










COUNCIL PRIORITY: MAXIMISING REGENERATION AND ECONOMIC GROWTH

BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE

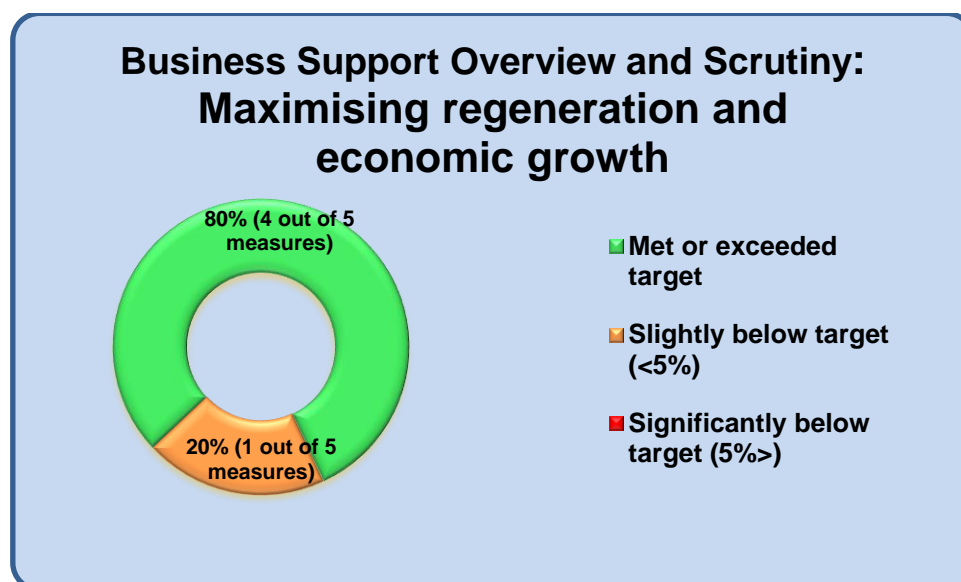
Performance: Quarter 1 2019/20

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 that fall under the remit of this committee.















Improved performance

- 40% (2 out of 5) improved long term (average of previous 4 quarters)
- 20% (1 out of 5) improved over the short term (since last quarter)




Highlights

- 60 jobs created and safeguarded against a target of 35
- Housing - 100% of customers satisfied with overall repairs service

Measures in target (green)

Code	Status	Name	Long Term	Short Term
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		

Measures slightly below target (amber)

Code	Status	Name	Long Term	Short Term
MAE 2		% Retention rate		

Benchmarking/ Achieve National Standards

	Council Plan Performance Measure - Compares favourably with national performance or standards?	Yes ✓ No ✗ Same =
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	✓

Strategic Risks

The quarter 1 strategic risk register is attached at Appendix 5. The register shows all strategic risks together with mitigation in place to minimise impact and likelihood. The risks pertaining solely to this committee are shown below (full details in Appendix 5).

Reference	Risk Register Page (app 5)	Risk	Owner	Current residual risk score	Definition (current score) (L-likelihood) (I-impact)
SR35	42	Homelessness	AD Physical and Cultural Regeneration	CII	L - significant I - critical





The following risks pertain to all Council priorities:

Reference	Risk Register Page (app 5)	Risk	Owner	Current residual risk score	Definition (current score) (L-likelihood) (I-impact)
SR02	3	Business continuity and emergency planning	Director of RCET	DII	L - low I - critical
SRO3 B	5	Finances	Chief Finance Officer	AI	L – very high I - catastrophic

SR21	16	Procurement savings – capacity and delivery	Chief Legal Officer	CII	L - significant I - critical
SR32	29	Data and information	Chief Legal Officer	CII	L - significant I - critical
SR33	31	Impact of welfare reform	Chief Finance Officer	DII	L - low I - critical
SR34	35	Successful delivery of the corporate transformation programme	AD Transformation	CII	L - significant I - critical
SR36	45	Alternative service delivery models	AD Transformation, Chief Legal Officer, Director of RCET	BIII	L - high I - Marginal
SR37	48	Cyber Security	AD Transformation	CI	L - Significant I - catastrophic

