

Kent County Council

Core Monitoring Report

Cabinet 20 June

**Including Information up to the end of
March 2011**



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| Pupil exclusions | 27 | Amber | Amber |
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| Children’s Social Services | | | |
| Referrals to children’s social services | 29 | Red | Red |
| Initial assessments | 30 | Red | Red |
| Initial assessments completed within 7 days | 31 | Red | Amber |
| Core assessments within timescales | 32 | Red | Red |
| Children with child protection plan | 33 | Red | Red |
| Number of looked after children (LAC) | 34 | Red | Red |
| Social worker vacancies | 35 | Amber | Green |
| Asylum service – young people now aged 18+ | 36 | Red | Red |
| LAC placed in Kent by other local authorities | 37 | Red | Red |

| Description | Page | Previous Status | Current Status |
|---|-------------|------------------------|-----------------------|
| Adult Social Services | | | |
| Direct payments/Personal budgets | 38 | Amber | Green |
| Older people in residential care | 39 | Amber | Amber |
| Older people in nursing care | 40 | Amber | Amber |
| Domiciliary care for older people | 41 | Amber | Green |
| Learning disability residential care | 42 | Red | Red |
| Environment, Highways and Waste | | | |
| Household waste tonnage | 43 | Amber | Amber |
| Recycling/composting | 44 | Amber | Amber |
| Municipal waste taken to landfill | 45 | Green | Green |
| Congestion - Maidstone | 46 | Amber | Green |
| Freedom pass | 47 | Amber | Red |
| Routine highways repairs within 28 days | 48 | Amber | Red |
| Pothole repairs – average repair time | 49 | Red | Amber |
| Streetlight faults repaired - KCC | 50 | Amber | Amber |
| Streetlight faults repaired - UKPN | 51 | Red | Red |
| Road traffic casualties | 52 | Amber | Green |
| Communities | | | |
| Library visits | 53 | Amber | Amber |
| Library book issues | 54 | Red | Red |
| KCC apprenticeships | 55 | Green | Green |
| New entrants to the youth justice system | 56 | Amber | Amber |
| Young offenders in education, employment and training | 57 | Amber | Amber |
| Adult education enrolments | 58 | Green | Green |
| Drug users leaving treatment free of dependency | 59 | Green | Green |
| Supporting People – people achieving independent living | 60 | Amber | Amber |

Overall Summary of Performance

This is our fourth Core Monitoring report for 2010/11. It provides information on key activity and performance for the fourth financial quarter, up to the end of March 2011.

The publication of this report is part of our transparency agenda, making the information and data we use as an organisation more open to public scrutiny.

The main concern in the financial year was the poor Ofsted report for our children's social services received in November. An Improvement Plan has been drawn up and various actions to improve the service are now underway. The improvement of services for vulnerable children is the top priority for the council and additional indicators relating to Children's Social Services have been added to the Core Monitoring report to ensure that the position and improvements are openly reported.

Overall performance for the indicators included in the current Core Monitoring is as follows:

| RAG Status | Indicators in each category | | |
|------------|-----------------------------|---------|------------|
| | Previous | Current | Net Change |
| Green | 7 | 14 | +7 |
| Amber | 29 | 21 | -8 |
| Red | 17 | 18 | +1 |
| Total | 53 | 53 | |

The following areas have shown improvement:

- Average days sickness for staff has reduced in the year
- Attainment for Kent children is now significantly better than the national average at Foundation Stage
- Ofsted inspection results for early years settings are also now better than the national average
- Attainment for looked after children at Key Stage 2 has improved and is now close to the national average
- Timeliness of initial assessments for children's social services has improved and is now closer to the Improvement Notice target
- Social worker vacancies have now been reduced to close to zero
- The percentage of adult social services clients with personal budgets and direct payments has reached the national target level
- Hours of domiciliary care for older people purchased from the independent sector during the year has come in within budget
- Average journey time in Maidstone morning peak hours has improved in the quarter compared to the same time last year
- Average time to repair potholes improved in the quarter and performance was close to target
- The numbers of people with serious injury in road traffic accidents in Kent has continued to reduce this year and the rate of reduction is ahead of the last published national average.

The following areas have shown a drop in performance:

- Response times for answering in-coming phone calls dropped below the national benchmark for the quarter

- GCSE results for looked after children have fallen significantly behind the national average and actions to address this are in the Improvement Plan
- The number of schools in special measures has again increased in the quarter and is above the national average
- Take-up of the Freedom Pass has been very successful and as a result has led to a budget pressure
- Response times for routine highway repairs have dropped in the quarter and remain below target.

The following areas have maintained a high level of performance:

- The percentage of young people aged 16 to 18 not in education, employment or training in Kent continues to be significantly below the national average
- The rate of good or better Ofsted inspection results for secondary schools continues to be ahead of the national average
- The percentage of household waste taken to landfill in Kent is significantly lower than the national average
- The number of apprenticeships provided by KCC continues to be ahead of target
- Adult education enrolments in Kent exceeded target for the year
- Success rates for drug treatment services continue to be significantly better than national average.

The following areas show performance continuing to be rated with a Red RAG status:

- Carbon dioxide emissions from schools have increased and our target for a 10% reduction by 2010 has not been met
- Pupil attainment at Key Stage 2 remains significantly behind the national average as do the related primary school Ofsted inspection results
- Attainment results for children with free school meals is significantly below the national average
- A range of indicators relating to children's social services from referral rates, to speed of carrying out core assessments to the numbers of children on child protection plans or looked after are below target levels set in the Improvement Plan
- The number of unaccompanied asylum seeker children, now aged over 18 and continuing to be supported by KCC continues to be above past levels
- The number of looked after children placed in Kent by other local authorities continues to be significantly higher than the average for other local authorities
- The number of adults with learning disability supported in residential care continues to be significantly above the national average resulting in budget pressures
- Average response times for repairing streetlights where the network operator is responsible continue to remain some way behind the target level
- The number of library book issues continues to be significantly below the national average.

Further details on these areas of concern and the actions to address them can be found in the main body of this report.

**Katherine Kerswell
Group Managing Director
Kent County Council**

General notes on interpreting the data included in this report

A selection of key indicators for the core areas of activity and performance of the council is included in this report. Indicator values are shown by graph and data tables, including Direction of Travel and RAG ratings (see tables below for a key to interpreting these).




