

Medway Council Strategic Risk Register - Quarter 3 2021/22

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/ Values	O&S Com mittee
SR09B	4	Failure to meet the needs of children and young people	Director of People – Children and Adults Services	BII	BII	DIII	→	L – high I – major	People	CYP
SR26	14	Non-delivery of Children’s Services Improvement	Director of People – Children and Adults Services	All	CII	DIII	→	L – significant I – major	People	CYP
SR39	18	Financial Pressures on SEN Budgets	Assistant Director Education and SEND	BII	BII	DIII	→	L – high I – major	People	CYP
SR03B	20	Finances	Chief Finance Officer	AI	AI	CIII	→	L – very high I – catastrophic	All Values	BS
SR46	25	Medway’s Economic Recovery from Covid19	Assistant Director Regeneration	BII	BII	CII	→	L – high I – major	All Values	BS
SR32	31	Data and information	Chief Finance Officer, Director of People, Assistant Director Legal & Governance	BII	CII	DIII	→	L – significant I – major	All Values	BS
SR36	35	Alternative service delivery models	Assistant Director Regeneration, Chief Finance Officer	BII	BIII	CIII	→	L – high I – moderate	All Values	BS
SR37	41	Cyber Security	Chief Finance Officer	CI AI	CI AI	CI	↑	L – significant very high I – catastrophic	All Values	BS

SR02	51	Business continuity and emergency planning	Director of Place and Deputy Chief Executive, Chief Finance Officer	CI	DII	DII	→	L – low I – major	All Values	BS
SR49	55	Income Reduction due to Covid19	Chief Finance Officer	AI	BII CII	CII	↓	L – high significant I – major	All Values	BS

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	Red 03B, 37
High likelihood B	Amber	Amber 36	Red 46, 09B, 39	Red
Significant likelihood C	Green	Amber	Red 26, 32, 49	Red
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: SR09B: FAILURE TO MEET THE NEEDS OF CHILDREN AND YOUNG PEOPLE**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)**

~~Children's Early Help and Social Care services are improving, and a recent Ofsted monitoring visit noted that they found no children at risk of harm and we know ourselves well. However whilst there is improvement, our audits into social work practice are still showing that 43% of our work is Inadequate and 47% Requires Improvement. We have been engaging with our workforce in the audit process so we can be more confident that all of our workforce understand what good practice looks like and audit supports our continued learning and drives up practice. Also we are strengthening practice in the 0-25 disability service and addressing a shortfall in resource.~~

~~We have reviewed our thresholds for step up to child protection and begun embedding these with partners. As part of this work we have been improving our step down from Child In Need plans and supporting transition to our Family Solutions service.~~

~~Other actions taken or underway include:~~

- ~~• Building capacity in our Family Group Conference service to improve support for edge of care and timely reunification.~~
- ~~• Recruiting and retaining experienced social workers - we are starting to see movement in the workforce and some turnover which is a concern for us.~~
- ~~• Maintaining the investment in the service at a time of budgetary constraints.~~
- ~~• Strengthening our practice in our response to vulnerable adolescents and children who go missing that risks are considered and fully addressed within their safety plans.~~
- ~~• Our ability to use performance information effectively to better evaluate our practice and progress we are making.~~
- ~~• A stable and competent senior leadership team is in place, who have a good understanding of their service and are committed to driving improvements needed.~~
- ~~• Strong corporate and political support – investment in the service and corporate commitment to Children's Services.~~

Children's Early Help and Social Care services are focused on improving services and outcomes for children and young people in Medway. A recent Ofsted monitoring visit in September 2021 noted that no children were found to be at risk of harm, and progress, although fragile, was identified, with the leadership team fully committed to maintaining improvements. However, whilst there is improvement, our audits into social work practice are still showing that 37% of our work is Inadequate. We have been engaging with our workforce in the audit process so we can be more confident that all of our workforce understand what good practice looks like and Audit supports our continued learning and drives up practice. We are strengthening practice across all services and addressing a shortfall in resource. Recruiting and retaining a permanent and stable workforce remains a priority.

We have reviewed our thresholds for step up to child protection and begun embedding to make sure the right children are subject to the right plans at the right time.

STRATEGIC RISK: SR09B: FAILURE TO MEET THE NEEDS OF CHILDREN AND YOUNG PEOPLE

We are working closely with colleagues in Commissioning to improve the choice and sufficiency of placements for children in our care. Other actions taken or underway include:

- Recruiting and retaining experienced social workers – we have seen turnover in the workforce since May 2021 which is a concern for us.
- Maintaining the investment in the service at a time of budgetary constraints.
- Focus on child centred practice to improve the quality of our interventions.
- Strengthening our practice in our response to vulnerable adolescents and children who go missing so that risks are considered and fully addressed within their safety plans.
- Building capacity in our Family Group Conference service to improve support for edge of care and timely reunification.
- Using performance information effectively to better evaluate our practice and progress we are making.
- A stable and competent senior leadership team is now in place, who have a good understanding of their service and are committed to driving improvements needed.
- Strong corporate and political support – investment in the service and corporate commitment to Children's Services.

Inherent Risk Score BII

In line with statutory guidance and social care practice, the needs of children, young people, and their families are considered on a case-by-case basis. Following an assessment to ascertain whether a threshold has been reached, officers are able to indicate when a child, young person or family might need support and the appropriate level of support on the continuum of services that Children's Services provide, whether it be Universal (no additional needs), Targeted (with additional needs), or Complex/Specialist (with multiple needs or in need of protection). However, in a landscape of constricting budgets and support from government, lack of recruiting social workers, and Ofsted regulation, there is a risk that the council may not be able to deliver its statutory responsibilities to the vulnerable children and young people of Medway.

Target Residual Risk Score DIII

The aim is to provide services that ensure the right care for the right child at the right time, empowering them to get the best start and have the opportunities that all children in Medway enjoy. A key milestone in this is ensuring services receive an improved rating from Ofsted as the national regulator.

Trigger

- Lack of sufficiency of placement provision.
- Lack of provision to support families and prevent escalation of cases.
- Cost of placement provision and providing Children's Services increases.
- Unstable workforce; challenges in recruiting suitably experienced staff.

Consequence

- Outcomes for children are adversely affected by lack of sufficiency.
- Cost of placement provision and providing Children's Services increases; the service becomes financially unsustainable to the council.

STRATEGIC RISK: SR09B: FAILURE TO MEET THE NEEDS OF CHILDREN AND YOUNG PEOPLE
Opportunities and the way forward

- Rethink services and ways of working with families.
- Managing demand for services.
- Management of foster care and the residential market.
- Medium term financial sustainability.
- Finalise and implement refreshed practice standards.
- Simplify practice expectations – focus on children’s lived experiences and on promoting quality and consistency of recording to evidence purposeful planning and intervention.
- Continue our evaluation work in respect of the application of thresholds so that we can be confident that children are supported at the right level.
- Continue the work already underway to strengthen the effectiveness of our intervention with children in need.
- Implement our plans to improve our response to neglect, ensure robust implementation of the use of the graded care profile, and evaluate the difference this makes to children’s lives.
- Continue the work to improve the quality of plans for children in need of protection.
- Fully implement the strategy in relation to contextual safeguarding for adolescents who are at risk outside the home/family, and take time to reflect on themes from Return Home Interviews (RHIs), to create effective safety plans.
- Support front line managers to oversee and reflect on practice to improve quality of plans and interventions.
- Continue to focus on recruitment, retention and career development of our staff.

STRATEGIC RISK: SR09B: FAILURE TO MEET THE NEEDS OF CHILDREN AND YOUNG PEOPLE

Mitigating Action: SR09B.10: Ensuring early intervention with vulnerable children and families to address their appropriate level of need with partners.

Lead Officer: Head of Early Help

Desired Outcome: Expected Output

Early Help is used to empower whole families as equal partners to safely make and sustain positive change. Officers do this by increasing their confidence, resilience, and aspirations. Each family’s individuality is celebrated and support is tailored and unique, enabling families to own their responsibilities with clear direction and focus. We aim to ensure easy access to support from agencies where appropriate. Our approach is strengths based, taking away labels and judgements, increasing understanding and supporting good communication and challenge to help families to reach their potential. In doing this we are open, honest, realistic, inclusive, and always work in partnership.

Progress update December 2021

The Early Help Partnership Board has been established and thresholds reviewed and re-issued, supported by all partners. The council’s

STRATEGIC RISK: SR09B: FAILURE TO MEET THE NEEDS OF CHILDREN AND YOUNG PEOPLE

Mitigating Action: SR09B.10: Ensuring early intervention with vulnerable children and families to address their appropriate level of need with partners.

Early Help service has been realigned into the Family Solutions Service, working with families with additional needs who do not meet the threshold for statutory services.

Progress update September 2021

Reviewed but no update required this quarter.

Progress update July 2021

The successful applicant referred to in the April update decided not to take up the post. On 3 June 2021 the Child & Adolescent Mental Health Service (CAMHS) / NELFT Mental Health Youth Offending Worker / Adolescent Worker post was successfully recruited to. Work has taken place to make sure that the post provides a service to both the Youth Offending Team (YOT) and the Adolescent Team.

The YOT risk panel continues to be well attended. Attendees include the Police, representatives from the adolescent team, and representatives from the violence reduction unit.

The Youth Justice Partnership Board is undertaking a new Youth Justice Plan. The planned submission date for this plan to the Youth Justice Board is June 2022. A timescale of local governance has been agreed to ensure that adequate time is given to the development of the plan. The main driver behind undertaking this plan is change of directorate for the YOT from Public Health to the Children's directorate. The aim is for the plan to reflect greater integration with the children's directorate, and to secure greater partnership involvement in the delivery of the plan.

