










**APPENDIX 1:
Regeneration, Culture and Environment Overview and Scrutiny Committee
Detailed Report Quarter 2 2017/18**









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. | | |

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| Title |
| 1 Priority. Medway: A place to be proud of |

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| Title |
| 1.1 Outcome. A clean and green environment |

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| Title |
| 1.1.1 Programme. Public Realm & Street Scene |

| Code | Short Name | Success is | 2016/17 | Q1 2017/18 | Q2 2017/18 | | | | | 2017/18 | Latest Note Date | Latest Note |
|-------------|---|---|---------|------------|------------|--------|---|---|---|---------|------------------|---|
| | | | Value | Value | Value | Target | Status | Long Trend | Short Trend | Target | | |
| GH6 CP | Satisfaction with parks and open spaces - Citizens Panel result |  | 68.5% | 67.6% | N/A | 70% | N/A | N/A | N/A | 70% | 11-Oct-2017 | In August 2017, 437 residents completed the Citizen Panel survey. Analysis of the results is being completed and will not be available until after this report. |
| NI 195a NEW | Improved street and environmental cleanliness: Litter |  | 97.25% | 97.00% | 97.00% | 96.00% |  |  |  | 96.00% | 28-Sep-2017 | During quarter 2, 97 % of the 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 Veolia. |
| W6 CP | Satisfaction with refuse collection - Citizens Panel result |  | N/A | 91.3% | N/A | 85% | N/A | N/A | N/A | N/A | 11-Oct-2017 | In August 2017, 437 residents completed the Citizen Panel survey. Analysis of the results is being completed and will not be available until after this report. |

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| Title |
| 1.1.2 Programme. Replacing Medway's street lights |
| Monitoring will commence in 2019/20 |





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| Title |
| 1.2 Outcome. Medway on the Map |





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| Title |
| 1.2.1 Programme. Medway, a great place to work, live, learn and visit |
| Progress measured through programme monitoring. |

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| Title |
| 2 Priority. Maximising regeneration and economic growth |

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| Title |
| 2.1 Outcome. A strong diversified economy |





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| Title |
| 2.1.1 Programme. Business Investment |

| Code | Short Name | Success is | 2016/17 | Q1 2017/18 | Q2 2017/18 | | | | | 2017/18 | Latest Note Date | Latest Note |
|------|--|---|---------|------------|------------|--------|---|---|---|---------|------------------|--|
| | | | Value | Value | Value | Target | Status | Long Trend | Short Trend | Target | | |
| ECD1 | % of units let in Council owned business units |  | N/A | 88% | 88% | 90% |  |  |  | 90% | 06-Oct-2017 | <p>The Council owned business units included in this measure are Hopewell Drive, Pier Road and Innovation Centre Medway (ICM). For Q2 this amounted to 128 units or 40,097.34sqft. Units across the sites vary in size from approx. 120sqft to 1500sqft.</p> <p>At the end of Q2, there were 15 vacant units (1810.74sqft/168.2sqm). This equates to approx. the size of two badminton courts. There were seven applications pending.</p> <p>One unit at Pier Road has had less interest than others. This is a 150sqft light industrial unit. Typically tenants seeking units of this type are looking for larger</p> |




| Code | Short Name | Success is | 2016/17 | Q1 2017/18 | Q2 2017/18 | | | | | 2017/18 | Latest Note Date | Latest Note |
|-------|---|---|---------|------------|------------|--------|---|---|---|---------|------------------|---|
| | | | Value | Value | Value | Target | Status | Long Trend | Short Trend | Target | | |
| | | | | | | | | | | | | <p>premises (300sqft or above). There are no notable trends in vacant units at Hopewell Drive.</p> <p>From Q3 we will add the Innovation Studios Stood to this measure; 15 office units (1,861 sqft).</p> |
| ECD13 | % of square footage let at Innovation Centre Medway (ICM) |  | N/A | 95% | 96% | 90% |  |  |  | 90% | 06-Oct-2017 | <p>The ICM has a total space to let of 17,859.34sqft. The empty units vary. The sites are incubators and there is always a “churn” of tenants coming and going or moving within the building.</p> <p>The vacant square footage at the end of Q2 was 517.74sqft (48.08sqm) or 7 units. There were three applications pending.</p> <p>There are no specific trends in the nature of the vacant units at the ICM. The Council has historically been able to adapt to need e.g. the recent conversion of one large unit to three small ones, allowed us to respond to business demand, and minimise periods between rentals.</p> <p>The large top floor unit (3200sq ft.) vacated by Harlequin this has now been split into 3 units which have all been let in this quarter. Two units have been taken by existing tenants who have expanded (Connect IT and Radtac) and the 3rd by Medway Commercial Services.</p> |

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| Title |
| 2.2 Outcome. Residents with jobs and skills |

