







# Council Priority: GROWTH

## Maximising regeneration and economic growth

### BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE

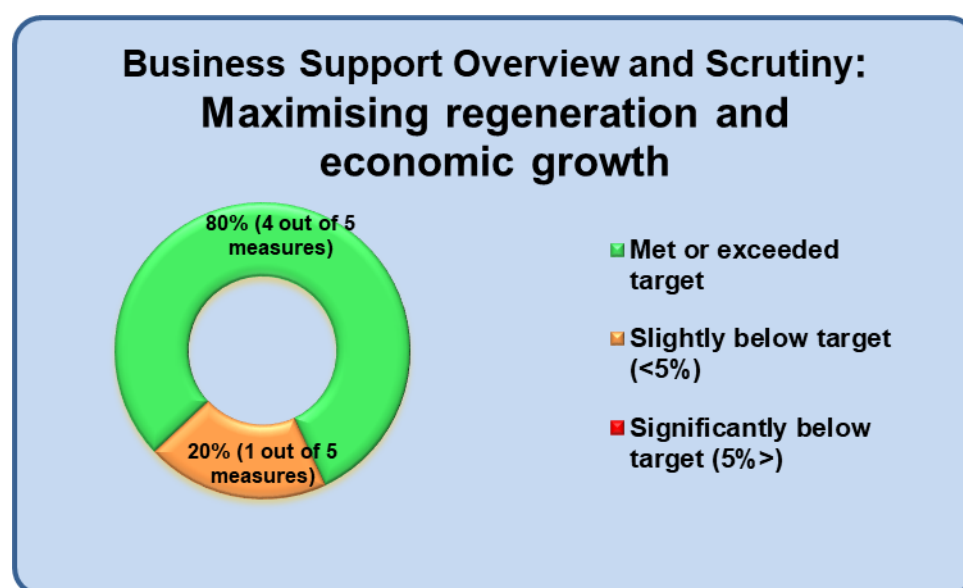
## Performance: Quarter 4 2019/20

### 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.
<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 that fall under the remit of this committee.







### Improved performance




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

### 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		

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

### 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





During quarter 4 2019/20, in response to COVID19, the Council implemented its Emergency Plan procedure and risks have been managed through this. The Council has established a network of specialist 'Cells' which lead on functional elements of the Council's recovery including those tasked with co-ordinating the recovery for vulnerable adults through Adult Social Care, Schools and Education and Housing, and those responsible with ensuring the Council's core functions continue to operate 'business as usual' wherever possible including Finance, HR and Customer Contact.

Each 'Cell' lead is responsible for maintaining a risk register detailing the impacts of recovery from COVID19 on their area of responsibility, following the Council's Risk Management Strategy.

# 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 19/20	95.19 %	Q2 19/20	92.45%	94%				19/20	92.45 %	94%	

### Comment





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

Data as at 14 February 2020 for Q2 of Academic year 19/20 (November 2019 - January 2020).

Retention measures the number of learners who start a course with Medway Adult Education (MAE) and, are either continuing with their learning or have completed. Retention is slightly below the target at 92.45% overall, however this remains a very good rate. This is due to the Adult Skills Budget retention rate currently being below target at 83.68%. However, following moderation of English for Speakers of Other Languages (ESOL) achievements for early leavers this will rise. The target of 94% is challenging and demonstrates that MAE has high expectations and aspirations for 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
Q1 19/20	99.78 %	Q2 19/20	99.8%	96%				19/20	99.8 %	96%	

**Comments**

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

Data as at 14 February 2020 for Q2 of Academic year 19/20 (November 2019 - February 2020). Data extracted from EBS.

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). Overall, the current pass rate is exceptional at 99.80%, however a number of long course have not yet completed and the end of year exams will not take place until June/July 20 when the current exceptionally high rate will be expected to decline slightly overall.

**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.

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





The Workskills programme area which targets employability skills and provides qualifications for learners who are unemployed, in receipt of benefits or who are wanting to improve their current employment prospects or progress in work has a refreshed offer. This remains a challenging area of work due to the introduction of Universal Credit, Employ Medway closing and the lower number of referrals from Job Centre Plus (JCP) locally. The introduction of shorter introduction course has proved successful and the offer also includes entry level courses to provide a better stepping stone progression route for learners who are unskilled or have no or very low levels of qualification.

Thorough initial assessment of unemployed learners is undertaken to review their learning needs. This assessment has resulted in an increase of learners being referred to English and maths courses. In 18/19 academic year overall achievement rates for English and maths were above the national benchmarks (MAE 89.8% National 86.4%). This has helped these learners progress well and where appropriate take qualifications. This approach will continue in 19/20.

