

BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE - 25 AUGUST 2022

Strategic risks relevant to this committee

SR03B: Finances				
Inherent score	Current score	Movement	Likelihood	Impact
AI	AI	→	Very high	Catastrophic
SR46: Medway's Economic Recovery from Covid19				
Inherent score	Current score	Movement	Likelihood	Impact
BII	BII	→	High	Major
SR32: Data and information				
Inherent score	Current score	Movement	Likelihood	Impact
BII	CII	→	Significant	Major
SR36: Alternative service delivery models				
Inherent score	Current score	Movement	Likelihood	Impact
BII	BIII	→	High	Moderate
SR37: Cyber Security				
Inherent score	Current score	Movement	Likelihood	Impact
AI	CI	↓	Significant	Catastrophic
SR02: Business continuity and emergency planning				
Inherent score	Current score	Movement	Likelihood	Impact
CI	DII	→	Low	Major
SR49: Income Reduction due to Covid19				
Inherent score	Current score	Movement	Likelihood	Impact
AI	CII	→	Significant	Major

Council Priority: GROWTH
Maximising regeneration and economic growth - growth for all
Quarter 1 2022/23

Performance and risks by outcome

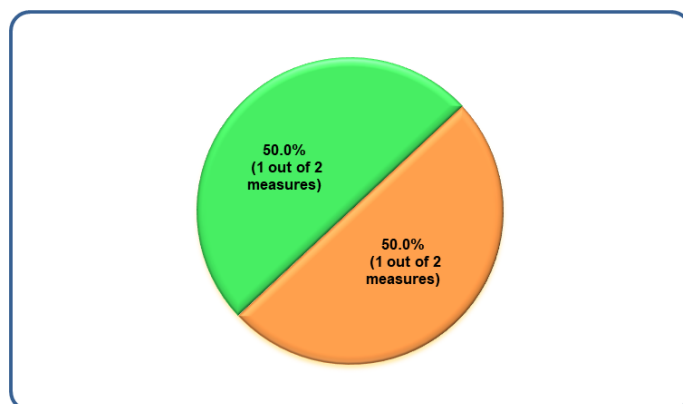
Key

Red	Significantly below target (>5%)	Amber	Slightly below target (<5%)	Green	Met or exceeded target	Goldilocks	Optimum performance is in a target range
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Outcome: Residents with jobs and skills

Performance Summary

Programme: Jobs, skills, and employability



The total number of measures relevant to this committee is 2
 1 measure met its target [MAE 3]
 1 measure was slightly below target [MAE 2]
 The amber measure is deteriorating long term [MAE 2]

PI code	PI name	Aim to	Status	Short Trend	Long Trend
MAE 2	% retention rate (Q3 academic year)	Maximise	Amber	IMP	DET

MAE 3	Achievement rate (pass rate) (Q3 academic year)	Maximise	Green	DET	IMP
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Comments:**MAE 2:**

- This performance measure is based on academic year rather than financial year. Data shown is for Q3 of academic year 2021/22 (February to April, 2022).
- It has been identified that higher withdrawal rates are from longer, more intensive courses. Staff are combatting this by adding more shorter introductory courses to give learners the opportunity to decide if it is the right path for them. The target of 94% is challenging and demonstrates that MAE has high expectations and aspirations for our learners. The overall retention rate also reflects the rigorous monitoring of attendance by tutors and curriculum staff, and improved rigour in the Initial Assessment process (ensuring learners are placed on the correct course for them).

MAE 3:

- This performance measure is based on academic year rather than financial year. Data is shown for Q3 of academic year 2021/22 (February to April, 2022).
- It demonstrates the excellent processes in place to support learners achieve their qualifications, or to achieve their learning outcomes in non-accredited provision (Recognising and Recording Progress and Achievement (RARPA)). Medway Adult Education's (MAE's) approach to improving performance is one of continuous improvement through a range of quality measures including monthly quality review meetings scrutinising key performance indicators (KPIs), observations of teaching and learning, learner and partner evaluations, performance and development reviews, self-assessment reviews and quality improvement plans at Service and Programme level. These ensure the service's overall excellent KPI rates are maintained. MAE monitors the effectiveness of assessment processes, ensuring learner needs are met through differentiation, and additional learning support if required, enabling learners to reach their goals and is evidenced in the good pass and achievement rates.

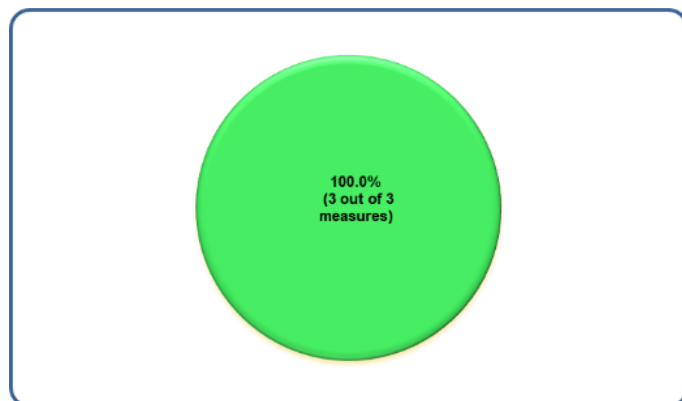
Project for this outcome:**Medway Adult Education (MAE) learning programme to boost local skills levels for those furthest from employment:**

- The pass mark for adult skills in June is 98% and retention is 90% across 1,752 starts. A new Job Centre Plus contract has been secured to deliver support to people aged 50+ who are currently in receipt of out of work benefits.
- The contract will begin in August 2022 and will consist of vocational courses followed by guaranteed interviews.

