

Medway Council Strategic Risk Register - Quarter 4 2020/21

Ref	Page	Risk	Owner	Inherent Risk Score	Current Risk Score	Target Risk Score	Move ment (since last qtr)	Definition (current score) (L-likelihood) (I-impact)	Council Priority/ Ways of Working (WOW)	O&S Com mittee
SRO3B	4	Finances	Chief Finance Officer	AI	AI	CIII	→	L – very high I - catastrophic	All/WOW	BS
SR46	8	Medway's Economic Recovery from Covid19	Assistant Director Regeneration (Recovery Lead Officer for Medway Council)	BII	BII	CII	→	L - high I - major	All/WOW	BS
SR09A	14	Changing Demographics of Older People and Working Age Adults	Director of People – C&A	AI	BII	DIII	→	L - high I - major	People	HASC
SR09B	18	Keeping vulnerable adolescents safe	Director of People – C&A	BII	BII	DIII	→	L - high I - major	People	CYP
SR26	25	Non-delivery of Children's Services Improvement	Director of People – C&A	All	CII	DIII	↓	L – significant I - major	People	CYP
SR32	26	Data and information	Chief Legal Officer	BII	CII	DIII	→	L - significant I - major	All/WOW	BS
SR36	29	Alternative service delivery models	Chief Legal Officer, Chief Finance Officer	BII	BIII	CIII	→	L - high I - moderate	All/WOW	BS
SR37	33	Cyber Security	Chief Finance Officer	CI	CI	CI	→	L - significant I – Catastrophic	All/WOW	BS

SR39	38	Financial Pressures on SEN Budgets	Director of People – C&A	BII	BII	DIII	→	L - high I - major	People	CYP
SR02	42	Business continuity and emergency planning	Director of Place Chief Finance Officer	C1	DII	DII	→	L - low I - major	All/WOW	BS
SR17	45	Delivering regeneration	Director of Place	BII	BII	CII	→	L - high I - major	Growth	RCE
SR35	52	Homelessness	AD Culture and Community	BII	CIII	DIII	→	L - significant I - moderate	Growth	BS
SR47	56	Climate Change	AD Frontline Services	AII	AII	DIII	→	L – very high I - major	Place	RCE
SR49	59	Income Reduction due to Covid19	Chief Finance Officer	A1	BII	CII	→	L - high I - major	All/WOW	BS
SR50	63	Delivering £170m Housing infrastructure fund programme	AD Regeneration	BII	CII	CII	n/a	L - significant I - major	Growth	RCE

Strategic Risk Profile

Key

Low risk/priority	Green
Medium risk/priority	Amber
High risk/priority	Red

	Minor impact IV	Moderate impact III	Major impact II	Catastrophic impact I
Very high likelihood A	Amber	Red	Red 26, 47	Red 03B
High likelihood B	Amber	Amber 36	Red 09B, 39, 17, 09A 46, 49	Red
Significant likelihood C	Green	Amber 35	Red 26, 48, 50	Red 37
Low likelihood D	Green	Amber	Amber 02	Amber
Very low likelihood E	Green	Green	Amber	Amber
Almost impossible F	Green	Green	Amber	Amber

KEY update

STRATEGIC RISK: SR03B FINANCES**RISK OWNER: CHIEF FINANCE OFFICER****PORTFOLIO: LEADER'S****Current Residual Risk Score AI (Likelihood – very high. Impact – catastrophic)**

Demographic pressures in adult social care, children's care and SEND remain a significant issue, but this has been further exacerbated by the impact of the Covid-19 pandemic. The Government has moved swiftly to address the in-year pressures, both in terms of direct expenditure and losses of income, but it is still not certain that this will be enough. It has also put in place a generous package of support for businesses and vulnerable people, which for now has insulated the economy from the worst effects – business failure and unemployment. The provisional settlement announced in December was pretty consistent with the Chancellor's one-year spending review in the Autumn. It identified the resources available to local authorities, including further funding to address the continued impact of the pandemic in the new year. Other than this, a major part of the increase in the Council's spending power came in the form of additional flexibility to raise additional council tax, through another round of the so-called 'adult social care precept'. The view across the sector, particularly upper tier authorities, is that the funding is still insufficient, and like Medway, many authorities have been compelled to call upon reserves to balance their 2021/22 budgets, with some continuing to highlight the risk of Section 114 notices. Against this challenging backdrop the residual risk remains at AI.

Inherent Risk Score AI

There continues to be a major risk over the Council's ability to deliver a balanced budget, whilst at the same time delivering good quality services to the people of Medway.

The move away from central support from Government and greater reliance on local taxation through council tax and retained business rates, whilst providing local authorities with the opportunity to benefit directly from growth, also brings with it significant risks to overall funding.

Target Residual Risk Score CIII

The objective of the medium-term planning process is to forecast the budget 'gap' over a number of years, taking into account assumptions around demographic, inflationary and other pressures and projecting forward the future funding from council tax, business rates and Government grant.

Ultimately the aim would be to get to a position where the MTFS, through robust strategic plans, presents a balanced budget year on year, protecting and increasing reserves and providing assurance to the Council that its financial position is secure and sustainable.

There will always however be a significant residual risk, as the MTFS is based upon uncertain assumptions in respect of the Council's tax base, the Government's finances, demographic pressures, inflation, interest rates and the economic climate.

Trigger

STRATEGIC RISK: SR03B FINANCES

The years of austerity and annual reductions in central support from Government, allied to the capping of council tax increases and culminating in the introduction of the business rate retention scheme. Allied with the demographic pressures in both adult social care and children's care, pressures in relation to homelessness and pressures on pay and prices, not least the national living wage, the outlook for local authority finance remains challenging, exacerbated by the impact of the Covid-19 pandemic.

Consequence

- Very difficult decisions around funding allocation.
- Service cuts.
- Quality of service compromised.
- Cutback in staffing on an already lean organisation.
- VFM Judgement.
- Negative local publicity.
- Damage to reputation.

Opportunities and the way forward

The key to improving the effectiveness of the Council's financial planning and management is to address the uncertainty around future funding and improve the forecasting of cost pressures. The failure of Central Government to articulate how it intends to ensure the sustainability of local government has made this task virtually impossible, however the Finance Management Team continue to work closely with colleagues within the Planning and Regeneration teams, with a view to more accurately projecting future council tax and business rates. The Covid-19 pandemic is likely to cause far-reaching impacts, not least on the Council's financial sustainability and has exacerbated how challenging it is to project future resources, however it has also offered an opportunity and impetus to radically review the types of services we offer and the way we provide them.

Finally, the Medium-Term Financial Strategy has, as its theme, financial resilience and sustainability, with a clear focus on managing and rebuilding reserves.

Strategic Risk SR03B Finances Mitigating Action SR03B.01: Need to ensure effective response to the spending review, but also lobbying for greater local powers to raise revenues

Lead Officer Chief Finance Officer

Desired Outcome: Expected Output

Co-ordinate responses with members, brief MPs, agree media campaign, solicit support from peer authorities/partnerships
 Unmodified VFM opinion in respect of the adequacy of financial planning and effective budgetary control
 Increased devolution of tax raising powers to the Council

The Covid-19 crisis has made meaningful longer-term planning impossible and so the sector continues to lobby for a meaningful long term

Strategic Risk SR03B Finances Mitigating Action SR03B.01: Need to ensure effective response to the spending review, but also lobbying for greater local powers to raise revenues

spending review. Alas, the sector is expecting to see a continuation of single year settlements for some time yet.

Progress Update April 2021

The government announced the provisional settlement via a written statement on 17 December 2020. In previous years, the content of the provisional settlement has been largely known in advance; based on a technical consultation published after the Chancellor's Autumn Statement, both typically around October each year. This year the Chancellor did not deliver his one-year spending review until 25 November 2020 and there was no technical consultation in advance of the provisional settlement being published, limiting the opportunities for local authorities to engage in the process.

Since 2017 the government has been working towards the Fair Funding Review, aiming to set new baseline government funding allocations for local authorities through an up-to-date assessment of their relative needs and resources with opportunities for consultation and engagement with local authorities. The review was originally scheduled to conclude in 2019 but was deferred due to the UK's exit from the EU and was then scheduled to conclude in 2021. In April 2020 the government confirmed that the review would again be delayed due to Covid-19, a new date has yet to be confirmed.

In February 2021 alongside colleagues from finance teams across Kent, the Chief Finance Officer met with the Director of Local Government Finance at the Ministry of Homes, Communities and Local Government and representatives from both his department and the department of Business, Energy and Industrial Strategy and made representations for both improved funding of recognised pressures, and for more stability in the future funding of local authorities to enable better planning.

Strategic Risk SR03B Finances Mitigating Action SR03B.02: Align priorities and activity of the Council to resource availability through MTFS process

Lead Officer Corporate Management Team

Desired Outcome: Expected Output

Robust financial planning and management, ensuring financial risks are identified and managed effectively

Identification and delivery of a range of savings and income generating initiatives

Co-ordinate responses with members, agree media campaign, solicit support from peer authorities

Balanced budget with resources aligned to priorities, delivery of VFM and savings to ensure financial sustainability in the medium-term

Unqualified VFM Judgement - adequacy of financial planning, effective budget control, balanced budget and adequacy of reserves

Milestones

Medium Term Financial Strategy in November

Capital and Revenue budget agreed by Council in February

Progress Update April 2021

Strategic Risk SR03B Finances Mitigating Action SR03B.02: Align priorities and activity of the Council to resource availability through MTFS process

Work to deliver the 2021 MTFS and Capital Strategy is underway, with the Finance Strategy and Business Change teams working with all services to identify both potential budget pressures and the opportunities for savings (including those delivered on an invest to save basis) to reduce the potential gap the MTFS presents. The MTFS and Capital Strategy will be presented to the Cabinet in September 2021.

Strategic Risk SR03B Finances Mitigating Action SR03B.03: Create resources for investment priorities

Lead Officer Corporate Management Team

Desired Outcome: Expected Output

Track funding opportunities

Maximise capital receipts on asset disposal

Prudential borrowing

Revenue returns from investments and capital assets and appreciation in capital asset values

Progress update April 2021

The 2015 Spending Round gave local authorities the freedom to use capital receipts from the sale of their own assets (excluding Right to Buy receipts) to help fund the revenue costs of transformation projects and release savings. The Council's current capital programme includes £3.275million of capital receipts using this flexibility to fund continuation of our transformation programme. This funding includes £1million transformation and innovation budget to fund further projects, £819,000 to deliver the Children's Services Improvement Plan and £500,000 to conduct feasibility studies and prepare business cases for a range of proposals that do not yet feature in the programme.

Strategic Risk SR03B Finances Mitigating Action SR03B.04: Delivery of digital transformation programme

Lead Officer Transformation Board

Desired Outcome: Expected Output

Development of high-quality digital services

Delivery of efficiency savings through enhanced processes

High quality digital services and reduced service delivery cost

Improved value for money in delivery of Council services

Progress update April 2021

A revised list of priority areas for Business Change projects was presented to CMT/Cabinet on 29 March 2021 by the CFO, which will focus on addressing the potential budget gap in 2022/23. The following areas have been identified:

Strategic Risk SR03B Finances Mitigating Action SR03B.04: Delivery of digital transformation programme

- **MTFS Review** – Finance Strategy and Business Change will meet with all service managers to understand potential pressures and identify opportunities for reducing/removing them prior to being added to the MTFS for 2022/23.
- **Commissioning & Procurement** – The processes for commissioning and procurement will be reviewed and clearly defined to focus on reducing the placement costs across Children’s and Adults Social Care.
- **Data** – A programme of work is underway to transform Medway into a “data led” organization. A pilot project implementing a “data lake” has been completed and a corporate data review has been commissioned for Q1 2021.
- **Adult Social Care Transformation & Improvement Programme** – A programme of projects specifically focused on Adult Social Care is being developed by the Business Change Team in partnership with the service. Extensive engagement with staff was carried out in March 2021 and the detailed programme will be presented to Transformation Board in May 2021.
- **Review of Discretionary Services** – The Business Change Team will continually audit the discretionary services currently offered by Medway Council to evaluate whether they should be continued or delivered differently.
- **Building Rationalisation & Asset Maximisation** – Projects to reduce the office footprint at Gun Wharf are currently underway, which will provide the opportunity to reduce costs (by reducing the number of separate leased buildings) and potentially generate income from leasing out areas of the building.
- **Climate Change** – The transformation programme is closely linked to the Council’s Climate Change Action Plan, with Business Change leading a range of projects to implement electric vehicles & charging infrastructure, reduce staff travel and reduce printing through digital transformation.

STRATEGIC RISK: SR46 MEDWAY’S ECONOMIC RECOVERY FROM COVID-19
RISK OWNER: ASSISTANT DIRECTOR REGENERATION (RECOVERY LEAD OFFICER FOR MEDWAY COUNCIL)
PORTFOLIO: LEADER’S
Current Residual Risk Score BII (Likelihood – high. Impact – major)

While in many services the Council is still in response, focus is shifting towards an effective recovery. Strategic Planning is one of the three key workstreams in the Council’s Strategic Recovery Plan, with a multi-agency cell for Medway’s Economy and Infrastructure established and working closely with the Kent Resilience Forum equivalent.

The council is delivering direct support for individuals and businesses as funded by the Government and continues to review delivery of core services where they can be of benefit to supporting the wider economy.

The Council continues to lobby the Government for further support for local authorities, individuals, and businesses.

Inherent Risk Score BII

Mandatory closures and ongoing social distancing requirements have created an exceptionally challenging trading environment, resulting

STRATEGIC RISK: SR46 MEDWAY'S ECONOMIC RECOVERY FROM COVID-19

in significantly reduced trade, business failure, rising unemployment and reduced levels of disposable income.

MHCLG stated throughout Covid-19 that they will support local authorities to deliver an effective response to Covid-19 and continue to provide core services and providing substantial packages of support for individuals, businesses and the public sector but may not continue such funding throughout the recovery. Income from Business Rates is a fundamental income stream to Medway Council; businesses failure to pay, or business collapse leaving void properties may significantly reduce income available for the Council, hampering its ability to deliver core services and support the wider economy successfully.

There is a risk of further outbreaks, which the Government has handed powers to manage to local authorities. The Council has developed a Local Outbreak Plan that may have to be mobilised and doing so would undoubtedly further impact on the Medway Economy.

Target Residual Risk Score CII

The risk of further waves, or prolonged local lockdown and the resultant adverse impact on Medway's economy cannot be avoided, rather the Council's action plan is designed to support the economy through any such measures and to improve long term resilience and business growth.

Trigger

On the 23 March 2020 the Prime Minister announced the start of the first national lockdown. In early November 2020 a further national lockdown joined the Tier system (introduced in October) in increasing, rather than reducing restrictions. On 3 December 2020, Medway entered Tier 3 – the highest level of restriction outside of national lockdown. the spread of Covid-19, and all non-essential shops and businesses were ordered to close to the public. In January 2021, the start of the third national lockdown was announced, and from 8 March 2021 we have been following a roadmap to recovery, starting with the re-opening of schools and followed by a series of re-opening dates at five-week intervals in April, May and June 2021; enabling greater access to non-essential services, whilst maintaining a watching brief on the emerging picture as lockdown is eased.