# 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 19/20	324	Q4 19/20	344	400				19/20	344	400	





### Comments

At the end of Q4 2020 there were a total of 344 households residing in temporary accommodation (TA) provided by the Council in line with its statutory responsibilities. This is a slight increase from the 324 households that were accommodated at the end of Q3 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 March 2019 identify the rate of households in temporary accommodation in Medway is currently 1.16 per 1000 households, this is slightly lower than the national rate of 1.27.

Further benchmarking has been undertaken to identify how Medway compares with other similar sized unitary authorities. In June 2019, the numbers in temporary accommodation in Brighton was at a rate of 5.45 households per 1,000 and Milton Keynes had a rate of 2.64 households per 1,000. Locally, Dartford had a rate of 2.11 in the same time period.





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 19/20	0	Q4 19/20	0	0				19/20	0	0	

### Comments

A snapshot at the end of Q4 2019/20 identifies that no families were in bed and breakfast accommodation. Additionally, throughout Q4 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
Q3 19/20	110	Q4 19/20	250	175				19/20	600	600	

**Comments**

In Q4 2019/2020, 250 private sector households were assisted in having their properties improved via Council intervention bringing the yearly total to 600. The continued work in targeted inspection and joint working with the Taskforce has continued to allow us to move forward with a more robust enforcement / prosecution stance for the most serious of cases, this work has continued throughout the quarter with warrants of entry being served on unlicensed Houses of Multiple Occupation (HMOs).

**Action**

The Council continues to undertake its range of actions to improve accommodation in the private sector ranging from informal advice to enforcing legislation via the service of statutory notices. Throughout the quarter the most prominent hazards have been excess cold followed by damp and mould, fire and falls on stairs. Annual monitoring of this indicator has been altered to reflect enforcement only, excluding the informal advice and assistance offered by the team to improve properties. This, coupled with the approach of the team to tackle more complex enforcement and pursue prosecution, has led to this indicator being off target. The Council licensed 59 Households of Multiple Occupation's (HMO's) this year with an income of £50651.65, we currently have 165 licensed HMO's throughout Medway. The targeting of unlicensed HMO's will continue throughout 2020.

## Council Plan 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 housed over 120 rough sleepers. Partnership work is strong and we have been engaging with an external Adviser from the Ministry as part of our efforts to build agreed goals, add resilience and drive skill and expertise levels up. This has been warmly received by the majority of charities and we are working to make sure we have 100% engagement. We have been awarded Cold Weather Funding and have applied for £25,000 to pay for additional temporary accommodation used between November and March. Our funding schedule for 2020/21 has been accepted and we have been awarded £867,000. As a result of the COVID19 outbreak we have mobilised to house every person sleeping rough in Medway. Working closely with voluntary and statutory partners, we have block booked a local hotel and utilised additional temporary accommodation. We have housed over 40 people as an immediate response, including making an offer of accommodation to all known people who sleep rough, and have received praise from the MHCLG for the speed and effectiveness of our approach.

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

The Council continues to ensure that the opportunities for the prevention and relief of homelessness are maximised within the district. This includes through joint prevention working arrangements with MHS Homes, a social landlord within the district, to seek to sustain those tenancies of their tenants who are at risk of eviction. Under this arrangement, for the year to end of November, officers have undertaken 103 joint prevention appointments with MHS Staff, of which 81 (or 79%) were successful with possession action being stopped and accommodation sustained.

The Council has proactively sought to expand this prevention initiative to other social landlords operating in the area. Thus, officers met with L&Q finance and tenancy sustainment managers on 19 November 2019 and agreed joint prevention working arrangements to be operational from that date. In addition, officers met with MOAT on 18 September 2019 and agreed provisional arrangements for joint prevention working. However, the arrangements with MOAT are currently suspended pending them obtaining advice to satisfy themselves that they are GDPR compliant. Officers are continuing to work with MOAT with a view to getting these arrangements operational at the earliest opportunity.

Alongside the above, Officers continue to work via the Council's Property Redress Scheme (PRS) scheme to assist homeless applicants secure private rented accommodation to prevent or relieve their homelessness. For the year to date the Council has successfully assisted 254 households who were homeless/threatened with homelessness to secure alternative accommodation in the private rented sector, with in Q3 to the end of November there being 54 such preventions/reliefs secured via this route. With funding provided via MHCLG, the Council has been working with Help2Rent to offer a transitional insurance product to private sector landlords to enhance our offer to them to secure accommodation and which is currently being rolled out.