A range of presentation styles are provided for different indicators depending on the information available. In some cases we provide the most recent results for the last four financial year quarters, while for other indicators we provide annual data for the last few years with the most recent quarter's data also shown.

Where relevant and available, the indicators are provided with comparative data showing national averages or other suitable benchmark information.




It should be noted that past annual data provided in this report is generally validated data which is public domain and available in many cases within the remit of national statistics.

However, quarterly data provided in this report and all information subsequent to March 2010 is classed as provisional local management information which in some cases is provided on an estimated basis. This data is likely to be subject to future revisions.

Key to RAG (Red/Amber/Green) ratings

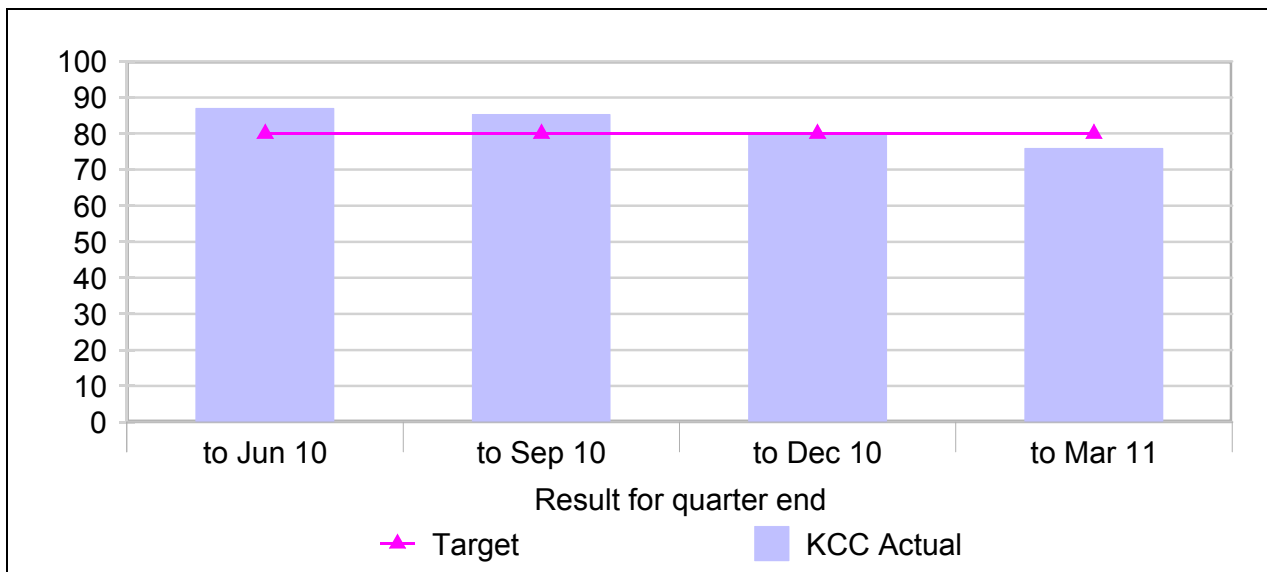
| | | RAG Ratings |
|-------|---|---|
| Green |  | Performance is significantly better than the most recently published national average/benchmark or exceeds local targets where set or the indicator represents an activity which is performing within the budget allocation |
| Amber |  | Performance not significantly different from most recently published national average or close to but not exceeding local target or an activity which is performing close to the budget allocation |
| Red |  | Performance significantly worse than the most recently published national average or significantly behind local targets where set or the indicator represents an activity which is performing over the budget allocation provided |
| N/a | | Data not available in order to assess performance |

Key to DoT (Direction of Travel) ratings

| | | DoT Ratings |
|--|---|---|
| |  | Improvement in performance or change in activity levels with a positive impact on budgets and resources |
| |  | Fall in performance or change in activity levels with a negative impact on budget and resources |
| |  | No change in performance or activity levels |

Contact Kent : Percentage of calls answered within 20 seconds

Amber



| Higher value is better | Qtr to Jun 10 | Qtr to Sept 10 | Qtr to Dec 10 | Qtr to Mar 11 |
|------------------------|---------------|----------------|---------------|---------------|
| KCC Result | 87.0% | 85.3% ↓ | 80.1% ↓ | 75.9% ↓ |
| Target | 80% | 80% | 80% | 80% |
| RAG Rating | ★ | ★ | ★ | ● |
| Calls received | 261,000 | 270,000 | 269,000 | 287,000 |

Call answering response rates for Contact Kent are down again this quarter and with high call volumes performance has dropped below the target benchmark. The target level of 80% is a standard industry benchmark and there are significant diminishing returns on resource input in attempting to perform above this level.

Contact Kent currently supports 87 different services on a 24 hours a day, 7 days a week, 365 days a year basis. The range of services provided includes library book renewals, reporting pot-holes, arranging temporary housing for Maidstone residents and handling reporting of child protection concerns for both new and existing cases. The services with the highest volumes of calls received are Libraries, Highways and Registrations.

Detailed performance information for the complete year is as follows :

| | 2009 Full year | 2010 Full year |
|--|-------------------|-------------------|
| Percentage of calls that were answered | 94% | 95% |
| Average wait time | 15 seconds | 13 seconds |
| Average abandon time | 57 seconds | 1 min 9 sec |

| | |
|---|-------------------------|
| Transactions and footfalls at Gateway facilities | Information only |
|---|-------------------------|

The Kent public sector Gateways have been hugely popular with residents, creating a single point of access to a wide range of public services in convenient town centre locations.

