of agencies coming together, specifically MTF staff and agencies and Medway Council Front Line Services teams.

Joint working between the taskforce and the Community Safety team has proven beneficial with weekly tactical meetings now taking place.

- Through the MTF securing funding from the Violence Reduction Unit, two projects have been commenced. Firstly, a container at the Rowans School has been refurbished to enable pupils to learn construction skills. This refurbishment is completed, and the team are awaiting an update on how this is supporting young people in developing their skills. The second project involves using the services of the MusicKlub which engages young people through music – developing lyrics, music production etc. This project has commenced, co-ordinated by Medway Youth Services; two sessions have taken place. This initiative seeks to engage young people potentially involved in risky behaviours and is proving to be very popular.

Programme: Replacing Medway’s streetlights

Project for this programme:

Deliver Phase 3 of the Street Lighting LED Programme for 2022/23:

- Due to ongoing supply chain issues and the delayed delivery of material components, the contract completion date of 14 September 2022 has been extended until 31 October 2022. The reason for the revised completion date is that delivery is still waited for approximately 300 lanterns and around 100 central management system (CMS) Nodes for converting existing lanterns to CMS which were found to be faulty.
- The CMS manufacturer, Telensa, has informed the contractor that the delivery of replacement materials may not be in time of the revised contract completion date, and they are also currently awaiting confirmation for the delivery dates for the balance of the Thorn lanterns. Conversations are ongoing with Thorn and Telensa, but the global production delays could push the completion date back to March 2023.
- In addition, there are two locations where lighting columns are in the proximity of Network Rail’s track. Applications for approval of working in these locations was sent to Network Rail on 8 August 2022. A delay in receiving approval could affect the proposed completion date of 31 October 2022.

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

Project for this programme:

To improve air quality in air quality management areas in Medway:

- The air quality action plan was approved for adoption by Cabinet on 23 August 2022. Updates on implementation will be provided through the yearly Annual Status Report (ASR) which is due for submission to The Department for Environment.

Food & Rural Affairs (DEFRA) each July. The first update on the Four Elms Hill Air Quality Action Plan will be included in the 2023 ASR.

- Air Quality Monitoring – The Environmental Protection (EP) 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.
- DEFRA Air Quality Grant Programme – The EP team have received the air quality grant funding from DEFRA for the following projects in Q1:
 - ❖ To reduce idling in the Rainham air quality management area (AQMA) using signage in conjunction with the University of Kent.
 - ❖ To 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.
 - ❖ An initial kick off meeting has taken place with the University of Kent and colleagues in the Traffic Management team to discuss logistics and agree suitable sites for the testing of signs for the Rainham idling project.
 - ❖ Work on the Gateway report for the ULEV feasibility study has started and is expected to be completed in Q3.

Programme: Climate change

Project for this programme:

Climate change:

- Cabinet agreed to adopt the refreshed Climate Change Action Plan and Climate Response Communications and Engagement Strategy on 5 July 2022. The annual carbon emission report (2020/21) was noted by Cabinet. The refreshed plan has been published to the council website and sits alongside the 2021 version and an updated simplified version. 15 priority actions are highlighted within the plan and a lead officer has been identified for the delivery. The Climate Response team has been working with officers to improve reporting processes in this quarter.
- There has also been a focus on engagement activities. These include:
 - ❖ Collating and reviewing results of a public survey.
 - ❖ At the time of writing, the Great Big Green Week is being planned for 24 September to 2 October and will include a variety of activities including an energy cafe, to support people in Medway to find support for their rising energy bills, find out about opportunities to make their homes more efficient, and sign up for grants.
 - ❖ The Climate Response team attended a variety of events this quarter, to promote the Climate Change Action Plan, and engage the wider community in the conversation and hear their thoughts on the recent refresh.

- ❖ The Medway Environmental Action Group (MEAN) is still in the process of being set up. They have written and submitted a Terms of Reference and have requested that a member of the Climate Response team co-chair the network.
- ❖ The Local Authority Delivery System Phase 2 (LADS 2) and Sustainable Warmth schemes have been advertised using a combination of social media, voluntary and community sector partners and via internal teams. The new Sustainable Warmth Officer also attended local events, such as the Gaming Festival, with the Climate Change team to promote these schemes in a wider environmental context.
- ❖ The outcome from the school survey was to support schools by setting up a Schools Network to share best practice between schools. The network has now met twice and will meet each term.

