

BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE – 24 NOVEMBER 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 2 2022/23

Performance and risks by outcome

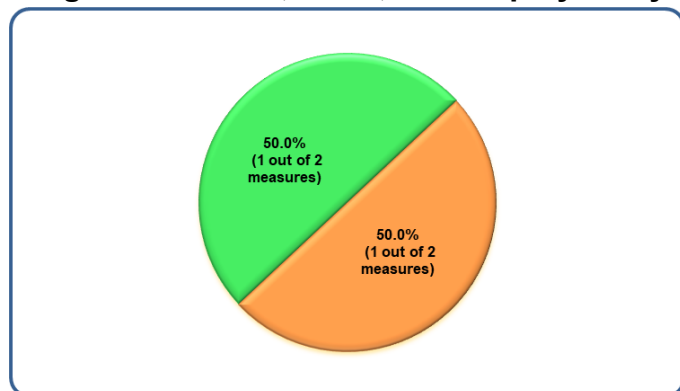
Key

Red	Significantly below target (>5%)	Amber	Slightly below target (<5%)	Green	Met or exceeded target	Goldilocks	Optimum performance is in a target range
DET	Deteriorating	STATIC	Static	IMP	Improving	NA	Not applicable/available

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 green measure is deteriorating long term [MAE 3]
 The amber measure is deteriorating long term [MAE 2]

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
MAE 2	% retention rate (Q4 academic year)	Maximise	89.56%	94%	Amber	DET	DET
MAE 3	Achievement rate (pass rate) (Q4 academic year)	Maximise	96.39%	96%	Green	DET	DET

Comments:**MAE 2:**

- This performance measure is based on academic year rather than financial year. Data shown is for Q4 of academic year 2021/22 (May to July, 2022). The final Education and Skills Funding Agency (ESFA) submission for the academic year 21/22 is due on 20 October. This data is still being quality checked and achievements are being processed so it is not a complete and official figure for 21/22 academic year.
- At the time of writing, retention for 21/22 is under target, at 89.56%, slightly under target (94%). 30% of withdrawals were from learners that were on English for Speakers of Other Languages (ESOL) courses – this is approximately the same number of learners that withdrew last year. Learners on ESOL courses historically have higher withdrawal rates due to the fact learners often have family commitments at home and abroad. ESOL is the most popular curriculum area at Medway Adult Education (MAE) with the longest waiting lists. This means we must withdraw learners quickly when they have periods of absence to allow new learners to enrol. 16% of the withdrawals for this academic year were for online remote courses that are self-led by the learner rather than them attending regular classes. The interest in this type of course was at an all-time high during lockdowns due to the Covid19 pandemic but in the past year interest and motivation to complete these courses has dwindled as learners have gone back to ‘normal life’. This year at MAE we have seen signs of Covid19 recovery though an increase of 2,500 learners compared to academic year 20/21. However, this year has still been impacted by anxieties around Covid19 and learner illnesses that have led to higher withdrawals.
- For the 22/23 academic year MAE will be offering more ESOL courses at different times of the day to allow learners to choose courses that fit in better with their lifestyle. MAE will also be able to offer transfers to different course days/times if their current one is not suitable at that time. MAE has also reduced the number of remote courses on offer to align with the reduction in demand. Staff, alongside face-to-face curriculum management, will be more able to monitor a smaller cohort more efficiently and be able to offer more support to complete the course.

MAE 3:

- This performance measure is based on academic year rather than financial year. Data is shown for Q4 of academic year 2021/22 (May to July, 2022). The final Education and Skills Funding Agency (ESFA) submission for the academic year 21/22 is due on 20 October. This data is still being quality checked and achievements are being processed so it is not a complete and official figure for 21/22 academic year. At this current time the pass rate for MAE learners in 21/22 is 96.39% – this is above target. We have had some very successful exams this year with 91% of English for Speakers of Other Languages (ESOL) learners taking their Speaking & Listening examination on the hottest day on record and passing. 99.5% of learners that took a Community Learning course achieved success. A further success in 21/22 is that the 14 apprentices that completed their apprenticeship where MAE was the training provider achieved a distinction. These figures are expected to differ when achievements have been collated at the final ESFA submission is complete.
- In the 22/23 academic year MAE will continue to support learners in achieving the best result they can. Monthly monitoring of pass rates will take place with Programme Managers and Senior Management to evaluate and adapt the achievement process throughout the year.