Transactions

| | Jan – Mar 10 | Apr – Jun 10 | Jul – Sep 10 | Oct – Dec 10 | Jan – Mar 11 |
|-----------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Ashford | 8,829 | 11,126 | 12,958 | 13,519 | 14,920 |
| Dover | 11,514 | 11,780 | 11,735 | 10,267 | 12,617 |
| Maidstone | 13,244 | 12,652 | 16,742 | 10,646 | 13,271 |
| Tenterden | 4,633 | 6,030 | 4,987 | 3,235 | 3,153 |
| Thanet | 29,807 | 33,586 | 32,385 | 33,267 | 35,479 |
| Tonbridge | 15,991 | 17,640 | 21,029 | 13,949 | 13,789 |
| Tunbridge Wells | 17,516 | 13,409 | 11,999 | 10,154 | 13,078 |
| TOTAL | 101,534 | 106,223 | 111,835 | 95,037 | 106,307 |

Footfall

| | Jan – Mar 10 | Apr – Jun 10 | Jul – Sep 10 | Oct – Dec 10 | Jan – Mar 11 |
|-----------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Ashford | 17,495 | 22,103 | 24,735 | 20,207 | 16,677 |
| Tenterden | 61,209 | 56,940 | 63,672 | 59,608 | 57,101 |
| Thanet | 109,813 | 104,764 | 121,012 | 96,652 | 107,357 |
| Tunbridge Wells | 34,018 | 30,952 | 28,407 | 30,615 | 24,137 |
| TOTAL | 222,535 | 214,759 | 237,816 | 207,082 | 205,272 |

Footfall in the quarter, for those Gateways where footfall is counted, was down compared to the previous quarter and also down compared to the same period last year. However, the overall number of transactions by the public at Gateways was higher in the quarter compared to previous quarter and the same time last year.

Future plans include embedding the Gateway approach across the full range of KCC services. New Gateways are planned to be opened in Sheerness and Swanley during financial year 2011/12.

Data Notes:

- Variations between quarters reflect seasonal variations and other changes to services offered or advertised at any given time.
- Footfall counters are not currently installed at Maidstone, Dover or Tonbridge.
- Thanet and Tenterden Gateway footfall includes library visitors but library transactions are not counted under Gateway transactions.

The number of complaints made to the council by residents

Information only

| Service area | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | Full year 2010/11 |
|--------------------------------|--------------|--------------|--------------|------------|-------------------|
| Kent Highway Services (KHS) | 534 | 532 | 646 | 247 | 1,959 |
| Adult Social Services | 139 | 126 | 123 | 135 | 523 |
| Children, Families & Education | 131 | 104 | 125 | 128 | 488 |
| Environment & Waste | 103 | 95 | 44 | 71 | 313 |
| Risk Management & Insurance | 96 | 49 | 51 | 220 | 416 |
| Community Learning & Skills | 32 | 49 | 38 | 32 | 151 |
| Libraries & Archives | 45 | 25 | 23 | 23 | 116 |
| Other services | 30 | 26 | 27 | 42 | 125 |
| Gateways and contact centre | 27 | 21 | 10 | 3 | 61 |
| Commercial Services | 11 | 27 | 18 | 17 | 73 |
| Youth Service | 5 | 12 | 18 | 8 | 43 |
| Media Centre | 1 | 3 | 30 | 0 | 34 |
| Supporting People | 8 | 12 | 5 | 7 | 32 |
| Total | 1,162 | 1,081 | 1,158 | 933 | 4,334 |

Lessons learned from complaints received are published within the **'You said, we did'** section of our website which illustrates the changes that are made as a result of complaints received.

The number of complaints in quarter 4 shows a reduction on previous quarters with a significant reduction in complaints to KHS.

Improved monthly monitoring of complaints in KHS has helped to highlight on-going problem areas and drive forward service improvements. Actions include improved information being made available at the KCC Contact Centre which has enabled us to provide up to date information to answer customer queries and provide more realistic timescales when customers report issues, which is helping reduce the number of complaints made.

The insurance team have seen an increase in complaints in the quarter, in relation to claims resulting from the severe winter weather in December.

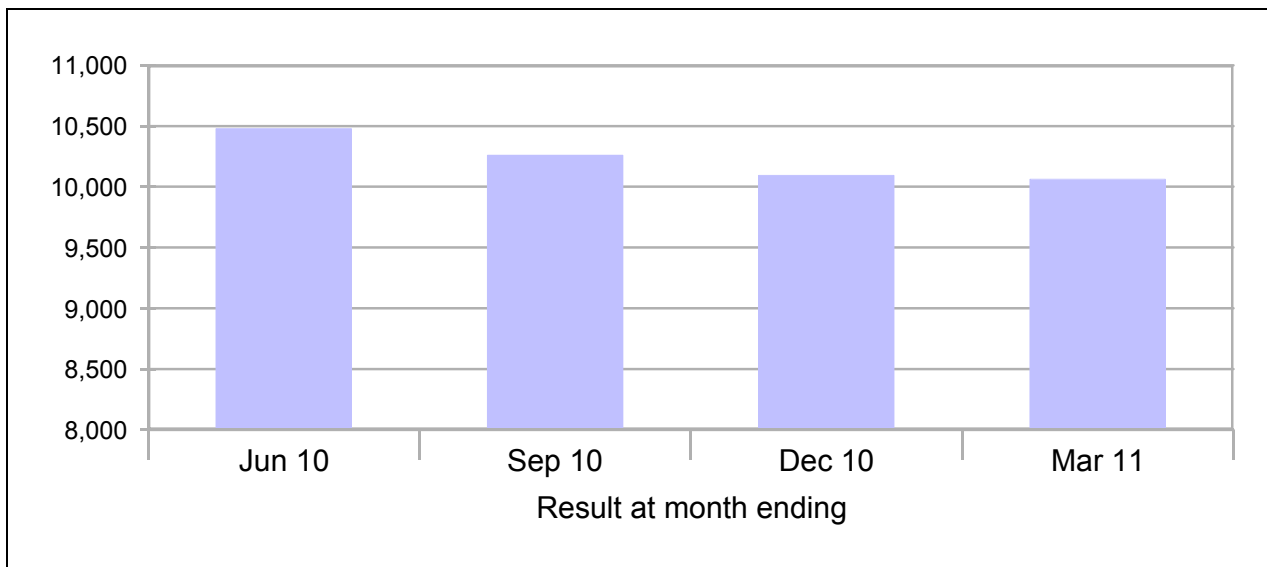
Complaints to the Media Centre have reduced back to normal levels after the particular issues experienced last quarter around the Traffic and Travel information site and our resident magazine Around Kent.

Data Notes:

- Data presented here shows the number of complaints received, although within this some individuals may have complained about more than one issue. Figures may not therefore agree to other published data on complaints where the analysis looks at the number of issues complained about.