Consequence

The Economy and Infrastructure Recovery Cell has produced an impact assessment outlining the main consequences of Covid-19. 24 impact areas have been identified and some of the most acute include:

- Significant rise in unemployment with disproportionate effect on young people, part-time and entry level roles, and those with insecure contracts, women, and people in BAME communities
- Decreased apprenticeship vacancies and industrial placements
- Reduced strength of Medway's business base
- Accelerated decline of town centres and street markets
- Impact on supply chains
- Decreased relevance of Medway Council's strategic bases
- Digital inclusion / exclusion

STRATEGIC RISK: SR46 MEDWAY'S ECONOMIC RECOVERY FROM COVID-19

- Sustainability of higher and further education, and its impact on place

Whilst the majority of the impact areas present risks to mitigate, there are some opportunities to be seized, as outlined below.

Opportunities and the way forward

- Commercial moves out of London – Medway as an attractive place to locate and do business.
- Rise in working from home / associated decline in commuting means residents spend more leisure and social time and money locally.
- Innovation Park Medway plans reshaped to support the post-Covid-19 economy.
- Opportunity to significantly advance digital inclusion for workers, learners and service users across Medway.

Strategic Risk SR46 Medway's economic recovery from Covid-19 Mitigating Action SR 46.01 Multi-agency Economy Cell and Infrastructure for Recovery established including liaison with the Kent Resilience Forum Economic Recovery Cell

Lead Officer Assistant Director Regeneration

Desired Outcome: Expected Output

Ensure Medway economy's objectives are adequately reflected at Kent and national level through the KRF.

Oversee an effective multi-agency recovery plan for Medway.

Progress update. March 2021

The Economy and Infrastructure Recovery Cell continues to meet regularly with a wide membership base, as do its two sub-groups (Commercial Moves from London, and Digital inclusion). It maintains an Impact Assessment and Action Plan and is now in the process of discharging actions to lead agencies, with 22 of the identified 24 impact areas discharged. The Cell receives regular updates on these impact areas.

The Cell is now focussing on mainstreaming recovery, and a managed exit from its current recovery-based responsibilities. This included an interim review of its Terms of Reference in February 2021.

Strategic Risk SR46 Medway's economic recovery from Covid-19 Mitigating Action SR 46.02 Delivery of government-directed financial support to businesses and individuals

Lead Officer Chief Finance Officer

Desired Outcome: Expected Output

Support businesses to remain economically viable to reduce the number of business failures in Medway.

Progress Update. April 2021

Since the beginning of the Covid-19 restrictions, the Council has delivered the following support to businesses (as at 19 March 2021):

- Expanded Business Rates Retail relief of £34.193million;

Strategic Risk SR46 Medway's economic recovery from Covid-19 Mitigating Action SR 46.02 Delivery of government-directed financial support to businesses and individuals

- Small Business grants of £22.020million;
- Retail, hospitality and leisure grants of £14.095million;
- Discretionary grants of £1.848million;
- Local Restrictions Grant (Closed) Addendum scheme (Lockdown 2) of £1.895million;
- Local Restrictions Support Grant (Sectors) of £1,517;
- Local Restrictions Support Grant (Closed) - Post 2 December 2020 of £393,287;
- Local Restrictions Support Grant (Closed) addendum - Tier 4 of £1.077million;
- Local Restrictions Support Grant (Closed) addendum - Post 5 January 2021 of £2.834million;
- Closed Businesses Lockdown Payment of £5.667million;
- Christmas Support Payment for wet-led pubs of £69,000; and
- Additional Restrictions Grant of £138,068.

We have therefore distributed more than £84million in financial support to businesses to date. Work to implement the latest round of government support for businesses through the Restart Grant Scheme is underway, incorporating guidance required to do so published on 14 April 2021.

Strategic Risk SR46 Medway's economic recovery from Covid-19 Mitigating Action SR 46.03 Reopening High Streets Safely

Lead Officer AD Culture & Community

Desired Outcome: Expected Output

To support businesses in town centres to implement adequate social distancing measures to enable re-opening.

Progress update. April 2021.

The restarting and reopening of Council services, facilities and buildings plus the reopening of non-essential retail and hospitality on the 12th April was overseen by Tactical Command (SILVER). Operational groups were established to plan and manage the activities to ensure that all necessary actions were meticulously planned and executed. Collaborative work was planned with the Police. Comms messages were in place on all mediums.

Strategic Risk SR46 Medway's economic recovery from Covid-19 Mitigating Action SR 46.04 Supporting Medway's businesses

Lead Officer AD Culture & Community

Desired Outcome: Expected Output

To encourage and help facilitate the growth of businesses in Medway.

Progress Update. MARCH 2021

Strategic Risk SR46 Medway's economic recovery from Covid-19 Mitigating Action SR 46.04 Supporting Medway's businesses

The council continues to contract Locate in Kent who have adjusted their working practices to support those businesses that have been adversely affected by Covid-19 and encourage continued inward investment from businesses outside Medway.

The Kent and Medway Growth Hub (led by Kent Invicta Chamber of Commerce) have introduced a Covid-19 Business Advice line by phone and Webchat.

Rent deferrals were agreed for businesses in Council owned workspaces including the ICM and the Pentagon Centre and are now being reclaimed over the next 12 months.

The Council have developed a policy for the Additional Restrictions Grant (ARG) to support businesses during national lockdown. The ARG grant application, assessment and monitoring process was developed and launched in November 2020 to support businesses that were impacted by the 5 November to 2 December 2020 national lockdown. ARG2 was launched in January 2021 to respond to the third national lockdown. The take up of grants has been slow and to date just over £500k has been granted to support businesses. Additional work needs to be undertaken to determine and develop the business support element of the ARG policy. Due to limited ED resources, there is a lack of capacity to undertake the majority of the ED workstreams and an on-going list of those affected is being maintained and reported to the AD/Director since November 2020. A request for additional posts to support the ARG programme delivery and to scope and procure the ARG Business Support programme has been made to help alleviate the current significant resourcing pressures and impact on the delivery of the ED function.

Strategic Risk SR46 Medway's economic recovery from Covid-19 Mitigating Action SR 46.05 Supporting residents' skills and employability

Lead Officer AD Culture & Community

Desired Outcome: Expected Output

Increasing high value businesses, high quality employment and creating jobs and inward investment

Progress Update. MARCH 2021

The majority of Skills & Employability projects have resumed, notably the Supported Employment Programme in August and Apprenticeship Advice Service in September. The Scaffolding project has received a funding extension and will be delivered in 2021. Medway are heavily involved in the Kent and Medway Employment Taskforce which is responding to a growing employment crisis. The Taskforce action plan has been signed off and delivered against.

To date, as part of the Taskforce action plan, Kickstart is being promoted and coordinated; lobbying letters have been sent to government, encouraging the flexible use of the Adult Education Budget and an event encouraging businesses to use their apprenticeship levy was held recently in Medway.

Medway Council has led by example taking on Kickstart placements. 50 vacancies have been created, with 37 advertised in the first tranche. The placements and wrap around support are being delivered in partnership with HR and Medway Adult Education.

The Skills & Employability plan will be reviewed in light of Covid-19, when data from the ending of furlough can be analyzed.

Medway Adult Education has remained operating during lockdown, by delivering online. It is scheduled to reopen on the 6 April. Online

Strategic Risk SR46 Medway's economic recovery from Covid-19 Mitigating Action SR 46.05 Supporting residents' skills and employability
learning continues to be well received, and the programme for 2021/22 will incorporate both online and face to face learning.
The redevelopment of Britton Farm Mall into a new Skills, Employment & Learning Hub continues to progress well and on schedule.

Strategic Risk SR46 Medway's economic recovery from Covid-19 Mitigating Action SR 46.06 Review Medway Council's Strategy base, and resultant regeneration and other programmes to ensure clarity of focus on delivery of economic growth
Lead Officer Corporate Management Team
Desired Outcome: Expected Output Effective focus of Council resources and activities that support delivery of economic growth in Medway
Progress Update. December 2020. Work is ongoing within Medway's Economy and Infrastructure Recovery Cell and its Kent counterpart to establish a rounded understanding of recovery requirements, including the establishment of an evidence base (due to be updated in early 2021). This will be reflected in the forthcoming update to Medway 2035 (working title <i>Medway 2037</i>). Consultants SQW, in partnership with Oxford Innovation, were commissioned to review proposals for the Gateway Building at Innovation Park Medway in the light of Covid-19, to ensure they remain appropriate for the next economic context. The outline findings are that the Gateway Building and wider IPM will be a useful tool in Medway's economic recovery. A series of recommendations were made and are being implemented. We remain in regular dialogue with SELEP regarding the impact of Covid-19 on Medway's £40m programme of Local Growth Fund (LGF) and Growing Places Fund (GPF) investment, with no major impediments to delivery identified to date.

Strategic Risk SR46 Medway's economic recovery from Covid-19 Mitigating Action SR 46.07 Continue to lobby government to maximise support and opportunities for Medway
Lead Officer Corporate Management Team
Desired Outcome: Expected Output Sustainable funding for Medway Council and an improved business rates regime to support businesses.
Progress Update. April 2021. In February 2021 alongside colleagues from finance teams across Kent, the Chief Finance Officer met with the Director of Local Government Finance at the Ministry of Homes, Communities and Local Government and representatives from both his department and the department of Business, Energy and Industrial Strategy and made representations for both improved funding of recognised pressures,

Strategic Risk SR46 Medway's economic recovery from Covid-19 Mitigating Action SR 46.07 Continue to lobby government to maximise support and opportunities for Medway and for more stability in the future funding of local authorities to enable better planning.

STRATEGIC RISK: SR09A Changing Demographics of Older People and Working Age Adults

RISK OWNER: Director of People – Children and Adults Services

PORTFOLIO: Adults'

Current Residual Risk Score BII (Likelihood – high. Impact – major)

Continue to work with day care providers to ensure they are able to support our service users safely when regulations permit opening. Workforce capital fund worth in excess of £300K has been distributed to providers to support additional pressures during covid. We have introduced the use of CareCubed a financial modelling software that supports the negotiation of prices with nursing and residential providers ensuring equitable prices across the market. Reclaiming direct payments at £1.5 million

Inherent Risk Score AI

There are challenges to the demand-led care services within Medway. The population of older people is set to dramatically increase and as is the complexity of need of working age adults including those that transition from Children's services

Target Residual Risk Score CII

Close working relationships with providers maintained to ensure financial stability
Work with providers to ensure COVID positive patients are discharged home and appropriately isolated
Reduced workforce vacancy and reduced reliance on agency staffing

Trigger

- The Council is unable to address these issues with cost effective, innovative solutions
- Increase in demand on the service (incl. Mental Health Service)
- Lack of permanently skilled workers within the workforce which is leading
- Reduced provider capacity
- Financial sustainability of the market – as occupancy drops in care homes drops less viability.

Consequence

- Increased resources required to run the service.
- Significant budget overspends.
- Savings unachievable.
- Money drawn from other services.

STRATEGIC RISK: SR09A Changing Demographics of Older People and Working Age Adults

- Costs spiral.
- Reductions in service level the council can offer.
- Revenue problems not resolved by capital investments.
- Adverse effect on staff morale affected.
- Adverse effect on assessments.
- Council may be required to make unpopular decisions.
- Councils finances comprised.
- High costs placements as providers will have no choice but to up their fees.
- Residents and Day Care providers may close due to not being financially viable in when and if needed.
Due to staff unavailability we are seeing a pressure within the Domiciliary Care market..

Opportunities and the way forward

Capital investment to help manage demand

Service redesign in terms of outcomes

Reclaiming of Direct Payments

Working with providers as we emerge from COVID – improving relationships etc.

Strategic Risk SR09A Changing Demographics of Older People and Working Age Adults Mitigating Action SR 9a.01 Recruit to workforce vacancies (both Adult Social Work teams and Business Ops and Provider Services)

Lead Officer Head of Locality Services. Head of Business Operations and Provider Services

Desired Outcome: Expected Output

Appoint to all the vacant posts reducing the reliance on agency costs

Progress Update: April 2021

Ongoing recruitment campaign focusing on recruiting permanent staff to integrated discharge team.

We are continuing to focus on recruiting frontline social work staff.

The care sector workforce levels are monitored closely through the National Tracker and conversations with individual providers as part of business continuity planning. There is a national campaign to encourage recruitment in the Care Sector workforce which we are promoting.

Strategic Risk SR09A Changing Demographics of Older People and Working Age Adults Mitigating Action SR 9a.02 Working with strategic partners to establish integrated working

Lead Officer Head of Locality Services. Head of Business Operations and Provider Services

Desired Outcome: Expected Output

Delivery of a wraparound 7 day service

Progress update: April 2021

As above we are working to implement the new Discharge to Assess model introduced by Government on 1st September.

NHS funding is changing as of 1st April, whilst there will still be funding available, we are unclear exactly what this will be and the impact it will have on ASC budgets.

We continue to encourage providers to facilitate 7-day admissions when there is 7 day cover in the discharge teams capacity. This is supplemented by the use of the bridging service

Strategic Risk SR09A Changing Demographics of Older People and Working Age Adults Mitigating Action SR 9a.03 Maintain strong relationships with providers

Lead Officer Head of Adults' Partnership Commissioning and Better Care Fund

Desired Outcome: Expected Output

Improved communication across the system

Manage demand

Progress update: April 2021

We have very strong relationships with the care sector through our embedded Care Sector Support programme which consists of : the Medway Care Portal, Provider Forums, dedicated redeployed ASC resource to review trackers daily, dedicated email inbox, and a weekly newsletter.

Provider Fee Uplift information has been sent to providers. Over the coming weeks

Strategic Risk SR09A Changing Demographics of Older People and Working Age Adults Mitigating Action SR 9a.04 Map and monitor intelligence across the market

Lead Officer Head of Adults' Partnership Commissioning and Better Care Fund

Desired Outcome: Expected Output

Manage demand

Strategic Risk SR09A Changing Demographics of Older People and Working Age Adults Mitigating Action SR 9a.04 Map and monitor intelligence across the market

Progress update. April 2021

We have the following tools in place to ensure that we are monitoring data and intelligence across the market.

- Medway Care Portal
- Provider Forums
- Daily review of the tracker
- Dedicated email inbox
- Weekly newsletter

Provider Fee Uplift information has been sent to providers. Over the coming weeks we will continue to monitor and respond to feedback from the sector. Where relevant, feedback will be used as intelligence to inform future commissioning activity.

Strategic Risk SR09A Changing Demographics of Older People and Working Age Adults Mitigating Action SR 9a.05 Review and adjust service levels and placement costs as appropriate

Lead Officer Head of Locality Services. Head of Business Operations and Provider Services

Desired Outcome: Expected Output

All unspent Direct Payments are reclaimed

Nursing and residential placements made during COVID are reviewed with a view to reducing current weekly spent to that of our band prices

Amount of enablement increased to better manage demand and discharge from hospital

Better use of in-house mental health provision

Progress update: April 2021

The targeted review team have made savings of over £800K

We have introduced CareCubed which is helping us to negotiate more fair and affordable placement costs.

