










COUNCIL PRIORITY: MAXIMISING REGENERATION AND ECONOMIC GROWTH

BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE

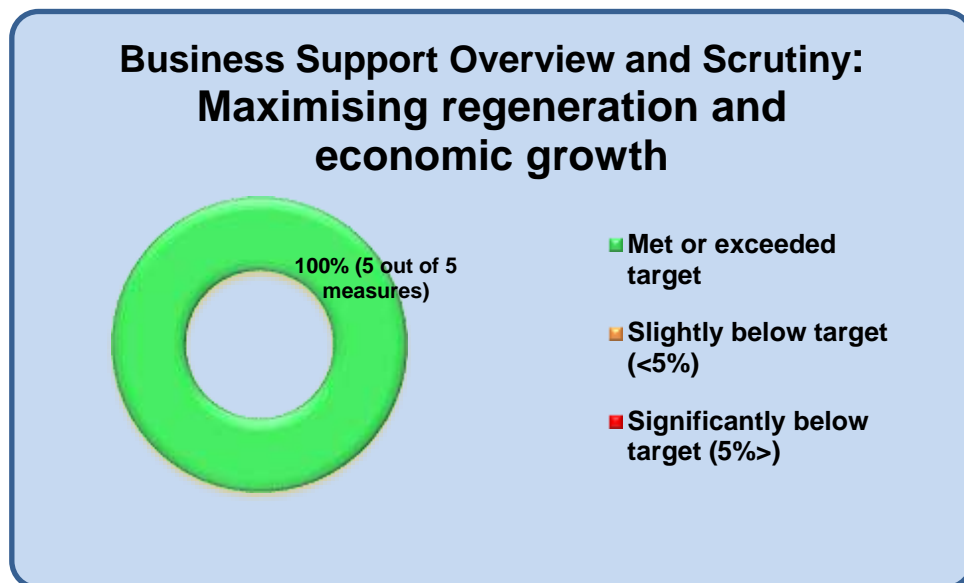
Performance: Quarter 4 & End of Year 2018/19

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 5 Council Plan measures for this priority.



Improved performance

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

Highlights

- 506 intensive assists have been provided to businesses by Kent Invicta Chamber of Commerce.
- 535 jobs have been created or safeguarded.

- 426 private sector properties improved against a target of 175

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 No Same	✓ x =
MAE2 & MAE3	Attainment 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		Value	Target	Status
Q1 18/19	98.21 %	Q2 18/19	96.1%	94%				18/19	N/A	94%	N/A




Comment

This PI is based on academic year rather than financial year. Data as at 10 February for Q2 of Academic Year (November 2018 – January 2019).

Retention measures the number of learners who start a course with 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		Value	Target	Status
Q1 18/19	98.08 %	Q2 18/19	98.52%	96%				18/19	N/A	96%	N/A

Comments

This PI is based on academic year rather than financial year. Data as at 10 February for Q2 of Academic Year (November 2018 – January 2019).

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

Action

Unemployed learner numbers continue to be a challenge with the lower unemployment rates of Medway. The number of enrolments was also significantly




impacted upon by the implementation of Universal Credit and as a direct result up until January there were insufficient referrals to generate employability courses. Most recently referrals to MAE from JCP have been largely for English and maths courses. From a recent 6-week maths skills for work, 9 completed and achieved and three have since progressed to join mainstream Functional Skills maths courses and one learner joined the GCSE maths programme. Three of the remaining four learners have enrolled onto a follow on course for maths started in January. MAE continues to deliver its programme across Medway to meet the needs of the community and learners and to meet both MAE and Council priorities and objectives, specifically by engaging with learners from deprived wards, currently 52 % of MAE's basic English and Maths delivery and in conjunction with the local Job Centre where MAE has a regular weekly presence and referral process. Additional resource has been identified to increase MAE's presence at JCP with the aim of increasing referrals to the workskills programme area to boost skills levels for those furthest from employment. A checklist for community learning courses has been developed and shared with the JCP team to support engagement with the long-term unemployed JCP claimants.

Through partnership working with Employ Medway MAE was able to generate sufficient numbers to launch the first suite of employability courses this year at their centre in Chatham. The Pathways to Employment course attracted 10 learners with plans to deliver the progression course Qualities for Employment. A second suite of employability courses started in March 2019, running until the end of April with 10 enrolments with a third suite planned for April.

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		Value	Target	Status
Q3 18/19	353	Q4 18/19	349	400				18/19	349	400	

Comments

At the end of Q4 2018/19 there were 349 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.





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, it was not possible 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 number 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		Value	Target	Status
Q3 18/19	0	Q4 18/19	0	0				18/19	0	0	

Comments

A snapshot at the end of Q4 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 HRA properties as temporary accommodation. The Service has also reviewed its procedures to ensure that all cases with children or a pregnant mother 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		Value	Target	Status
Q3 18/19	298	Q4 18/19	426	175				18/19	1,312	600	

Action

In Q4 2018/19, 426 private sector households were assisted in having their properties improved via Council intervention, exceeding the quarterly target,

compared to 162 in Q4 of 2017/18. The team have already exceeded the yearend target of 600 interventions. Interventions from the Private Sector Housing range from informal/formal action (190 in Q4), the removal/reduction of hazards (190 in Q4) such as excess cold, damp and mould growth and fire, and the licensing of Houses in multiple occupation (12 in Q4). 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 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 Q4 2018/19 the Council has achieved 184 homelessness prevention and reliefs. Work on preventions will help minimise the amount of new applicants having to go in to temporary accommodation. Preventions and reliefs achieved for 2018/19 amount to 813 households in comparison to 302 for 2017/18.

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

Action

During Q4 a further 19 affordable housing units have been delivered across Medway bringing the total number of units delivered as affordable housing during 2018/19 to 186. Overall, 93 units were delivered as affordable rented accommodation and 93 were delivered as shared ownership accommodation.

The number is below the target of 204 units to be delivered as affordable housing per annum. Late on in the year, three schemes were delayed due to unforeseen circumstances;

- MHS - 53 Units. Delays in obtaining necessary approvals to occupy the scheme.
- Home Group - 13 units delayed due to connection of utilities.
- West Kent Housing - 16 Units delayed due to ongoing snagging issues with the contractor

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.