










COUNCIL PRIORITY: MAXIMISING REGENERATION AND ECONOMIC GROWTH

BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE

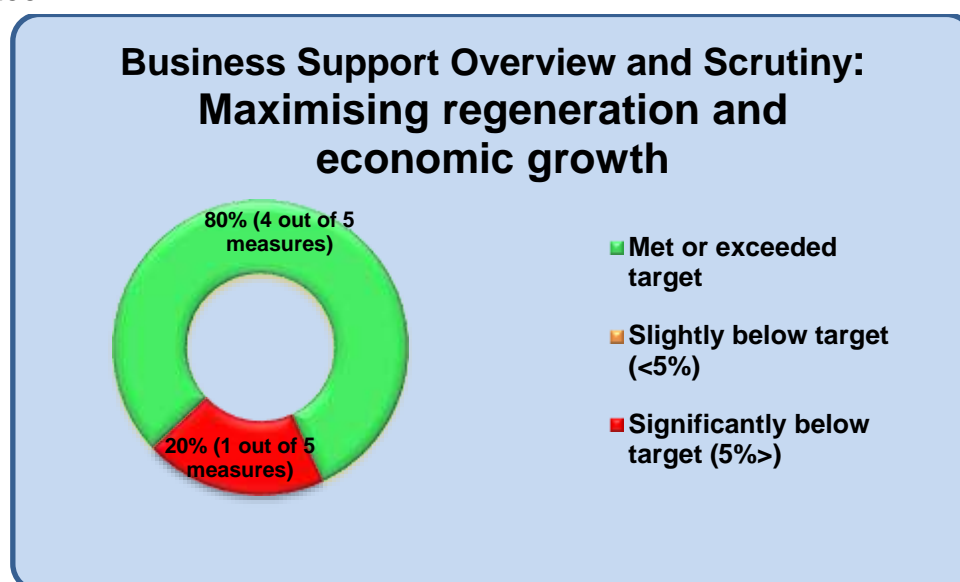
Performance: Quarter 2 2019/20

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)
- 60% (3 out of 5) improved over the short term (since last quarter)

Highlights

- 407 jobs created and safeguarded against a target of 150.
- 18 apprenticeship starts during Q2 through the Medway Apprentice Programme Grant.

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		
MAE 2		% Retention rate		

Measures significantly below target (red)

Code	Status	Name	Long Term	Short Term
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	✓ 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		✓

Strategic Risks

The quarter 2 strategic risk register is attached at Appendix 4. The register shows all strategic risks together with mitigation in place to minimise impact and likelihood. The risks pertaining solely to this council priority are shown below (full details in Appendix 4).

Reference	Risk Register Page (App 4)	Risk	Owner	Current residual risk score	Definition (current score) (L-likelihood) (I-impact)
SR35	38	Homelessness	AD Physical and Cultural Regeneration	DII	L - low I - critical

The following risks pertain to all priorities:

Reference	Risk Register Page (App 4)	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	27	Data and information	Chief Legal Officer	CII	L - significant I - critical
SR33	30	Impact of welfare reform	Chief Finance Officer	DIII	L - low I - marginal
SR34	33	Successful delivery of the corporate transformation programme	AD Transformation	DII	L - low I - critical
SR36	41	Alternative service delivery models	AD Transformation, Chief Legal Officer, Director of RCET	BIII	L - high I - Marginal
SR37	44	Cyber Security	AD Transformation	CI	L - Significant I - Catastrophic

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
Q3 18/19	92.39 %	Q4 18/19	94.53%	94%				19/20	94.53 %	94%	
Comment											

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

Data as at 10 September for Q4 of Academic year (May - July 2019). Data extracted from ProAchieve.

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 exceed the challenging target of 94% and this demonstrates 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
Q3 18/19	99.11 %	Q4 18/19	98.01%	96%				19/20	98.01 %	96%	

Comments

This PI is based on academic year rather than financial year. Data as at 10 September for Q4 of Academic Year (May 219 – July 2019). Data extracted from ProAchieve.