Continued focus on enablement to help us better manage demand.

Focus on accommodation options for service users with mental health issues.

Work is underway to establish a new community based mental health offer.

STRATEGIC RISK: SR09B Keeping vulnerable adolescents safe
RISK OWNER: Director of People – Children and Adults Services
PORTFOLIO: Children's Services (Lead Member) and Education and Schools
Current Residual Risk Score BII (Likelihood – high. Impact – major)
<p>Currently Domestic Abuse and Gang culture are led on a Kent and Medway footprint. These are triaged at the Front Door and CSE cases discussed at the Missing and Exploitation panel.</p> <p>The Youth Justice Partnership, chaired by the Director of Public Health, have drafted a strategic plan outlining the period 2020-2023. It has been coproduced with a range of stakeholders, including the Youth Justice Partnership Board (YJPB) members and the Young People's Advisory Group (YPAG). The content and specific actions in the plan have also been informed by a review of national research and evidence of best practice taken from other comparable Youth Justice Partnership Boards around the country.</p>
Inherent Risk Score BII
<p>There are several different factors affecting vulnerable adolescents in Medway. These include CSE, Gang Culture, Offending and Re-offending, growing up in the care system without proper transition to adulthood.</p> <p>The Council as a Corporate Parent has a responsibility to those within its care, but ultimately a responsibility to ensure that Medway is an environment where adolescents grow up in a safe place free from these adverse situations.</p>
Target Residual Risk Score DIII
<p>Decreasing levels of reoffending.</p> <p>Reduced prevalence of gangs in Medway.</p> <p>Decreasing cases of domestic violence and CSE concerning adolescents.</p>
Trigger
<ul style="list-style-type: none"> • Rising rates of reoffending within 16-18-year-olds • Increasing rates of young people entering care in adolescence • Lack of preventative services and earlier interventions
Consequence
<ul style="list-style-type: none"> • Higher levels of neglect and safeguarding incidents in Medway • At risk of joining gang culture • At risk of offending and jail • Stigma of being a care leaver and effects of lower education levels
Opportunities and the way forward
<ul style="list-style-type: none"> • Investment in edge of care / Adolescent service from the sufficiency strategy • Capital investment for the Elaine centre to create an integrated multi-disciplinary offer for adolescents • Reunification / activity residential unit for Adolescents from the investment via the sufficiency strategy

STRATEGIC RISK: SR09B Keeping vulnerable adolescents safe

- Attendance at multi agency Kent and Medway meetings specifically focusing on exploitation / gang culture
- Funding gained for Salus projects; prevent / protect agenda
- The creation of the adolescent service and building on the team

Strategic Risk: SR09B Keeping vulnerable adolescents safe Mitigating Action SR 09b.10: Ensuring early intervention to address risk and vulnerability factors to build upon strengths preventing young people going from being at risk of offending to becoming established offenders.

Lead Officer: Director of Public Health. Head of Children's Commissioning and Youth Justice

Desired Outcome: Expected Output

The rate of first-time entrants to the criminal justice system declines.

The rate of NFA reduces.

Early Help referral increase from the Police (Police complete an Early Help Assessments) and reduction in safeguarding referrals from the Police.

Increase referral into NELFT and improved access and intervention pathways.

Schools report less fixed term exclusions, improved attendance and behaviour of those students identified as at greatest likelihood of offending.

Fewer looked after children and care leavers will become involved in the criminal justice system.

Reduction in young people that are NEET.

Progress update: April 2021

The post referred to above is joint YOT / Adolescent Team / CAMHS post for a Youth Offending Adolescent worker. This post would seek to address the emotional and mental health needs of those young people most at risk of offending in the community. An interview was held on 08/03/2021. A successful applicant was found, however discussions regarding the conditions of employment are still in the process of being resolved.

The YOT risk panel continues to be well attended and supported by the Medway task force, the police and the Adolescent Team.

Strategic Risk SR09B Keeping vulnerable adolescents safe Mitigating Action SR 09b.11 Prevent and reduce domestic abuse across communities and ensure that when Young People experience abuse, they can access the help and services they need.

Lead Officer Director of Public Health. Interim Assistant Director Children Social Care Public Health. Interim Assistant Director Children Social Care

Desired Outcome: Expected Output

Strategic Risk SR09B Keeping vulnerable adolescents safe Mitigating Action SR 09b.11 Prevent and reduce domestic abuse across communities and ensure that when Young People experience abuse, they can access the help and services they need.

Lower number of incidents of DA

Progress update: April 2021

At the beginning of the year a meeting was held with Public Health and commissioned service choices to discuss options as to how/if Choices can support young people open to the adolescent team. A further meeting has been arranged for 6th April 2021 with a view to Choices joining the adolescent team on weekly basis to offer support and guidance to young people.

A social care lead for DA has now been identified and is working with the Public Health DA programme lead to improve consistency of attendance at MARAC and develop opportunities for training of Social Care staff.

Work is underway to evaluate Op Encompass (Police operation whereby schools are notified of incidents of DA in the home where one of their pupils is affected). Evaluation will look to ensure schools feel enabled to support these pupils effectively.

Choices (the DA service provider) have now merged with Kent based organisation called Oasis. Service continues as before and this was a strategic decision by the Trustees following the departure of the Choices CEO.

Strategic Risk SR09B Keeping vulnerable adolescents safe Mitigating Action SR 09b.12: Protect and prevent young people from becoming involved with gangs; to tackle gang-related harm and youth violence; and to pursue effective enforcement action to deal with those embroiled in gang activities.

Lead Officer Director of Public Health. Interim Assistant Director Children Social Care

Desired Outcome: Expected Output

Lower number of young people entering youth justice setting

Lower number of young people at risk of gang activities

Progress update: April 2021

Staffing numbers within the adolescent team has continued to grow since December 20, with the appointment of the additional Team Manager who joined in January, the recruitment to 2 additional Early help workers and a NQSW who will join the team in April 2021. To enhance Medway's oversight of missing children and young people, a dedicated Missing Information Officer has been recruited too and an addition Return Home interview officer position is being recruited too. The additional staff to working with Missing Children and young people will provide resilience within the service, ensure that children and young people are seen timely following periods of missing and that themes, trends and Push and Pull factors can be gathered, analysed and the findings shared across Children's services and the Partnership. Whilst the team continue to plan for a move to the Elaine Centre this is very much being planned to happen slowly as we come out of lockdown and move into a new blended style of working. Discussions with partners has continued and virtual relationships are in place to ensure young people access the support needed and whilst plans remain to work towards co-location with some partners discussions are continuing as to how and when.

Strategic Risk SR09B Keeping vulnerable adolescents safe Mitigating Action SR 09b.12: Protect and prevent young people from becoming involved with gangs; to tackle gang-related harm and youth violence; and to pursue effective enforcement action to deal with those embroiled in gang activities.

The YOT continues to support the Serious Youth Violence project, which is aimed at addressing the cohort of young people particularly involved in Gang activity. The project is having an ongoing evaluation of its efficacy, so this will be able to be reported on in future updates.

The Youth Offending Team has moved into Children's Social Care. We are looking to explore how the YOT being in this division will further enable the team to address re-offending and links to gang activities.

Strategic Risk SR09B Keeping vulnerable adolescents safe Mitigating Action SR 09b.13 Improve access to health, education, accommodation and training for care leavers

Lead Officer Interim Assistant Director Children Social Care

Desired Outcome: Expected Output

Increase in percentage of care leavers in EET

Increase in % of care leavers living in appropriate accommodation

Milestones:

Increase in number of care leavers undertaking apprenticeships or employed by Council and partners

Implement a rolling programme of apprenticeships and employment opportunities for care leavers

Work with commissioning and housing colleagues to source and oversee appropriate accommodation for care leavers to ensure they can live independently if they are ready to do so.

Develop a separate care leavers service and review the operational model, considering a 16+ team

Progress update. April 2021

The service will be expanding from 2 teams to 4 teams with 2 additional social worker posts and 2 additional team manager posts being advertised currently. One of the manager posts will be with a lead and focus on participation and engagement. The focus will be to engage young people, partner agencies and networks in the council and to identify topics and opportunities for engagement activity, and work with a range of external partners – including local and national services, agencies, and providers to support engagement activities. This will demonstrate a drive forward in delivery of an ambitious programme of engagement activity. The service will actively engage and support consultation activity to ensure that the Service and the Council is influenced by the views and experiences of young people, which will have a focus on supporting positive outcomes for young people in all areas of their lives.

Strategic Risk SR09B Keeping vulnerable adolescents safe Mitigating Action SR 09b.13 Improve access to health, education, accommodation and training for care leavers

There are 93 care leavers not currently accessing education, training and employment for various reasons, with 14 due to parenting and 14 due to illness. The pandemic has had an impact on the ability to find and maintain employment. 38 young people are in employment, training or volunteering. 59 young people are in education.

The Head of sport, leisure, tourism and heritage is proposing free gym and swim membership to all care leavers up to 25, as well as lifeguard and customer advisor courses for care leavers with an offer of shifts following completion within one of the Medway centres.

The Skills & Employment Programme Manager and 16+ Service GM are working together on ETE options for care leavers. Proposal in place to joint-fund an ETE/Aspirations Officer to work with young people on CV's, applications, interviews etc. There has been funding agreed to focus on the NEET cohort.

A meeting is planned with Forward2Employment about Supported Internships for young people.

The Care Leaver Covenant will be presenting to the Corporate Parenting Board in May 2021 to evidence the benefits of the Covenant and how they can work with local businesses.

Consideration of how we can offer an Apprenticeship within the 16+ Service for a care leaver to manage the social media forums to share information and services with young people, and to get their input in the service plans.

The Skills & Employment Programme Manager and 16+ Service GM working together on offering Mentoring training to members of Medway Council and the Corporate Parenting Board who would like to become a Mentor for care leavers.

There will be a team manager recruited within the 16+ Service who will have a lead role on Participation & Engagement, and Transitions. The focus will be on engaging young people, partner agencies and networks in what the Council offers to young people and how.

There is a Health offer for care leavers booklet available to signpost to the services within Medway. There is a proposal in place for scoping the possibility of having an Emotional Wellbeing practitioner within the service to support with the mental health and wellbeing of care leavers.

Within the service there is a Parent Support practitioner working with care leavers who are parents offering 1-1 sessions and when able, group sessions, focusing on play, development and general parenting support and guidance.

There is a PA within the service who is the lead on accommodation working with the Housing Department and local services on ensuring availability of accommodation, as well as providing tenancy training to young people to provide them with the knowledge needed when moving into their own tenancy.

There is a PA and social worker within the service with the lead on education, training and employment, and the same for Health.

The local offer for care leavers is being refreshed with some offers from other services being finalised such as to extend the Medway Youth Pass which currently ends at 18, to be until 25 for care leavers, this offers discounted travel across Medway (cost of a child ticket). It comes with a £10 admin fee which they would waiver for care leavers; Work experience package in areas such as noise and nuisance issues, hoarding services, climate change services, household waste services and green spaces, and work with Medway Norse about offering work experiences or internships to care leavers.

Council Tax exemption is available for care leavers moving into their own accommodation.

There is a proposal and working group in place about the proposal of Medway Council offering to be a Rent Guarantor for private tenancies for care leavers. This would expand the options available to young people ready to move on to independent accommodation.

Strategic Risk SR09B Keeping vulnerable adolescents safe Mitigating Action SR 09b.14 Manage latent Demand COVID19
Lead Officer Assistant Director – Children’s Social Care & Early Help
<p>Desired Outcome: Expected Output As robust response to COVID19, the Council has the capacity and capability to improve and sustain improvement to its services</p> <p>Milestones: Service has capacity of workforce to meet increased and pent-up demand – short and long term</p>
<p>Progress update; April 2021 Externally commissioned team now completed project and caseloads are manageable. Schools returned after a further lockdown January-March, after which contacts and referrals increasing. Monitoring to establish whether a spike in demand will materialize. Close liaison with schools continues.</p>

Strategic Risk SR09B Keeping vulnerable adolescents safe Mitigating Action SR 09b.15 Ensure sufficient Workforce Capacity
Lead Officer Assistant Director – Children’s Social Care & Early Help
<p>Desired Outcome: Expected Output Recruitment and retention of staff, the Council has the capacity and capability to improve and sustain improvement to its services.</p> <p>Milestones: Workforce stabilised, agency staff and turnover of permanent staff reduced</p>
<p>Progress update April 2021 An external company, Emperor, was commissioned to develop a rebranding of Children’s Services to support recruitment. This work is now being used as part of a social media campaign, focused on recruitment of experienced social workers, which is where the gaps remain in our workforce. This campaign will run from February to May and the impact will be reviewed and decisions made about next steps. Recruitment of international social workers was successful with 10 appointed in October 2021. In addition a further 11 workers have converted from agency to permanent over the last year. A robust programme of development and support has ensured that the NQSWs are enabled to successfully complete their portfolios with a good range of experience and all 11 NQSWs successfully completed their ASYE in 2020 and will be staying in Medway. These initiatives have reduced the agency rate from over 35% at the time of inspection to 20%. However there is further work to do to maintain a focus on recruitment at a time when this is challenging in the sector overall, and it remain an area of risk to the service in managing to sustain improvements.</p>

STRATEGIC RISK: SR26 Non-delivery of Children's Services Improvement
RISK OWNER: Director of People – Children And Adults Services
PORTFOLIO: Children's Services (Lead Member)
Current Residual Risk Score CII (Likelihood – significant. Impact – major)
<p>The commissioner's first report was been published in December 2019, which recommended a further six months of commissioner intervention pending final decision. A further report from the commissioner to the Secretary of State was made in July 2020 and a final report²⁴ is expected in December 2020. Ofsted carried out a Monitoring Visit in August 2020 which acknowledged progress against the plan, although improvements were yet to be fully embedded. No children were found to be at risk of harm.</p>
<p>Inherent Risk Score All</p> <p>We aspire to deliver good and outstanding services that keep children and young people safe and give them the right help, at the right time in their lives. In doing this, we will show strong leadership, we will challenge performance, we will ensure the right level of resources are allocated and used efficiently, and we will build a culture of continuous reflection and improvement. However, during Ofsted's July 2019 inspection of our services, it found that we were not providing these outcomes to a satisfactory level.</p> <p>Our Children's Services Improvement Action Plan has been developed in response to the formal recommendations and improvement areas highlighted by Ofsted during their 'Inspection of Local Authority Children's Services (ILAC) which took place from 8 July 2019 to 26 July 2019. The plan was refreshed and updated in July 2020 to reflect the progress made and to set out the priorities for the coming year.</p> <p>This is a key corporate priority, and we are fully committed to working with our partners to deliver this plan and achieve more positive outcomes for children and young people in Medway.</p>
<p>Target Residual Risk Score DIII</p> <p>Improvement is made at pace and is deemed to be sustainable in order that control of the service remains in control of the council</p>
<p>Trigger</p> <p>Non-delivery of appropriate and rapid enough improvement following the poor Ofsted inspection rating.</p>
<p>Consequence</p> <p>The Council loses control of the service. The Commissioner, in cooperation with the DfE, agrees an alternative delivery model and structure such as Children's Services being delivered by a neighbour</p>
<p>Opportunities and the way forward</p> <p>Progressing into the next stage of the Improvement Plan and evidencing that outcomes for children and families are improved.</p>

Strategic Risk SR26 Non-delivery of Children’s Services Improvement Mitigating Action SR26.14 Successful delivery of the Improvement Plan

Lead Officer Assistant Director – Children’s Social Care & Early Help

Desired Outcome: Expected Output

The Council has improved the service to the level required by the Children’s Commissioner, DfE and Ofsted

Milestones

Workforce stabilised, agency staff and turnover of permanent staff reduced

Performance indicators and audits show continuous improvement

Quality of intervention is consistently meeting standards

Partners working together to deliver on shared objectives for Medway’s children

Progress update – April 2021

Progress on the Improvement Plan was reported to the Improvement Board in February 2021 and a refreshed and updated plan for 2021-22 is in development and will be signed off by the Board in April 2021. The Commissioner made her final report to the Minister in December 2020 and recommended that, in light of progress made, the Council has capacity and capability to continue to run its services and her role should end. She also recommended that an Improvement Adviser be appointed by the DfE to continue to support the service to embed and sustain improvements. This has reduced the risk to the Council of losing control over its children’s services, but the risk of a poor Ofsted rating remains, pending any further Ofsted Monitoring Visits and re-inspection. Caseloads remain manageable and performance indicators are strong in relation to compliance although further work is needed to improve quality of intervention. This will be a priority for the coming year. Partners are engaged in the Improvement Board and relationships have been strengthened with schools and police during Covid restrictions.