Exploitation / Gangs culture: The YOT continues to refer young people to the Serious Youth Violence project across North Kent.

The team is seeking greater alignment to the activities of the Violence Reduction Unit. The local lead attends the YOT's monthly risk meeting. The director of the unit is being invited to be a board member of the Youth Justice Partnership Management Board.

STRATEGIC RISK: SR09B: FAILURE TO MEET THE NEEDS OF CHILDREN AND YOUNG PEOPLE

Mitigating Action: SR09B.12: Reduce re-offending rates.

Lead Officer: Youth Offending Manager

Desired Outcome: Expected Output

Reduced re-offending by young people in Medway with a particular focus on the relatively small proportion of young people who commit a disproportionate amount of crime in Medway.

Good assessments, intervention and exit plans exist, providing young people with the framework to fulfil their potential through trusted relationships (meaningful and purposeful engagement and participation).

Develop responses to re-offending that recognise those who persistently offend have overwhelmingly experienced the most complex

STRATEGIC RISK: SR09B: FAILURE TO MEET THE NEEDS OF CHILDREN AND YOUNG PEOPLE**Mitigating Action: SR09B.12:** Reduce re-offending rates.

needs and deliver a trauma informed approach to those needing support.

Ensure that those committing offences are seen as young people first rather than 'young offenders' (Child First model).

Develop high quality interventions that contribute to reducing re-offending and maintain the confidence of partner agencies, the courts and the general public.

Develop an intensive support service/package to engage with those at most risk through our floating support commissioned services, supported through the violence reduction unit, serious youth violence and Medway Taskforce.

Ensure the highest quality through care and resettlement planning is available working closely with the designated social workers.

Progress update December 2021

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 adolescent service is now based at the Elaine Centre and continues to develop relationships with a number of teams across Kent Police, the Violence Reduction Unit (VRU), partners including DA, Sexual Health and substance misuse services.

Our relationship / communication with Kent Police remains consistent, and there is evidence of some good working across Medway. We continue to have challenges when working with Police from other authorities, such as the Metropolitan Police (MET), despite escalation.

Progress update October 2021

Reviewed but no update required this quarter.

Progress update June 2021

The adolescent team continues to increase in staffing numbers and develop relationships with a number of teams across Kent Police, the Violence Reduction Unit (VRU), partners including DA, Sexual Health and substance misuse services. The additional staff working with missing children within the adolescent team are enabling a more timely response. The Adolescent team have started to use the space within the Elaine Centre and will begin to seek the views of young people as to how the downstairs space is used. 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.

Our relationship / communication with Kent Police remains consistent, and there is evidence of some good working across Medway. We continue to have challenges when working with Police from other authorities, such as the Metropolitan Police (MET), despite escalation.

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 YOT has moved into Children's Social Care. We are looking to explore how the YOT being in this division will further enable the team

STRATEGIC RISK: SR09B: FAILURE TO MEET THE NEEDS OF CHILDREN AND YOUNG PEOPLE**Mitigating Action: SR09B.12:** Reduce re-offending rates.

to address re-offending and links to gang activities.

STRATEGIC RISK: SR09B: FAILURE TO MEET THE NEEDS OF CHILDREN AND YOUNG PEOPLE**Mitigating Action: SR09B.13:** Work with the Children in our care and maintain our Corporate Parenting offer as a council and for those leaving our care**Lead Officer:** Head of Corporate Parenting**Progress update December 2021**

Our leaving care service has increased in capacity with more management oversight and a dedicated post developing participation and engagement of young people.

The Education Training Employment (ETE) / Aspirations Officer has been appointed.

Continued work with the Commissioning team to ensure accommodation is appropriate, safe and stable.

The proposal for a Rent Guarantor Scheme has been presented and is awaiting next steps decisions.

The service was recently visited by the National Adviser for Leaving Care, who reported progress in the strategic direction of the service with a clearer offer for Care Leavers.

Progress update October 2021

Reviewed but no update required this quarter.

Progress update June 2021

The service now has four teams and therefore four team managers. Four smaller teams of Personal Assistants (PAs) and social workers allows better management oversight and a more personal service to young people. The manager with the lead on participation and engagement started in May 2021 and is starting to make links with Medway colleagues and partner agencies, gathering views of young people and looking to expand on the Local Offer to children in care and care leavers. This includes current conversations with Medequip UK who we are in discussion with about how they may be able to support opportunities for care leavers, through volunteering or apprentice schemes etc. with their service as a result of 16+ Group Manager (GM) attending the Public Health Directorate Day. We have also shared with young people the Climate Response Officer posts being advertised. There is also an offer of an internship role within Regeneration, Culture and Environment (RCE) Directorate to support 3 areas: City of Culture, Child-Friendly Medway and Place.

88 young people are Not in Education, Employment or Training (NEET) currently, with 25 of those due to parenting or disability / illness. A number of young people are currently recorded as NEET while they wait for start dates for jobs or college starts in September. 98 young people are in education, employment or training.

The Education Training Employment (ETE) / Aspirations Officer has been approved and the job description is with HR for approval to then

STRATEGIC RISK: SR09B: FAILURE TO MEET THE NEEDS OF CHILDREN AND YOUNG PEOPLE

Mitigating Action: SR09B.13: Work with the Children in our care and maintain our Corporate Parenting offer as a council and for those leaving our care

move onto the recruitment stage.

Continued work with the Commissioning team to ensure accommodation is appropriate, safe and stable. 13 young people are in unsuitable accommodation due to being in prison. Five are in temporary accommodation from the council and awaiting permanent housing. The remaining 167 are in suitable accommodation, with the majority (63) in supported accommodations.

The proposal for a Rent Guarantor Scheme has been presented and is awaiting next steps decisions.

The Communications team have supported with an e-newsletter giving information about care leavers and corporate parenting. This will hopefully provide information and offers from services who may be able to offer support.

STRATEGIC RISK: SR09B: FAILURE TO MEET THE NEEDS OF CHILDREN AND YOUNG PEOPLE

Mitigating Action: SR09B.15: Ensure sufficient workforce capacity

Lead Officer: Assistant Director – Children’s Social Care & Early Help; Head of HR; HR Business Partner (Children’s)

Desired Outcome: Expected Output

~~Recruitment and retention of staff.~~

~~The council has the capacity and capability to improve and sustain improvement to its services.~~

A stable and competent workforce, enabled and supported to undertake quality social work practice.

Workforce stabilised, agency staff and turnover of permanent staff reduced.

Milestones

Workforce stabilised.

Agency staff and turnover of permanent staff reduced.

Workforce ‘offer’ is sufficient to attract new social workers and retain existing staff.

Effective Quality Assurance framework and regular programme of audit.

Manageable average caseloads/workloads.

Pay and career progression.

Recruitment and retention of staff.

Effective quality assurance.

Practice model embedded.

Progress update December 2021

We continue to carry vacancies and manage sickness absence, which is impacting on caseloads, particularly in the assessment service.

STRATEGIC RISK: SR09B: FAILURE TO MEET THE NEEDS OF CHILDREN AND YOUNG PEOPLE**Mitigating Action: SR09B.15:** Ensure sufficient workforce capacity

Recruitment is a national challenge, mainly due to the competitiveness of the market in the current climate and lack of credible candidates' curriculum vitae (CVs) being received. This remains a critical risk over the coming months. Work is underway alongside our Human Resources (HR) partners to find both short-term and longer-term solutions.

Progress update September 2021

The council's investment in the realignment and capacity of the children's social care workforce has provided the capability to deliver good quality practice. Focus remains on the recruitment and retention of experienced permanent practitioners and retaining competent and capable first line managers.

There is a need to embed the practice model and ensure conditions to undertake good social work practice. Signs of Safety adopted as the practice model with a comprehensive training programme and system changes to support its implementation, including for partners.

Work to embed the quality assurance framework and regular programme of audit with feedback of lessons learnt in to practice.

STRATEGIC RISK: SR09B: FAILURE TO MEET THE NEEDS OF CHILDREN AND YOUNG PEOPLE**Mitigating Action: SR09B.16:** Improvement Board Oversight**Lead Officer:** Assistant Director – Children's Social Care & Early Help; Head of Children's Services Improvement**Desired Outcome: Expected Output**

The council has improved the service to the level required by the Children's Commissioner, Department for Education (DfE) and Ofsted through successful delivery of its Improvement Plan.

Milestones

- Quality of intervention is consistently meeting standards.
- Effective audit framework and feedback of lessons in to practice.
- Performance indicators and audits show continuous improvement.
- Partners working together to deliver on shared objectives for Medway's children.

Progress update December 2021

The second Ofsted monitoring visit took place in September 2021, with a focus on children in need of help and protection.

Progress update September 2021

The Ofsted inspection of Children's Services in July 2019 judged the effectiveness of Children's Services in Medway to be inadequate resulting in the government appointing a commissioner. The Commissioner submitted her final report to the Minister at the end of 2020 confirming that improvements had been made and recommending that there is no longer any need to consider an alternative delivery model as Medway have demonstrated the capacity and capability to deliver the changes needed ourselves. This recommendation was accepted by the Minister. The DfE appointed an Improvement Adviser from February 2021 whose role over the coming year is to support

STRATEGIC RISK: SR09B: FAILURE TO MEET THE NEEDS OF CHILDREN AND YOUNG PEOPLE**Mitigating Action: SR09B.16:** Improvement Board Oversight

the service to continue to make sustainable improvements that are still required.

Whilst improvement has been made at pace, and the new Assistant Director is now in place, we are expecting the final letter published from our Second Monitoring Visit.