Outcome: Put Medway on the map

Performance Summary

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

Projects for this programme:

Continue to encourage and help facilitate the growth of businesses in Medway (Business premises location):

- Progression on the Gateway/Accelerator Building (Northern IPM) design has reached RIBA stage 3.
- The design for Innovation Centre space 'Leap' is progressing through RIBA stage 2.
- A Levelling Up Fund (LUF) bid has been submitted for £20m grant funding for both buildings and a decision is expected to be made in October 2022.
- The Future High Street Fund (FHSF) Innovation Hub operator has been procured and will now feed into the design of the Hub with a projected completion date of October 2023.

Support Medway for Business, the local economic partnership:

- The first business lunch for the relaunched 'Business for Medway' (BfM) meeting will be held on 8 November 2022 with up to 20 Medway businesses representing a range of sizes and sectors. This will inform the future operation of BfM.

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

- Q2 has seen the successful and safe delivery of nine events, most of which are part of our community-led festivals and events programme.

Supporting Creative Medway Compact to deliver the new cultural strategy:

The Culture team continues to support Creative Medway, and in Q2 has:

- Attended regular meetings to advise on plans and help with troubleshooting.
- Been part of the branding/visibility task and finish group.
- Develop the phase one action plan.
- Supported the Governance Task and Finish Group.
- Facilitated Creative Medway's participation in Kent Arts Conferences, Funder Fair and Arts Development Day.
- Participate in the Creative Medway away day.

Continue working with the Cultural Consortium established as part of the Heritage High Streets Action Zone:

The Cultural Consortium for the High Streets Heritage Action Zone (HSHAZ) – The Old High Street, Intra, is now well established with a core group of 21 people made up of a mixture of local artists, creative organisations, businesses, residents, community champions and local historians.

Q2 was a period of busy activity for HSHAZ Culture Consortium with the following taking place:

- IntraFest – a three-day music festival, produced by Live Music Now, in hidden spaces and surprise places along Intra.
- SoundWalk – an audio created by Jane Pitt and Kevin Grist (from Sparked Echo) to accompany walkers is now underway.
- Heritage Open Days – very successful with five venues taking part this year – Chatham Memorial Synagogue, Chatham House, Hospital of Sir John Hawkins, Unitarian Church and St John’s Church.
- Festival of Chatham Reach.
- Medway Pride Fringe.
- Electric Medway.
- Several INTRA Arts Window Gallery exhibitions.

Work with partners to bring forward the Docking Station project, playing a key role in the development and delivery of Creative Estuary, transforming the Thames Estuary into one of the most exciting cultural hubs in the world:

The Docking Station

- The Expression of Interest (EOI) for Culture Development Fund Round 3 was successful and the full application for £3m is being developed due to be submitted in November 2022 with the outcome known in March 2023.
- The lease from Homes England to the Historic Dockyard is due to be signed before Christmas.
- The Levelling Up Fund (LUF) agreement with the Regeneration team has been agreed in principle with agreement on fundraising, output targets and claw-back.

Successful delivery of Theatre31:

- Theatre31 is a £1m Arts Council funded youth theatre and performance project for Medway and Sheppey lasting until December 2022. A bid has been submitted by the Council on behalf of Medway and Sheppey Local Cultural Education Partnerships (LCEPs). The project is managed and delivered by Icon Theatre. Icon Theatre’s contract is managed by the Council. The project is now entering the last six months with a focus on live performance, celebrating achievements, and delivering practical activities which had to be postponed during lockdown when only remote engagement was possible.
- The Youth Arts Festival was delivered over two days in July at GlassBox Theatre, Mid Kent College. The event was well attended by children, young people and their families from both Medway and Sheppey.
- The Technical Theatre course, supported by The Brook and Central Theatres Technical team was attended by a limited number of young people many with special, personal or additional needs.
- Icon Theatre are awaiting the outcome of their Arts Council England National Portfolio bid. If successful, this bid will mainstream a significant part of the Theatre 31 programme providing a legacy to this invaluable programme.
- Medway Cultural Education Partnership (MCEP) development is progressing well, with Nancy Hirst of Icon Theatre as Co-Chair. Joint efforts have been made to recruit a more representative group of stakeholders and strategic partners.