STRATEGIC RISK: SR32 Data and Information

RISK OWNER: CHIEF LEGAL OFFICER

PORTFOLIO: RESOURCES

Current Residual Risk Score CII (Likelihood – significant. Impact – major)

The Council has a Senior Information Risk Officer (SIRO) and a Caldicott Guardian.

The Council has a Data Protection Officer.

The Council manages information risk through a Security and Information Governance Group (SIGG).

The Council has a suite of information governance policies.

The Council has information sharing agreements and protocols in place.

The Council has taken part in a “Big Data” project without any risks materialising.

STRATEGIC RISK: SR32 Data and Information

Training to all officers and to Members is being rolled out successfully.

Inherent Risk Score BII

Our Transformation Programme involves an increased reliance on digital technology both for customers and the Council. This brings with it an increased information risk particularly regarding personal and health data.

Conversely not sharing information with partners and others minimises the Council's ability to improve service delivery and reduce costs. There is also a duty to share information in the interests of client care (Caldicott 2 Report).

Local Authorities are required to achieve Level 2 on the Information Governance toolkit; however, opportunities to improve the Council's position with respect to the IG toolkit requirements have been identified. Failure to achieve level 2 will mean that Medway Council will lose its trusted partner status with respect to the Kent and Medway information sharing agreement.

Greater flexibility for the workforce using digital tools brings risk.

Greater availability of information from the Council brings risk.

Target Residual Risk Score DIII

Human error is completely eradicated from data and information scenarios.

Data breaches are very rare and when it occurs corrective action is taken quickly, learning implemented and accountability for future improved performance identified.

Information sharing is commonplace and well managed.

Trigger

- Budget pressures
- ICO Audit reveals areas for improvement
- Digital Strategy
- Big Data project with academics
- Annual information governance toolkit submission

Consequence

- Data loss leads to damage to reputation.
- Not achieving cost efficiencies through Digital Strategy changes
- Failing to achieve Members' expectations.
- Failing to find new innovations
- Failing to deliver good quality care for residents of Medway

Opportunities and the way forward

Data and information sharing has been a key part of the pandemic response with partners across the Kent Resilience Forum

Strategic Risk SR32 DATA AND INFORMATION MITIGATING ACTION SR32.01: The Council has a Senior Information Risk Owner (Chief Legal Officer) and a Caldicott Guardian (Director of People) and in time for the General Data Protection Regulation also a Data Protection Officer (the Information Governance Manager)

Lead Officer Chief Legal Officer

Desired Outcome: Expected Output

To ensure that appropriate organisational safeguards are in place for sharing information. Information governance policies and procedures are available on the intranet. Privacy Impact Assessments (PIAs) ISAs and Standards Operating Procedures (SOPs) also exists detailing roles and responsibilities

Progress update. April 2021

The Information Governance Team has been augmented by posts to enable a focus on risks related to Children's Services data to support the SIRO and Caldicott Guardian

Strategic Risk SR32 DATA AND INFORMATION MITIGATING ACTIONSR32.02: Information Sharing Agreement (ISA) for Kent

Lead Officer Chief Legal Officer

Desired Outcome: Expected Output

Provides the basis for ISAs within Kent organisations and outside PIAs, ISAs and SOPs and where appropriate Data Licence Agreements.

Progress update. April 2021

Project specific ISAs etc. have continued to be used during the pandemic. Care will be taken as the emergency response starts to diminish and the recovery element increases. Work with partner organisations under the Civil Contingencies Act through the Kent Resilience Forum.

Strategic Risk SR32 DATA AND INFORMATION MITIGATING ACTION SR32.03: Security and Information Governance Group (SIGG)

Lead Officer Chief Legal Officer

Desired Outcome: Expected Output

Providing a corporate overview of all information risk across projects and initiatives
Minutes of SIGG meetings attended by representatives from Public Health, RCET and C&A Departments.

Progress update. April 2021

SIGG has continued to meet during the pandemic and provides the corporate overview of all affected risk areas.

Strategic Risk SR32 DATA AND INFORMATION MITIGATING ACTION SR32.04: Meetings between Senior Information Risk Officer (SIRO) and Caldicott Guardian on specific risks

Lead Officer Chief Legal Officer

Desired Outcome: Expected Output

Good regular engagement to discuss risk areas
PIAs, ISAs and SOPs co-signed where relevant

Progress update. April 2021

The SIRO and the Caldicott Guardian have continued to operate as part of the Council's Gold Command as part of the pandemic response. They have been able to consider and raise any issues to ensure that any risks have been mitigated and service delivery has continued particularly to our most vulnerable residents. A Caldicott Guardian audit took place which reported in March 2021 with several suggested improvements.

STRATEGIC RISK: SR36 Alternative service delivery models

RISK OWNER: Chief Legal Officer **CHIEF FINANCE OFFICER**

PORTFOLIO: LEADER'S

Current Residual Risk Score BIII (Likelihood – high. Impact – moderate)

All alternative delivery models are required to produce business cases that are considered at Corporate Management Team and then by Cabinet.

The performance of these models is regularly reviewed by Cabinet and scrutinised by the relevant Overview and Scrutiny Committee. Where issues arise, these can also be discussed at Corporate Management Team, where this is a standing agenda item.

Underperformance is identified by client-side officers or Members and mitigating action is taken or expected.

The effect of the action to date has been to develop a smooth transition and improve working relationships and clarify and confirm savings and consequences. This policy change has been a challenge to both parental expectations and operational processes and response.

Inherent Risk Score BII

A growing number of council services are operated through alternative delivery models including outsourcing/insourcing, trusts, joint ventures, Local Authority Traded Companies, partnerships and shared services and joint commissioning.

The primary driver for entering into such models is typically to reduce costs while protecting service delivery and building resilience.

A lack of robust management of these delivery models can lead to underperformance. The new models have increased and more complex governance arrangements than traditional in-house delivery.

Weak or ineffectual oversight / management / monitoring by the council as expertise is transferred to the new delivery model.

Failures in governance that expose untreated risk.

STRATEGIC RISK: SR36 Alternative service delivery models

Target Residual Risk Score CIII

Ultimately as these alternative deliver models embed, the Council will be looking for increased revenue income and higher levels of performance.

Trigger

Weak options appraisals/businesses cases; opportunities overstated as commercial markets are not realised, and risks understated. Failure to effectively manage (staffing, relationships, agreements/contracts) the transition between the council and the service delivery model.

Limited due diligence conducted on new service provider or key individuals in that provider.

Weak or unclear agreements/contract and governance arrangements.

Failure of a provider, risking failure to deliver services

Consequence

- Failure to meet statutory responsibilities to residents.
- Unexpected costs from new delivery model.
- Delivery model not sustainable; responsibility for delivery of function unexpectedly transfers back to the council.
- Reputation of council damaged by activities of delivery model.
- Council or delivery model expectations not met by new arrangements.
- No option to renegotiate terms if circumstances change.
- Reduced influence / control of the council.
- Delivery model operates at a loss with deficit met from local taxation

Opportunities and the way forward

A Covid-19 lessons learned exercise has been carried out, and this included identifying opportunities for the alternative delivery models.

Strategic Risk SR36 Alternative service delivery models Mitigating Action SR36.01: Robust options appraisals, detailed business cases prepared

Lead Officer Relevant Assistant Director for each Service

Desired Outcome: Expected Output

Ensure effective decision making

The council only enters into arrangements that are beneficial to the service and/or budget and are sustainable

Milestones

Cabinet considers all business cases prior to any alternative arrangements being agreed

Strategic Risk SR36 Alternative service delivery models Mitigating Action SR36.01: Robust options appraisals, detailed business cases prepared

Progress update. April 2021

A report was provided to Cabinet updating the branding change from MCG to Kyndi and providing the latest Business Plan for consideration and approval. A recent MDC report provided Members with a confidential cashflow that indicates the level of risk (and reward) the Council as shareholder is taking during the currency of live projects. This was in response to requests from Audit Committee Members.

Strategic Risk SR36 Alternative service delivery models Mitigating Action SR36.02: Project management approach to implementation

Lead Officer Relevant Assistant Director for each Service

Desired Outcome: Expected Output

Clear agreed milestones for implementation in agreed timescale
Smooth transition into new delivery model.

Progress update. April 2021

The Cabinet reporting and the role the Chief Legal Officer plays as liaison officer to the Kyndi Board (which will be taken on by the Chief Finance Officer from May 2021 in addition to his role as liaison officer for Medway Norse) enables clear reporting and transparent project management. The same is true of MDC with the Assistant Director for Regeneration and HIF taking over the liaison role.

Strategic Risk SR36 Alternative service delivery models Mitigating Action SR36.03: Communication & stakeholder management

Lead Officer Relevant Assistant Director for each Service

Desired Outcome: Expected Output

Stakeholders informed / consulted
Smooth transition into new delivery model

Progress update. April 2021

Regular Cabinet Reporting, Scrutiny and appropriate communications from both the Council as shareholder and the companies on specific projects and initiatives enables good engagement.

Strategic Risk SR36 Alternative service delivery models Mitigating Action SR36.04: Sound legal and procurement advice on chosen delivery model
Lead Officer Chief Legal Officer
Desired Outcome: Expected Output Robust agreements / contracts with clarity over responsibilities Smooth operation of services, effective dispute resolution
Progress update. April 2021 Legal and procurement advice sometimes commissioned from external experts continues to be taken on all significant transactions.

Strategic Risk SR36 Alternative service delivery models Mitigating Action SR36.05: Robust scrutiny / oversight mechanisms to ensure clear corporate understanding
Lead Officer Corporate Management Team
Desired Outcome: Expected Output Delivery model and council held accountable for quality and cost of service Council able to rely on financial information for robust financial planning High performance Financial resilience
Progress update. April 2021 In the last quarter there has been reporting to Cabinet.

Strategic Risk SR36 Alternative service delivery models Mitigating Action SR36.06: Reporting from and on delivery models with clear outcomes
Lead Officer Relevant Assistant Director for each Service
Desired Outcome: Expected Output Effective performance management High or improving performance of delivery model
Progress update. April 2021 In the last quarter there has been reporting to Cabinet.

Strategic Risk SR36 Alternative service delivery models Mitigating Action SR36.07: Business continuity arrangements
Lead Officer Chief Finance Officer
Desired Outcome: Expected Output Delivery model and council both have clear roles and responsibilities in the event of any business continuity incident and Continuity of service
Progress update. April 2021 All Council companies have continued to trade and provide services through the pandemic. Kyndi has rebranded and provided an updated Business Plan. Medway Norse have excelled in their support to the Council's response to the pandemic. MDC have handed over their first completed residential site (White Road) during the last quarter.

STRATEGIC RISK: SR37 Cyber Security
RISK OWNER: CHIEF FINANCE OFFICER
PORTFOLIO: RESOURCES
Current Residual Risk Score CI (Likelihood – significant. Impact – catastrophic)
The council manages cyber security risk, along with general information security risk, by having robust policies and procedures in place. These policies and associated actions are audited internally and externally with the result reported to appropriate council committees. In addition, the council is accredited against the Public Service Network code of connection criteria that provides assurances that the ICT infrastructure is managed and monitored using methods commensurate with recognised good practice and the guidance issued by CESG. The recent ICT structure has put in place a dedicated ICT Network and Cyber Security Manager. This has ensured that ICT has a senior manager responsible for security who is constantly monitoring the system for potential threats and ensuring PCN compliance. All required certifications/accreditations are in place and being constantly reviewed.
Inherent Risk Score CI
As there are no mitigations that are completely effective against malware infection, we should develop a defence-in-depth strategy for the organisation. This consists of multiple layers of defence with several mitigations at each layer. This will improve resilience against malware without disrupting the productivity of services. These layers will also have multiple opportunities to detect malware, and then stop it before it causes real harm to the organisation. Accepting the fact that some will get through will help plan for the day when an attack is successful, and minimise the damage caused.
When building defences against malware, it is recommended that mitigations are developed in each of the following three layers:
Layer 1: preventing malicious code from being delivered to devices
Layer 2: preventing malicious code from being executed on devices
Layer 3: increasing resilience to infection, and to enable rapid response should an infection occur

STRATEGIC RISK: SR37 Cyber Security

Target Residual Risk Score CI

The cyber security risk is omnipresent and only by constantly maintaining the information security environment at levels accredited by CESG (PSN CoCo certification) can the council afford a degree of confidence that all that can be done is being done to mitigate this risk. The Council needs to consistently complete external auditing and security internal and external penetration testing on an annual basis to keep target residual risk to CI levels.

Since all appropriate actions are being taken to maintain cyber security the risk has been managed to as low as possible. However, will remain on the strategic risk register in view of the inevitability of a cyber-attack.

Trigger

Cyber security incident leading to partial or total loss of system integrity

Consequence

- Reduced service delivery across multiple departments over extended period
- Data Leaks
- Financial loss
- Reputational damage
- Held to Ransom

Opportunities and the way forward

Work commenced in preparing for the pre-requisites to obtain Cyber Essential Plus accreditation. Due to the Covid this work has been paused as it is not an essential requirement to obtain this accreditation, however the work in improving cyber security has continued. This position will be reviewed after April 2021.