STRATEGIC RISK: SR09B: FAILURE TO MEET THE NEEDS OF CHILDREN AND YOUNG PEOPLE**Mitigating Action: SR09B.17:** Ensure sufficiency of provision**Lead Officer:** Assistant Director – Children’s Social Care & Early Help; Head of Children’s Partnership Commissioning; Head of Corporate Parenting**Desired Outcome: Expected Output**

- Right child, right care.
- Investment in the right support at the right time will be necessary, enhancing prevention so that fewer children come into care in the first place.
- Develop and shape service provision to meet the needs of all children and young people in care at a local level.
- Market Shaping with providers.
- Cost of Children’s Services is financially sustainable.
- Sufficiency of placement provision, preventative provision and support.
- Effective overview and scrutiny of all placements of children in care across internal and external fostering and in residential provision.

Milestones

- Strengthening Governance for Access to Resources panel.
- Increased tracking of placements, outcomes, and financial costs.
- Looked After Children (LAC) Strategy.
- Sufficiency Strategy 2020-2025.
- Investment in a range of interventions.
- Implementation of interventions.
- Tracking of Investments and delivery of cost reductions.

Progress update December 2021

STRATEGIC RISK: SR09B: FAILURE TO MEET THE NEEDS OF CHILDREN AND YOUNG PEOPLE**Mitigating Action: SR09B.17: Ensure sufficiency of provision**

There is a lack of sufficiency of children's foster care and residential placements, and preventative provision. The sufficiency plan is in the process of being refreshed and updated. The challenges include national pressures, rising demand and increasing complexity of need, especially for adolescents. There is no clear market shaping and limited capacity to develop it with the potential consequences of children being placed in inappropriate settings with the wrong services.

A range of preventative and support services/interventions were proposed for 2021-22, some of which have required investment to facilitate the reduction in numbers and deliver the necessary cost reductions and improved outcomes. However, these are under review as the proposals were developed in isolation from the service and the savings have not all been delivered. Further proposals for 2022-23 have been developed as business cases and are currently under consideration. A successful bid has been made to the Department for Education (DfE) for funding to support increased quality assurance activity, recruitment and retention, and a multi-disciplinary team approach.

Progress update September 2021

There is a lack of sufficiency of children's foster care and residential placements and preventative provision in an outline sufficiency plan in October 2020. The challenges include national pressures, rising demand and increasing complexity of need, especially for adolescents. There is no clear market shaping and limited capacity to develop it with the potential consequences of children being placed in inappropriate settings with the wrong services.

A range of preventative and support services/interventions were proposed, some of which have required investment to facilitate the reduction in numbers and deliver the necessary cost reductions and improved outcomes. The council has invested in six interventions totalling £2.691m and expect cost reductions of £4.536m.

The plan is founded on securing those improved outcomes through provision of prevention and early help services, adequate support once children are looked after, alongside significant social work practice improvement.

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)**

~~The Children's Services Commissioner's reports of July 2020 and December 2020 concluded that although there is still much to do, progress is being made by the council. The December report recommended that the role of the Commissioner should come to an end; there is no longer any need to consider an Alternative Delivery Model as the council has demonstrated that it now has the capacity and capability to deliver the changes needed, and that an Improvement Adviser should now be appointed.~~

~~Gladys Rhodes-White OBE was appointed by the Department for Education (DfE) shortly after.~~

~~In May 2021, Ofsted visited Children's Services for a Focused Visit looking at how the council had continued to provide and improve within the Covid19 context. Findings included no child at significant risk of harm, no priority actions and three areas of improvement. The 'relentless focus on improvement' was noted along with a determination to embed change across the service – however, Covid19 new ways of working were also highlighted such as individual risk assessments to ensure the most vulnerable children continued to be visited regularly and face-to-face.~~

~~We continue to improve ourselves and ensure positive outcomes for children and young people.~~

The council's Improvement Plan is being overseen by the Improvement Board, supported by the Department for Education (DfE) appointed adviser, Gladys Rhodes White. Failure to deliver against this plan could result in an inadequate judgement at the next Inspection of Local Authority Children's Services (ILACS), likely to take place in early 2023. Ofsted continue to monitor progress. The most recent monitoring visit took place in September 2021, when inspectors did not find any children whom they considered to be unsafe or left at immediate risk of harm. Although encouraging signs of progress were identified, it is seen as 'fragile' with inconsistencies in the quality and impact of assessments, plans, interventions and management oversight and supervision.

The council continues to support Children's Services to continue to improve and deliver more positive outcomes for children and young people.

Inherent Risk Score All

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.

Our Children's Services Improvement Action Plan has been developed in response to the formal recommendations and improvement areas highlighted by Ofsted during their findings of the 'Inspection of Local Authority Children's Services' (ILAC) which took place from 8 July 2019 to 26 July 2019. The plan has been refreshed and updated in July 2020 to reflect the progress made and to set out the priorities for the coming year annually, and is overseen by the Improvement Board.

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.

STRATEGIC RISK: SR26: NON-DELIVERY OF CHILDREN'S SERVICES IMPROVEMENT**Target Residual Risk Score DIII**

Improvement is made at pace and is deemed to be sustainable in order that control of the service remains in control of the council.

Trigger

Non-delivery of appropriate and rapid enough improvement following the poor Ofsted inspection rating.

Consequence

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.

Children and young people in Medway get a poor service from the council and DfE involvement is reconsidered.

Opportunities and the way forward

Progressing into the next stage of Commitment to fully implementing the Improvement Plan and evidencing that outcomes for children and families are improved.

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 December 2021

The Children's Improvement Board, which is independently chaired and has a key role in oversight and challenge of the Improvement Plan, has continued to meet monthly and receives reports on progress from the Director of People and on performance from the Assistant Director of Children's Services. In recognition of progress made, the Improvement Plan was refreshed, updated and signed off by the Board in May 2021. It sets out the agenda for the coming year.

The Lead Member, Leader, Chief Executive, Corporate Management Team and colleagues in other council teams have continued to support Children's Services in all aspects of the Improvement Plan and the Lead Member undertakes regular safeguarding visits to

STRATEGIC RISK: SR26: NON-DELIVERY OF CHILDREN'S SERVICES IMPROVEMENT**Mitigating Action: SR26.14: Successful delivery of the Improvement Plan**

families along with the Director to ensure a line of sight into practice. Elected members have also had the opportunity to participate in workshops to improve their understanding of how the service is delivered so that they can provide effective scrutiny, support and challenge.

Senior Leaders, including the Leader, Lead Member, Chief Executive and Director meet regularly with the DfE appointed Improvement Adviser to focus on practice improvement and review findings of all quality assurance activity.

Ofsted carried out a second monitoring visit in September 2021. Inspectors did not find any children whom they considered to be unsafe or left at immediate risk of harm. Although encouraging signs of progress were identified, it was seen as 'fragile' with inconsistencies in the quality and impact of assessments, plans, interventions and management oversight and supervision. The experienced and now permanently appointed leadership team are determined to ensure that practice changes are embedded, and that improvement will be sustained. Audit arrangements have been strengthened by a process of moderation and are seen to keep a focus on the critical areas for improvement. Staff report being well supported including throughout the Covid19 pandemic.

The service has continued to seek external support for its improvement work, from Essex as our DfE funded Partner in Practice and from other externally commissioned reviews across all service areas.

The council and its partners will continue to support the service to deliver the priorities in the Improvement Plan and will ensure practitioners and managers have the tools to do the job, and are supported and appropriately challenged to improve practice.

Progress update October 2021

Reviewed but no update required this quarter.

Progress update June 2021

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Senior Leaders, including the Leader, Lead Member, Chief Executive and Director meet regularly with the DfE appointed Improvement Adviser to focus on practice improvement and review findings of all quality assurance activity.

STRATEGIC RISK: SR26: NON-DELIVERY OF CHILDREN'S SERVICES IMPROVEMENT**Mitigating Action: SR26.14: Successful delivery of the Improvement Plan**

Ofsted suspended their regular programme of quarterly monitoring visits due to Covid19 but have undertaken a Covid19 Assurance visit in May 2021. The report has been published on July 8th. Feedback acknowledged progress and no child was found to be unsafe. Medway was found to know itself well and understand priorities for ongoing improvement work.

The service has continued to seek external support for its improvement work, from Essex as our DfE funded Partner in Practice and from other externally commissioned reviews across all service areas.

The Child Friendly Medway Board has been set up, chaired by the Chief Executive, and a consultation exercise with children and young people in Medway is currently underway to explore what actions are seen as a priority to improve their experience of living in Medway.

This work will benefit all children but must have a particular focus on the most vulnerable.

STRATEGIC RISK: SR39: FINANCIAL PRESSURES ON SEN BUDGETS**RISK OWNER: ASSISTANT DIRECTOR EDUCATION AND SEND****PORTFOLIO: CHILDREN'S SERVICES****Current Residual Risk Score BII (Likelihood – high. Impact – major)**

The number of Education and Health Care Plans (EHCPs) has been rising over time (42% since 2015). The proportion of children and young people (CYP) with EHCPs in Medway that are catered for within mainstream schools is significantly lower than the national figure. In Medway, 1.9% of all pupils attending a mainstream primary school have a EHCP compared to 2.1% nationally. For secondary the gap increases, with 1.4% of pupils attending mainstream secondary school with a EHCP, compared to 2% nationally.

The increase in the numbers of pupils accessing specialist provision because of this continues to be a pressure on the council with budgets currently excessively overspent. The council has submitted a budget recovery plan to rectify this and meetings are set up with the Education and Skills Funding Agency (ESFA) to review.