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| Title |
| 2.2.1 Programme. Jobs, skills and employability |




| Code | Short Name | Success is | 2016/17 | Q1 2017/18 | Q2 2017/18 | | | | | 2017/18 | Latest Note Date | Latest Note |
|---------------|---|---|---------|------------|------------|--------|---|---|---|---------|------------------|---|
| | | | Value | Value | Value | Target | Status | Long Trend | Short Trend | Target | | |
| NI 117(16-17) | The percentage of 16-17 year olds who are not in education, employment or training (NEET) |  | N/A | 3.80% | 3.80% | 6.00% |  |  |  | 6.00% | 10-Oct-2017 | <p>As expected the transitioning of service provision from Medway Youth Trust (MYT) to in house collection has meant that there is a gap in the availability of data. It is normal to see the proportion of young people whose destinations are Not Known to be at it's highest in September. It is expected that data to become available during November.</p> <p>It is important to note that this measure has changed to bring reporting in line with DfE methodology. Previously 16-18 year olds who were NEET were counted. Now only 16-17 year olds are included. This means that year on year comparisons between NI 117 (16-17) and NI 117 are not valid.</p> <p>At the end of June 2017, 3.8% of 16 and 17 year olds were NEET. This equates to 256 young people. In June 2016 this was 383 (16-17 year olds) which is approximately 6%. As such the number of 16-17 year olds who are NEET has fallen and this performance is good, comparing June 2016 with June 2017 (and factoring out the differences in the measures). For Quarter 1, 266 (4%) of 16-17 year olds are classed as</p> |








| Code | Short Name | Success is | 2016/17 | Q1 2017/18 | Q2 2017/18 | | | | | 2017/18 | Latest Note Date | Latest Note |
|--------|---|------------|-------------|------------------------------------|---------------------------------|--------|----------------------------------|----------------------------------|----------------------------------|---------|------------------|---|
| | | | Value | Value | Value | Target | Status | Long Trend | Short Trend | Target | | |
| | | | | | | | | | | | | Not Known. This is broadly similar, with the 279 (4.1%) 16–17 year olds that were Not Knowns last year. |
| LRCC4a | Number of jobs created and safeguarded (cumulative) | + | 391 | 79 | 215 | 150 | ✓ | ↓ | ↑ | 300 | 11-Oct-2017 | Q2 has been significant for new retail investments, in particular at Strood retail park, where the new Marks & Spencer food store created 70 FT jobs and Maplins, B&M and Starbucks a further 36. Wincanton at Kingsnorth Industrial estate created a further 30 in September 2017. Also in September 2017 the opening of the new McDonalds at Courtney Road created 30 FT jobs and a further 140 PT posts (these have been counted at a ratio of 1 to 4 i.e. 35FT equivalent). |
| MAE 2 | % Retention rate | + | 93% 2015/16 | 94.06% Q3 of academic year 2016/17 | 94% Q4 of academic year 2016/17 | 94% | ✓ Q4 of academic year 2016/17 | ↓ Q4 of academic year 2016/17 | ↓ Q4 of academic year 2016/17 | 94% | 05-Sep-2017 | <p>This PI is based on academic year rather than financial year.</p> <p>Data as at 5 September 2017 for Q4 of Academic year (May 2017 – Jul 2017). Data extracted from AQUA MIS software using Crystal report.</p> <p>Retention measures the number of learners who start a course with MAE and, at the end of the academic year, have completed their learning. Retention continues to meet the challenging target of 94% and this demonstrates that MAE's courses meet the aspirational, social and well-being needs of our learners. The overall retention rate also reflects the rigorous monitoring of attendance by tutors and curriculum staff, and improved rigour in the Initial Assessment process (ensuring learners are placed on correct course for them).</p> |

| Code | Short Name | Success is | 2016/17 | Q1 2017/18 | Q2 2017/18 | | | | | 2017/18 | Latest Note Date | Latest Note |
|-------|------------------------------|------------|-------------------|------------------------------------|---------------------------------------|--------|--|---|---|---------|------------------|---|
| | | | Value | Value | Value | Target | Status | Long Trend | Short Trend | Target | | |
| MAE 3 | Achievement rate (pass rate) | + | 96.49% 2015/16 | 98% Q3 of academic year 2016/17 | 97.36% Q4 of academic year 2016/17 | 96% |  Q4 of academic year 2016/17 |  Q4 of academic year 2016/17 |  Q4 of academic year 2016/17 | 96% | 11-Oct-2017 | <p>This PI is based on academic year rather than financial year.</p> <p>Data as at 5 September 2017 for Q4 of Academic year (May 2017 – Jul 2017). Data extracted from AQUA MIS software using Crystal report.</p> <p>The pass rate measures how many of the learners, who complete their course, achieve a qualification or their learning aim. It shows that MAE learners continue to achieve very high pass rates and demonstrates the excellent processes in place to support learners achieve their qualifications, or to achieve their learning outcomes in non accredited provision (RARPA).</p> |

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| Title |
| 2.3 Outcome. Preventing homelessness |