The ICT Network & Cyber Security Manager has specific responsibilities for the security of the network, overseeing user privileges & security policies, and user education and awareness.

System monitoring software tools are being reviewed to determine whether there are solutions that will further strengthen the cyber security measures already in place.

Strategic Risk SR37 Cyber Security Mitigating Action SR 37.01 Secure configuration: Remove or disable unnecessary functionality from systems, and to quickly fix known vulnerabilities.

Lead Officer Head of ICT

Desired Outcome: Expected Output

Patch Management regime in place to treat known vulnerabilities

Milestones

Certified PSN compliance – May 2021

Strategic Risk SR37 Cyber Security Mitigating Action SR 37.01 Secure configuration: Remove or disable unnecessary functionality from systems, and to quickly fix known vulnerabilities.

Progress update

April 2021

NTA has performed the security scan. ICT is busy with remediating the vulnerabilities detected. Submission to PSN is projected to meet May 2021 target.

Strategic Risk SR37 Cyber Security Mitigating Action SR 37.02 Network security: Create and implement policies and appropriate architectural and technical responses, thereby reducing the chances of attacks succeeding

Lead Officer Head of ICT

Desired Outcome: Expected Output

Network policies in place to prevent attacks

Milestones

Certified PSN compliance – May 2021

Progress update April 2021

NTA has performed the security scan. ICT is busy with remediating the vulnerabilities detected. Submission to PSN is projected to meet May 2021 target.

Strategic Risk SR37 Cyber Security Mitigating Action SR 37.03 Managing user privileges: All users should be provided with a reasonable (but minimal) level of system privileges and rights needed for their role. The granting of highly elevated system privileges should be carefully controlled and managed.

Lead Officer Head of ICT

Desired Outcome: Expected Output

User policies in place to ensure system privileges meet role requirements

Milestones

Certified PSN compliance – May 2021

Progress update April 2021

This is being reviewed as part of the preparation for the Councils 2021/22 PSN certification

Strategic Risk SR37 Cyber Security Mitigating Action SR 37.04 User education and awareness: Users have a critical role to play in their organisation's security and so it's important that security rules and the technology provided enable users to do their job as well as help keep the organisation secure. This can be supported by a systematic delivery of awareness programmes and training that deliver security expertise as well as helping to establish a security-conscious culture

Lead Officer Head of ICT

Desired Outcome: Expected Output

Information and cyber security training available to all system users. Staff induction references cyber security risks and user responsibilities for risk treatment

Milestones

Certified PSN compliance – May 2021

Bid for funds against LGA cyber security budget

Progress update April 2021

First GDPR policy was released in March 2021. Next batch of cyber security awareness content to be released to staff in April 2021

Strategic Risk SR37 Cyber Security Mitigating Action SR 37.05 Incident management: All organisations will experience security incidents at some point. Investment in establishing effective incident management policies and processes will help to improve resilience, support business continuity, improve customer and stakeholder confidence and potentially reduce any impact.

Lead Officer Head of ICT

Desired Outcome: Expected Output

ICT security policies in place and regularly reviewed. Any recognised cyber security incident is reported to appropriate board

Milestones

Certified PSN compliance – May 2021

Progress update April 2021

This is being reviewed as part of the preparation for the Councils 2021/22 PSN certification. An additional review on IM policies was performed by NCC Group as part of work with the NCSC and Central Government.

Strategic Risk SR37 Cyber Security Mitigating Action SR 37.06 Malware prevention: Malicious software, or malware is an umbrella term to cover any code or content that could have a malicious, undesirable impact on systems. Any exchange of information carries with it a degree of risk that malware might be exchanged, which could seriously impact your systems and services. The risk may be reduced by developing and implementing appropriate anti-malware policies as part of an overall 'defence in depth' approach.

Lead Officer Head of ICT

Strategic Risk SR37 Cyber Security Mitigating Action SR 37.06 Malware prevention: Malicious software, or malware is an umbrella term to cover any code or content that could have a malicious, undesirable impact on systems. Any exchange of information carries with it a degree of risk that malware might be exchanged, which could seriously impact your systems and services. The risk may be reduced by developing and implementing appropriate anti-malware policies as part of an overall 'defence in depth' approach.

Desired Outcome: Expected Output

Policies in place to monitor and capture known malicious code

Milestones

Certified PSN compliance – May 2021

Progress update April 2021

Systems were reviewed in March 2021 and are continually reviewed on a monthly basis.

Strategic Risk SR37 Cyber Security Mitigating Action SR 37.07 Monitoring: System monitoring provides a capability that aims to detect actual or attempted attacks on systems and business services. Good monitoring is essential in order to effectively respond to attacks. In addition, monitoring allows you to ensure that systems are being used appropriately in accordance with organisational policies. Monitoring is often a key capability needed to comply with legal or regulatory requirements

Lead Officer Head of ICT

Desired Outcome: Expected Output

Security Incident and event management (SIEM) systems in place

Milestones

Certified PSN compliance – May 2021

Progress update April 2021

NCC Group completed audit on council systems in March 2021. Next steps are to introduce the LME service from NCSC.

Strategic Risk SR37 Cyber Security Mitigating Action SR 37.08 Removable media controls: Removable media provide a common route for the introduction of malware and the accidental or deliberate export of sensitive data. You should be clear about the business need to use removable media and apply appropriate security controls to its use.

Lead Officer Head of ICT

Desired Outcome: Expected Output

Removable media policies in place with security controls on user devices

Milestones

Strategic Risk SR37 Cyber Security Mitigating Action SR 37.08 Removable media controls: Removable media provide a common route for the introduction of malware and the accidental or deliberate export of sensitive data. You should be clear about the business need to use removable media and apply appropriate security controls to its use.

Certified PSN compliance – May 2021

Progress update April 2021

Submission to PSN is projected to meet May 2021 target.

Strategic Risk SR37 Cyber Security Mitigating Action SR 37.09 Home and mobile working: Mobile working and remote system access offers great benefits but exposes new risks that need to be managed. You should establish risk-based policies and procedures that support mobile working or remote access to systems that are applicable to users, as well as service providers. Train users on the secure use of their mobile devices in the environments they are likely to be working in.

Lead Officer Head of ICT

Desired Outcome: Expected Output

Policies in place to ensure mobile working devices are managed and monitored for security breaches. Two factor authentication (2FA) policies in place to manage remote access to systems

Milestones

Certified PSN compliance – May 2021

Progress update April 2021

Submission to PSN is projected to meet May 2021 target.

STRATEGIC RISK: SR39 Financial Pressures on SEN Budgets

RISK OWNER: Director of People

PORTFOLIO Children's Services

Current Residual Risk Score BII (Likelihood – high. Impact – major)

The number of EHCPs has been rising over time (42% since 2015). Medway has a higher rate of EHCP per 10k than national in all age groups. The increase in numbers and complexity of need continues to be a pressure on the Council with the budgets currently excessively overspent. The Council has submitted a budget recovery plan to rectify and meetings are set up with the ESFA to review.

Inherent Risk Score BII

Pressures from increasing demand and complexity of special educational need and disability place extreme financial pressure on High

STRATEGIC RISK: SR39 Financial Pressures on SEN Budgets
Needs Budget, which could result in us not meeting our statutory educational duties for children and young people aged 0-25 who have SEND.
Target Residual Risk Score DIII Increased funding from central government will work towards removing the risk to vulnerable children and young people with SEND. A review is currently taking place.
Trigger The Council does not receive enough High Needs Budget to match increasing demand and complexity of need.
Consequence <ul style="list-style-type: none"> • Unable to provide our statutory education duties for children and young people aged 0-25 who have SEND • Poorer outcomes for children and young people • Budget pressures with consequences across the Council • Impact on regulatory judgement • Money drawn from other services • Cost spiral • Adverse effect on staff morale affected
Opportunities and the way forward

Strategic Risk SR39 Financial Pressures on SEN Budgets Mitigating Action SR 39.01: SEN budgets are being closely monitored and spend is being reviewed more robustly.
Lead Officer AD Education and SEND. Head of Integrated Disability
Desired Outcome: Expected Output Successful management of the budget
Progress update. March 2021 All special school expansions are funded (by council capital budgets and the DfE free schools programme). Discussions continue with academy and maintained schools to take forward capital works for 175 extra resourced places, and there is the potential for the £2.5 m capital budget to be supplemented by the newly announced SEN capital allocation by the DfE of £1.7 m (to be confirmed), provided there is agreement to allocate the funding to the resourced programme.

Strategic Risk SR39 Financial Pressures on SEN Budgets Mitigating Action SR 39.01: SEN budgets are being closely monitored and spend is being reviewed more robustly.

In addition, there is a meeting scheduled with the ESFA, to discuss the council's recovery plan and to ask for extra HNB funding. The DfE has agreed additional funding over the last and next three financial years to six councils of between £10 and £20m, and there is the expectation that extra capital funding should be allocated to Medway

~~**Strategic Risk SR39 Financial Pressures on SEN Budgets Mitigating Action SR 39.03:** Work to improve the service following the revisit by Ofsted and the CQC.~~

~~**Lead Officer** Head of Integrated Disability~~

~~**Desired Outcome: Expected Output**~~

~~Meeting all recommendations following the revisit by Ofsted and CQC~~

~~**Progress update. December 2020**~~

~~The Accelerated Progress Plan Monitoring Meeting took place in December 2020 virtually. Some actions have been delayed due to COVID but DfE and NHS England feedback is positive at present.
SEND Core Group continues to monitor APP actions.~~

~~**Strategic Risk SR39 Financial Pressures on SEN Budgets Mitigating Action SR 39.04:** Supporting Medway's schools to be more inclusive~~

~~**Lead Officer** AD Education and SEND.~~

~~**Desired Outcome: Expected Output**~~

~~Increase in school capacity to support children with EHCPs in a mainstream setting~~

~~**Progress update. December 2020**~~

~~Work continues with schools that do not currently have the national levels of children with EHCPs.~~

~~**Strategic Risk SR39 Financial Pressures on SEN Budgets Mitigating Action SR 39.05:** Working with the Clinical Commissioning Group to ensure NHS funding is provided in all appropriate cases~~

~~**Lead Officer** AD Education and SEND. Head of Integrated Disability~~

~~**Desired Outcome: Expected Output**~~

~~Equal portioned funding for all applicable cases.~~

~~**Progress update.**~~

Strategic Risk SR39 Financial Pressures on SEN Budgets Mitigating Action SR 39.05: Working with the Clinical Commissioning Group to ensure NHS funding is provided in all appropriate cases

December 2020

Work is ongoing through a robust partnership with health colleagues at the Clinical Commissioning Group to ensure that NHS funding is provided in all appropriate cases.

Strategic Risk SR39 Financial Pressures on SEN Budgets Mitigating Action SR 39.06: Reviewing high cost placements to ensure the best packages are provided in the most economical way

Lead Officer Head of Integrated Disability

Desired Outcome: Expected Output

Review of high-cost placements to assure what is delivered in each placement.

Progress update. December 2020

Work continues to review due to COVID-19

Strategic Risk SR39 Financial Pressures on SEN Budgets Mitigating Action SR 39.07: The creation of additional SEND provision locally

Lead Officer AD Education and SEND. Head of Integrated Disability

Desired Outcome: Expected Output

Increase capacity locally.

Reduction in need to place out of area

Progress update. December 2020

Work continues capital programmes and resource provisions.

Strategic Risk SR39 Financial Pressures on SEN Budgets Mitigating Action SR 39.08 Placeholder for lobbying the government mitigation

Lead Officer AD Education and SEND.

Desired Outcome: Expected Output

Funding would be adequate to meet the needs of demographic growth and increased complexity

Progress update. December 2020

Strategic Risk SR39 Financial Pressures on SEN Budgets Mitigating Action SR 39.08 Placeholder for lobbying the government mitigation

Every opportunity is being taken to share information and lobby with the DfE and EFSA regarding High Needs Budget deficit

STRATEGIC RISK: SR02 Business continuity and emergency planning

RISK OWNER Director of Place and Deputy Chief Executive

PORTFOLIO: Business management (cross cutting)

Current Residual Risk Score DII (Likelihood – low. Impact – major)

The Emergency Plan is subject to rigorous testing on a regular basis both internally and externally with the plan continually refined as a result to meet the ever-changing needs of the council and local area.

An annual presentation on Business Continuity is included at a meeting of all council Service Managers.

Assistant Directors are responsible for ensuring that the testing of business continuity plans has taken place. Testing to date has been completed during live incidents.

The Corporate Business Continuity Plan is currently being refreshed and is aligned to the Emergency Plan

Inherent Risk Score CI

Duties under the Civil Contingencies Act require councils to have an Emergency Plan. The Emergency Management and Response Structure may not be robust enough to respond to a major emergency.

Every business activity is at risk of disruption from a variety of threats, which vary in magnitude from catastrophic through to trivial, and include pandemic flu, fire, flood, loss of utility supplies and accidental or malicious damage of assets or resources.

The change of council assets / responsibilities going to either commissioned or third-party contractors, Medway Norse or Medway Commercial Group also provides unique challenges to the established Roles and responsibilities during planning and response to Emergency Events.

Target Residual Risk Score DII

The Council will never be able to reduce the risk further as it is impossible to completely mitigate unforeseen adverse events.

The Council needs to consistently complete hard and soft testing of its business continuity plans to ensure it achieves and maintains the DII risk scoring.

Trigger

A significant adverse event occurs, and the Council is found wanting or negligent in its planning and/or operational response

Consequence

- Response to event is not rapid, adequate nor effective.
- Lack of clear communication lines.

STRATEGIC RISK: SR02 Business continuity and emergency planning

- Essential service priorities not clearly understood.
- Communication between agencies and the public is poor.
- There is a perception by residents that the Council does not have a visible presence at the Incident.
- Residents expect more from their Council.
- Local press quick to seize issue.
- Comparisons made with other local authorities and resilience groups.
- A death, or deaths, in the community.
- Legal challenge under the 'Civil Contingencies Act 2004'.

Opportunities and the way forward

As a result of COVID19 the Corporate Business Continuity Plan and BC training will be reviewed to include best practice, lessons learnt, and observations made from the Councils response and recovery plans.

Cabinet received a paper on the Councils Covid response on 07 July 2020 and Covid recovery on 25 August 2020.

Council services refreshed their business continuity plans in October 2020 in preparation for the Covid19 pandemic second wave and EU Exit 31 December 2021.

Business Support Overview and Scrutiny received a paper on 28 January 2021 on the risk environment to consider the wider risk environment facing the Council, including the differences between the Corporate Risk Register, business continuity and emergency planning.

Cabinet and Business Support Overview and Scrutiny received a paper on 30 March 2021 on the Councils Covid19 Response and Recovery actions and plans.

Strategic Risk SR02 Business continuity and emergency planning Mitigating Action SR 02.01: Continued review and develop the Council's Major Emergency Plan (MEP) including any Lessons Identified

Lead Officer Director of Place

Desired Outcome: Expected Output

Revised plan agreed by Corporate Management Team.

Continued engagement with Kent Resilience Forum.