There is currently a statutory override which has the effect of separating any such deficit from a local authority's general fund. This expires in September 2023.

Inherent Risk Score BII

Pressures from increasing demand on specialist provision places extreme financial pressure on the High Needs Budget, which could result in us not meeting our statutory educational duties for CYP aged 0-25 who have Special Educational Needs and Disabilities (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.

Safety valve funding (emergency High Needs Budget (HNB) recovery funding) has been used to wipe off other local authority (LA) deficits.

Trigger

The council does not receive enough HNB to match increasing demand and complexity of need. The current activity of placing more children in specialist provision than the national average continues.

Consequence

- 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.
- Costs spiral.
- Adverse effect on staff morale affected.

Opportunities and the way forward

A revised recovery plan is in place with a focus on developing the capacity of mainstream schools to be able to cater for the needs of CYP

STRATEGIC RISK: SR39: FINANCIAL PRESSURES ON SEN BUDGETS

with EHCPs. We need to keep pressing the Department for Education (DfE) / ESFA for the level of financial support made available to the five LAs already awarded emergency HNB recovery funding.

STRATEGIC RISK: SR39: FINANCIAL PRESSURES ON SEN BUDGETS

Mitigating Action: SR39.01: SEN budgets are being closely monitored and spend is being reviewed more robustly.

Lead Officer: Head of Integrated Disability

Desired Outcome: Expected Output

Successful management of the budget deficit recovery plan.

Progress update January 2022

A commissioning function is being established to effectively manage and oversee the externally commissioned placements from the HNB and ensure that these placements are providing high quality outcomes and the best value for money.

The schools forum have agreed a transfer of £850,000 to the high needs block to be used to support mainstream schools to be able to cater for more CYP with EHCPs.

A revised recovery plan has been written with a focus on removing the in-year deficit and aligning with 'safety valve' funding requirements.

Progress update October 2021

The new special school and resource provision SEN School places and the capital projects required to achieve these remain on track, however, there is the risk of delays to required building work due to difficulty accessing building materials post Covid19. This is being carefully monitored.

The ESFA have announced the High Needs Budget for 2022-23. Medway has been allocated £49m which is a 7.75% increase from 2021-22 which was £45.5m. This is less than we were budgeting for and adds pressure to the High Needs Deficit Recovery Plan.

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

Demographic pressures in adult social care, children's care and Special Educational Needs and Disabilities (SEND) remain a significant issue, but this has been further exacerbated by the impact of the Covid19 pandemic. The government moved swiftly to address the in-year pressures, both in terms of direct expenditure and losses of income and during 2020/21 it was enough to cover these pressures. It 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 local government settlement confirmed earlier this year identified the resources available to local authorities, including further funding to address the continued impact of the pandemic in the current financial 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 government has still failed to address the inherent under-funding of both adult social care and services for children and it is this that remains the most significant risk to the sustainability of upper tier authorities.

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. To date, the government's continued reliance on one-year settlements has exacerbated uncertainty and made planning difficult. However, the government have confirmed that on 27 October 2021, the Autumn Statement will outline a three-year local government finance settlement.

Target Residual Risk Score CIII

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

Ultimately the aim would be to get to a position where a Medium-Term Financial Strategy (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. In previous years an MTFS has been prepared for the Cabinet in autumn. However, the ongoing effects of the pandemic continue to impact on both expenditure and income and as the government is not set to announce its Spending Review until 27 October 2021, it was not possible to produce meaningful projections across the medium term at this stage. Instead, a Financial Outlook 2022/23 Report was presented to Cabinet in September and from February 2022 our medium term projections will be reported to Cabinet

alongside the final budget presented to its meeting in February of each year.

There will always however be a significant residual risk, as the MTF/Financial Outlook projections are 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

The years of austerity and annual reductions in central support from government, allied to the capping of council tax increases and 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 Covid19 pandemic.

Consequence

- Very difficult decisions around funding allocation.
- Service cuts.
- Quality of service compromised.
- Cutback in staffing within an already lean organisation.
- Qualified Value for Money (VFM) judgement by the external auditor.
- 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 Covid19 pandemic continues 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 review the types of services we offer and the way we provide them.

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 Members of Parliament (MPs), agree a media campaign, and solicit support from peer authorities / partnerships.

Positive conclusion following external audit work on Value for Money in respect of the adequacy of financial planning and effective

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

budgetary control.

Increased devolution of tax raising powers to the council.

The Covid19 crisis has made meaningful longer-term planning impossible and so the sector continues to lobby for a meaningful long term spending review. Alas, the sector is expecting to see a continuation of single year settlements for some time yet.

Progress update December 2021

The Chancellor's Autumn Statement did indeed outline departmental expenditure limits for the next three years, however this did not then manifest in a three year provisional settlement. The settlement has in part responded to the pressures in Adult Social Care, but still falls a long way short of providing the funding that upper tier local authorities have been lobbying for.

Progress update October 2021

The Covid19 crisis has made longer-term planning impossible and so the sector continues to lobby for a meaningful long term spending review. The Chancellor has hinted that his Autumn Statement on 27 October will address some of this uncertainty, by outlining the overall resources available for the next three years.

STRATEGIC RISK: SR03B: FINANCES

Mitigating Action: SR03B.02: Align priorities and activity of the council to resource availability through the 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 a 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.

Positive conclusion following external audit work on Value for Money in respect of the adequacy of financial planning, effective budget control, balanced budget and adequacy of reserves.

Milestones

Medium Term Financial Strategy (replaced by Financial Outlook 2022/23 for 2021) in November.

Capital and Revenue budget agreed by council in February.

Progress update December 2021

STRATEGIC RISK: SR03B: FINANCES

Mitigating Action: SR03B.02: Align priorities and activity of the council to resource availability through the MTFS process

The work that was undertaken principally within the Finance and Business Improvement division, but with input from the service directorates, has significantly reduced the 'gap' in next year's revenue budget down to a level that feels achievable, but unless further savings are identified in advance of the council's Annual Budget Meeting, it is unlikely that the council will be able to set a budget without recourse to reserves.

Progress update October 2021

Following detailed work with all heads of service and directorate management teams, the scale of the financial challenge facing the council has been determined. The pressures confronting us are not unique and are being experienced by every upper tier local authority in the country. Whilst work has already begun in earnest to address these pressures, until the Chancellor outlines his proposals in October and addresses some of the uncertainty over the resources available to local authorities, it makes any attempt to formulate a clear medium term financial strategy impossible. On 28 September, Cabinet were presented with a Financial Outlook report, which reported an increase in the budget requirement of £33m for the 2022/23 financial year.

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 December 2021

Whilst the council has enjoyed a couple of successful years, in terms of generating capital receipts, it's unlikely that these will be sufficient to fund all of the requirements identified in the Capital Strategy. The administration is currently considering how to prioritise its limited capital receipts between actual capital schemes and the need to use its flexibilities to fund transformational projects and the council's ongoing improvement programmes.

Progress update October 2021

In addition to the council's recent success in bidding for funds to support regeneration, there is likely to be a modest amount of capital receipts available to fund transformation and whilst long-term interest rates remain low, borrowing to invest in infrastructure continues to be a viable option.

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 the delivery of council services.

Progress update December 2021

With the support of the Business Change team, service directorates have a number of major efficiency work streams in progress that have helped to close the budget gap for next year. As referenced above, it is likely that the administration will continue to avail itself of the flexibility around the use of capital receipts, in order to continue this work.

Progress update October 2021

Work has continued on a range of business change projects discussed with Corporate Management Team (CMT) and portfolio holders in March and the savings that these projects are expected to make will be reflected in the Draft Budget, when it is presented to Cabinet in November.

STRATEGIC RISK: SR46: MEDWAY'S ECONOMIC RECOVERY FROM COVID19**RISK OWNER: ASSISTANT DIRECTOR REGENERATION****PORTFOLIO: LEADER****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 in significantly reduced trade, business failure, rising unemployment and reduced levels of disposable income.

The Ministry of Housing, Communities & Local Government (MHCLG) stated throughout Covid19 that they will support local authorities to deliver an effective response to Covid19 and continue to provide core services and 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 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. Due to the spread of Covid19, 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.

STRATEGIC RISK: SR46: MEDWAY'S ECONOMIC RECOVERY FROM COVID19

Consequence

The Economy and Infrastructure Recovery Cell has produced an impact assessment outlining the main consequences of Covid19. 24 impact areas have been identified and some of the most acute include:

- A significant rise in unemployment with a disproportionate effect on young people, part-time and entry level roles, and those with insecure contracts, women, and people in Black and Minority Ethnic (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.
- 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 (IPM) plans reshaped to support the post-Covid19 economy.
- Opportunity to significantly advance digital inclusion for workers, learners and service users across Medway.

STRATEGIC RISK: SR46: MEDWAY'S ECONOMIC RECOVERY FROM COVID19

Mitigating Action: SR46.01: 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 Kent Resilience Forum (KRF).
Oversee an effective multi-agency recovery plan for Medway.

Progress update January 2022

The group has met since October and have agreed to maintain contact, monitor the economic situation and meet as appropriate and if needed.

STRATEGIC RISK: SR46: MEDWAY'S ECONOMIC RECOVERY FROM COVID19
Mitigating Action: SR46.01: Multi-agency Economy Cell and Infrastructure for Recovery established including liaison with the Kent Resilience Forum Economic Recovery Cell
Progress update October 2021
The Economy and Infrastructure Cell were able to stand down from the formal recovery function, having ensured that risks and opportunities presented by Covid19, as set out in the impact assessment, were appropriately mitigated and focused upon by identified Business As Usual (BAU) groups and organisations. Whilst the group has ended their formal recovery function, a new 'Strategy Reference and Revenue Pipeline Group' has been created and had a preliminary meeting to discuss the future direction of economy and infrastructure recovery.