Number of full time equivalent staff employed by KCC (excluding schools)

Information only



| | Jun 10 | Sept 10 | Dec 10 | Mar 11 |
|------------------------|--------|---------|--------|--------|
| Staffing numbers – FTE | 10,477 | 10,259 | 10,094 | 10,061 |

The current financial year shows a drop in staffing levels as funding becomes reduced and the council prepares for further funding reductions in the years to follow, as government reduces the national budget deficit.

The staff reductions in the year by directorate since March 2010 when the FTE count was 10,531 were as follows:

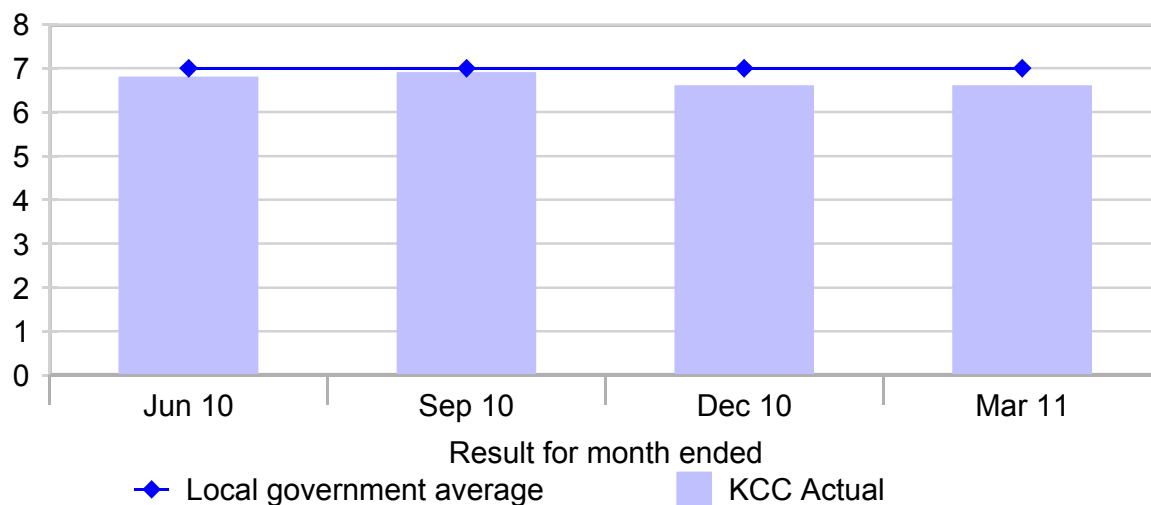
- Children, Families and Education: 107
- Communities: 168
- Environment, Highways and Waste: 6
- Chief Executives: 82
- Adult Social Services: 107
- Total: 470 (4.4%)

Data Notes:

- Source: KCC HR Business intelligence system, staff demographics.

Staff aged under 25 years old (as a percentage of headcount)

Amber



| Higher value is better | Jun 10 | Sept 10 | Dec 10 | Mar 11 |
|--------------------------|--------|---------|--------|--------|
| Staff aged under 25 | 6.8% | 6.9% ↑ | 6.6% ↓ | 6.6% ↔ |
| Local government average | 7.0% | 7.0% | 7.0% | 7.0% |
| RAG Rating | ● | ● | ● | ● |
| Count of staff aged < 25 | 998 | 977 | 926 | 920 |

The proportion of staff aged under 25 dropped in the quarter to December but held steady in the most recent quarter. March 11 performance of 6.6% compares to performance of 7% in March 2010.

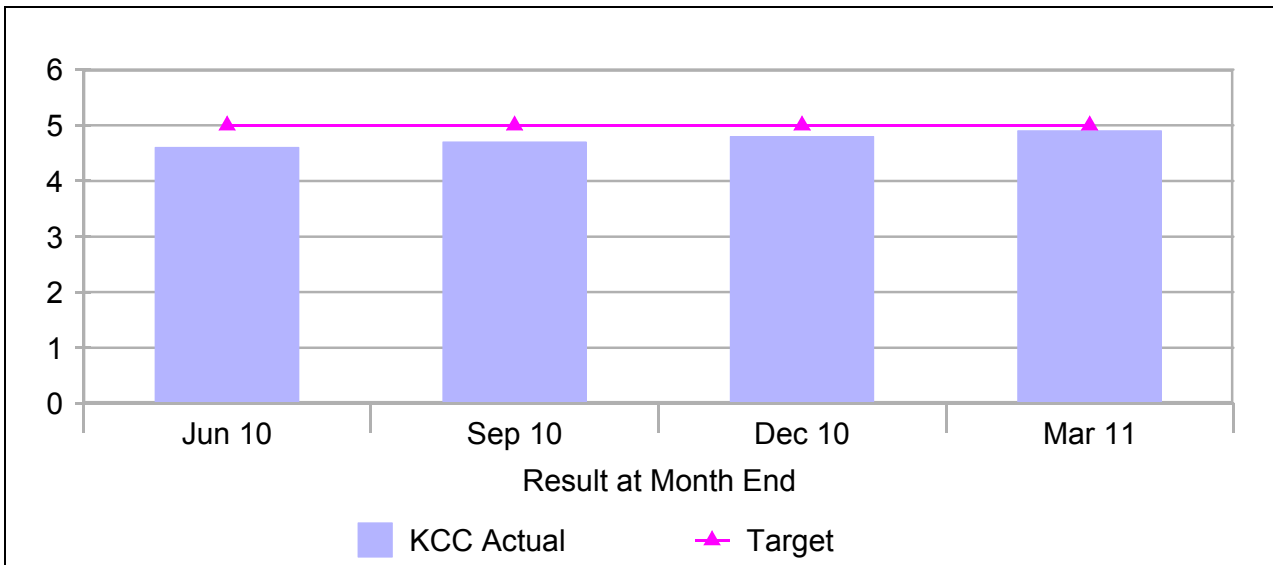
Future actions to increase the proportion of staff from this age group include the commitment for KCC to take on at least 350 additional apprenticeships over the next four years.

Data Notes:

- Source: KCC HR Business intelligence system, staff demographics.
- Local government average is taken from the Labour Force Survey.
- Results includes casual relief, sessional and supply contract staff.