Staff trained in emergency response management at all levels.

A sustainable and robust on call rota in place at all levels.

Existing plan in place.

Programme of on-going review of COMAH plans.

Strategic Risk SR02 Business continuity and emergency planning Mitigating Action SR 02.01: Continued review and develop the Council's Major Emergency Plan (MEP) including any Lessons Identified

Emergency response operations room in place.

On call rota in place covering all roles & responsibilities 24/7.

Milestones

Draft plan in place.

Call out arrangements in place covering all roles & responsibilities 24/7 (Blue Card) (enhanced during LA stand down Periods).

Reduced relevant staff training during 2020

Progress Update. April 2021.

No update required

Progress update. August 2020

The COVID-19 Crisis has proved that Medway's Councils Emergency process fit for purpose, focused, prioritised and effective in dealing with this large scale National Major Incident. The Major Emergency Plan gave structure and was flexible enough to bend and evolve with the complexities of this emergency.

There are several concerns:

- Training/exercises has been kept to an absolute minimum due to budgetary pressures.
- The Kent resilient Forum is developing and an increase in subscription is expected if current plans within the Kent Resilience Team are realised.
- The Blue Card system of callout requires attention by CNT to identify new staff members to replace those who have left.

Over the COVID-19 period the Blue card system of response would have worked however, the staff needed to carry out the operational functions may not have been available.

- Basic functions of Safe place emergency REST Centre provision were also suspect due to 4 type of evacuee with use of limited staff.
- The increasing "Working from Home call post the COVID-19 Crisis places an undue pressure on immediate during working hours Response and therefore Business Continuity. Simply put unknown staff available, longer response times, more detailed coordination of staff to support our Category one responsibilities.
- I believe it was proved that the working from home (Do not go into work guidance) has significant challenges in relation to managers release staff to be redeployed in other critical services during the COVID-19 Crisis.

A full Lessons Identified process will be undertaken post COVID-19 response phase.

Medway Councils MEP and is now due for review during the 21/22 period.

Strategic Risk SR02 Business continuity and emergency planning Mitigating Action SR 02.02: Business continuity plans completed to implement the actions

Lead Officer Director of Place

Desired Outcome: Expected Output

All services will have an up-to-date and tested Business Continuity Plan.

Business Continuity Management Policy agreed.

Business Continuity Management principles and training provided to divisional management teams across the Council is ongoing.

Corporate Recovery Plan.

IT Recovery Plan in place.

Milestones

Plans tested

Business Continuity Audit 2017 actions completed in 2018.

Progress Update. April 2021

No update required

Progress update.

Reviewed 29 September 2020 no update required.

A dashboard to monitor the refresh of business continuity plans by April each year is overseen by the Strategic Risk Management Group and reported six monthly to Corporate Management Team as part of the Corporate Risk Register. Assistant Directors are responsible for ensuring that the testing of plans has taken place. An annual presentation on Business Continuity is included at Service Managers Meeting in September each year. Service Managers are responsible for making staff aware of their Service Business Continuity Plan and their roles and responsibilities within it. This also forms part of the induction for all new staff.

STRATEGIC RISK: SR17 Delivering regeneration

RISK OWNER: Director of Place and Deputy Chief Executive

PORTFOLIO: Inward Investment, Strategic Regeneration and Partnerships

Current Residual Risk Score BII (Likelihood – high. Impact – major)

The Regeneration programme and in particular Innovation Park Medway and the flag ship waterfront developments are managed at Member, officer and partner level through individual boards and the projects are managed at a more operational level through officer groups and RCE DMT.

Those schemes funded through the LEP also have to adhere to a rigorous reporting process to ensure that they are on time and within budget.

STRATEGIC RISK: SR17 Delivering regeneration

The advent of Covid-19 will place additional pressures on delivery of capital projects and therefore funding deadlines.

Inherent Risk Score BII

Medway's regeneration plans seek to meet the needs of anticipated population growth of 50,000 people in Medway, with up to 20,000 jobs and 29,000 new homes in the next 20 plus years.

There are challenges for the provision and maintenance of effective infrastructure. Particular areas of concern are flood protection, highways, health and water capacity.

It is vital the benefits are felt by the population of Medway, so that the new jobs are not only filled by people from outside the area, and trends of commuting out are addressed.

Economic uncertainty could delay regeneration and growth, impacting on strategic decisions and inward investment.

Target Residual Risk Score CII

Failure by the Council to deliver its ambitious regeneration plans would have a critical impact in Medway, by not delivering the housing, jobs and infrastructure required for its growing population. There is little that can be done to lessen this *impact* and so the focus must be on reducing the *likelihood* of failure to a more tolerable level.

Dialogue will be opened with funding providers such as SELEP and HE regarding funding envelopes and delays to programmes relating to Covid-19.

Trigger

- The Council fails to deliver its economic, skills and infrastructure regeneration programme.
- House/property building companies start to delay developments.
- Potential lack of companies wanting to locate in Medway.

Consequence

- Regeneration projects not completed.
- Potential damage to Council's reputation.
- Not able to meet member, government and the public's expectations.
- Deteriorating physical and infrastructure assets.
- Investment wasted.
- Young people are not catered for in the 'new world'.
- Low skills base among some residents remains.
- Disconnect between skills and employment opportunities.
- Maintenance of low aspiration culture.
- Increased commuting and pressure on transportation.
- Negative impact on community cohesion.

Opportunities and the way forward

STRATEGIC RISK: SR17 Delivering regeneration

The current regeneration programme is large and is being supplemented by the programme of works planned by Medway Development Company and the partnership with Norse Commercial Services. This means that the Council's capacity is already stretched, however the Council has demonstrated its appetite for a 'mixed economy' of approaches to deliver regeneration and new opportunities are being explored with other partners, including private sector organisations.

Strategic Risk SR17 Delivering regeneration Mitigating Action SR 17.01: Outline infrastructure needs identified

Lead Officer Director of Place

Desired Outcome: Expected Output

Identification of inward investment priorities.

Progressing key regeneration sites and infrastructure plan jointly with KCC.

Production of Infrastructure Delivery Plan (IDP) to support Local Plan.

Milestones

Secure funding

20-year development programme

Preparation of IDP to support submission of Local Plan

Reviewed April 2021. No update required.

Progress Update. December 2020.

Medway's Housing Infrastructure Fund (HIF) bid was approved by central government (MHCLG) in November 2019 and the Grant Determination Agreement, securing £170m, was signed by Homes England and the Council in late July 2020. The secured funding will support the development of rail, road, and strategic environmental (SEMS) infrastructure to unlock the development of a possible 10,600 homes.

Officers have been appointed to the key delivery posts for road, rail and SEMS, and a Scheme Manager has been appointed to support project management and monitoring. The first (of two) historic claims were submitted in August 2020. Subsequent claims will be made monthly.

HIF branding is now complete and will focus on the Future Hoo as a strapline.

Works across all three interventions continues with the Rail's GRIP 3 commenced Road moving on to RIBA stage 4. SEMS has had a Pre-App meeting for a new community parkland. Cashflow and Delivery Programmes have been revised to ensure delivery by March 2024.

Land Consenting strategies are being finalised with a view to commencing pre application consultations between October and December 2020.

Land referencing works (of over 900 titles) is completed.

Monthly meetings now take place between the Hoo Consortium and the Council, with a Non-Disclosure Agreement supporting the

Strategic Risk SR17 Delivering regeneration Mitigating Action SR 17.01: Outline infrastructure needs identified

development of a Collaboration Agreement. The same will be in place for Homes England's delivery arm.

Work continues on completing the evidence base to support the Draft Local Plan. This includes the Infrastructure Delivery Plan, viability assessment, sustainability appraisal, habitat regulations assessment, and strategic transport assessment. These will inform the Draft Local Plan and associated policies which is scheduled to be published in Spring 2021.

Strategic Risk SR17 Delivering regeneration Mitigating Action SR 17.02: Homes England) alerted to the impact of lack of funding and dialogue opened with External Partners

Lead Officer Director of Place

Desired Outcome: Expected Output

Homes England confirm any funding commitment to projects and plans for their sites.

Funding identified to continue regeneration.

Milestones

Regeneration projects agreed with Members

Reviewed April 2021. This mitigation will be removed next quarter since HIF bid has been approved. HIF now comes under risk SR50.

Progress Update. December 2020.

No update required

SEPTEMBER 2020

Medway's Housing Infrastructure Fund (HIF) bid was approved by central government (MHCLG) in November 2019 and the Grant Determination Agreement, securing £170m, was signed by Homes England and the Council in late July 2020. The secured funding will support the development of rail, road, and strategic environmental (SEMS) infrastructure to unlock the development of a possible 10,600 homes.

Officers have been appointed to the key delivery posts for road, rail and SEMS, and a Scheme Manager has been appointed to support project management and monitoring. The first (of two) historic claims was submitted in August 2020. Subsequent claims will be made monthly.

HIF branding is now complete and will focus on the Future Hoo as a strapline.

Works across all three interventions continues with the Rail's GRIP 3 commenced Road moving on to RIBA stage 4. SEMS has had a Pre-App meeting for a new community parkland. Cashflow and Delivery Programmes have been revised to ensure delivery by March 2024.

Land Consenting strategies are being finalised with a view to commencing pre-application consultations between October and December 2020.

Land referencing works (of over 900 titles) is completed.

Strategic Risk SR17 Delivering regeneration Mitigating Action SR 17.02: Homes England) alerted to the impact of lack of funding and dialogue opened with External Partners

Monthly meetings now take place between the Hoo Consortium and the council, with a Non-Disclosure Agreement supporting the development of a Collaboration Agreement. The same will be in place for Homes England's delivery arm.

Strategic Risk SR17 Delivering regeneration Mitigating Action SR 17.03: Regular meetings with stakeholders including developers to lever in external funding and bring forward transformational programmes

Lead Officer Director of Place

Desired Outcome: Expected Output

External financial arrangements to fund transformational programmes and deliver plans that are implemented on time and to budget. Investors come forward for regeneration sites.

Milestones

As detailed in individual delivery plans

Reviewed April 2021. This mitigation will be removed next quarter since covered by SR17.06.

DECEMBER 2020

Medway's Housing Infrastructure Fund (HIF) bid was approved by central government (MHCLG) in November 2019 and the Grant Determination Agreement, securing £170m, was signed by Homes England and the council in late July 2020. The secured funding will support the development of rail, road, and strategic environmental (SEMS) infrastructure to unlock the development of a possible 10,600 homes.

Officers have been appointed to the key delivery posts for road, rail and SEMS, and a Scheme Manager has been appointed to support project management and monitoring. The first (of two) historic claims were submitted in August 2020. Subsequent claims will be made monthly.

HIF branding is now complete and will focus on the Future Hoo as a strapline.

Works across all three interventions continues with the Rail's GRIP 3 commenced Road moving on to RIBA stage 4. SEMS has had a Pre-App meeting for a new community parkland. Cashflow and Delivery Programmes have been revised to ensure delivery by March 2024. Land Consenting strategies are being finalised with a view to commencing pre-application consultations between October and December 2020.

Land referencing works (of over 900 titles) is completed.

Monthly meetings now take place between the Hoo Consortium and the council, with a Non-Disclosure Agreement supporting the development of a Collaboration Agreement. The same will be in place for Homes England's delivery arm.

The Economy and Infrastructure Recovery Cell's Digital Inclusion sub-group is engaging with City Fibre to discuss potential support for digital inclusion programmes in Medway as part of their CSR initiatives linked to full fibre rollout.

Strategic Risk SR17 Delivering regeneration Mitigating Action SR 17.03: Regular meetings with stakeholders including developers to lever in external funding and bring forward transformational programmes

Discussions are underway with potential investors in key sites within Medway, including the Debenhams building in Chatham, and IPM. The Draft Local Plan, as a result of work on the Infrastructure Delivery Plan and viability assessments, will be supported by a review of the Developer Contributions Guide.

Strategic Risk SR17 Delivering regeneration Mitigating Action SR 17.04: Working with the Local Enterprise Partnership to attract funds to Medway. Work with strategic funding bodies to maximise the impact and income from external funding opportunities, in particular the Levelling-Up Fund and Community Renewal Fund.

Lead Officer Director of Place

Desired Outcome: Expected Output

External financial arrangements secured to fund transformational programmes and deliver plans that are implemented on time and to budget. Create and protect long-term jobs in the private sector, and programmes which will deliver sustainable jobs and regeneration.

~~Growing Places Fund (GPF):-~~

~~£4.4m Rochester Riverside;-~~

~~£2.99m Chatham Waterfront.-~~

~~£650K Innovation Park Medway-~~

~~Local Growth Fund (LGF):-~~

~~£41.7m Local Growth Funding from the Local Enterprise Partnership.-~~

~~Getting Building Fund (GBF):-~~

~~£1.99m awarded-~~

~~£778k allocated~~

Milestones

Bid submission deadline for Levelling-Up and Community Renewal Funds – 18 June 2021

Progress Update. March 2021

We are currently scoping projects for the Levelling Up Fund and have DMT and Cabinet dates secured in April and June to approve the final suite of projects we will put forward, across the government priority themes of transport, regeneration and town centres and culture.

We have launched a call for Community Renewal Fund projects, with Expressions of Interest requested by 28 April and full project applications by 14 May. Priorities for investment are skills; local business; communities and place and supporting people into employment.

Strategic Risk SR17 Delivering regeneration Mitigating Action SR17.05: Working towards the adoption of the new Medway Local Plan.
Lead Officer Director of Place
<p>Desired Outcome: Expected Output New Local Plan and Planning Policy Guidance adopted to guide Medway’s sustainable growth. To prepare the Medway Local Plan and as outlined in the Local Development Scheme published August 2020</p> <p>Milestones Publication of Draft Local Plan 2021 Independent Examination of plan - 2022</p>
<p>Progress Update APRIL 2021 Impacts of development pressures in neighbouring authorities. Gravesham and Maidstone are both proposing large development allocations on the borders of Medway, in order to meet their development needs. If the LPAs cannot identify sufficient land, there is a risk of a request to Medway to accommodate unmet housing needs. Government has started a process of intervention in Local Plan preparation where councils have not made sufficient progress. Medway is at risk of intervention as it has been identified as an authority with an out of date plan. A letter has been received from the housing minister and officers have met with representatives of the MHCLG and the Planning Advisory Service. Implications of the Housing Delivery Test 2021 have placed further sanctions on Medway’s local decision making on planning matters in that the presumption in favour of sustainable development now applies to all residential applications Work continues with completing the evidence base to support the issue of the draft Local Plan in autumn 2021. This includes a Strategic Transport assessment, strategic flood risk assessment, Infrastructure Delivery Plan, viability assessment, sustainability appraisal, and habitat regulations assessment. This work will also inform a review of the Developer Contributions Guide.</p>
Strategic Risk SR17 Delivering regeneration Mitigating Action SR17.06: To seek additional external funding opportunities.
Lead Officer Assistant Director Regeneration
<p>Desired Outcome: Expected Output Ensuring Medway’s Regeneration programme is delivered. Additional funding streams identified and secured.</p> <p>Milestones Secure funding for Council owned sites</p>
<p>Reviewed April 2021. This mitigation will be removed next quarter since covered by 17.04 Progress Update. March 2021 In January it was announced that we had been awarded £9.5m FHSF investment in Chatham High Street. In March SELEP invited us to bring forward a £778k business case for further investment in IPM.</p>

Strategic Risk SR17 Delivering regeneration Mitigating Action SR17.06: To seek additional external funding opportunities.

