

**Business Support And Digital Overview and Scrutiny Committee -
30 November 2023
Quarter 2 2023/24**

Strategic risks relevant to this committee

Live or Managed risk	Risk Ref	Risk	Inherent Risk Score	Q2 22/23 Current Risk Score	Q3 22/23 Current Risk Score	Q4 22/23 Current Risk Score	Q1 23/24 Current Risk Score	Q2 23/24 Current Risk Score	Move ment	Definition (Current score) (L-likelihood) (I-impact)	Owner	Portfolio	Link to Council Plan
L	SR47	Climate Change	All	All	All	All	CIII	CIII	→	L – unlikely I – moderate	Deputy Director of Place	Climate Change and Strategic Regeneration	Place

Full details of strategic risks relevant to this committee can be found in Appendix 2.

Performance by outcome

Key

Red	Significantly below target (>5%)	Amber	Slightly below target (<5%)	Green	Met or exceeded target
DET	Deteriorating	STATIC	Static	IMP	Improving
Short term	since last quarter	Long term	average last 4 quarters	Goldilocks	Optimum performance is in a target range

Council Priority: PLACE – Medway: A place to be proud of

Outcome: A clean and green environment

Programme: Climate Change

Performance Summary

There are no performance measures for this programme.

Project for this programme:

Climate change:

Highlights in Q2 include the following:

- A new Community Climate Working Group (CCWG) is currently being established with the first meeting held on 18 October 2023. It was very positive. A further four meetings are now scheduled to take place across the next year. The group has representation from a wide range of the community including business, health, disability, and the military.
- The Climate Response team met with the members of the original Medway Environment Action (MEAN) group to discuss a vision for the new CCWG.
- A Climate Action Ward Improvement Plan (CAWIP) has been drafted with the intention that it will be discussed at the first Climate Change Member Working Party in November. Members will be expected to report back every four months on their progress against the plan.
- Following the Local Elections in May 2023, all Councillors have been supplied with a council managed digital device meaning that Council agendas and papers will no longer be printed thereby reducing emissions.
- The Internal Audit team assessed the governance arrangements for the Climate Change Action Plan as Green. It was recommended that a formal risk register should be developed, and this is underway.
- The ICT team is investigating options to centralise all vehicle data into a single source that can be shared with relevant services (Frontline Services (FLS), Climate Change, Insurance). Central access to vehicle information will help with identifying opportunities to move away from internal combustion engine (ICE) vehicles as well as visibility on insurance. The Mayor's Office replaced one of the Mayor's ICE vehicles with an electric car in July. A second car is due to be delivered imminently.
- A dedicated Electric Vehicle (EV) Project Officer has been appointed and they are in the process of drafting a Local Electric Vehicle Infrastructure (LEVI) Capital Funding Tranche 2 bid to secure the £2.1m earmarked for Medway to deliver an on-street EV charging infrastructure. Feasibility studies are being carried out to determine suitable locations for charge points and once they are assessed for network capacity and cost, relevant consultation will be undertaken (expected to be in Q3).