Percentage of staff headcount from BME groups

Amber



| Higher value is better | Jun 10 | Sept 10 | Dec 10 | Mar 11 |
|------------------------|--------|---------|--------|--------|
| BME staff | 4.6% | 4.7% ↑ | 4.8% ↑ | 4.9% ↑ |
| Target | 5% | 5% | 5% | 5% |
| RAG Rating | ● | ● | ● | ● |
| Count of BME staff | 536 | 520 | 516 | 557 |

Progress is being made on attracting and retaining staff from black and minority ethnic groups with numbers as a percentage of headcount continuing to increase.

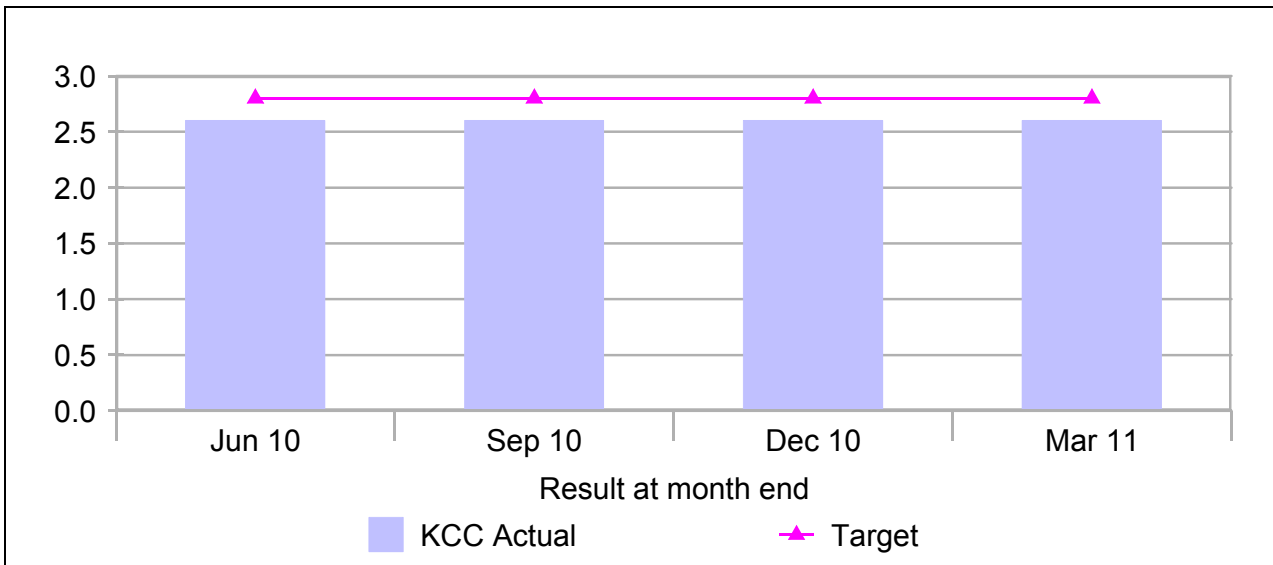
Since March 2010 performance has improved from 4.5% to 4.9%.

Data Notes:

- Source: KCC HR Business intelligence system, staff demographics.
- The percentage rate is calculated for staff where BME status is known.
- Results includes casual relief, sessional and supply contract staff.

Percentage of staff declaring a disability (DDA definition)

Amber



| Higher value is better | Jun 10 | Sept 10 | Dec 10 | Mar 11 |
|--------------------------------|--------|---------|--------|--------|
| Staff with disability | 2.6% | 2.6% ↔ | 2.6% ↔ | 2.6% ↔ |
| Target | 2.8% | 2.8% | 2.8% | 2.8% |
| RAG Rating | ● | ● | ● | ● |
| Count of staff with disability | 286 | 285 | 273 | 269 |

The percentage of staff with a disability has been holding at a steady rate all year but is slightly ahead of previous year.

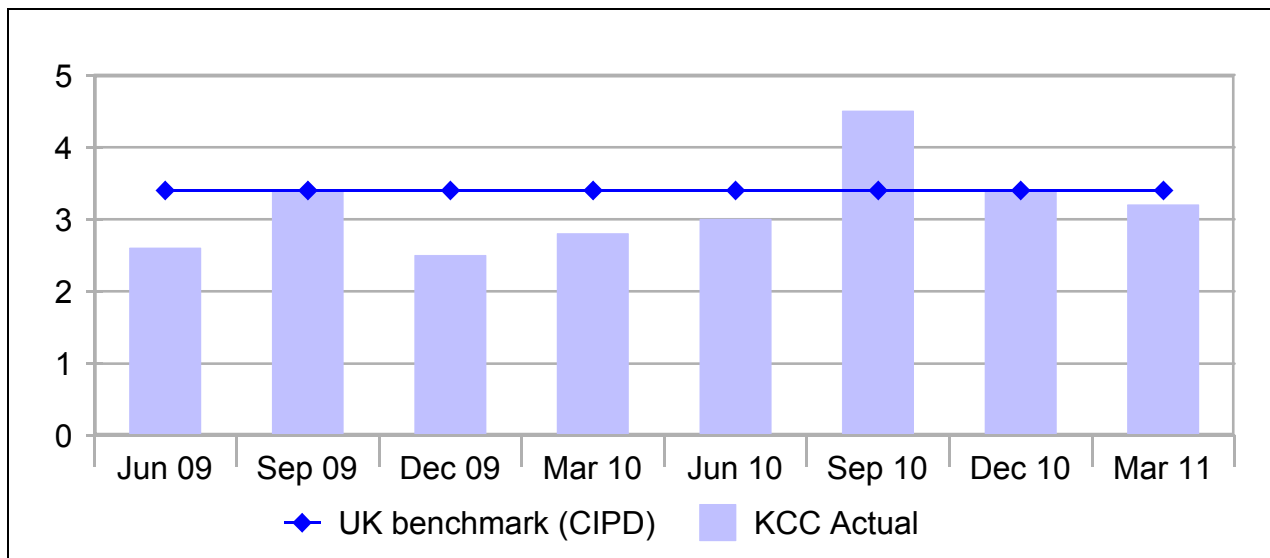
The March 2010 position was 2.5%.

Data Notes:

- Data taken from KCC HR Business intelligence system, staff demographics.
- Results includes casual relief, sessional and supply contract staff.

