







Appendix 1:

# COUNCIL PRIORITY: MAXIMISING REGENERATION AND ECONOMIC GROWTH

BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE

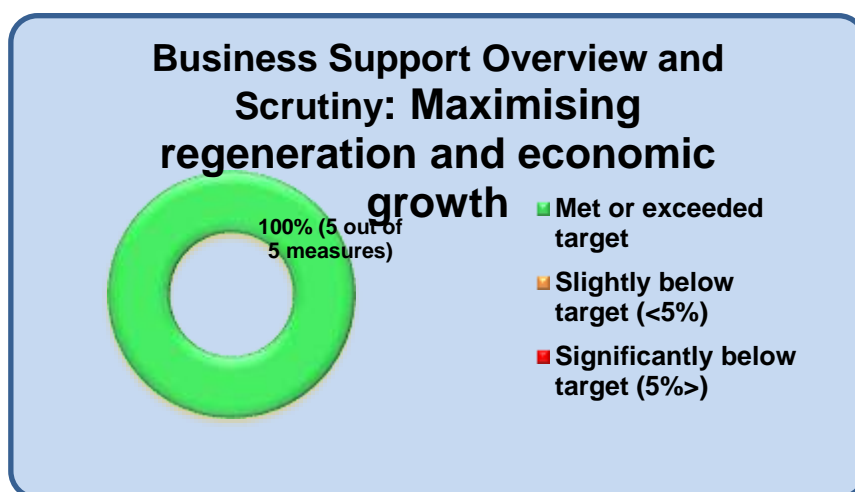
## Performance: Quarter 3 2018/19

### 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

- 60% (3 out of 5) improved long term (average of previous 4 quarters)
- 80% (4 out of 5) improved over the short term (since last quarter)

### Highlights

- 358 intensive assists have been provided to businesses by Kent Invicta Chamber of Commerce
- 495 jobs have been created or safeguarded.
- To date 167 affordable homes have been delivered for 2018/19

## 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

| Code        | Council Plan Performance Measure - Compares favourably with national performance or standards?          | Yes<br>No<br>Same = |
|-------------|---|---------------------|
| MAE2 & MAE3 | Attainment rate & Achievement rate<br>MAE rated good by Ofsted  |                     |
| NI 156      | Number of households living in temporary accommodation<br>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     |
| Q4 2017/18 | 95.61% | Q1 2018/19       | 98.21% | 94%    |        |            |                 |

### Comment




This performance indicator (PI) is based on academic year rather than financial year. Data as at 27 November 2018 for Q1 of Academic year (August - October 2018).

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 Medway Adult Education'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). MAE's approach to improving performance is one of continuous

improvement through a range of quality measures including monthly quality review meetings scrutinising key performance indicators (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 key performance indicator 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   |
| <b>Q4 2017/18</b> | <b>97.09%</b> | <b>Q1 2018/19</b>            | <b>98.08%</b> | <b>96%</b> |  |  |  |

### Comments

This performance indicator is based on academic year rather than financial year. Data as at 27 November for Q1 of Academic year (August - October 2018).

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 & recording progress and achievement -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

The update below is in relation to the first quarter of the academic year 18/19 as courses started in September 2018. Data will be available at the end of the academic year on the number of learners which have obtained employment etc.




To date overall data at Q1 for the current academic year (18/19) shows 295 learners are attending a workskills course with an overall achievement rate of 91.34%, retention rate of 92.59% , 30% of learners being from deprived wards and 27% being identified as having a learning or physical disability.

Following a successful short intensive English and Maths pilot courses in 17/18 academic year in Q1 (academic year 18/19) the English and Maths department have run 1 intensive maths and 1 intensive English course for the unemployed learners with an achievement rate of 90%.

## 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   |
| Q2 2018/19 | 360   | Q3 2018/19   | 353   | 400    |  |  |  |

#### Comments

At the end of Q3 2018/19 there were 353 applicants residing in temporary accommodation provided by the Council in line with its statutory responsibilities. This is a decrease from the 360 households that were accommodated at the end of Q2 2018/19.




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 Q3 2018/19 the Council has achieved 240 homelessness prevention and reliefs compared to 201 in Q2 2018/19. Work on prevention's 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 629 households in comparison to 302 for the same period in 2017/18.

#### Benchmarking

Latest available benchmarking figures from September 2018 identify that the rate of households in temporary accommodation is currently 2.97 per 1000 households, this is slightly lower than the national rate of 3.51 and significantly lower than the rate seen in London of 15.49.

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 12.18 households per 1000 and Milton Keynes had a rate of 5.56 households per 1000.

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. Q4 reporting of NI156 will be reported with the Q3 figure for the amount of children in Temporary accommodation). The amount of children in temporary accommodation as of the end of Q2 was 650.




| 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   |
| Q2 2018/19 | 0     | Q3 2018/19   | 0     | 0      |  |  |  |

### Comments

A snapshot at the end of Q3 2018/19 identifies that no families were in bed and breakfast accommodation. Additionally throughout Q3 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 housing revenue account (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.

| 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   |
| Q2 2018/19 | 301   | Q3 2018/19   | 435   | 175    |  |  |  |

### Action

In Q3 2018/19, 435 private sector households were assisted in having their properties improved via Council intervention, exceeding the quarterly target. The team have already exceeded the year-end target of 600 interventions. Interventions from the Private Sector Housing range from informal/formal action (179 in Q3), the removal/reduction of hazards (239 in Q3) such as excess cold, damp and mould growth and fire, and the licensing of Houses in multiple occupation (17 in Q3). The Council's 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.

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

### Action

During Q3 a further 90 affordable housing units have been delivered across Medway. 38 were delivered as social rented accommodation with the remainder being delivered as shared ownership. This included the delivery of a new extra care scheme providing a range of tenures, 75 units we achieved through 106 contributions and a further 15 were land led, meaning that they were delivered in isolation to larger developments. This brings the amount of units delivered to 167 for the year to date against an annual target of 204 affordable homes. During Q2 218 people were re-housed from the council's waiting list in to social rented accommodation. A further 56 people have been helped to obtain accommodation in the private sector during Q3 bringing the total amount for the year to date to 183 households.

# 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 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.