- The newly formed Active Travel Working Group had its first meeting at the end of Q2 and an update will be provided as part of Q3 reporting.
- Officers partnered with Living Streets to fund their Walk Once a Week (WOW) initiative in eight schools from September. An additional instructor has been appointed to enhance the availability of Bikeability training offered to primary schools. Work also continued with creating an active travel guide for schools. This project is scheduled to be delivered in Q3.
- 91 homeowners have accepted their Solar Together installation offer under Phase 3 (round 1) and installs have commenced. Registrations for Phase 3 (round 2) opened at the end of August. As of 26th September, 226 registrations had been made. The scheme closes to registrations on 27 October at which point an auction to appoint an installer will take place so that surveys and installs can commence.
- 85 residents attended six energy events held in Kent and Medway in partnership with the University of Greenwich, Kent County Council (KCC) and other Kent districts. Feedback gathered at the event was positive. A frequently asked questions (FAQ) document will be finalised in Q3 and shared with attendees. Next steps will focus on ensuring information and support is accessible to a wider audience and understanding the intention and gap effect better.
- Business have been notified about the intention to launch net zero audits and grant support before the end of 2023. The scheme is currently out to procurement.
- Home Upgrade Grant 2 - letters were sent to eligible residents at Hoo Marina and two sessions provided where residents could sign up for the grant. The next step is for the installer to assess the suitability of each home. The Housing team has created a plan for engaging further with residents, which includes local interest groups, voluntary sector, faith groups, GPs etc.
- Energy Company Obligation 4 (ECO4) was launched in October. The Housing team ran a community event on 19 October at Chatham Community Hub. ECO4 is a government scheme set up to support low income and vulnerable households in improving the energy efficiency of their homes. The scheme will provide funding to install insulation and heating measures.
- The Climate Response team has attended two large events, Medway Pride and Wild about Capstone, to talk to people about the Climate Change Action Plan. The team volunteered on a river clean up and separately carried out fish surveys for the Living River Foundation as part of the Climate Change Staff Volunteering Day programme. These experiences have been promoted to staff to encourage uptake. Heads of Service have been contacted individually to encourage uptake.
- A new [Facebook page](#) has been set up for a distinct climate change voice:
- The Sustainable Food Places application has been submitted for Bronze award. The outcome is expected before the Medway Food Partnership annual event at the end of November.
- The Local Flood Risk Management Strategy was approved by Cabinet on 26 September. The public consultation on this is expected to begin on 6 November, subject to approval by the Communications team.

Outcome: Put Medway on the map

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

Performance Summary

There are no performance measures for this programme.

Project for this programme:

Child-Friendly City:

- Child Friendly Medway (CFM) is for all children and young people (CYP) up to age 25.
- It is driven by the voices of CYP to engage (capture voices - CYP), deliver programming and shape Medway. Our backbone is based on consultation and engagement with CYP. We capture their voices, hopes and wishes for Medway through our CFM City Halls, postcards and feedback at our Seeing is Believing events and activities. We share this information with our internal and external partners, whom we work closely with, to help take action. Our programming and engagement work also connects with their parents and carers, including expectant parents.
- We provide a universal programme and offer a wide array of activities and events to attract various audiences across Medway. We aim to meet the varying interests of CYP and Medway families' needs and wants. Our programming is delivered across Medway in various facilities and community spaces that are welcoming. We work to remove barriers of participation, for example ensuring we offer free activities to remove cost barriers to help narrow the gap for CYP. We also look to ensure public transport is available for our larger scale events like City Hall and Super Saturday. We always consider accessibility for venues and whether activities are suitable for CYP with additional needs, and when possible, we work with partners to make modifications needed so all can participate.
- We work with a large network of internal and external partners and steering groups to promote and help drive wider engagement and ensure that we are reaching out to a diverse audience of CYP.
- Some of the partner groups we work with are:
 - ❖ Schools reaching across Medway.
 - ❖ Medway African Caribbean Association
 - ❖ Medway Culture Club
 - ❖ Shine & Wednesday Squad (Special Education Needs (SEN) – youth groups)
 - ❖ Various council teams including the Public Health, Culture, Medway Youth Service and Medway Sport, teams.
- Our network of partners is growing. We work closely with the CFM Partner Board which is represented by internal and external partners, professional and schools across the community. We work with internal and external partners to target programming

where needed, when possible, for examples on Soft Play, Messy Play, For the Love of Reading, and Drop-in football and multi-sports programme.

Internal & External Partner Boards

- We sit on various internal and external team boards and a steering group to help drive partnership working for CFM.
- This quarter we held the launch for our first Annual Report where partners were updated on the work of CFM since its inception in 2021.
- Listed below are some of the boards we have delivered during this quarter:
 - ❖ Town Centre Forum
 - ❖ Design Code – with the Planning team
 - ❖ Medway Cultural and Education Partnership
 - ❖ Culture team – partner updates
- To ensure Medway Council teams are kept informed about the CFM initiative and partnership programming opportunities, we host quarterly updates where all council teams are invited to attend. We encourage teams to have at least one person in attendance to inform their teams of CFM updates. We also encourage all new hires to attend and learn about CFM. In these meetings we host Q&As as well as themed discussions.