-
Details regarding the Levelling Up Fund and Community Renewal Fund were announced in the March budget, with significant new funding responsibilities and opportunities for Medway (a shift away from the SELEP who will no longer administer grant funding once LGF and GBF are fully spent). The Community Renewal Fund requires local authorities to take on the role of Accountable Body, inviting and assessing bids from local project promoters, and monitoring and quality assuring those that are successful. Bids are under development for both funds, which share a deadline of 18 June 2021.

Strategic Risk SR17 Delivering regeneration Mitigating Action SR17.07: Submission of a successful Business Case for Housing Infrastructure Fund (HIF) funding for the peninsula.

Lead Officer Assistant Director Regeneration

Desired Outcome: Expected Output

Delivering major infrastructure improvements to unlock the potential of the Hoo peninsula.
£170m secured via a successful Business Case submission.

~~This mitigation will be removed next quarter since HIF bid has been approved. HIF now comes under risk SR50.~~

~~Progress Update. December 2020.~~

~~No update required~~

~~Progress Update. September 2020~~

~~The Grant Determination Agreement to unlock £170m HIF investment for the Hoo peninsula was signed in late July following Cabinet and Full Council approval in April.~~

Strategic Risk SR17 Delivering regeneration Mitigating Action SR17.08: Maintain successful track record of delivery to optimise future chances of funding bid success. This includes Future High Streets Fund investment in Chatham, Heritage High Streets Action Zone investment at Chatham Intra, LGF, GBF and GPF investment at Innovation Park Medway and HIF delivery on the Hoo Peninsula (see SR50 below)

Lead Officer Director of Place

Desired Outcome: Expected Output

External financial arrangements secured to fund transformational programmes and deliver plans that are implemented on time and to budget. Create and protect long-term jobs in the private sector, and programmes which will deliver sustainable jobs and regeneration

Milestones

Bid submission deadline for Levelling-Up and Community Renewal Funds – 18 June 2021

Strategic Risk SR17 Delivering regeneration Mitigating Action SR17.08: Maintain successful track record of delivery to optimise future chances of funding bid success. This includes Future High Streets Fund investment in Chatham, Heritage High Streets Action Zone investment at Chatham Intra, LGF, GBF and GPF investment at Innovation Park Medway and HIF delivery on the Hoo Peninsula (see SR50 below)

Progress Update. April 2021.

We are currently scoping projects for the Levelling Up Fund, and have DMT and Cabinet dates secured in April and June to approve the final suite of projects we will put forward, across the government priority themes of transport, regeneration and town centres and culture.

We have launched a call for Community Renewal Fund projects, with Expressions of Interest requested by 28 April and full project applications by 14 May. Priorities for investment are skills; local business; communities and place and supporting people in to employment.

STRATEGIC RISK: SR35 Homelessness

RISK OWNER: Assistant Director Culture and Community

PORTFOLIO: Deputy Leader and Housing and Community Services

Current Residual Risk Score CIII (Likelihood – significant. Impact – moderate)

The Council continues to undertake a proactive approach to tackling homelessness. Issues beyond the Councils control continue to be the dominating factor in relation to the demand placed on the service. These include Increasing rents in the private sector, reductions in the delivery of affordable housing and the impact of welfare reform initiatives.

Inherent Risk Score BII

An increasing demand in relation to Councils Duty to provide temporary accommodation under s188/193 of HA 1996 caused by continuing high levels of homelessness and lack of affordable housing supply.

Reductions in the level of income achieved due to welfare reform increasing the risk of overspend on the council's budget.

Increase in the rough sleeping population in the Medway area.

Changes to legislative frameworks placing greater demand on services.

Target Residual Risk Score DIII

In order to manage the overall level of risk the Council continues to develop preventative services to tackle homelessness. The risk of further increases to temporary accommodation should decrease, however this still stand to be influenced by the external factors identified within the current residual risk.

Trigger

- Increase in the number of households residing in temporary accommodation
- Reduction in the council's ability to maximise prevention opportunities

STRATEGIC RISK: SR35 Homelessness
<ul style="list-style-type: none"> • Lack of appropriate temporary accommodation stock • Reduction in the availability of permanent affordable housing • Reductions in staffing levels to sustain levels of service
Consequence <ul style="list-style-type: none"> • Increasing and unsustainable overspend of allocated budget • Poorer outcomes for children and vulnerable adults • Increased legal challenge and penalty from the LGO • Reputational Damage <p>Failing to achieve Members' expectations.</p>
Opportunities and the way forward <p>Mobilise all new aspects of the NSAP funding for 2020/21.</p> <p>Further opportunities could be explored to diversify the type of temporary accommodation needed for use by the Council. This will need capital investment but would limit the amount of funding lost to the private sector.</p> <p>Opportunities may be available to increase the amount of prevention of homelessness support offered by the Council by utilising the existing temporary accommodation budget.</p>
Strategic Risk SR35 Homelessness Mitigating Action SR35.01: Increase the prevention activity undertaken including opportunities for joint working across directorates as well as with other organisations such as DWP
Lead Officer Assistant Director Culture and Community Regeneration/ Head of Housing
Desired Outcome: Expected Output <p>Opportunities to prevent homelessness are maximised via service delivery and through the development of joint working/referral protocols with other services/organisations</p> <p>Increase in the amount of successful prevention cases</p> <p>Dedicated resource to tackle prevention of homelessness.</p>
Progress update MARCH 2021 <p>Approaches for assistance in relation to homelessness have recovered through the year to finish the year at a similar level to 2019/20. This is despite, on average, evictions from the private sector being 33% lower compared to previous years, due to the cessation of evictions brought about by the pandemic.</p> <p>The overall rate of homelessness prevention remains high at 58% of all cases that trigger a duty.</p> <p>Whilst the service remains busy, the number of households in TA has continued to decrease from a high in September 2020 of 370</p>

Strategic Risk SR35 Homelessness Mitigating Action SR35.01: Increase the prevention activity undertaken including opportunities for joint working across directorates as well as with other organisations such as DWP

Households to close to 300 households.

Strategic Risk SR35 Homelessness Mitigating Action SR35.02: Increase opportunities of affordable housing supply

Lead Officer Assistant Culture and Community/ Head of Housing

Desired Outcome: Expected Output

Ensure that the need for affordable rented housing is recognised across the organisation enabling an increase in the amount of affordable homes delivered in line with the Planning Policy.

Increased provision of affordable housing.

Take forwards plans for the Council to intervene in the market to provide affordable housing.

Progress update. MARCH 2021

Over the short term, the delivery of affordable homes has surpassed the target set at 204 in 2019/20 and will again in 2020/21.

The overall landscape remains challenging and increased challenges on smaller s106 sites will continue to feature.

Strategic Risk SR35 Homelessness Mitigating Action SR35.03: Establish a strategic group to assess the scale of rough sleeping in Medway and lead on the development of interventions to reduce the issue

Lead Officer Assistant Culture and Community/ Head of Housing

Desired Outcome: Expected Output

A clear, cross-sector commitment to the way that rough sleepers in the Medway area are assisted to secure alternative accommodation.

Reduction to the amount of visible rough sleeping activity in the area and relating complaints and media attention.

Clear strategy in place for tackling cold weather provision and associated issues.

Milestones

Ongoing outcome reporting to be established through strategic group.

Progress update MARCH 2021

Rough sleeping activity remains comparatively low when compared with pre-pandemic levels as the majority of the cohort have been provided with accommodation.

The Council continues to accommodate those that were part of the “everyone in” initiative and a significant number of people

Strategic Risk SR35 Homelessness Mitigating Action SR35.03: Establish a strategic group to assess the scale of rough sleeping in Medway and lead on the development of interventions to reduce the issue

accommodated during colder weather. Negotiation around future funding for these groups is ongoing, at a minimum it is expected that RSI money will be received at the same level as 2020/21. Therefore, the service will be looking to taper the provision of accommodation with a view to ending it at the end of June 2021 at the latest. This will once again increase the visibility of rough sleepers in the community.

Strategic Risk SR35 Homelessness Mitigating Action SR35.04: Ensure that options for the provision of temporary accommodation are transparent and reviewed in light of grant funding changes rather than subsidy to ensure that Medway is providing cost effective accommodation options.

Lead Officer Assistant Culture and Community/ Head of Housing

Desired Outcome: Expected Output

Adoption of a Dynamic Purchasing System (DPS) for the Council to secure accommodation in the Private Sector.

Effective/Accurate Budget Monitoring

Further increase options for lower cost TA provision.

Implement a “tenancy management” type structure for management of TA – Maximising the income achieved via Housing Benefit

Minimise rise in price for TA units in the private sector

Emergency use only for TA Provision that is outside of usual pricing structure.

Progress Update MARCH 2021

Performance in relation to temporary accommodation has improved considerably through Q3 and Q4 2020/21 with households in temporary accommodation reducing from 370 at the end of September to close to 300 at the end of March 2021.

Assessment of new models of providing temporary accommodation is under way with a view to bringing forward proposals in Q1 of 2021/22.

A number of households not currently owed a duty are accommodated currently as a result of the pandemic and to reduce pressure on Children’s Services and proposals will be bought to CMT to formalise this arrangement in May 2021.

STRATEGIC RISK: SR47 Climate Change

RISK OWNER: AD Frontline Services

PORTFOLIO: COMMUNITY SERVICES

Current Residual Risk Score All (Likelihood – very high. Impact – major)

Climate change is a Council Plan programme for 2020/21

STRATEGIC RISK: SR47 Climate Change

Climate Change Action Plan needs to be produced. Currently waiting on consultants to finalise Medway Net Zero Carbon Baseline and Pathway report before work can commence on the Climate Change Action Plan. The Climate Change Co-ordinator is also still driving forward other Climate Change projects and thus there is a resourcing issue.

Inherent Risk Score All

- The council has signed up to the Kent and Medway Energy and Low Emissions Strategy which has the vision that 'by 2050 the county of Kent has reduced emissions to Net-Zero and is benefiting from a competitive, innovative and resilient low carbon economy, where no deaths are associated with poor air quality'. There is a risk that this vision will not be achieved.
- If a Climate Change Action Plan is not produced and implemented by the Council there is a risk that the net zero target will not be reached by 2050.
- The success of the Climate Change Action Plan will require collaboration between all services, residents of Medway and the Climate Change Coordinator to meet the net zero target by 2050.
- There is a risk that the organisation as a whole does not have the capacity/funding to fulfil the requirements of the Climate Change Action Plan which will put the intended outcome of being net zero by 2050 in jeopardy.

Target Residual Risk Score DIII

A draft Climate Change Action Plan has been produced and was presented to DMT on 18 February. The plan will be presented to CMT on 7 April 2021 and then approval sought from MAB (20 April 2021) and subsequently Cabinet approval (8 June 2021).

The current focus for the Climate Change Co-ordinator is finalising the Climate Change Action Plan as this underpins the whole project.

Resources have been sought for two Range 4 officers (Climate Change Support Officer and Climate Change Engagement Officer). Recruitment will commence in Q1 of 2021/22.

Trigger

- Climate Change Action Plan not produced and implemented
- Funding not available to implement Climate Change Action Plan
- The Council fails to deliver the Climate Change Action Plan and the vision set out in the Kent and Medway Energy and Low Emissions Strategy.
- Staffing resources not available to implement/drive Climate Change Action Plan forward
- Lack of support for the climate change agenda
- Project impacted by Covid-19; staff being redeployed, and funding reduced.
- Brexit may have a negative impact on achieving the net zero target by 2050 – UK's exit from the single market may have an impact on trade for low-carbon goods

Consequence

- Potential damage to Councils reputation
- Not able to meet member's, government and the public's expectations

STRATEGIC RISK: SR47 Climate Change

- Net zero by 2050 is not achieved

Opportunities and the way forward

Leading the way with Climate Change, will give the council the opportunity to provide the local community with a clean, green sustainable future and enhance the Medway area. Some of the options which will support climate change may also have the additional benefit of saving the council money in the longer term, such as has been seen by the conversion to LED lighting on street columns.

Strategic Risk SR47 Climate Change Mitigating Action SR47.01 Finalisation of Medway Net Zero Carbon Baseline and Pathway report and Production of Climate Change Action Plan

Lead Officer Head of Environmental Services

Desired Outcome: Expected Output

Medway Net Zero Carbon Baseline and Pathway report and Climate Change Action Plan approved by MAB in February 2021 and signed off by cabinet in March 2021.

Milestones

Climate Change Members Advisory Board meetings, Climate Change Steering Group meetings and Council Plan quarterly reporting

Progress update March 2021

Medway Net Zero Carbon Baseline and Pathway report has been finalised by the consultant.

Draft Climate Change Action Plan has been presented to DMT. The plan will be presented to CMT on 7 April 2021, and then approval sought from MAB (20 April 2021) and subsequently Cabinet approval (11 May 2021).

Strategic Risk SR47 Climate Change Mitigating Action SR47.02 Implementation of a five-year cross cutting Climate Change Action Plan setting out medium- and long-term outputs to achieve measurable change

Lead Officer Head of Environmental Services

Desired Outcome: Expected Output

Medway to achieve the net zero target by 2050

Measures within the Climate Change Action Plan to be implemented and carbon savings measured

Annual reporting on progress made towards net zero target

Milestones

Climate Change Members Advisory Board meetings, Climate Change Steering Group meetings and Council Plan quarterly reporting

March 2021

Strategic Risk SR47 Climate Change Mitigating Action SR47.02 Implementation of a five-year cross cutting Climate Change Action Plan setting out medium- and long-term outputs to achieve measurable change

Success will be measured by - Emissions, Air Quality, Energy, Transport and Housing and fuel poverty.

Strategic Risk SR47 Climate Change Mitigating Action SR47.03 Drive the Air Quality Action Plan forward to effect improvement in Air Quality across Medway.

Lead Officer Head of Environmental Services

Desired Outcome: Expected Output

To monitor the 12 projects within the AQAP

To collect data monthly from air quality monitoring sites

In real time collect data from two air quality monitoring stations and publish on Kentair.org

Produce annual status report which includes updates on 12 projects & air quality data) & submit to Defra for validation June each year

Milestones

Annual air quality measures reported to Defra by June each year. Defra then publish validated data in August/Sept each year.

Progress update March 2021

Annual Status report has been submitted to DEFRA and approved. The Defra appraisal team did not identify any areas for improvement and noted that Medway had a 'proactive and dedicated approach to improving air quality across Medway borough' and to 'continue their good and thorough work'. The report is available on the council and Kentair website.

The data from air quality monitoring stations is available on the Kentair.org website.