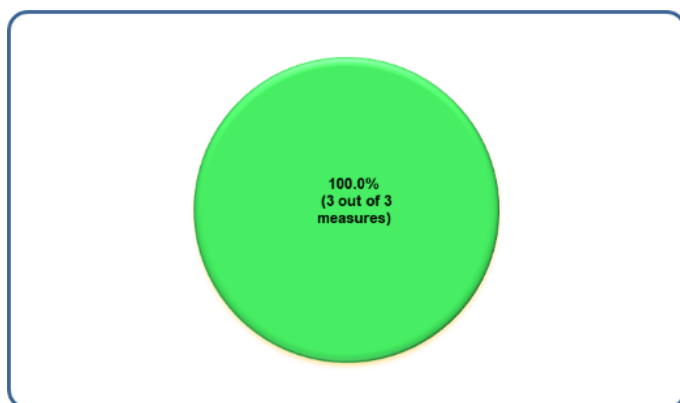
Project for this outcome:**Medway Adult Education (MAE) learning programme to boost local skills levels for those furthest from employment:**

- The programme is designed to engage and improve social interaction and mental health as a first step back into working life or back into further education with possible progression to employment e.g. some art learners can exhibit their work with the potential to sell items and move towards a way to earn money through their new skills.

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]
 1 of the 3 green measures is deteriorating long term [NI 156]

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
NI 156	Number of households living in temporary accommodation	Minimise	365	400	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	0	0	Green	STATIC	STATIC
HC4	Number of private sector properties improved as a result of the Council's intervention	Maximise	278	250	Green	IMP	IMP

Comments:**NI 156:**

- At the end of Q2 there were a total of 365 households residing in temporary accommodation (TA) provided by the Council in line with its statutory responsibilities. This is a slight increase from the 339 households that were accommodated at the end of Q1. The majority of households in TA will have children. Therefore, there is a correlation between the overall number of households in TA and the number of children in TA. 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.
- Benchmarking – The rate of households in TA in Medway is currently 2.81% per 1k households. This is slightly lower than the national rate of 3.98% (latest benchmarking figures March 2022). Further benchmarking has been undertaken to identify how Medway compares with other similar sized unitary authorities. In March 2022, the numbers in TA in Milton Keynes had a rate of 8.02% households per 1k households. Locally, Swale had a rate of 5.92% in the same period.

HC3:

- A snapshot at the end of Q2 identifies that no families were in bed and breakfast (B&B) accommodation. Additionally, throughout Q2 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 Q2, 278 private sector households were assisted to improve their properties through Council intervention.
- Five category 1 hazards and 151 category 2 hazards have been identified, with four category 5 and 107 category 2 hazards being either reduced or removed from the residential properties. Nine enforcement notices were issued. Hazards identified - electrical and fire hazards featured most prominently from category one, damp and mould of the category two hazards.
- 12 houses of multiple occupancy (HMO) licences have been issued.

- 43 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 the next 30 years for those who have been rough sleeping. 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. A six-month plan has been put together and discussed with the HFIL Forum on 5 September. The pilot for new service delivery started on 5 September. It will be reviewed by the HFIL staff throughout the pilot and discussed again at the next HFIL forum in December 2022.

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.
- Housing services have successfully recruited to the posts in the rough sleeping navigator service and have mobilised our accommodation-based options.
- The Medway Housing team are in preparation for the winter and have been reviewing our severe weather emergency protocol in advance of this. Rough Sleeping Initiative services will be working closely with colleagues across the Re-housing team and Housing Solutions and the voluntary and community sector to manage any increased demand across the winter months.

Housing Strategy and Partnership Services are currently reviewing the best way to deploy our funded prevention worker with colleagues in Housing Solutions.

To support people and vulnerable families to access housing:

- Our supported housing and floating support services have all been successfully mobilised following the award of tender and provide housing-related support to a broad section of vulnerable Medway residents.
- Our Domestic Abuse Safer in Medway dispersed scheme project is running at full capacity offering support and accommodation to households fleeing domestic abuse but who wish to stay within Medway and near to their networks. We are hoping to expand this support service to cover households who have had sanctuary scheme measures installed and also provide wider counselling support for families with children who have been exposed to domestic abuse. This service is funded through the Department for Levelling Up, Housing & Communities (DLUHC) and we are waiting to hear about ongoing funding.