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| Title |
| 2.3.1 Programme. Preventing homelessness |

| Code | Short Name | Success is | 2016/17 | Q1 2017/18 | Q2 2017/18 | | | | | 2017/18 | Latest Note Date | Latest Note |
|--------|--|------------|---------|------------|------------|--------|--|---|---|---------|------------------|---|
| | | | Value | Value | Value | Target | Status | Long Trend | Short Trend | Target | | |
| NI 156 | Number of households living in temporary accommodation | - | 351 | 327 | 354 | 350 |  |  |  | 350 | 12-Oct-2017 | <p>At the end of Q2 there were 354 applicants residing in temporary accommodation provided by the Council in line with its statutory responsibilities. This is an increase from the 327 households that were accommodated at the end of Q4 2016/17.</p> <p>The rate of households in temporary accommodation is</p> |

| Code | Short Name | Success is | 2016/17 | Q1 2017/18 | Q2 2017/18 | | | | | 2017/18 | Latest Note Date | Latest Note |
|------|--|---|---------|------------|------------|--------|---|---|---|---------|------------------|---|
| | | | Value | Value | Value | Target | Status | Long Trend | Short Trend | Target | | |
| | | | | | | | | | | | | currently 3.35 per 1000 households, this is lower than the national rate of 3.5 and significantly lower than the rate of 16.6 seen in London. Further benchmarking has been undertaken this quarter to identify how Medway compares with other similar sized unitary authorities. Brighton currently has a rate of 13.05 households per 1000 in temporary accommodation and Milton Keynes currently have a rate of 7.16. |
| 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 | 10-Oct-2017 | A snapshot at the end of Q2 identifies that no families were in bed and breakfast accommodation. Additionally throughout Q1 no families were placed into bed and breakfast for more than 6 weeks. Work is continuously underway to ensure that the use of bed and breakfast is kept to a minimum. This has been done by seeking more suitable temporary accommodation for households and using HRA properties as temporary accommodation |
| HC4 | Number of private sector properties improved as a result of the Council's intervention |  | 571 | N/A | 312 | 100 |  |  | N/A | 600 | 10-Oct-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 Q2 2017/18, 312 households were assisted in this way, this number has significantly increased compared to previous quarters and it is likely that this years target of 600 will be exceeded. Complaints during the warmer months of the year are typically lower as most relate to |


| Code | Short Name | Success is | 2016/17 | Q1 2017/18 | Q2 2017/18 | | | | | 2017/18 | Latest Note Date | Latest Note |
|------|------------|------------|---------|------------|------------|--------|--------|------------|-------------|---------|------------------|---|
| | | | Value | Value | Value | Target | Status | Long Trend | Short Trend | Target | | |
| | | | | | | | | | | | | heating, hot water and dampness therefore we expect number to rise further over future recording periods. |

Title

2.4 Outcome. Delivering new homes to meet the needs of Medway's residents

Title

2.4.1 Programme. Delivering new homes to meet the needs of Medway's residents


| Code | Short Name | Success is | 2016/17 | Q1 2017/18 | Q2 2017/18 | | | | | 2017/18 | Latest Note Date | Latest Note |
|--------|-------------------------------|---|---------|---------------------------|---------------------------|--------|--------|------------|-------------|---------|------------------|--|
| | | | Value | Value | Value | Target | Status | Long Trend | Short Trend | Target | | |
| NI 154 | Net additional homes provided |  | N/A | Not measured for Quarters | Not measured for Quarters | | | | | | 03-Oct-2017 | Data for this measure is reported on an annual basis in December each year and is published as part of the Councils Authority Monitoring Report. |

Title

2.5 Outcome. Getting around Medway

Title

2.5.1 Programme. Tackle congestion hotspots by transport and public realm improvements

| Code | Short Name | Success is | 2016/17 | Q1 2017/18 | Q2 2017/18 | | | | | 2017/18 | Latest Note Date | Latest Note |
|------------|---|---|---------|------------|------------|--------|--------|------------|-------------|---------|------------------|--|
| | | | Value | Value | Value | Target | Status | Long Trend | Short Trend | Target | | |
| NI 167 New | Average journey time along 5 routes across Medway |  | N/A | N/A | N/A | 4 mins | N/A | N/A | N/A | 4 mins | 02-Oct-2017 | Basemap continues to have issues in terms of accurate measurement of length of route, which is required to |

| Code | Short Name | Success is | 2016/17 | Q1 2017/18 | Q2 2017/18 | | | | | 2017/18 | Latest Note Date | Latest Note |
|------|------------|------------|---------|------------|------------|--------|--------|------------|-------------|---------|------------------|--|
| | | | Value | Value | Value | Target | Status | Long Trend | Short Trend | Target | | |
| | | | | | | | | | | | | accurately calculate journey times. In place of this officers have provided the Trafficmaster Data provided by central government to an external consultant in order to calculate journey times up to December 2016. The consultant has raised a query with central government regarding the data. Officers received a response on 14 November 2017 stating we need to map the data against ordnance survey maps. Officers are aiming to utilise this information to sense check the 4 mins per mile target that is in place for Medway. |