STRATEGIC RISK: SR46: MEDWAY'S ECONOMIC RECOVERY FROM COVID19
Mitigating Action: SR46.02: 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 January 2022
Since the beginning of the Covid19 restrictions, the council has delivered the following support to businesses: - Additional Restrictions Grant of £3,216,191.37
Progress update October 2021
Reviewed but no update required this quarter.

STRATEGIC RISK: SR46: MEDWAY'S ECONOMIC RECOVERY FROM COVID19
Mitigating Action: SR46.03: Reopening High Streets Safely
Lead Officer: Assistant Director Regeneration, Assistant Director Frontline Services
Desired Outcome: Expected Output
To support businesses in town centres to implement adequate social distancing measures to enable re-opening.
Progress update January 2022
Reviewed but no update required this quarter
Progress update October 2021
The Town Centre team continue to support Medway's Town Centre Forums as they develop and work with local businesses and communities in partnership on the regeneration and management of the town centres. The Rochester, Chatham, and Gillingham Town

STRATEGIC RISK: SR46: MEDWAY'S ECONOMIC RECOVERY FROM COVID19**Mitigating Action: SR46.03:** Reopening High Streets Safely

Centre Forums have now returned to physical meetings. Newsletters are currently being developed for Strood and Rainham with businesses to be kept informed on developments on town centre issues.

Medway Council has been allocated £246,396 from the Welcome Back Fund (WBF). This £56m national programme of European Regional Development Funding is administered by the Ministry of Housing, Communities and Local Government (MHCLG). The WBF aims to assist councils across England to support the return to High Streets safely and build back better from the pandemic.

STRATEGIC RISK: SR46: MEDWAY'S ECONOMIC RECOVERY FROM COVID19**Mitigating Action: SR46.04:** Supporting Medway's businesses**Lead Officer:** Assistant Director Regeneration**Desired Outcome: Expected Output**

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

Progress update January 2022

The council continues to contract Locate in Kent to encourage continued inward investment from businesses outside Medway. The council's Partners for Growth (PFG) scheme continues to be delivered by the Kent and Medway Growth Hub (led by Kent Invicta Chamber of Commerce) and work is underway on establishing a revised business support specification to enable a new contract is procured by quarter 1 2022/23. As well as the PFG scheme, the Growth Hub also offers business support to Medway residents such as one-to-one support and business plans for start-ups.

The Economic Development (ED) team continues to support businesses and respond to business enquiries via the Business and Skills inbox. The ED team have created a new system to capture and record the number of assists to businesses and individuals through the Business and Skills inbox. Previously, these figures were not considered.

Progress update October 2021

Throughout the period a key priority for the Economic Development Team continues to be the development and administration of Medway Council's Additional Restrictions Grant (ARG) scheme. Through the ARG scheme, Central Government allocated Medway Council £8,045,547 to support businesses through future national lockdowns from December 2020 to March 2022. As of 30 June 2021, 436 businesses have been supported through this scheme, totalling £2,219,300.81.

STRATEGIC RISK: SR46: MEDWAY'S ECONOMIC RECOVERY FROM COVID19**Mitigating Action: SR46.05:** Supporting residents' skills and employability**Lead Officer:** Assistant Director Regeneration**Desired Outcome: Expected Output**

STRATEGIC RISK: SR46: MEDWAY'S ECONOMIC RECOVERY FROM COVID19**Mitigating Action: SR46.05:** Supporting residents' skills and employability

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

Progress update January 2022

The Skills Additional Restrictions Grant (ARG) continues to be distributed; the training grant went live in December 2021. Also, the Medway Adult Education business plan was adopted by Cabinet in December 2021. The Skills & Employability plan for Medway is currently being refreshed and scheduled to be ready by March 2022.

All projects have been resumed, although with the current increased risk of Covid19, projects are being reviewed for best method of delivery. The construction project has been delivered, Kickstart is continuing to thrive in Medway, although the national scheme is coming to an end. The Kent & Medway Employment Taskforce continues to meet.

Progress update October 2021

Medway Council has also utilised over £1m Additional Restrictions Grant money to create a new Skills & Employment Grants Scheme, funding businesses to access employment initiatives. The relaunch of the Medway Skills Stakeholder Board has been arranged for mid-October 2021 and work is underway to ensure that there is a diverse range of members including education, local businesses and local advocates.

STRATEGIC RISK: SR46: MEDWAY'S ECONOMIC RECOVERY FROM COVID19**Mitigating Action: SR46.06:** 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 the delivery of economic growth in Medway.

Progress update January 2022

The council's current regeneration strategy Medway 2035 is being refreshed to align with the emerging Local Plan, to become Medway 2037. It will encompass a suite of documents with deliverable action plans and will build upon existing and proposed strategies including the Skills and Employability Plan, Innovation Strategy, Town Centres Strategy, and River Strategy and align with other relevant strategies such as the Climate Change Action Plan, Culture Strategy, Tourism Strategy, and Sport Strategy. Priorities include destination and placemaking, town centres, inward investment, business accommodation and digital connectivity, sector growth and improving employability. Cross cutting themes include climate change and net zero, innovation, and growth for all. SQW have been appointed as lead consultants to deliver the documents by spring 2022. An External Investment Officer is working with SQW to look at oven ready bids/business cases for the prioritised projects and interventions and create a pipeline in preparation for future funding opportunities.

We remain in regular dialogue with the South East Local Enterprise Partnership (SELEP) regarding the impact of Covid19 on Medway's £40m programme of Local Growth Fund (LGF) and Growing Places Fund (GPF) investment, with no major impediments to delivery

STRATEGIC RISK: SR46: MEDWAY'S ECONOMIC RECOVERY FROM COVID19
Mitigating Action: SR46.06: Review Medway Council's Strategy base, and resultant regeneration and other programmes to ensure clarity of focus on delivery of economic growth
identified to date. Projects are on track to spend LGF and GBF funds within the delivery period, by March 2022.
Progress update October 2021
Reviewed but no update required this quarter.

STRATEGIC RISK: SR46: MEDWAY'S ECONOMIC RECOVERY FROM COVID19
Mitigating Action: SR46.07: 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 January 2022
Council officers have met with the Levelling Up Fund (LUF) team and had positive discussions exploring opportunities to expand on the current funding criteria. The team are considering capacity funding to prepare projects throughout the year ready for funding opportunities and are also expanding on non-monetised benefits weighting in the assessment of bids.
Progress update October 2021
Reviewed but no update required this quarter.
Progress update July 2021
Reviewed but no update required this quarter.
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, and for more stability in the future funding of local authorities to enable better planning.

STRATEGIC RISK: SR32: DATA AND INFORMATION**RISK OWNER: CHIEF FINANCE OFFICER, DIRECTOR OF PEOPLE , ASSISTANT DIRECTOR LEGAL & GOVERNANCE****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 information sharing project which have included Data Protection Impact Assessments (DPIAs) and risk treatment actions.

The council has a Kent and Medway information sharing agreement.

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 NHS Data Security and Protection Toolkit annual submission; opportunities to improve the council's position with respect to the toolkit submission 2022 will be identified and an improvement plan developed. Failure to achieve level 2 will mean that Medway Council will lose its trusted partner status.

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 eradicated from data and information scenarios.

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

Information sharing is commonplace and well managed.

Trigger

- Budget pressures.
- The Information Commissioner's Office (ICO) audit reveals areas for improvement.

STRATEGIC RISK: SR32: DATA AND INFORMATION

- Digital Strategy.
- Annual NHS Data Security and Protection Toolkit submission.
- Review of data protection impact assessments and data sharing agreements.

Consequence

- Data loss leads to damage to reputation, fines, claims for damages and enforcement notices from the regulator.
- 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 (KRF). Phase one of the Kent and Medway shared care record has been completed and phase two is currently being planned. This project will enable data to be shared between the council and Public Service Partners.

Further opportunities for data and information sharing are being investigated between the Police, Further Education providers and Medway Council.

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 Senior Information Risk Owner (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. Data Protection Impact Assessments (DPIAs). Information Sharing Agreements (ISAs) and Record of Sharing also exists detailing roles and responsibilities.

Progress update December 2021

Reviewed but no update required this quarter.

Progress update October 2021

Reviewed but no update required this quarter.

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)

Progress update July 2021

Reviewed but no update required this quarter.

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 Action: SR32.02: Information Sharing Agreement (ISA) for Kent and Medway

Lead Officer: Senior Information Risk Owner (Chief Legal Officer)

Desired Outcome: Expected Output

Provides the basis for ISAs within Kent and Medway organisations and outside.
DPIAs, ISAs and ROSs.

Progress update December 2021

Reviewed but no update required this quarter.

Progress update October 2021

Reviewed but no update required this quarter.

Progress update July 2021

Reviewed but no update required this quarter.

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 KRF.

