










Appendix 1

Regeneration, Culture and Environment Overview and Scrutiny Committee Detailed Report Quarter 4/End of Year 2016/17















Key

Status	Trend*	Success is
 This measure is significantly below target	 The performance of this measure has improved	 Higher figures are better
 This measure is slightly below target	 The performance of this measure has worsened	 Lower figures are better
 This measure has met or exceeded the target	 The performance of this measure is static	N/A - Desired performance is neither too high nor too low
 This measure is data only. There is no target and is provided for reference only.	N/A - data not available	
N/A - data not available		
*Short trend compares to last quarter.		
*Long trend compares to average of previous 4 quarters.		

Title
1 Medway: A place to be proud of





Title
1.1 A clean and green environment

Code	Short Name	Success is	2015/16	Q3 2016/17	Q4 2016/17					2016/17		Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Value	Target		
GH6 CP	Satisfaction with parks and open spaces - Citizens Panel result		N/A	N/A	N/A	70%	 16/17 annual data	 16/17 annual data	 16/17 annual data	68.5%	70%	19-Apr-2017	Satisfaction with Medway's green spaces continues to be high. The Citizens Panel data shows a seasonal trend in the level of satisfaction with parks and open spaces, therefore an average satisfaction has been taken across the four relevant quarters of the current and previous year. The 2015-16 level of satisfaction average was 69.8%, compared to the 2016-17 average, 68.5%. This difference is not statistically significant taking into consideration the annual sample average (in 2016-17 the margin of error was +/-4.3%). The Council will continue to work with Norse and investigate current performance and ways to reverse the trend. There is no diagnostic information from the survey as to the reduction in satisfaction so may be seasonal, Medway Norse are now ahead of schedule on grass cutting and it is anticipated that satisfaction will increase.
NI 195a NEW	Improved street and environmental cleanliness: Litter		96.92 %	97.00 %	97.33 %	96.00 %				97.25 %	96.00 %	19-Apr-2017	The contract monitoring team carry out regular street cleansing inspections across Medway to ensure the contractor is meeting their contractual obligations.

Code	Short Name	Success is	2015/16	Q3 2016/17	Q4 2016/17					2016/17		Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Value	Target		
													During Q4 the vast majority of inspections returned scores of grade B (predominantly free of litter and refuse except for some small items) or above. These excellent results are being achieved through the close working of client and contracting teams, ensuring best value, performance and clean streets for Medway.
W6 CP	Satisfaction with refuse collection - Citizens Panel result		N/A	89.9%	90.2%	85%				N/A	N/A	19-Apr-2017	This performance remains exceptionally high demonstrating Medway residents' value their excellent weekly collection service.

Title
2 Maximising regeneration and economic growth

Title
2.1 Residents with jobs and skills

Code	Short Name	Success is	2015/16	Q3 2016/17	Q4 2016/17					2016/17		Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Value	Target		
NI 117	The percentage of 16-18 year olds who are not in education, employment or training (NEET)		7.80%	6.30%	6.00%	6.00%				6.00%	6.00%	07-Apr-2017	This is the result for February. The March result will be out in mid April. This represents 617 young people, which is a decrease on Q3 when 639 young people were NEET. Performance in February against target, for each age band are: 16 year old 2.05% vs a target of 3.21% 17 year old 5.3% vs a target of 6.17%





Code	Short Name	Success is	2015/16	Q3 2016/17	Q4 2016/17					2016/17		Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Value	Target		
													18 year old 10.1% vs a target of 9.15% The 16 and 17 year old targets are being met. The 18 year old is not.
LRCC4a	Number of jobs created and safeguarded (cumulative)	+	759	267	391	300	✓	↓	↓	391	300	05-Apr-2017	The total for the year is 391 made up of 298 new jobs created and 93 protected. New investments in Q4 include Wincanton who have occupied a new 265,000sq.ft. Logistics warehouse at Kingsnorth to distribute goods on behalf of Ikea – this has created 40 jobs initially with a further 160 to follow next year. Also a new Motorline Nissan car showroom at Gillingham Business Park creating 22 new jobs in Medway.









Title
2.2 Getting around Medway

Code	Short Name	Success is	2015/16	Q3 2016/17	Q4 2016/17					2016/17		Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Value	Target		
NI 167 New	Average journey time along 5 routes across Medway	–	N/A	N/A	N/A	4.00	N/A	N/A	N/A	N/A	N/A	10-Mar-2017	Members received a briefing note on 27 January 2017 providing advice and guidance on how this data is captured. The Council will now be using new Department of Transport (DfT) data. Due to the DfT's new system of capturing journey time information there is a time delay and officers will not be able to report on performance until Q2 2017/18. Officers are in receipt of

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			Value	Value	Value	Target	Status	Long Trend	Short Trend	Value	Target		
													DfT April 2016 data and are analysing this enhanced journey time information to review what could be reported in the future.

Title
2.3 Preventing homelessness

Code	Short Name	Success is	2015/16	Q3 2016/17	Q4 2016/17					2016/17		Latest Note Date	Latest Note
			Value	Value	Value	Target	Status	Long Trend	Short Trend	Value	Target		
NI 156	Number of households living in temporary accommodation		259	317	351	300				351	300	05-Apr-2017	The Strategic Housing Service has been working effectively to prevent households from becoming homeless. This has resulted in a reduction in the amount of households accepted as homeless, 344 in 2016/17 compared to 418 in 2015/16. Access to private sector accommodation has improved slightly with an increase in the number of successful Home Bond completions of approximately 8%. The rise in the number of households temporarily accommodated by Medway Council has predominantly been caused by the lack of permanent affordable rented homes becoming available in the area. A reduction of 25% compared to the last financial year has meant that there have been 252 fewer homes let on a permanent basis. Despite this increase, the number of households in

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			Value	Value	Value	Target	Status	Long Trend	Short Trend	Value	Target		
													temp accommodation per 1,000 households is 2.78 which is below national average of 3.26 (considerably below London level of 15,09 per 1,000 h/holds. The Strategic Housing Service is to continue its approach to maximise opportunities available to prevent homelessness, building on the significant progress during 2016/17 during which 562 households were prevented from becoming homeless compared to 355 during 2015/16. The Service will shortly be finalising its Homelessness prevention strategy that will frame the council's approach to both statutory and non-statutory groups who may be homeless or at risk of homelessness. The Strategic Housing Service will also be continuing work with social and private landlords to increase the supply of accommodation available to residents of Medway.
HC3	No. of households with dependent children in B&B who have resided there for 6+ weeks at the end of the quarter		0	0	0	0				0	0	05-Apr-2017	Nationally the number of families placed in B&B accommodation has increased and of those placed in B&B some 52% had been there for more than 6 weeks. In Medway overall the number of families in B&B has generally been at 0 and consequently there have been no families in B&B for more than 6 weeks
HC4	Number of private sector properties improved as a result of the Council's intervention		N/A	118	177	175				571	600	13-Apr-2017	Medway undertakes a range of work to improve properties within the private sector. This includes dealing with complaints from tenants and landlords, inspecting and licencing HMOs, carrying out inspections of properties and dealing with travellers. In Q4

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			Value	Value	Value	Target	Status	Long Trend	Short Trend	Value	Target		
													2016/17, 177 households were assisted in this way. Complaints during the warmer months of the year are typically lower as most relate to heating, hot water and dampness. Other than isolated incidents of cold weather during Q3, temperatures have been relatively mild throughout the year leading to lower numbers of complaints. This has impacted on the achievement of overall annual target meaning that 571 households were assisted against a target of 600.