- A Medway Creative Schools Network (MCSN) event planned for November will introduce more schools to the work of MCEP and serve as a practitioners showcase. A fundraising plan is in place for future bids to enable MCEP's work to go forward.

Medway brand recognition:

- Medway Council have been working with the universities at Medway for their web content to be updated on the wearemedway website. It has been suggested that the current universities at Medway website moves to wearemedway for better visibility and reach. All universities have agreed to use the Medway branding in some format. Another meeting is planned to discuss this further.

Child-Friendly City:

- Over the last year the Child-Friendly team have focused on listening to young people, to find out children and young people's (CYP's) ideas on how we can make Medway more Child-Friendly and their hopes and dreams for the future. The team launched Child-Friendly Medway on 26 April 2021 with a survey and received over 3,000+ responses and have continued their engagement through focus groups, Child-Friendly Medway City Halls and the Seeing is Believing events and activities. We have also worked with many CYP through schools, community groups, youth centres and focus groups and have had great engagement at our events.
- To date the Project Officer has met with many Council teams to present the new Child-Friendly initiative and explore partnership working opportunities and mind-map and discuss how teams can be more involved. We have also worked with many community partners on events, activities, funding bids and engagement opportunities for CYP.

Prosecutions and Sanctions

FPNs ISSUED	2020/21					2021/22					2022/23				
	Q1	Q2	Q3	Q4	YEAR TOTAL	Q1	Q2	Q3	Q4	YEAR TOTAL	Q1	Q2	Q3	Q4	YEAR TO DATE
FLYTIPPING	3	10	4	8	25	10	8	10	2	30	4	2			6
FAILURE TO PRODUCE DOCUMENTS	0	0	3	0	3	32	0	3	8	43	6	1			7
SCRAP METAL	0	0	0	0	0	0	1	0	0	1	0	0			0
LITTER	5	8	4	6	23	13	0	10	2	25	1	1			2
TRADE WASTE	0	0	0	0	0	0	5	0	0	5	0	0			0
FLY POSTING	0	0	0	0	0	0	0	0	0	0	0	0			0
SMOKE FREE	0	0	0	0	0	0	0	0	0	0	0	0			0
BREACH OF A COMMUNITY PROTECTION NOTICE	0	3	1	2	6	1	0	0	0	1	0	0			0
UNLICENSED WASTE CARRIER	0	0	1	0	1	0	0	0	0	0	0	0			0
HOUSEHOLDER DUTY OF CARE	3	4	0	2	9	3	0	2	0	5	1	2			3
COMMERCIAL DUTY OF CARE	0	3	0	1	4	0	0	0	0	0	0	0			0
TOTAL	11	28	13	19	71	59	14	25	12	110	12	6			18

District Enforcement

DISTRICT ENFORCEMENT ISSUED FPNS	Q3 20/21	Q4 20/21	Q1 21/22	Q2 21/22	Q3 21/22	Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23
LITTER	2,054	1,624	1,532	1,597	1,129	988	872	1,038		
DOG FOULING	0	1	3	0	2	0	0	0		
DOGS ON LEAD	0	0	1	0	0	0	0	0		
TOTAL	2,054	1,625	1,536	1,597	1,131	988	872	1,038		

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	2020/21					2021/22					2022/23				
	Q1	Q2	Q3	Q4	YEAR TOTAL	Q1	Q2	Q3	Q4	YEAR TOTAL	Q1	Q2	Q3	Q4	YEAR TO DATE
FLY TIPPING	0	1	0	1	2	2	8	0	2	12	1	2			3
DUTY OF CARE FOR WASTE	0	0	0	1	1	2	5	0	0	7	1	1			2
LITTER	0	0	0	0	0	1	0	1	0	2	1	1			2
FAILURE TO COMPLY WITH S108 NOTICE	0	0	0	2	2	1	0	0	0	1	0	0			0
UNTIDY LAND	0	0	0	0	0	1	0	0	0	1	0	0			0
VEHICLE SALES/REPAIR	0	0	0	0	0	0	0	0	0	0	0	0			0
FAILURE TO COMPLY WITH CPN	0	0	0	0	0	0	1	0	0	1	0	0			0
UNREGISTERED WASTE/SCRAP	0	0	0	7	7	0	1	2	1	4	0	0			0

SMOKE FREE	0	0	0	0	0	0	0	0	0	0	0	0			0
TOTAL	0	1	0	11	12	7	15	3	3	28	3	4			7