STRATEGIC RISK: SR32: DATA AND INFORMATION
Mitigating Action: SR32.03: Security and Information Governance Group (SIGG)
Lead Officer: Chief Finance 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 Business Support, Public Health, Regeneration, Culture and Environment (RCE) and Children & Adults (C&A) departments.
Progress update December 2021 Reviewed but no update required this quarter.
Progress update October 2021 Medway Council achieved Level 2 of the NHS Data Security and Protection Toolkit annual submission on 30 June 2021; opportunities to improve the council's position with respect to the toolkit submission 2022 will be identified by members of the SIGG and an improvement plan developed. The SIGG are overseeing a project to automate Freedom of Information Requests using an online form. This form will also promote the Open Government License for the reuse of council data. The form went live in July 2021 for both Freedom of Information requests (FOIs) and Subject Access Requests (SARs) and customers are being redirected to the form on all council publications. The form is providing a standard format for requests which is assisting customers by providing additional guidance and information.
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: Senior Information Risk Owner (Chief Legal Officer)
Desired Outcome: Expected Output Good regular engagement to discuss risk areas. DPIAs, ISAs and ROSs co-signed where relevant.
Progress update December 2021 Reviewed but no update required this quarter.
Progress update October 2021 Actions from the internal audit into the role of Caldicott Guardian in March 2021, have been progressed. A draft Caldicott Guardian Plan has been developed and circulated to Senior Managers for feedback. Training for appropriate staff has been undertaken and noted on Human Resources (HR) files. A dedicated channel for Caldicott decisions has now been set up and is visible to the public using Medway Council's website.

STRATEGIC RISK: SR36: ALTERNATIVE SERVICE DELIVERY MODELS
RISK OWNER: ASSISTANT DIRECTOR REGENERATION, CHIEF FINANCE OFFICER
PORTFOLIO: LEADER
Current Residual Risk Score BIII (Likelihood – high. Impact – moderate)
<p>All alternative delivery models are required to produce business cases that are considered by Corporate Management Team and then by Cabinet.</p> <p>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 by Corporate Management Team, where this is a standing agenda item.</p> <p>Underperformance is identified by client-side officers or Members and mitigating action is taken or expected.</p> <p>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.</p>
Inherent Risk Score BII
<p>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.</p> <p>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. As a result of more new models, governance arrangements are more complex.</p> <p>Weak or ineffectual oversight / management / monitoring by the council as expertise is transferred to the new delivery model.</p> <p>Failures in governance that expose untreated risk.</p>
Target Residual Risk Score CIII
<p>Ultimately as these alternative delivery models embed, the council will be looking for increased revenue income and higher levels of performance.</p>
Trigger
<p>Weak options appraisals / businesses cases; opportunities overstated as commercial markets are not realised, and risks understated.</p> <p>Failure to effectively manage (staffing, relationships, agreements / contracts) the transition between the council and the service delivery model.</p> <p>Limited due diligence conducted on new service provider or key individuals in that provider.</p> <p>Weak or unclear agreements / contract and governance arrangements.</p> <p>Failure of a provider, risking failure to deliver services.</p>
Consequence

STRATEGIC RISK: SR36: ALTERNATIVE SERVICE DELIVERY MODELS

- Failure to meet statutory responsibilities to residents.
- Unexpected costs from the new delivery model.
- The delivery model is not sustainable; responsibility for delivery of function unexpectedly transfers back to the council.
- Reputation of the council is damaged by activities of the 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 Covid19 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, and 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.

Progress update January 2022

Reviewed but no update required this quarter.

Progress update October 2021

As no new alternative delivery models are planned no updates are required.

Progress update July 2021

Reviewed but no update required this quarter.

Progress update April 2021

A report was provided to Cabinet updating the branding change from Medway Commercial Group (MCG) to Kyndi and providing the latest

STRATEGIC RISK: SR36: ALTERNATIVE SERVICE DELIVERY MODELS**Mitigating Action: SR36.01:** Robust options appraisals, and detailed business cases prepared

Business Plan for consideration and approval. A recent Medway Development Company (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 the new delivery model.

Progress update January 2022

The Assistant Director for Regeneration continues to meet regularly with the Medway Development Company and update portfolio members where applicable through mediums such as the Corporate Strategic Property Board.

Progress update October 2021

The Assistant Director for Regeneration and Housing Infrastructure Fund (HIF) continues to meet regularly with Medway Development Company (MDC).

STRATEGIC RISK: SR36: ALTERNATIVE SERVICE DELIVERY MODELS**Mitigating Action: SR36.03:** Communication and stakeholder management**Lead Officer:** Relevant Assistant Director for each Service**Desired Outcome: Expected Output**

Stakeholders informed / consulted.

Smooth transition into the new delivery model.

Progress update January 2022

An update report was presented to the Overview and Scrutiny Committee in Q3.

Progress update October 2021

An MDC update report is currently being prepared for presentation at the Regeneration, Culture and Environment (RCE) Overview and Scrutiny Committee in November.

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, and effective dispute resolution.
Progress update December 2021 As no new alternative delivery models are planned no updates are required.
Progress update October 2021 As no new alternative delivery models are planned no updates are required.
Progress update July 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 The delivery model and council are held accountable for quality and cost of service. The council are able to rely on financial information for robust financial planning. High performance. Financial resilience.
Progress update January 2022 As the programme of housing developments being undertaken by Medway Development Company (MDC) Ltd. has moved beyond the business case stage and into implementation, the level and frequency of scrutiny being exercised by both the Board and officers at the council continues at an increased frequency.
Progress update October 2021 As the programme of housing developments being undertaken by Medway Development Company (MDC) Ltd. has moved way beyond the business case stage and into implementation, the level and frequency of scrutiny being exercised by both the Board and officers at the

STRATEGIC RISK: SR36: ALTERNATIVE SERVICE DELIVERY MODELS

Mitigating Action: SR36.05: Robust scrutiny / oversight mechanisms to ensure clear corporate understanding

council has increased significantly. All schemes appear to be on track to deliver on time and within the budgets set.

The Chief Finance Officer attends all board meetings of Kyndi Ltd. and is impressed by the level of scrutiny and challenge being applied by board members, who are closely involved in formulating business plans.

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 January 2022

Regular updates continue to be taken to Cabinet for MDC Ltd, comprising a covering report written from the perspective of the council as client and accompanied by a balanced scorecard style report written from the perspective of the company. The most recent six-monthly update report was taken to Cabinet on 16 November 2021.

Progress update October 2021

MDC Ltd. board meetings consider a detailed dashboard for each active scheme, combining activity and financial data, to provide a comprehensive update on progress.

Similarly, the Kyndi Ltd. board receives a detailed report from the Chief Executive at every meeting, which looks at each business unit in turn and analyses activity, costs and turnover against the budgeted levels and detailed profit forecasts. The reports also deal with business growth and new market opportunities, as well as staff turnover and sickness and analysis and management of debt.

An MDC update report is currently being prepared for presentation at the RCE Overview and Scrutiny Committee in November.

STRATEGIC RISK: SR36: ALTERNATIVE SERVICE DELIVERY MODELS

Mitigating Action: SR36.07: Business continuity arrangements

Lead Officer: Chief Finance Officer

Desired Outcome: Expected Output

The delivery model and council both have clear roles and responsibilities in the event of any business continuity incident to enable continuity of service.

STRATEGIC RISK: SR36: ALTERNATIVE SERVICE DELIVERY MODELS**Mitigating Action: SR36.07:** Business continuity arrangements**Progress update December 2021**

Reviewed but no update required this quarter.

Progress update October 2021

The Head of Corporate Insight, Performance and Information Governance has recently met with senior management at all of our alternative delivery models and been satisfied that they have in place effective risk management strategies to inform their business continuity arrangements. Her conclusions were recently reported to Business Support Overview and Scrutiny Committee.

STRATEGIC RISK: SR37: CYBER SECURITY**RISK OWNER: CHIEF FINANCE OFFICER****PORTFOLIO: RESOURCES****Current Residual Risk Score **CI AI** (Likelihood – significant very high. 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 (PSN) 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 UK government's National Technical Authority for Information Assurance).

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 PSN compliance. All required certifications / accreditations are in place and being constantly reviewed.

Inherent Risk Score **CI AI**

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.

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, this will remain on the strategic risk register in view of the inevitability of a cyber-attack.

PSN CoCo compliance is going to be coming to an end in the forthcoming years. In preparation of this Medway Council is going to start the journey to be Cyber Essential Plus certified.

Cyber Essentials Plus involves an audit of your system by one of our highly trained assessors. The aim of the assessment is to confirm that all controls that have been declared in Cyber Essentials are implemented on the organisation's network. By undertaking a nd

STRATEGIC RISK: SR37: CYBER SECURITY

completing Cyber Essentials Plus you can declare publicly that your organisation has been proven to meet baseline security standards set out by Cyber Essentials.

The key elements of a Cyber Essentials Plus audit can be summarised as follows:

An assessor will pick a sample of computers at your organisation and perform an audit to ensure that the devices are configured as per the scheme.

A vulnerability scan will be performed on these machines to confirm patching and basic configuration is at an acceptable level

An external port scan of your internet facing IP addresses will be conducted to ensure no clear and obvious misconfigurations or vulnerabilities can be identified.

A test will be conducted on your default email/internet browser to confirm how well configured they are to prevent execution of fake malicious files.

Screenshots will be taken as evidence that the system is Cyber Essentials compliant.

Should there be any issues identified that require remediation, there is an extended period of 30 days with this package. Failure to complete remediation in this time will result in a fail. (Please see Cyber Essentials Plus Extra if more time is required)

On successful certification of your organisation, you will be provided with a certificate that is valid for 12 months from the pass date.

Optionally, you may be added to a list of Cyber Essentials certified companies, and you can henceforth advertise your organisation's compliance to the Cyber Essentials Scheme.

Trigger

A cyber security incident leading to partial or total loss of system integrity.

Consequence

- Reduced service delivery across multiple departments over an 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 Covid19 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 and 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

Endpoint device protection (protecting the end user devices) – areas have been found for improvement to ensure that should an individual's machine be infected with ransomware; the ransomware could potentially manoeuvre laterally within that network segment. Reviews of solutions to address this issue have taken place and some indicative costs have been received. This is to be reflected on ICT's Medium Term Financial Strategy (MTFS) strategy to address how the solution could be funded.