Staff turnover (leavers as a percentage of headcount)

Not rated



| | Quarter to Jun 10 | Quarter to Sept 10 | Quarter to Dec 10 | Quarter to Mar 11 |
|-----------------------|-------------------|--------------------|-------------------|-------------------|
| Staff turnover actual | 3.0% | 4.5% | 3.4% | 3.2% |
| UK Benchmark | 3.4% | 3.4% | 3.4% | 3.4% |

The number of staff leaving KCC as a percentage of the workforce continues to be close to the national benchmark.

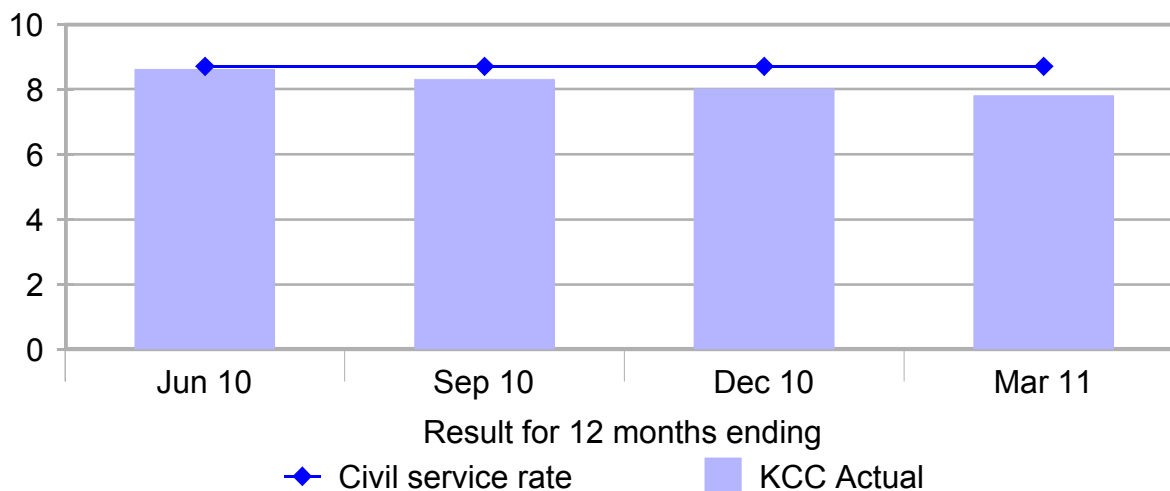
The higher level of turnover in the quarter ending September 2010 was mostly down to re-structuring within the Children, Families and Education directorate.

Data Notes:

- Source: KCC HR Business intelligence system.
- UK Benchmark provided by the Chartered Institute of Personnel and Development.
- No RAG rating provided and the ideal is to be close to the benchmark over the medium term.

**Staff sickness – average days lost per FTE
(rolling 12 months)**

Green
↑



| Lower value is better | Year to Jun 10 | Year to Sept 10 | Year to Dec 10 | Year to Mar 11 |
|-----------------------|----------------|-----------------|----------------|----------------|
| Staff sickness actual | 8.6 | 8.3 ↑ | 8.0 ↑ | 7.8 ↑ |
| Civil service rate | 8.7 | 8.7 | 8.7 | 8.7 |
| RAG Rating | ● | ● | ● | ★ |

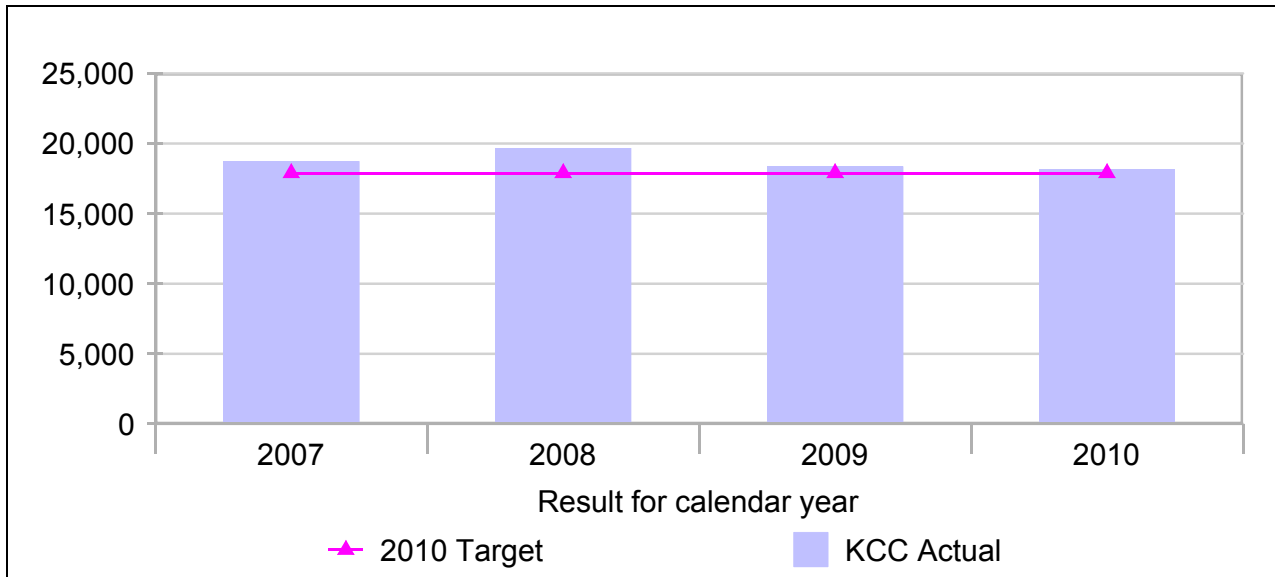
Staff sickness levels to improved in the quarter continuing the trend seen all year. Sickness levels at 7.8 days per FTE were at 90% of the level recorded for the civil service as a whole.

The result for the year is also an improvement on the previous financial year when sickness was recorded as 8.6 days per FTE. This is a reduction of 9%.