Seeing is Believing Programming

- Our Seeing is Believing programme is inspired by young people. We provide a wide array of engagement opportunities for CYP, parents, carers, and families. The CFM and our partners internally and externally run a wide array of activities and events across Medway as part of this delivery.
- Listed below are some of the events and activities we have delivered during this quarter:
 - ❖ Drop-in football with Medway Sport
 - ❖ Drop-in Multi-Sports – in five parks across Medway, supported by Medway Youth Service
 - ❖ Doodle and Draw
 - ❖ Mini Nucleus Messy play

For the Love of Reading project

- CFM delivers this legacy project to engage with CYP to inspire an enjoyment of books. This is done by leaving books for children to find, storytelling activities, our swap shop Bookshelf and through themed events.
- Listed below are some of the activities and events delivered during this quarter:
 - ❖ Soft Play and Story Corner
 - ❖ Pop-up community story time
 - ❖ Book trails across Medway

CFM City Halls

- This platform is used to help us determine the strategy and delivery plan, values, and action plan, as well as to help influence events and activities for CYP. It also provides an opportunity for consultation and engagement about services and place shaping Medway.
- The purpose and method of the City Hall is as follows:
 - ❖ Partnership Working - with CYP and the CFM team, Child-Friendly Delivery Board and our partners in a less formal space.
 - ❖ Voice - provide a platform and a safe space for CYP and parents/guardians to shape Medway and the CFM initiative.
 - ❖ Creating a community - for CYP.
 - ❖ Platform - to consult CYP.
 - ❖ Growing membership - providing an opportunity for more CYP to be involved.
 - ❖ Leadership - creating an organic way for CYP to lead and shape the delivery.

Partner events

- The CFM team has great partnership working links with internal and external teams and supports several partner events.
- Listed below are some of the partner events we have participated in during this quarter:
 - ❖ CFM Pirate themed event in Strood Town Centre
 - ❖ Culture Club Carnival
 - ❖ Dino Day
 - ❖ Family Fun Day at the Chatham Hub
 - ❖ Love Chatham Carnival
 - ❖ Medway Gaming Festival
 - ❖ Medway Mile
 - ❖ Rainham Town Centre Fun day
 - ❖ Sticks and Stones Festival
 - ❖ Super Saturday (our flagship event)
 - ❖ Teddy Bears Picnic at Parklands
 - ❖ Violence Against Women and Girls (VAWG) walk and talk.
 - ❖ Wild about Capstone

Road Map

- In 2023 we released our Road Map of all CFM Seeing is Believing programming, including our City Halls, events and activities that CFM leads, sponsors or supports. This has provided teams with opportunities for partnership working and using our programming as a platform for direct engagement with CYP, parents, carers and families.

CFM Plan and CFM Action Plan

- The CFM team have shared the CFM Plan and Action Plan with various council teams through one-to-one meetings and quarterly updates. As part of this, teams will be required to provide updates on how they are achieving their objectives. The CFM team is working with teams to support this work through existing workstreams and by identifying new opportunities to address the CFM Action Plan. This will help deliver the Child Friendly City initiative.
- The CFM team will now track progress for the relevant teams as they relate to the seven core themes set by CYP:
 - ❖ Cleaner & Greener
 - ❖ Creativity & Culture
 - ❖ Engaging
 - ❖ Health & Wellbeing
 - ❖ Inclusive & Community Focused
 - ❖ Safety
 - ❖ Aspirational

Council Value: financial resilience

There are 2 Council Plan measures for this value:

- FIN 18: Unmodified value for money (VFM) conclusion from external auditors
The 2021/22 value for money (VFM) review concluded that there were weaknesses in the Council's arrangements to deliver VfM, principally the Ofsted rating of Inadequate received for Children's Social Care in 2019, the late publication of financial accounts and governance arrangements relating to its subsidiaries.
- Fin 12: Unmodified audit opinion on statement of accounts
The 2021/22 audit opinion was unmodified.