










COUNCIL PRIORITY: MAXIMISING REGENERATION AND ECONOMIC GROWTH

BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE

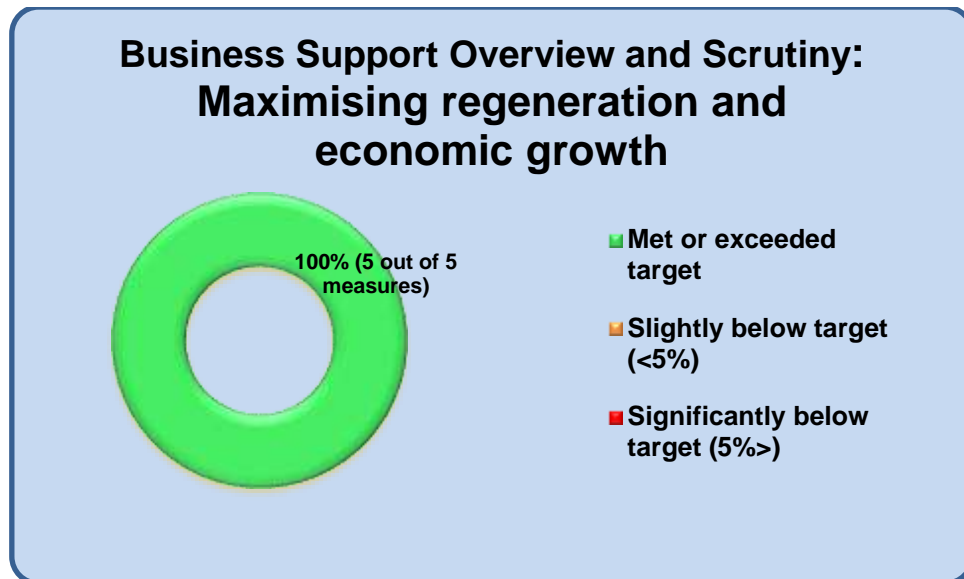
Performance: Quarter 1 2018/19

Key

 significantly below target (>5%)	 slightly below target (<5%)	 met or exceeded target	
 improved	 worsened	 static	
 data only, no target	N/A – data not available	Short – since last qtr	Long – avg last 4 qtrs
Benchmarking – compares favourably with national performance or standards	 Yes compares favourably	 No does not compare favourably	= similar performance

Council Plan measures: summary performance

There are 10 measures of success which fall under the remit of this Committee.



Improved performance

- 80% (4 out of 5) improved long term (average of previous 4 quarters)
- 40% (2 out of 5) improved over the short term (since last quarter)

Highlights

- 50 jobs created and 25 protected - Locate in Kent.
- Medway Adult Education rated Good by Ofsted.
- 360 learners have/are attending vocational courses (17/18 academic year)
- 567 learner enrolments on employability skills programme
- 91 learners with learning difficulties or disabilities attended supported learning work skills courses

Measures in target (green)

Code	Status	Name	Long Term	Short Term
MAE 2		% Retention rate		
MAE 3		Achievement rate (pass rate)		
NI 156		Number of households living in temporary accommodation		
HC3		No. of households with dependent children in B&B who have resided there for 6+ weeks at the end of the quarter	static	static
HC4		Number of private sector properties improved as a result of the Council's intervention		

Benchmarking/Achieve National Standards

	Council Plan Performance Measure - Compares favourably with national performance or standards?	Yes No Same =
MAE2 & MAE3	Attention rate & Achievement rate MAE rated good by Ofsted	
NI 156	Number of households living in temporary accommodation rate of households in temporary accommodation	

Council Plan Outcome: Resident with jobs and skills

Programme: Jobs, skill and employability

Council Plan measures: performance

Code	Short Name	Success is	Q4 2017/18	Q1 2018/19				
			Value	Value	Target	Status	Long Trend	Short Trend
MAE 2	% Retention rate		N/A	95.48% Q3 data	94%			

Comments





This PI is based on academic year rather than financial year.

Data as at 6 June 2018 for Q3 of Academic year (February - April 2018). Data extracted from AQUA MIS software using Crystal report.

Retention measures the number of learners who start a course with Medway Adult Education (MAE) and, at the end of the course/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.

Actions

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). Medway Adult Education's approach to improving performance is one of continuous improvement through a range of quality measures including monthly quality review meetings scrutinising KPIs, observations of teaching and learning, learner and partner evaluations, self-assessment reviews and quality improvement plans at Service and Programme level. These measures ensure the Service's overall good KPI rates are maintained as evidenced by high retention and learner satisfaction rates.

Code	Short Name	Success is	Q4 2017/18	Q1 2018/19				
			Value	Value	Target	Status	Long Trend	Short Trend
MAE 3	Achievement rate (pass rate)		N/A	98.81% Q3 data	96%			

Comments

This PI is based on academic year rather than financial year.

Data as at 6 June 2018 for Q3 of Academic year (February – April 2018). Data extracted from AQUA MIS software using Crystal report.

The pass rate measures how many of the learners, who complete their course, achieve a qualification or their learning aim. It shows that Medway Adult Education 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 (Recognising and recording progress achievement RARPA).

Actions

Medway Adult Education's approach to improving performance is one of continuous improvement through a range of quality measures including monthly quality review meetings scrutinising KPIs, observations of teaching and learning, learner and partner evaluations, performance and development reviews, self-assessment reviews and quality improvement plans at Service and Programme level. These ensure the Service's overall good KPI rates are maintained. Medway Adult Education has maintained its Information, Advice and Guidance Matrix kite mark, and monitors the effectiveness of assessment processes, ensuring learner needs are met through differentiation, and additional learning support if required, enabling learners to reach their goals and is evidenced in the good pass and achievement rates and high learner satisfaction.