Data Notes:

- Source: KCC HR Business intelligence system
- There is no available benchmark for local authorities
- The civil service is used as a benchmark as there are a number of factors in the civil service workforce which are similar to a large local authority such as KCC. These include the size of organisation, the average age and the gender balance of the workforce, all of which will impact on the sickness rate recorded.
- Past data has been subject to minor revision, to ensure the FTE count used in the calculation is the average for the year and not the position at the end of the year – this is an important adjustment to ensure data reflects the true position as FTE counts have been reducing all year.

| | |
|---|----------------|
| Tonnage of carbon emissions from KCC estate, excluding schools | Amber ↑ |
| Tonnage of carbon emission from schools | Red ↓ |



| Lower result is better | 2004 | 2008 | 2009 | 2010 Provisional |
|------------------------------|--------|----------|----------|------------------|
| KCC non-schools result | 19,900 | 19,700 ↑ | 18,300 ↑ | 18,200 ↑ |
| Target | | 17,900 | 17,900 | 17,900 |
| RAG Rating | | ▲ | ● | ● |
| Schools result (not graphed) | 66,000 | 76,700 ↓ | 75,700 ↑ | 73,000 ↑ |
| Target | | 59,400 | 59,400 | 59,400 |
| RAG Rating | | ▲ | ▲ | ▲ |

KCC had a target for a 10% reduction in carbon emissions by 2010 compared to 2004. This target has not been met, and instead a growth in emissions has been seen, primarily due to a 50% increase in electricity use in the schools estate.

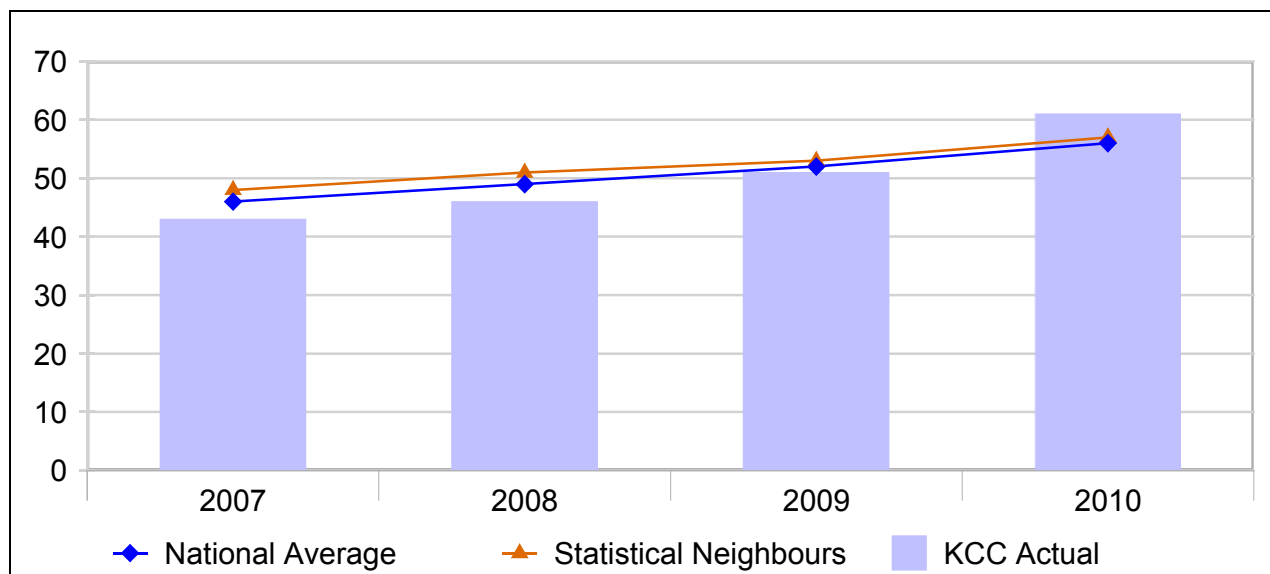
Non-school buildings emissions have reduced by 8% and further reductions are expected during the next 2 years as the estate efficiency programme makes an impact. Savings are being achieved in our larger estate buildings, but the large number of smaller, older and inefficient properties is holding back overall performance.

Whilst energy efficiency projects with a payback of less than 5 years continue to be implemented, we expect to see a step change in the next few years as the council reduces the number of county offices through better use of space and delivers several improvements through its ICT infrastructure and flexible working practices.

The increase in schools emissions is due to an increase in the size of the physical estate (additional school buildings), a significant increase in use of ICT in schools, longer 'hours of business' e.g. the Extended Schools Programme and new schools with higher energy use than those which they replace. The programme for supporting schools to reverse the upward trend in emissions is being further developed, including exploring different funding mechanisms.

Percentage of children with a good level of development at Foundation Stage

Green
↑



| Higher result is better | Summer 2007 | Summer 2008 | Summer 2009 | Summer 2010 |
|-------------------------|-------------|-------------|-------------|-------------|
| KCC Result | 43% | 46% ↑ | 51% ↑ | 61% ↑ |
| National average | 46% | 49% | 52% | 56% |
| RAG Rating | ● | ● | ● | ★ |
| Statistical neighbours | 48% | 51% | 53% | 57% |

A good level of development for the Early Years Foundation Stage, taken in a child's first year of Reception, is 78 points or more, with at least 6 points in each of the Personal, Social and Emotional Development (PSED) and the Communication, Language and Literacy (CLL) scales.

The 2010 Foundation Stage assessments for Kent children showed a significant improvement, with 61% of children reaching the level of development considered as good. This is the fifth year in succession that Kent's Foundation Stage results have improved, with the 2010 result being above the national average, and in the upper quartile of all local authorities.

