

## BUSINESS SUPPORT OVERVIEW AND SCRUTINY COMMITTEE – 30 MARCH 2023

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 3 2022/23**

**Performance by outcome**

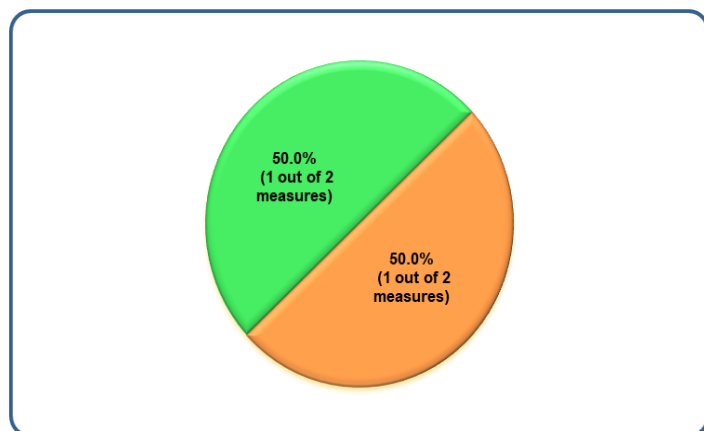
Key

<b>Red</b>	Significantly below target (>5%)	<b>Amber</b>	Slightly below target (<5%)	<b>Green</b>	Met or exceeded target	<b>Goldilocks</b>	Optimum performance is in a target range
<b>DET</b>	Deteriorating	<b>STATIC</b>	Static	<b>IMP</b>	Improving	<b>NA</b>	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 their target [MAE 3]

1 measure was slightly below target [MAE 2]

Both measures are improving long term [MAE 2; MAE 3]

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
MAE 2	% retention rate (Q1 2022/23 academic year)	Maximise	93.22%	94%	Amber	IMP	IMP
MAE 3	Achievement rate (pass rate) (Q1 2022/23 academic year)	Maximise	98.73%	96%	Green	IMP	IMP

**Comments:**

**MAE 2:**

- This performance measure is based on academic year rather than financial year. Data is as of 22 December 2022 for Q1 of Academic Year 2022/23 (August to October 2022). Data has been extracted from the EBS Management System.
- The retention rate measures the percentage of learners who start a course with Medway Adult Education (MAE) and are either continuing with their learning or have completed their learning. Retention has increased by 3.66 percentage points (pp) since last reported; and for the Q1 22/23 academic year the challenging target of 94% has almost been reached.
- This increase 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's approach to improving performance is one of continuous improvement through a range of quality measures including monthly quality review meetings scrutinising key performance measures, observations of teaching and learning, learner and partner evaluations, self-assessment reviews and quality improvement plans at Service and Programme level.

**MAE 3:**

- This performance measure is based on academic year rather than financial year. Data is as of 22 December 2022 for Q1 of Academic Year 2022/23 (August to October 2022). Data has been extracted from the EBS Management System.
- The pass rate measures the percentage of learners who complete their course, achieve a qualification or their learning aim. Most recent figures show that Medway Adult Education (MAE) learners continue to achieve very high pass rates and

demonstrates the excellent processes in place to support learners achieve their qualifications, or to achieve their learning outcomes in non-accredited provision (RARPA – Recognising and Recording Progress and Achievement).

- MAE has maintained its Information, Advice and Guidance Matrix kite mark during the quarter, and continues to monitor the effectiveness of assessment processes, ensuring learner needs are met through differentiation, and additional learning support if required, enabling learners to reach their goals. This is evidenced in the good pass and achievement rates and high learner satisfaction.

**Project for this outcome:**

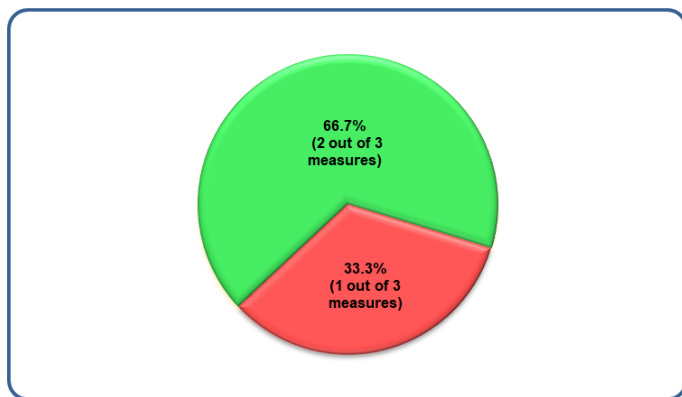
**Medway Adult Education (MAE) learning programme to boost local skills levels for those furthest from employment:**

- Strong partnership working with Chatham Job Centre has led to the creation and implementation of an employability programme for adults aged 50+ who are seeking work. This programme is a combination of courses which will introduce participants into employment they may be interested in, provide work experience, and link them to local employers with job vacancies.
- The aim is to provide a rounded approach with a course that develops the participants' confidence and skills over a four-week period followed by tailored support for up to six months afterwards to assist them obtain and maintain employment. To date the Medway Adult Education (MAE) team has engaged with over 40 Medway residents and provided advice and guidance to inform their decision making. Some referrals need to further develop their English, Mathematics and digital, skills, to enable them to engage with the programme, and they have been enrolled onto courses to develop these basic skills.
- The first cohort of learners have completed their training in business administration and are currently receiving support to seek employment. Feedback from these learners indicate they are experiencing increased levels of confidence and feel better prepared for the world of work with some suggesting they are now willing to travel beyond their local town to other Medway areas for work purposes.
- Whilst it is still early in the project, feedback from the learners and job centre has been positive. In January 2023 there are plans to run a digital skills course for those who need to further their basic skills and another business administration programme too.

