

Appendix 1:

# COUNCIL PRIORITY: MAXIMISING REGENERATION AND ECONOMIC GROWTH

## BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE

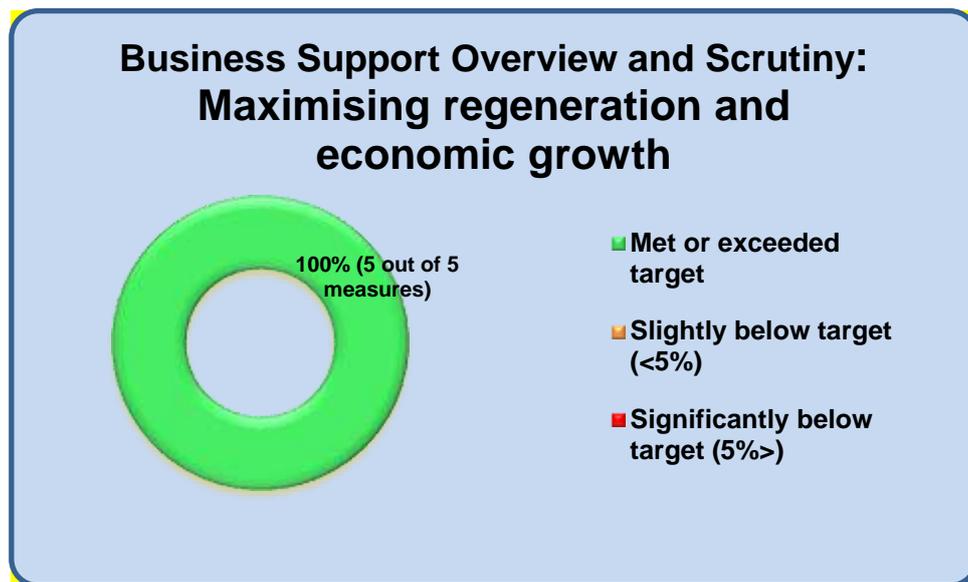
### Performance: Quarter 2 2018/19

#### 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.
<b>Benchmarking</b> – compares favourably with national performance or standards	 Yes compares favourably	 No does not compare favourably	= similar performance

## Council Plan measures: summary performance

There are 5 Council Plan measures for this priority.



#### Improved performance

- 20% (1 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

- 234 intensive assists have been provided to businesses by Kent Invicta Chamber of Commerce
- 172 jobs have been created or safeguarded.
- The business case for Growing Places Funding (GPF) has been approved.
- 949 learners attended work skills courses with achievement rates at 89% (academic year 17/18)

- £430,000 Incentive Fund allocation secured (as a result of achieving a Band 3 for the Department of Transport self-assessment)
- 77 affordable homes have been delivered for 2018/19
- 301 private sector households were assisted in having their properties improved via Council intervention

## 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	=	=
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 x 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

MAE 2		% Retention rate					Aim to Maximise
	Value		Value	Target	Status	Long Trend	Short Trend
Q3 2017/18	95.48%	Q4 2017/18	95.61%	94%			

### Comment

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.

## Action

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.

MAE 3		Achievement rate (pass rate)					Aim to Maximise	
	Value		Value	Target	Status	Long Trend	Short Trend	
Q3 2017/18	98.81%	Q4 2017/18	97.09%	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 (RARPA).

## Action

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.

## Council Plan Project - Medway Adult Education (MAE) learning programme to boost local skills levels for those furthest from employment

### Comments

Overall data for academic year 17-18 shows 949 learners attended work skills courses and overall achievement rates remain good at 89% for Adult Skills Budget and 99.7% for targeted community learning courses. Of those learners who were unemployed 16.99% gained employment and 27.86% continued in education. MAE continues to work with Employ Medway and other referral partners to develop relevant programmes for this learner cohort. The English and maths department following successful pilots of short intensive English and maths courses for the unemployed have planned to continue with this delivery model for 18-19 academic year.

## Council Plan Outcome: Preventing homelessness

Programme: Preventing homelessness

### Council Plan Measures: Performance

NI 156		Number of households living in temporary accommodation					Aim to Minimise
	Value		Value	Target	Status	Long Trend	Short Trend
Q1 2018/19	344	Q2 2018/19	360	400			

### Comments

At the end of Q2 2018/19 there were 360 applicants residing in temporary accommodation provided by the Council in line with its statutory responsibilities. This is an increase from the 344 households that were accommodated at the end of Q1 2018/19. This increase has been caused by an overall high level of applications combined with the usual annual spike in temporary accommodation numbers over the summer months.

Due to the timescales involved in producing quarterly returns for homelessness statistics, we are unable to produce statistics in relation to the amount of children in temporary accommodation in line with the current reporting timetable. Therefore statistics will be provided for the previous quarter (e.g. Q2 reporting of NI156 will be reported with the Q1 figure for the amount of children in Temporary accommodation). The amount of children in temporary accommodation as of the end of Q1 was 650.

### Benchmarking

Latest available benchmarking figures from March 2018 identify that the rate of households in temporary accommodation is currently 3.39 per 1000 households; this is slightly lower than the national rate of 3.57 and significantly lower than the rate seen in London of 16.6.

Further benchmarking has been undertaken 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 13.70 households per 1000 and Milton Keynes had a rate of 7.36 households per 1000.

HC3		No. of households with dependent children in B&B who have resided there for 6+ weeks at the end of the quarter					Aim to Minimise	
	Value		Value	Target	Status	Long Trend	Short Trend	
Q1 2018/19	0	Q2 2018/19	0	0		=	=	

### Comments

A snapshot at the end of Q2 2018/19 identifies that no families were in bed and breakfast accommodation. Additionally throughout Q2 no families were placed into bed and breakfast for more than 6 weeks. This is also the case for 2018/19 as a whole.

### Action

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 pregnant families are moved on from bed and breakfast within appropriate timescales.

HC4		Number of private sector properties improved as a result of the Council's intervention					Aim to Maximise	
	Value		Value	Target	Status	Long Trend	Short Trend	
Q1 2018/19	287	Q2 2018/19	301	100				

### Action

In Q2 2018/19, 301 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 Q2 2018/19 the Council has achieved 141 homelessness preventions and reliefs compared to 188 in Q1 2018/19. Work on preventions will help minimise the amount of new

applicants having to go in to temporary accommodation. Preventions and reliefs achieved so far this year amount to 329 households in comparison to 160 for the same period in 2017/18.

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

### Action

During Q2 a further 39 affordable housing units have been delivered across Medway. 31 were delivered as affordable rented accommodation with the remainder being delivered as shared ownership. This included 3x one bedroom wheelchairs units and 2x four bedroom houses. This brings the amount of units delivered to 70 for the year to date. 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

Council Plan 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.

The Council has created 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 non-executive board members have 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.