Council Plan Outcome: Resident with jobs and skills

Programme: Jobs, Skill and Employability

MAE 2		% Retention rate						Aim to Maximise			
	Value		Value	Target	Status	Long Trend	Short Trend		Value	Target	Status
Q2 18/19	96.1%	Q3 18/19	92.39%	94%				18/19	92.39%	94%	





Comment

This PI is based on academic year rather than financial year. Data as at 11 June for Q3 of Academic Year (February 2019 – April 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 rates for Adult Skills Budget (ASB) funded programmes are currently at 89.72% which is high given the challenging learner groups under this funding stream, community learning and non-funded are at 94% and are meeting the target. The current good rate continues to demonstrate 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).

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, 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
Q2 18/19	98.52 %	Q2 18/19	99.11%	96%				18/19	99.11 %	96%	

Comments

This PI is based on academic year rather than financial year.
Data as at 11 June for Q3 of Academic Year (February 219 – April 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.

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





Medway Adult Education continues to work with Job Centre Plus and Employ Medway. This is proving to be challenging due to the falling unemployment rate in Medway. Two courses, a Pathways to Employment and then a progression course, Qualities for Employment, have been delivered providing sessions designed to develop learner's confidence, self-esteem and motivational skills and employability skills such as team work, transferable skills and mock interviews, have run successfully with Employ Medway. We are working to build on this work, seven

learners attended both courses. MAE has worked with Employ Medway for more than five years on two different DWP funded employment related programmes. More resources have been allocated to support this work, but it is too early to assess the impact of this.

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
Q4 18/19	349	Q1 19/20	351	400				19/20	351	400	

Comments





At the end of Q1 2018/19 there were 351 households residing in temporary accommodation (TA) provided by the Council in line with its statutory responsibilities. This is a slight increase from the 349 households that were accommodated at the end of Q4 2018/19.

The majority of households in TA will have children. Therefore, there is a correlation between the overall number of households in TA and the number of children in TA. At the end of Q1 there were approximately 671 children in temporary accommodation. The accommodation provided to families will usually be in the form of a self-contained property located in Medway.

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 1,000 and Milton Keynes had a rate of 5.56 households per 1,000.





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
Q4 18/19	0	Q1 19/20	0	0				19/20	0	0	

Comments

A snapshot at the end of Q1 2019/20 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.

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 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
Q4 18/19	426	Q1 19/20	168	150				19/20	168	600	

Comments

The Council undertakes a range of actions to improve accommodation in the private sector ranging from informal advice to services of statutory notices.

Action

In Q1 the Council has provided advice to landlords on fire safety, excess cold, damp and mould growth and electrical hazards.

Project - Utilise the RSI funding to reduce the number of those Rough Sleeping

In 2018/19 the Council was successful in a number of funding bids to implement a range of interventions to combat rough sleeping. These interventions included things such as temporary accommodation, outreach support and enhanced hostel provision.

To date, 86 people have been provided with interventions to move them in to accommodation and provide wrap around services to prevent them from further rough sleeping.

60 people have been placed into emergency accommodation over the twelve months (July 18 to July 19). This includes a number who have then gone on to move into settled accommodation as well as people who were housed on a temporary basis over the winter. This is in addition to those placed under Severe Weather Emergency Protocol.

Project - Ensure that the council maximises the opportunity to reduce homelessness through prevention and relief

The Council continues its focus on preventing and relieving homelessness for residents that find themselves at risk of losing their accommodation.

During Q1 2019/20 a total of 210 homeless households have been prevented or relieved from homelessness. This is an increase on the amount of households that were prevented from becoming homeless in Q1 2018/19 (188 households).

Prevention and relief of homelessness is achieved via a range of options. Officers have increased joint working with MHS homes to prevent people being asked to leave from suitable and affordable housing. We continue to develop with the private rented sector, exploring opportunities to offer new incentives to landlords to assist those in housing need to access accommodation. We will also be undertaking further campaigns to encourage landlords to engage with the Council before making the decision to serve notice on a tenant.

Work is also being undertaken with authorities across Kent to better facilitate support for households that require support due to domestic abuse.