## Outcome: Preventing homelessness

### Performance Summary

Programme: Preventing homelessness



The total number of measures relevant to this committee is 3

2 measures met their target [NI 156; HC3]

1 measure was significantly below target [HC4]

1 of the 2 green measures is deteriorating long term [NI 156]

The red measure is deteriorating long term [HC4]

PI code	PI name	Aim to	Value	Target	Status	Short Trend	Long Trend
NI 156	Number of households living in temporary accommodation	Minimise	347	400	Green	IMP	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	217	237	Red	DET	DET
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### Projects for this outcome:

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

- Medway Housing have three Rough Sleepers Accommodation Programme (RSAP) rooms in a shared flat which is supported by staff via Homes England/Department for Levelling Up, Housing and Communities (DLUHC) grant. Housing Services have also worked in partnership with MHS Homes to ensure that ten self-contained properties are available for Housing First provision for former rough sleepers. This is supported via the DLUHC grant. Initial discussions have taken place between Housing Services, DLUHC and MHS Homes, and Housing Services will be looking to draft an application for funding from the Single Homeless Accommodation Programme (SHAP) with a view to increasing the available units of young person's foyer accommodation, from 36 to 65, as 18-25-year-olds have been identified as a group vulnerable to sleeping rough. Housing Services have identified the need for increased provision for young people who need assistance through analysing the details of the number of people in this age group referring themselves for supported housing.

#### Undertake Sheltered Housing Review and Housing related support services:

- The Housing, and Revenue and Benefits, teams have worked to put in a Supported Housing Improvement Programme (SHIP) bid which has been successful. This funding will allow a team to inspect buildings used as supported accommodation and provide support to the people living there. This will include rigorous examination of rents and service charges to ensure that the quality of accommodation and support is suitable, and that this is matched with value for money.
- The Housing Solutions and Reviews team actively work with both social and private sector landlords across a number of initiatives to seek to sustain tenancies and prevent homelessness.
- For those social landlords operating within Medway, the team maintains weekly joint prevention appointments with MHS Homes, and has agreed referral arrangements for those tenants identified by landlords as being at risk of eviction with Orbit, L&Q and MOAT. The team also have a Housing Options Officer acting as the lead for young persons; where accommodation placements are at risk, this officer undertakes monthly joint prevention appointments at Endeavour, Clarion & Elizabeth Court, all of which are supported accommodation units for young persons.
- The Private Rented Scheme (PRS) team offers direct advice and support to private landlords via the council's dedicated landlord hotline. This activity is recorded and utilised for performance monitoring purposes. For Q3 to date there have been 72 landlord contacts, whilst for the year there has been 202. This advice and support service promotes the development and maintenance of positive relationships between private sector landlords and the council, encouraging positive engagement

from landlords for the sustainment of tenancies at risk and the procurement of new properties for the council to utilise for the prevention and relief of homelessness.

- Alongside these activities, the team continues to offer a number of financial incentives for private sector landlords, including offering deposits payments, fees, rent in advance and rent top-ups to support customers to cover rent for up to six months. This is done on a case-by-case basis. To seek to increase the supply of private sector accommodation, work is continuing to explore viable options for the creation of a Medway Council housing management/leasehold scheme. This scheme will involve the council offering incentives to private sector landlords in return for the council taking over management of vacant properties so that these can be used for the prevention and relief of homelessness for homeless applicants.
- Q3 has continued to see the high levels of approaches for homelessness assistance experienced in previous quarters of this year. Thus, for the quarter to the end of November the service saw 620 approaches for housing assistance, of which 257 triggered either a prevention or relief duty. However, over the same period the team successfully prevented or relieved an average of 63% of all approaches where a duty was triggered, with this equating to 162 households. Based on the figures available to date, it is forecast that the total approaches for the year will likely be in the region of 3,700, which would be an increase of 13% for the year compared to 2021/22.

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

- Housing's RSI (Rough Sleeping Initiative) team has been working to ensure that all options are used to support people at risk of returning to rough sleeping through our range of accommodation options, Preventions Worker and Navigator staff. The officially verified number of people sleeping rough has stayed at a similar level as last year (11 in 2021, 12 in 2022), which given the post pandemic and cost of living crisis challenges demonstrates the effectiveness of Medway Housing's RSI and Solutions services.

**To support people and vulnerable families to access housing:**

- Domestic Abuse New Burdens funding, which allows Housing Services to increase support and accommodation to adults and children who have been victims of domestic abuse, has been confirmed for 2023/24 and 2024/25 which will allow us to recommission existing services and expand these through additional support staff and counselling in community settings. As this funding is tied to accommodation as per the grant conditions, these services, commissioned by Medway Housing, will continue to work in close partnership with the wider community service that is commissioned in partnership with Public Health, in order to identify where there remain gaps in provision and ensure that there is no service duplication. Additionally, Housing Services are exploring an option of funding Children's Services to add a further support option for child victims of domestic abuse.