STRATEGIC RISK: SR49 NEW INCOME REDUCTION DUE TO COVID19

RISK OWNER: CHIEF FINANCE OFFICER

PORTFOLIO: LEADER'S

Current Residual Risk Score BII (Likelihood – high. Impact – major

The government have confirmed that the sales, fees and charges income compensation scheme in operation during 2020/21 will continue in Q1 of 2021/22 and that the government will continue to support local authorities to manage pressures arising from the pandemic in the coming financial year. This compensation scheme requires local authorities to absorb the first 5% of any losses, but then pays 75p for every £1 of income lost. Income losses considered commercial are not covered by the scheme.

Threat / Inherent Risk

STRATEGIC RISK: SR49 NEW INCOME REDUCTION DUE TO COVID19

Following substantial falls in direct government grant from 2010-11 onwards, locally generated income from sales, fees and charges, and through more commercial investment activity has become a fundamental element of the Council's budget.

Front line services including leisure, parking and cultural services are budgeted to produce in excess of £13million of revenue income. The Council has experienced financial pressures from falling income in recent years, particularly in leisure services following the introduction of budget gyms in the sector whose charging structures are difficult to compete with, and in parking income as shopping and working habits have changed.

Medway Council's investment activity is primarily delivered to support the Regeneration of the area, while also being budgeted to contribute more than £1million to the Council's revenue budget. Regulatory bodies in the sector have highlighted that commercial activities and investments bring exposure to volatility in terms of revenue rental income and on any reductions in asset values on the balance sheet. The Council's exposure to investments is limited to property investments, both directly and through managed property funds however where the asset value of managed property funds falls, accounting standards now require any loss to be reflected in the I&E, meaning for Medway this would be a cost to the general fund. A temporary statutory override is currently in place but this expires at the end of the 2022/23 financial year.

The restrictions brought in to control the spread of Covid-19, and the resultant economic impact have resulted in significant shortfalls in income across all services throughout 2020/21, along with increased risk around income from property investments.

Inherent Risk Score: AI

Target Residual Risk Score: CII

Trigger

Restrictions in place to reduce the spread of Covid-19 require the closure of income generating facilities, and/or where facilities are open social distancing measures reduce the number of visitors.

Events impacting the economy (such as the Covid-19 pandemic) may result in business failures, impacting rental income.

The statutory override granted on accounting for property funds ends before the council's property fund investments break even or turn a profit.

Consequence

- Reduction in / loss of rental income creating budget pressures.
- Negative impact on satisfaction ratings & high levels of complaints
- Services not provided at an acceptable level/facilities lack investment
- Accreditation impacts
- Long-term loss of business

STRATEGIC RISK: SR49 NEW INCOME REDUCTION DUE TO COVID19

- Reduction in asset value of managed property funds.
- Criticism from regulatory bodies including external audit

Opportunities and the way forward

Services are currently prioritizing ensuring the safe ongoing/return to operation following the latest restrictions.

Strategic Risk SR49: INCOME REDUCTION Mitigating Action: SR49.01 Priority is being given to structuring our operations to provide customers with confidence about returning to COVID-19 compliant facilities and events. The focus is on restoring income levels in 2021/22 once the current lockdown restrictions are eased. This will require ongoing support from the marketing and communications team.

Lead Officer: AD Culture and Community

Desired Outcome: Expected Output:

The outcome from this is dependent on the speed at which the Lockdown is eased and consideration of the restrictions that may remain in place throughout 2021/22 (tbc). Milestone: 22nd February – new Government guidance.

High levels of awareness will be maintained amongst residents about new regulations and service provision as we move out of Lockdown. Milestone: TBC in response to new Government guidance.

Progress update April 21

Planning for recovery is underway across the service. Phased reopening plans have been developed including for Libraries and Community Hubs, Theatres and events and festivals. Reopening to pre-Covid levels and therefore income levels is dependent on a combination of government restrictions, public confidence and external commercial operations (e.g. theatre tour promoters).

A marketing recovery campaign is being developed.

The Sport Leisure, Tourism and Heritage service continues to evolve post-lockdown recovery plans. These include adapted activity and event programmes such as online classes, the development of outdoor sporting activities (likely to be encouraged by Government as an early post-lockdown measure) and use of digital media to promote attractions and activities.

A focus needs to be placed on extensive marketing and promotional activity to encourage visitors to return to Medway's heritage attractions and to encourage residents to use Medway's sports centres to improve individual physical activity. This needs to be developed in conjunction with marketing and communications colleagues, ensuring opportunities are maximised at the earliest opportunity post-lockdown.

Strategic Risk SR49: INCOME REDUCTION Mitigating Action: SR49.02 Medway's cultural programme and events losses will be minimised by developing new models for delivery

Lead Officer: AD Culture and Community
At some point in 2021/22 we will be able to deliver an alternative theatre and events programme that is COVID compliant. Milestone: 22nd February – new Government guidance
Progress update. March 2021. An alternative theatre and events programme are being developed and no new financial commitments are made until the alternative plan is agreed. During lockdown Medway’s heritage team has made use of digital media extensively, ranging from educational history talks to Dickens 150 celebrations. This will continue alongside an improved heritage events and exhibitions programme, focusing more effectively on telling compelling stories of Medway’s heritage.
Strategic Risk SR49: INCOME REDUCTION Mitigating Action: SR49.03 Alternative uses will be identified for leisure centres and car parks during the pandemic e.g. testing centres, vaccination centres etc. To attract income or minimise any additional costs to Medway Council.
Lead Officer: AD Culture and Community
Medway facilities are already being used for alternative purposes and this will continue for the foreseeable future. Milestone: Until COVID requirements change or facilities can revert to business as usual.
Progress update. March 2021 Alternative uses are already in operation and are being kept under review.
Strategic Risk SR49: INCOME REDUCTION Mitigating Action: SR49.04 In the next financial year, a smart parking pilot will be implemented.
Lead Officer: AD Frontline Services
This will hopefully attract more motorists into the key town centre car parks to pay by card or to take advantage of frictionless options i.e., to set up an account.
Pilot to start April 2021
Strategic Risk SR49: INCOME REDUCTION Mitigating Action: SR49.05 Enhanced promotion of our Front-Line trading services e.g. weddings, green space sports (tennis, pitch and put, football pitches).
Lead Officer: AD Frontline Services
Promotion activity will encourage usage once restrictions are lifted.

People will book and re booking weddings to increase income once restrictions lifted.

Progress update. March 2021

The Governments road map to the easing of restrictions, is gradually providing the Council with opportunities to recover their previous revenue position.

Parking – as well as the upgrading of P7D machines in all main sites the Council is currently rolling out pilots in SMART Parking in four locations. These are aimed at encouraging people to easily pay for parking, extend stays etc so making it a much nicer experience to visit Medway. The Brook car park has already been refitted with an ANPR system and is undergoing a refurb.

The ability to plan for larger weddings will hopefully encourage bookings. New venues have been licenced including the luxury Vines Hotel in Rochester. It is envisaged that the Princes hall will also attract smaller wedding parties. The newly refurbished Corn Exchange will also draw people in and the service is taking part in wedding planning events for that venue.

Strategic Risk SR49: INCOME REDUCTION Mitigating Action: SR49.06 Adults' Social Care

Lead Officer: AD Adult Social Care

Desired Outcome: Expected Output: Milestones

There is an increase in debt because of social care clients being unable to access bank/post office due to shielding. All debt is recorded and pursued through the ASC debt recovery process. However, debt recovery officers are unable to visit clients to establish repayment plans.

Progress update: April 2021

Debt recovery processes have recommenced however, this is with a light touch due to current restrictions in relation to Covid.

STRATEGIC RISK: SR50 DELIVERING £170M HOUSING INFRASTRUCTURE FUND PROGRAMME

RISK OWNER: ASSISTANT DIRECTOR REGENERATION

PORTFOLIO: LEADER'S

Current Residual Risk Score CII (Likelihood – significant. Impact – major)

The HIF programme is managed at Member, officer and partner level through individual boards, and managed at a more operational level through officer groups and RCE DMT.

The HIF programme is funded by Homes England and is governed by a rigorous reporting process to ensure that projects are progressing to deliver on time and within budget.

Threat / Inherent Risk

Medway's successful Housing Infrastructure Fund (HIF) bid was approved by central government (MHCLG) in November 2019 and the Grant Determination Agreement (GDA) securing £170m, was signed by Homes England and the Council in late July 2020. The secured

STRATEGIC RISK: SR50 DELIVERING £170M HOUSING INFRASTRUCTURE FUND PROGRAMME

forward funding will significantly improve the Hoo Peninsula's transport connections and environmental infrastructure and will support sustainable housing growth of up to 10,600 homes on the Peninsula. Homes England require the £86m highways infrastructure, £64m rail intervention and £14m environmental improvements to be delivered by 31 March 2024.

There are challenges to the successful delivery of the HIF programme. A key risk is that it may not be possible to deliver all the required improvements within the £170m budget. The HIF GDA states that the first 1% (£1.7m) of any overspend must be funded by the Council. For any overspend beyond this, additional funding sources may be sought.

The HIF programme is required by Homes England to be delivered within the funding period. Delays to the programme may be caused at various stages for each of the delivery streams, which could potentially lead to slippage beyond the delivery deadline.

The HIF infrastructure will create significant benefits for the local area, however, there is a risk that the HIF-funded infrastructure alone will not fully create the sustainable community that it aims to.

Inherent Risk Score: BII

Target Residual Risk Score: CII

Failure to deliver the HIF programme would have a critical impact in Medway, by not delivering the infrastructure required to enable housing for its growing population. There is little that can be done to lessen this impact, so the focus must be on reducing the likelihood of failure.

Trigger

Each of the delivery streams: Rail, Road and Strategic Environmental Management Scheme (SEMS) are in the early stages of delivery. Work across all three interventions continues with Rail GRIP stage 4 commenced, Road RIBA stage 4 commenced, the planning application for SEMS Phase 1 submitted in December 2020 and design for SEMS Phase 2 is ongoing.

Consequence

Various issues may arise during the detailed design process for each of the delivery streams. If for any reason, the projects are not able to deliver within the funding period or within the £170m budget, the HIF infrastructure and improvements to enable sustainable housing growth on the Peninsula, might not be delivered. This would mean the Council is unable to meet the housing requirement for population growth in Medway. It would also cause reputational damage to both the Council and funder Homes England.

Opportunities and the way forward

The HIF-specific increase in S106 developer contributions provides a significant opportunity to deliver sustainable growth on the Peninsula, beyond the HIF rail, road and environmental interventions. There is the potential that S106 could fund further improvement on Hoo.

<p>Strategic Risk SR50 DELIVERING £170M HOUSING INFRASTRUCTURE FUND PROGRAMME Mitigating Action: SR50.01 Value engineer across the delivery streams throughout the design process.</p>
<p>Lead Officer: Head of HIF and Regeneration Delivery</p>
<p>Desired Outcome: Expected Output: Appoint appropriate consultants to ensure the HIF programme remains within budget and identify potential cost savings across the delivery streams where possible.</p>
<p>Milestones</p> <ul style="list-style-type: none"> - Rail GRIP 4 August 2021 - Road Planning Applications June 2021. - SEMS Phase 1 Planning Approvals May 2021, SEMS Phase 2 commence Planning August 2021.
<p>Progress update April 21</p> <p>Work is ongoing. Consultants have been appointed to undertake detailed design for each of the delivery streams and cost savings are to be identified where possible. Consultants will also undertake an audit of current designs and review of the budget at each stage, which will go through an approvals process.</p> <p>Homes England require an updated cashflow to be submitted each month as part of the HIF monitoring, a contractual obligation in order to enable funding claims.</p>
<p>Strategic Risk SR50 DELIVERING £170M HOUSING INFRASTRUCTURE FUND PROGRAMME Mitigating Action: SR50.01 Value engineer across the delivery streams throughout the design process.</p>
<p>Lead Officer: Head of HIF and Regeneration Delivery</p>
<p>Desired Outcome: Expected Output: Appoint appropriate consultants to ensure the HIF programme remains within budget and identify potential cost savings across the delivery streams where possible.</p>
<p>Milestones</p> <ul style="list-style-type: none"> - Rail GRIP 4 August 2021 - Road Planning Applications June 2021. - SEMS Phase 1 Planning Approvals May 2021, SEMS Phase 2 commence Planning August 2021.
<p>Progress update April 21</p> <p>Work is ongoing. Consultants have been appointed to undertake detailed design for each of the delivery streams and cost savings are to be identified where possible. Consultants will also undertake an audit of current designs and review of the budget at each stage, which will go through an approvals process.</p> <p>Homes England require an updated cashflow to be submitted each month as part of the HIF monitoring, a contractual obligation in order to enable funding claims.</p>

<p>Strategic Risk SR50 DELIVERING £170M HOUSING INFRASTRUCTURE FUND PROGRAMME Mitigating Action: SR50.02 Reviewing full HIF programme, identify where possible, processes to run in parallel.</p>
<p>Lead Officer: Head of HIF and Regeneration Delivery</p>
<p>Desired Outcome: Expected Output: Appoint appropriate consultants to ensure the HIF programme remains on schedule, and to identify potential time savings across the delivery streams where possible.</p>
<p>Milestones</p> <ul style="list-style-type: none"> - Rail GRIP 4 August 2021 - Road Planning Applications June 2021. - SEMS Phase 1 Planning Approvals May 2021, SEMS Phase 2 commence Planning August 2021.
<p>Progress update April 21 Work is ongoing. Consultants have been appointed to undertake detailed design for each of the delivery streams and programme time savings are to be identified where possible. Homes England require an update on programme to be submitted each month as part of the HIF monitoring, a contractual obligation in order to enable funding claims. If completion of the delivery programme by 31 March 2024 is unattainable, the potential for an extension has been informally raised with the funder. The extension precedent has already been set for other HIF schemes.</p>

<p>Strategic Risk SR50 DELIVERING £170M HOUSING INFRASTRUCTURE FUND PROGRAMME Mitigating Action: SR50.03 Work with Planning department to ensure growth on the Peninsula is delivered sustainably.</p>
<p>Lead Officer: Head of HIF and Regeneration Delivery</p>
<p>Desired Outcome: Expected Output: Work in sync with the Local Plan Policy team on Hoo Development Framework, Infrastructure Delivery Schedule, Infrastructure Delivery Plan and developer contributions and obligations guidance. Wider S106 uplift developer contributions will be used to further ensure a sustainable community is built on the Peninsula.</p>
<p>Milestones</p> <ul style="list-style-type: none"> - Draft local plan published Spring 2021.
<p>Progress update April 21 Work continues on completing the evidence base to support the Draft Local Plan. This includes the Infrastructure Delivery Plan, viability assessment, sustainability appraisal, habitat regulations assessment, and Strategic Transport Assessment. These will inform the Draft</p>

Local Plan and associated policies.

Monthly meetings take place between the Hoo Consortium and the Council, with a Non-Disclosure Agreement supporting the development of a Collaboration Agreement. The same will also be in place for Homes England's delivery arm.