Immutable backups – There have been several councils hit by ransomware recently and one of the key lessons learned from those events is that the recovery process could have been drastically improved if the councils had immutable copies of the backup data. What this means is that the disks and the data are not able to be encrypted by a ransomware attack.

STRATEGIC RISK: SR37: CYBER SECURITY

Mitigating Action: SR37.01: Secure configuration: Remove or disable unnecessary functionality from systems, and to quickly fix known vulnerabilities.

Lead Officer: Head of ICT

Desired Outcome: Expected Output

A Patch Management regime is in place to treat known vulnerabilities.

Milestones

Certified PSN compliance – ~~May 2024~~.

Cyber Essentials Plus certification.

Progress update January 2022

PSN certification was received. Expiry is September 2022.

ICT is in preparation for PSN 2022 scan starting in March 2022. ICT is currently reviewing systems to improve the visibility and ability to mitigate threats imposed to end user devices. We are looking into having the ability to monitor devices both off-net and on-net due to the increased number of staff working from home.

ICT has begun to configure a new SIEM (Security information Event Management) server provided by the National Cyber Security Centre (NCSC).

Logging Made Easy can:

- Tell you about software patch levels on enrolled devices.
- Show where administrative commands are being run on enrolled devices.
- See who is using which machine.
- In conjunction with threat reports, it is possible to query for the presence of an attacker in the form of Tools, Techniques and

STRATEGIC RISK: SR37: CYBER SECURITY

Mitigating Action: SR37.01: Secure configuration: Remove or disable unnecessary functionality from systems, and to quickly fix known vulnerabilities.

Procedures (TTPs).

Progress update October 2021

Certified PSN compliance – Valid until September 2022.

STRATEGIC RISK: SR37: CYBER SECURITY

Mitigating Action: SR37.02: 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 are in place to prevent attacks.

Milestones

Certified PSN compliance – ~~May 2021~~.

Cyber Essentials Plus certification.

Progress update January 2022

Certified PSN compliance – valid until September 2022.

ICT has procured new Core firewalls to upgrade the existing perimeter firewalls. This programme will be completed by April 2022.

Progress update October 2021

Certified PSN compliance – Valid until September 2022.

STRATEGIC RISK: SR37: CYBER SECURITY

Mitigating Action: SR37.03: 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 are in place to ensure system privileges meet role requirements.

STRATEGIC RISK: SR37: CYBER SECURITY

Mitigating Action: SR37.03: 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.

Milestones

Certified PSN compliance – May 2021.

Cyber Essentials Plus certification.

Progress update January 2022

Certified PSN compliance – valid until September 2022.

Reviewed latest security guidelines and the minimum password length should be 14 characters. ICT is working out on a migration plan to change the minimum password length.

Progress update October 2021

Certified PSN compliance – Valid until September 2022.

Progress update September 2021

Preparation has begun in reviewing privileges in readiness for PSN scan in December 2021.

STRATEGIC RISK: SR37: CYBER SECURITY

Mitigating Action: SR37.04: 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 is 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 the Local Government Association (LGA) cyber security budget.~~

Improvement in adoption of Meta compliance across all service areas.

Progress update January 2022

STRATEGIC RISK: SR37: CYBER SECURITY

Mitigating Action: SR37.04: 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

The cyber awareness 2022/23 campaign programme is currently getting authored to start delivery in April 2022. The key items to be delivered are as follows:

1. Introduction to Cyber Security
2. Ransomware
3. Secure Remote working
4. Phishing awareness
5. Social Media Awareness
6. Physical Security
7. Email Essentials
8. Password Safety
9. Everyday threats
10. Am I a target?
11. Privacy/General Data Protection Regulation (GDPR)
12. Social Engineering regarding the holidays

Progress update October 2021

Certified PSN compliance – Valid until September 2022.

Progress update September 2021

Meta compliance is in place to deliver training to staff. Quarterly campaigns are getting set up for delivery to staff.

STRATEGIC RISK: SR37: CYBER SECURITY

Mitigating Action: SR37.05: 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

STRATEGIC RISK: SR37: CYBER SECURITY

Mitigating Action: SR37.05: 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.

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

Milestones

Certified PSN compliance – May 2024.

Cyber Essentials Plus.

Progress update January 2022

A review is required to align all the service areas Business Continuity Plans (BCPs) to an ICT service recovery plan. We have identified that Medway Council needs to create a priorities list of services that need to be recovered in the event of an incident and the ICT service recovery plan must be designed around these priorities.

Progress update October 2021

Certified PSN compliance – Valid until September 2022.

STRATEGIC RISK: SR37: CYBER SECURITY

Mitigating Action: SR37.06: 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

Desired Outcome: Expected Output

Policies are in place to monitor and capture known malicious code.

Milestones

Certified PSN compliance – May 2024.

Cyber Essentials Plus.

Progress update January 2022

The Fortimail malware protection has performed well over the last year and mitigated 529 critical malware virus outbreaks.

The summary figures for the last 12 months are as follows:

STRATEGIC RISK: SR37: CYBER SECURITY

Mitigating Action: SR37.06: 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.

- Not Spam messages delivered = 21.9% (26,110,809 of 119,185,536 messages)
- Spam Messages blocked = 78.0% (93,014,691 of 119,185,536 messages)
- Virus infected messages blocked = 0.1% (60,036 of 119,185,536 messages)

Progress update October 2021

Certified PSN compliance – Valid until September 2022.

STRATEGIC RISK: SR37: CYBER SECURITY

Mitigating Action: SR37.07: 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 are in place.

Milestones

Certified PSN compliance – ~~May 2021~~.

Progress update January 2022

ICT has begun to configure a new Security information Event Management (SIEM) server provided by the National Cyber Security Centre (NCSC).

Logging Made Easy can:

- Tell you about software patch levels on enrolled devices.
- Show where administrative commands are being run on enrolled devices.
- See who is using which machine.
- In conjunction with threat reports, it is possible to query for the presence of an attacker in the form of Tools, Techniques and Procedures (TTPs).

STRATEGIC RISK: SR37: CYBER SECURITY

Mitigating Action: SR37.07: 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

Progress update October 2021

Certified PSN compliance – Valid until September 2022.

STRATEGIC RISK: SR37: CYBER SECURITY

Mitigating Action: SR37.08: 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 are in place with security controls on user devices.

Milestones

Certified PSN compliance – May 2021.

Progress update January 2022

Certified PSN compliance – valid until September 2022

Policy and controls were reviewed in December 2021.

Progress update October 2021

Certified PSN compliance – Valid until September 2022.

STRATEGIC RISK: SR37: CYBER SECURITY

Mitigating Action: SR37.09: 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

STRATEGIC RISK: SR37: CYBER SECURITY

Mitigating Action: SR37.09: 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.

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

Milestones

Certified PSN compliance —~~May 2021~~.

Progress update January 2021

Certified PSN compliance – valid until September 2022

Review of the ICT Security policy took place in December 2021. The policy is still in draft as it is getting ratified.

Progress update October 2021

Certified PSN compliance – Valid until September 2022.

STRATEGIC RISK: SR02: BUSINESS CONTINUITY AND EMERGENCY PLANNING
RISK OWNER: DIRECTOR OF PLACE AND DEPUTY CHIEF EXECUTIVE, CHIEF FINANCE OFFICER
PORTFOLIO: BUSINESS MANAGEMENT (CROSS CUTTING)
<p>Current Residual Risk Score DII (Likelihood – low. Impact – major)</p> <p>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.</p> <p>An annual presentation on Business Continuity is included at a meeting of all council Service Managers.</p> <p>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.</p> <p>The Corporate Business Continuity Plan is continually being refreshed and is aligned to the Emergency Plan.</p>
<p>Inherent Risk Score CI</p> <p>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.</p> <p>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.</p> <p>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.</p>
<p>Target Residual Risk Score DII</p> <p>The council will never be able to reduce the risk further as it is impossible to completely mitigate unforeseen adverse events.</p> <p>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.</p>
<p>Trigger</p> <p>A significant adverse event occurs, and the council is found wanting or negligent in its planning and/or operational response.</p>
<p>Consequence</p> <ul style="list-style-type: none"> • Response to the event is not rapid, adequate nor effective. • Lack of clear communication lines. • 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.

STRATEGIC RISK: SR02: BUSINESS CONTINUITY AND EMERGENCY PLANNING

- Comparisons made with other local authorities and resilience groups.
- A death, or deaths, in the community.
- Community cohesion issues.
- Disruption to critical services.
- Review of Civil Contingency expectations nationally.
- Legal challenge under the 'Civil Contingencies Act 2004'.

Opportunities and the way forward

As a result of Covid19 the Corporate Business Continuity Plan and Business Continuity (BC) training will be reviewed to include best practice, lessons learnt, and observations made from the council's response and recovery plans.

Cabinet received a paper on the council's Covid19 response on 7 July 2020 and Covid19 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 by 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 council's Covid19 Response and Recovery actions and plans.

A complete project is required to fully understand the effects of new ways of working and as per lessons identified the Civil Contingency Category 1 responder roll is required to be emphasised at induction and reminders placed in all employment contracts. This has now been recognised by Operation Phoenix and a full internal recruitment drive is about to start.

STRATEGIC RISK: SR02: BUSINESS CONTINUITY AND EMERGENCY PLANNING

Mitigating Action: SR02.01: Continued review and develop the Council's Major Emergency Plan (MEP) including any Lessons Identified

Lead Officer: Director of Place and Deputy Chief Executive

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 Control of Major Accident Hazards (COMAH) plans.