Project – Medway Adult Education (MAE) learning programme to boost local skills level for those furthest from employment

Benchmarking

During Q1 MAE was rated Good by Ofsted. Inspectors visited the learning centres in Gillingham and Rochester and spoke with the teachers as well as those studying a variety of courses. They praised the fact that the MAE has maintained its strengths while successfully tackling challenges since the last inspection. Feedback included a number of positive remarks including recognition of MAE's apprenticeship programme, working with the Council's Apprenticeship Academy, working with

unemployed people and supporting those with learning difficulties, disabilities and those with dementia.

Actions

MAE learning programme has been redesigned in conjunction with Employ Medway to respond to the new Health and Work programme. Links are being made with other referral agencies to explore programmes that could be offered to clients.





To date for the academic year 17/18 MAE has provided courses and qualifications to support local skills development e.g. 360 learners have or are attending vocational courses which develop skills for specific work sectors such as child care/nurseries and adult social care.

The employability skills programme to date has had 567 learner enrolments. 91 learners with learning difficulties or disabilities have attended supported learning work skills courses. There have been 1,074 learner enrolments to date for English for Speakers of Other Languages, 202 for basic maths or English courses and 48 learners have attend either a Maths or English GCSE course.

Council Plan Outcome: Preventing homelessness

Programme: Preventing homelessness

Council Plan measures: performance

Code	Short Name	Success is	Q4 2017/18	Q1 2018/19				
			Value	Value	Target	Status	Long Trend	Short Trend
NI 156	Number of households living in temporary accommodation		348	344	400			



Comments

At the end of Q1 2018/19 there were 344 applicants residing in temporary accommodation provided by the Council in line with its statutory responsibilities. This is a decrease from the 348 households that were accommodated at the end of Q4 2017/18.

Benchmarking/Achieve National Standards

Latest available benchmarking figures from September 2017 identify that the rate of households in temporary accommodation is currently 3.05 per 1000 households; this is slightly lower than the national rate of 3.37 and significantly lower than the rate seen in London of 14.97.

Further benchmarking has been undertaken this quarter to identify how Medway compares with other similar sized unitary authorities. In September the numbers in temporary accommodation in Brighton was at a rate of 13.11 households per 1000 and Milton Keynes had a rate of 5.65 households per 1000.





Code	Short Name	Success is	Q4 2017/18	Q1 2018/19				
			Value	Value	Target	Status	Long Trend	Short Trend
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		static	static

Comments

A snapshot at the end of Q1 2018/19 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. This is also the case for 2017/18 as a whole.

Actions

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. The Service has also reviewed its procedures to ensure that all cases with children or a pregnant are moved on from bed and breakfast within appropriate timescales.

Code	Short Name	Success is	Q4 2017/18	Q1 2018/19				
			Value	Value	Target	Status	Long Trend	Short Trend
HC4	Number of private sector properties improved as a result of the Council's intervention		162	287	150			

Actions

In Q1 2018/19, 287 private sector households were assisted in having their properties improved via Council intervention. Interventions from the Private Sector Housing range from urgent to non-urgent complaints that tackle lack of heating and hot water, insecurity of properties, water ingress as well as damp and condensation and statutory inspections.

The Councils Private Sector Team continues to handle and resolve complaints from tenants and landlords, inspect and licence Houses in multiple occupation and carry out other property inspections.

The Council continues to deal with routine and complex enforcement issues. The service is continuing to tackle two, particularly challenging blocks of accommodation where the Authority has taken the lead on enforcement action. The Housing Options Team continues to operate a preventative approach towards homelessness.

The Homeless Reduction Act (HRA) 2017 was enacted in April 2018, this act reinforces the duties

placed on local authorities to ensure households threatened with homelessness receive earlier significant intervention. The legislation focuses on working with clients before the crisis stage of homelessness is reached. The HRA has introduced further prevention and relief duties for local authorities to take action to prevent homelessness for any at risk client regardless of their priority need. During Q1 2018/19 the Council has achieved 188 homelessness preventions and reliefs (this is a mix of cases under the old homeless duty and cases under the new HRA) compared to 156 in Q4 2017/18. Work on preventions will help minimise the amount of new applicants having to go in to temporary accommodation.

Project - Help Medway's people get a foot on the housing ladder

For Q1 2018/19 38 affordable housing units were delivered in Medway, these included 2x2 bed houses, 11x3 bed houses and 2x4 bed Houses all for Affordable Rent. 3x2 bed houses, 1x3 bed house 6x1 bed flats and 13x2 bed flats all for Shared Ownership. There are currently 430 units of affordable housing under construction across Medway; this represents an investment of over £50 million in affordable housing.

Council Plan Outcome: Delivering new homes to meet the needs of Medway's residents

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

Project - Encourage the delivery of homes to meet our targets through investigation of new financing models and release of Council owned sites.

Comments

This will include the first operation of Medway Development Company, and the handover of the Chatham Waterfront development site for delivery, both in 2018/19.

Actions

The Council has created a Housing Company, the Medway Development Company Limited (MDCL) and appointed a Head of Operations to lead the initial work of the organisation. The Deputy Leader and Portfolio Holder for Resources have been appointed to the Board and two other non-executive board members are in the process of been appointed. The purpose of the company is to build quality housing for profit and support area based regeneration with a focus on creating sustainable communities that will support economic development and prosperity.

This will also mean improving the number of affordable homes available in Medway and the company has a 5 year plan of sites for development with the delivery of approximately 600 units planned