Outcome: Preventing homelessness

Performance Summary

Programme: Preventing homelessness



The total number of measures relevant to this committee is 3
 3 measures met their target [NI 156; HC3; HC4]
 2 of the 3 green measures are deteriorating long term [NI 156; HC4]

PI code	PI name	Aim to	Status	Short Trend	Long Trend
NI 156	Number of households living in temporary accommodation	Minimise	Green	DET	DET
HC3	No. of households with dependent children in B&B who have resided there for 6+ weeks at the end of the quarter	Minimise	Green	STATIC	STATIC
HC4	Number of private sector properties improved as a result of the Council's intervention	Maximise	Green	DET	DET

Comments:

NI 156:

- At the end of Q1 2022/23 there were a total of 339 households residing in temporary accommodation (TA) provided by the council in line with its statutory responsibilities. This is a slight increase from the 309 households that were accommodated at the end of Q4 2021/22. Most households in TA will have children. Therefore, there is a correlation between the overall number of households in TA and the number of children in TA. There are seven households in TA now that have come from the Homes for Ukraine or Family Scheme processes as follows:
 - ❖ 'Family scheme route: accommodation arrangements/relationships have broken down' – 5

❖ 'Homes for Ukraine sponsorship route: accommodation arrangements/relationships have broken down' – 1

❖ 'Homes for Ukraine sponsorship route: accommodation not available or not suitable on arrival' – 1

- The accommodation provided to families will usually be in the form of a self-contained property located in Medway. The rate of households in TA in Medway is currently 2.88 per 1,000 households. This is slightly lower than the national rate of 4.07 (latest benchmarking figures December 2021). Further benchmarking has been undertaken to identify how Medway compares with other similar sized unitary authorities. In December 2021, the numbers in TA in Milton Keynes had a rate of 9.20 per 1,000 households. Locally, Swale had a rate of 5.76 in the same time period.

HC3:

- A snapshot at the end of Q1 2022/23 identifies that no families were in bed and breakfast (B&B) accommodation. Additionally, throughout the quarter no families were placed into B&B accommodation for more than six weeks.
- Work is continuously underway to ensure that the use of B&B accommodation is kept to a minimum. This has been done by seeking more suitable temporary accommodation (TA) for households and using Housing Revenue Account (HRA) properties as TA. The service has also reviewed its procedures to ensure that all cases with children or a pregnant person are moved on from B&B accommodation within appropriate timescales.

HC4:

- The Private Sector Housing team continues to work with tenants and landlords to improve the standard of accommodation in the private sector. During Q1 2022/23, 191 private sector households were assisted to improve their properties through council intervention.
- 76 category 1 hazards and 129 category 2 hazards have been identified, with 12 category 1 and 99 category 2 hazards being either reduced or removed from the residential properties.
- In terms of hazards identified, electrical and fire hazards featured most prominently from category one, and damp and mould from the category two hazards.
- 19 Disabled Facilities Grant (DFG) applications and two home improvement loans have been approved to make properties more suitable for residents in the longer term.

Projects for this outcome:

Help Medway's people get a foot on the housing ladder:

- Affordable housing continues to be delivered through the Council's work with developers and registered providers on both land-led and S106 eligible sites. Medway Development Company (MDC) has begun delivery as part of the First Homes Early Delivery Programme and has received a lot of interest for this scheme. First homes will count towards 25% of affordable housing delivery. In addition, officers continue to support bids to increase the housing supply including the Rough Sleeping Accommodation Programme, with the Housing Revenue Account (HRA). This year six self-contained flats with visiting support

are planned to come onstream. These will be used for those who have been rough sleeping for the next 30 years. Households applying to Homechoice are supported to ensure eligibility and the service work closely with providers to ensure that properties are allocated correctly to make best use of stock. Applicants to Homechoice are also given an action plan to advise of other options such as Help to Buy.

- Following supply and workforce challenges in 2021/22 it is anticipated that delivery will be brought back on track for sites originally expected to deliver in the previous financial year.

Undertake Sheltered Housing Review and Housing related support services:

- The Homes for Independent Living (HFIL) team have reviewed how the service is delivered to the eight schemes. It is proposed that the team then have a floating Support Officer offering increased resilience and a more flexible service. The Scheme Support Officers also move around the schemes on a rota basis instead of remaining at dedicated schemes. This idea has been presented to the HFIL Forum Representatives in June 2022 for their views and feedback.

Reducing the number of those rough sleeping - Ensure that the council maximises the opportunity to reduce homelessness through prevention and relief:

- The Rough Sleeping Navigators service is being brought in-house to enhance prevention and reduce the likelihood of people, who have been accommodated under various Rough Sleepers Initiatives (RSI), returning to the streets.
- Renewed funding means that the Council can continue work to provide accommodation for people on Medway's streets. Officers are looking to expand preventative activity to stop people sleeping rough in the first instance. The extensive range of accommodation options will continue to meet immediate need and the Outreach team will continue to engage with people on the streets until they are ready to take up offers of accommodation. Positive feedback has been received from the Department for Levelling Up, Housing & Communities (DLUHC) in respect of the ongoing progress that the scheme has made.

To support people and vulnerable families to access housing:

- The Housing Strategy and Partnerships team re-tendered all housing-related support services at the end of the last financial year (2021/22). Supported housing continues to be provided for people who were previously homeless or at risk of homelessness including ex-offenders, women and their children fleeing domestic abuse (DA), and young people. Floating support is available to any household at risk of losing their home, including people with substance misuse or criminal justice history. Following the introduction of the Domestic Abuse Act 2021, dispersed accommodation has also been commissioned for any household subject to DA. This allows accommodation to be provided by people who cannot access refuges, including men, and households with adult children.