STRATEGIC RISK: SR02: BUSINESS CONTINUITY AND EMERGENCY PLANNING**Mitigating Action: SR02.01:** 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 and responsibilities 24/7.

Milestones

Draft plan in place.

Call out arrangements in place covering all roles and responsibilities 24/7 (Blue Card) (enhanced during Local Authority (LA) stand down periods).

Reduced relevant staff training during 2020/21 2021/22.

Progress update January 2022

Reviewed but no update required this quarter.

Progress update October 2021

Reviewed. No update required.

Progress update July 2021

The COMAH Plans are being rewritten in line with COMAH Regulations and are looking good for hitting the target of being published in December 2021 with a confirmatory Exercise (Ex Combine 22) taking place end of April 2022.

The Medway Council Major Emergency Plan (MEP) will be reviewed and republished taking in all relevant lessons identified by April 2022.

Lessons Identified process has been carried out for the Covid19 First & Second Waves with a separate Identified lessons for Covid19 Lateral Flow Device (LFD) Testing.

As mentioned previously available staff for responding to a Just now incident is a concern; working from home staff have asked to be taken off many Emergency Contacts also. Now a real concern with reference to a large-scale emergency.

STRATEGIC RISK: SR02: BUSINESS CONTINUITY AND EMERGENCY PLANNING**Mitigating Action: SR02.02:** Business continuity plans completed to implement the actions**Lead Officer:** Chief Finance Officer**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.

STRATEGIC RISK: SR02: BUSINESS CONTINUITY AND EMERGENCY PLANNING**Mitigating Action: SR02.02:** Business continuity plans completed to implement the actions

Corporate Recovery Plan in place.

IT Recovery Plan in place.

Reminder of the Civil Contingencies Category 1 Response roll is placed in all employment contracts.

Emergency Planning and Business Continuity emphasised at new staff Corporate Induction.

Project required to scope the full effects of the Agile/Hybrid Working from Home policy on EP (Emergency Planning) and BC (part of this will be delivered by Project Phoenix).

Milestones

Plans tested.

Business Continuity Audit 2017 actions completed in 2018.

Progress update January 2022

Reviewed but no update required this quarter.

Progress update October 2021

Reviewed. No update required.

Progress update July 2021

Reviewed but no update required this quarter.

Progress update April 2021

Reviewed. No update required.

Progress update.

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's Business Continuity Plan and their roles and responsibilities within it. This also forms part of the induction for all new staff.

STRATEGIC RISK: SR49: INCOME REDUCTION DUE TO COVID19**RISK OWNER: CHIEF FINANCE OFFICER****PORTFOLIO: LEADER'S****Current Residual Risk Score BII CII (Likelihood – high significant, Impact – major)**

The government's sales, fees and charges income compensation scheme remained in operation during the first quarter of 2021/22. 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. Beyond this date, the scheme ceases.

Since the current residual risk score matches the target residual risk score, the SRMG recommendation is that this risk is removed from strategic monitoring and returns to directorate monitoring.

Threat / Inherent Risk

Following substantial falls in direct government grants 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 £13m 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 £1m to the council's revenue budget. Regulatory bodies in the sector have highlighted those 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 Income & Expenditures (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 Covid19, 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 Covid19 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 Covid19 pandemic) may result in business failures, impacting rental income.

STRATEGIC RISK: SR49: INCOME REDUCTION DUE TO COVID19

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, and high levels of complaints.
- Services not provided at an acceptable level / facilities lack investment.
- Accreditation impacts.
- Long-term loss of business.
- Reduction in asset value of managed property funds.
- Criticism from regulatory bodies including external audit.

Opportunities and the way forward

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

STRATEGIC RISK SR49: INCOME REDUCTION DUE TO COVID19

Mitigating Action: SR49.01: Priority is being given to structuring our operations to provide customers with confidence about returning to Covid19 compliant facilities and events. The focus is on restoring income levels in 2021/22 once the current lockdown restrictions are eased 2022/23, as the council and local economy recovers from the effects of the pandemic. This will require ongoing support from the Communications and Marketing team.

Lead Officer: Assistant Director Culture and Community

Desired Outcome: Expected Output

The outcome from this is dependent on the speed at which the lockdown is restrictions are eased and consideration of the restrictions that may remain in place throughout 2021/22.

High levels of awareness will be maintained amongst residents about new regulations and service provision as we move out of lockdown.
Milestone: 19th July in response to new government guidance.

Progress update December 2021

The current indications suggest that income generating activities are recovering well and as we learn more about the latest Coronavirus variant, the likelihood of further serious restrictions is reducing. The income budgets for next year are being reset at historic levels with a significant degree of confidence and consideration should be given to reporting this action as discharged.

Progress update October 2021

Libraries, theatres and venues are now fully open and delivering income generating events and activity. Customer confidence is slowly

returning with an increasing number booking in advance. Further restrictions could reverse this progress and the government are currently consulting on the use of Covid19 Passports for high-volume high-density indoor and outdoor activity which again may increase the running costs and stifle income generation.

The 2021/22 budget reflected the continued impact of Covid19 on income generating services and assumed that there would be a shortfall in income generated compared to budget of around £9m. The pace of recovery in these services is far faster than initially anticipated, and the second round of revenue budget monitoring forecasts a shortfall of less than £3.5m. We will continue to closely monitor these services to ensure the 2022/23 budget assumptions are robust.

STRATEGIC RISK: SR49: INCOME REDUCTION DUE TO COVID19

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

Lead Officer: Assistant Director Culture & Community

Desired Outcome: Expected Output

At some point in 2021/22 we will be able to deliver an alternative theatre and events programme that is Covid19 compliant.

Milestones

22nd February – new government guidance.

Progress update December 2021

Alternatives were developed and implemented, whilst the risk of further serious restrictions has reduced. This action could be considered discharged.

Progress update October 2021

In late summer 2021 an alternative Covid19-safe events programme was delivered. No income targets were set for these events. The winter events programme was also agreed with pre-pandemic income targets attached. A proposal refreshing the approach to the annual programme of events is being considered in October via the Putting Medway on the Map board.

Theatres reopened its professional theatre programme in mid-September 2021.

STRATEGIC RISK: SR49: INCOME REDUCTION DUE TO COVID19

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: Assistant Director Culture and Community

Desired Outcome: Expected Output

Medway facilities are already being used for alternative purposes and this will continue for the foreseeable future. Milestone: July 2021:

Upnor Castle hoping to reopen, and Visitor Information Centre seeking to reopen fully. October 2021 scheduled reopening of Eastgate House. The coach park will remain a testing centre for the remainder of the financial year until Covid19 requirements change or facilities can revert to business as usual.

Progress update December 2021

As the risk of further serious restrictions has reduced and our facilities have been reopened for the original purposes, this action could be considered discharged.

Progress update October 2021

Rochester Castle, Guildhall Museum, Upnor Castle and the Visitor Information Centre reopened to the public. Eastgate House is to reopen at the end of October. The coach park remains a testing centre until the end of the financial year, with the lease agreement organised by the council's Property team.

STRATEGIC RISK: SR49: INCOME REDUCTION DUE TO COVID19

Mitigating Action: SR49.04: In the next financial year, a smart parking pilot will be implemented.

Lead Officer: Assistant Director Frontline Services

Desired Outcome: Expected Output

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.

Progress update December 2021

The early indications are that the smart parking pilot has been a success. Although limited evidence at this stage, the breakdown of payments at the Rochester multi-story during the first week of December was as follows: Card 69.5%, Contactless 19.2%, 'Go Mobon' Mobile App 9.4%, Cash 1.3% and Autopay 0.6%, which suggests that 'cashless' car parks could definitely work. Generally, our car park income has recovered well. Further rollout in Rochester is expected by the end of the financial year.

Progress update October 2021

Reviewed but no update required this quarter.

Progress update July 2021

Reviewed but no update required this quarter.

Progress update March 2021

Pilot to start April 2021.

STRATEGIC RISK: SR49: INCOME REDUCTION DUE TO COVID19

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: Assistant Director Frontline Services / Assistant Director Culture and Community

Desired Outcome: Expected Output

Promotion activity will encourage usage once restrictions are lifted.

People will book and re-book weddings; this shall increase income once restrictions are lifted.

Progress update December 2021

The service has been working closely with Communications and Marketing colleagues on a programme to increase take-up and generate more income.

Progress update October 2021

Rochester Corn Exchange reopened in July after its £0.5m refurbishment and new marketing and promotions assets including a new website, social media channels and rebranding. There has already been an uplift in enquiries which the team are converting into sales.

STRATEGIC RISK: SR49: INCOME REDUCTION DUE TO COVID19

Mitigating Action: SR49.06: Adults' Social Care

Lead Officer: Assistant Director Adult Social Care

Desired Outcome: Expected Output

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 Adult Social Care (ASC) debt recovery process. However, debt recovery officers are unable to visit clients to establish repayment plans.

Progress update December 2021

Continuing with our light touch approach to debt recovery, we have reviewed outstanding debt, and some has been progressed to be written off. Visits continue to be difficult due to the pandemic.

Adult social care contributions is one of a number of areas of focus for the newly constituted Corporate Debt Forum and work will be taking place to improve processes for monitoring and collection income.

Progress update October 2021

Debt recovery processes have recommenced however, this is with a light touch due to current restrictions in relation to Covid 19.

The Information, Advice and Guidance (IAG) team have highlighted risks associated with the collection of debt. Where the person's finances are being managed on a voluntary basis we are in breach of GDPR rules. We are seeking legal advice as this could have a significant impact on recovering debt.