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 excellent 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 with work with Job Centre Plus and Employ Medway. This continues to prove challenging due to the falling unemployment rate in Medway. Referrals from Job Centre Plus are also slow as the long-term unemployed only need to be seen one a year. However, we have seen more referrals for English for Speakers of Other Languages from Job Centre Plus. Additional resource has been put into Job Centre Plus to ensure the whole day is covered and feedback has been that our presence is appreciated. Employ Medway have not been able to send any referrals for Pathway to Employment courses. Medway Adult Education currently has a planned Pathway to Employment course which is scheduled to start this term. Ten learners are registered for this course. If successful, a progression course, Qualities for Employment will follow.

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 2019/20	351	Q2 2019/20	332	400				




At the end of Q2 2018/19 there were 332 households residing in temporary accommodation (TA) provided by the Council in line with its statutory responsibilities. This is a slight decrease from the 351 households that were accommodated at the end of Q1 2019/20.

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. 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	
Q1 2019/20	0	Q2 2019/20	0	0				

A snapshot at the end of Q2 2019/20 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.

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	
Q1 2019/20	168	Q2 2019/20	72	100				

Comments

In Q2 2019/20, 72 private sector households were assisted in having their properties improved via Council intervention, this is lower than the expected target for the quarter (100). This has been caused by focus on other activity not recorded for the target such as annual inspections of temporary accommodation (65 undertaken during Q2 compared to 12 during Q1) as well as targeting more complex enforcement cases.

Action

In addition to the above the council has undertaken 127 visits to private residences in the interest of investigating standards of accommodation and issued informal advice and correspondence to 163 households.

The Council undertakes a range of actions to improve accommodation in the private sector ranging from informal advice to services of statutory notices. Throughout the quarter the most prominent risk has been fire safety followed by excess cold, damp and mould growth and electrical hazards.

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

In 2019/20 we have secured Rough Sleeping funding of £486,000 for our in house provision, including rough sleeping coordinator, female specific support, mental health support and outreach. In addition we commission units of supported accommodation with additional hours of support and a Housing First service. We also received £160,000 for a somewhere safe to stay provision under the Rapid Rehousing Pathway and a further £185,000 for a Housing Navigator service which started in August (and so will run on for 4 months into 2020/21) which equates to £123,334 in year.

We have brought the outreach team in-house and this has allowed us to increase the capacity of the service. Over 95 rough sleepers have been moved into accommodation options, including supported accommodation, private sector accommodation, Housing First and social letting. Significant challenges are still presented by low availability of units in viable price ranges for this group.

We continue to use Temporary Accommodation but have reduced the frequency of use of this option due to issues around concentration of vulnerable people in certain buildings/areas and we have a preference for controlling the support provided by using bed spaces in the somewhere safe to stay service. We have been allocated funding to provide additional support and accommodation over the winter months and are looking into options

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

The Council continues to deliver in homeless service with an increased emphasis on the prevention or relief of households that find themselves at risk of having no accommodation available. The Housing Options Service has implemented a number of initiatives, including joint working with partners, to ensure that all opportunities to prevent or relieve homelessness within Medway are maximised. This includes a dedicated Landlord Hotline and campaigns to engage private landlords, an initiative to facilitate joint prevention working with social landlords in the area; forging closer links with the Medway Revenue and Benefits Service (MRBS) to facilitate timely resolution of Housing Benefit issues and the granting of Discretionary Housing Payments; and our working closely with the Private Rented Sector Team to ensure timely access to suitable accommodation.

Rates of prevention remain high following year on year increases from 2017/18 in comparison to 2018/19. During Q2 on 2019/20 the Council has prevented or relieved 192 households from becoming homeless in comparison to 142 in Q2 of 2018/19.

Demand on services continue to be high over with 1298 approaches so far this year in comparison with 2648 approaches in 2018/19 (or 1,150 compared to the same period in 2018/19).