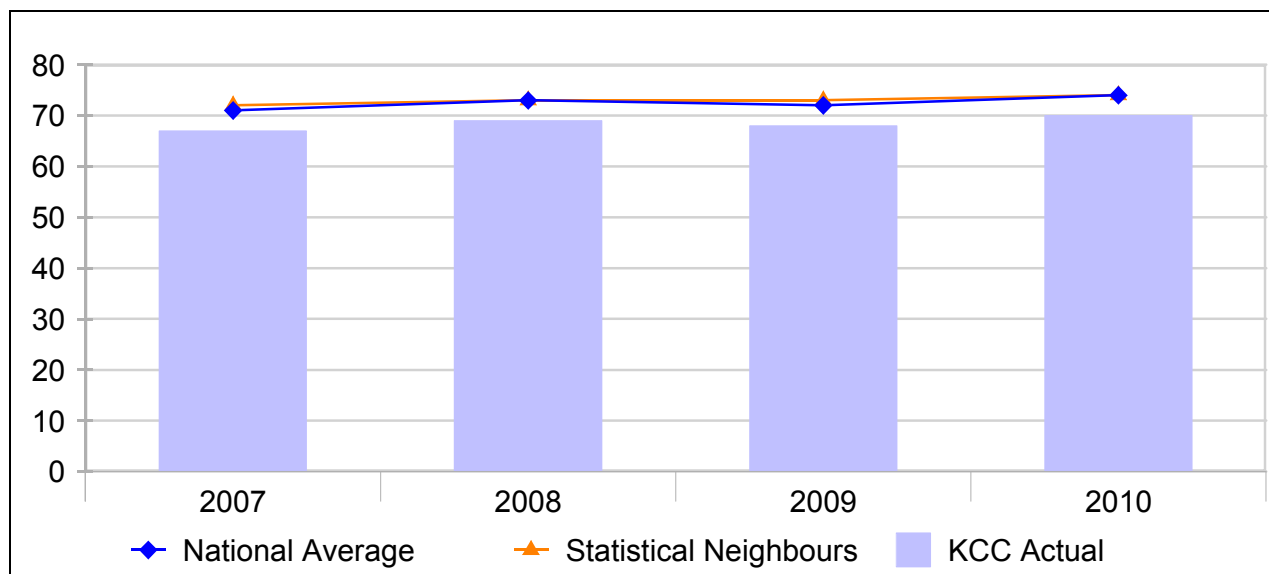
In addition, for the fourth year in succession Kent has reduced the achievement gap between children in the lowest 20% of the cohort and their peers, further extending performance when compared against the national average.

Data Notes:

- Source: DfE.

Percentage of pupils achieving level 4 or above in Key Stage 2 tests for both English and maths combined

Red
↑



| Higher result is better | Summer 2007 | Summer 2008 | Summer 2009 | Summer 2010 |
|-------------------------|-------------|-------------|-------------|-------------|
| KCC Result | 67% | 69% ↑ | 68% ↓ | 70% ↑ |
| National average | 71% | 73% | 72% | 74% |
| RAG Rating | ▲ | ▲ | ▲ | ▲ |
| Statistical neighbours | 72% | 73% | 73% | 74% |
| Children with results | 15,980 | 16,430 | 16,040 | 14,900 |

Kent's 2010 result for this indicator shows an improvement of 2% compared to 2009, but the gap to national average continues to be 4%; this gap has persisted for several years. However, KCC has closed the gap with statistical neighbours to 4% from 5%. The gap between Kent pupils eligible for free school meals and those eligible nationally is even higher, provisionally at 7%.

Current actions for improvement include :

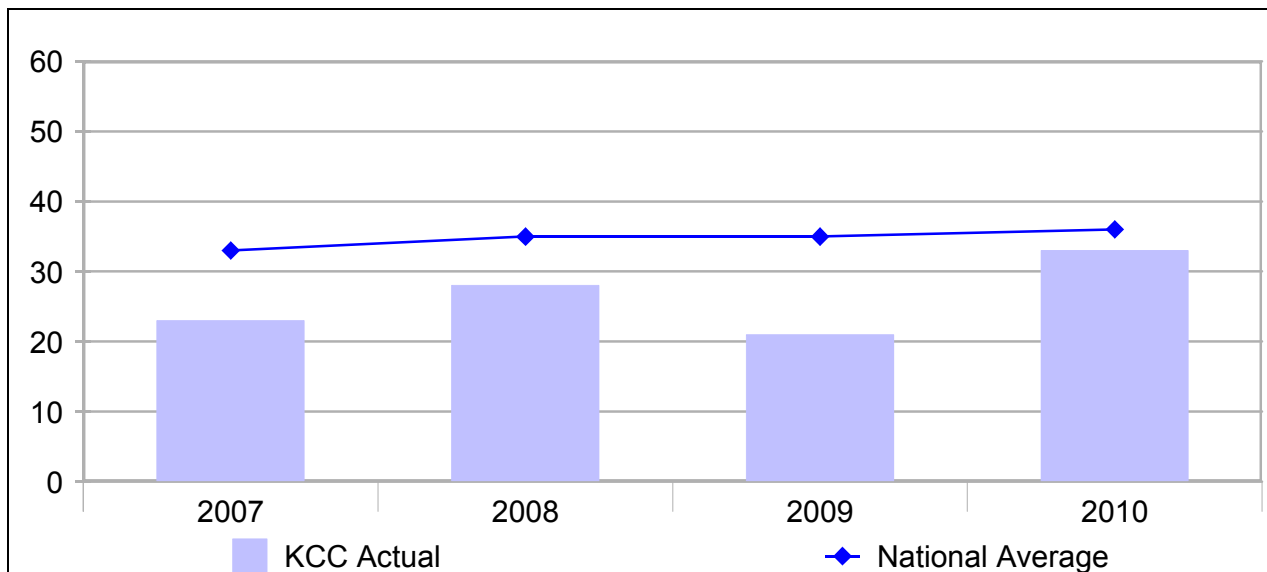
- Supporting primary schools to set high expectations for all children
- Ensuring that schools have detailed pupil tracking to identify those children not on target to reach level 4 and plans to support them
- Investigation into Key Stage 2 attainment by the new educational attainment select committee
- Deployment of the new district structure that is supporting and challenging all schools around leadership and management, the quality of teaching and learning and assessment practices.

Data Notes:

- Source: DfE. National figures include Independent schools but this has negligible impact.
- Results for 2010 should be read with caution as there was a SATs boycott by 26% of schools nationally and by 6% of Kent schools.
- Pupil numbers rounded to nearest 10.

Percentage of 'children looked after' achieving level 4 or above in Key Stage 2 tests for both English and maths combined

Amber



| Higher result is better | Summer 2007 | Summer 2008 | Summer 2009 | Summer 2010 |
|---------------------------|-------------|-------------|-------------|-------------|
| KCC Result - LAC | 23% | 28% ↑ | 21% ↓ | 33% ↑ |
| National average - LAC | 33% | 35% | 35% | 36% |
| RAG Rating | ▲ | ▲ | ▲ | ● |
| KCC Result - All children | 67% | 69% | 68% | 70% |
| LAC cohort size | 40 | 40 | 55 | 40 |

2010 results show an improvement in both English and maths attainment by 'looked after children'. This was most noticeable in maths with the latest result now slightly exceeding national performance. The improvement in the English result narrows the gap with national performance but remains some way behind.

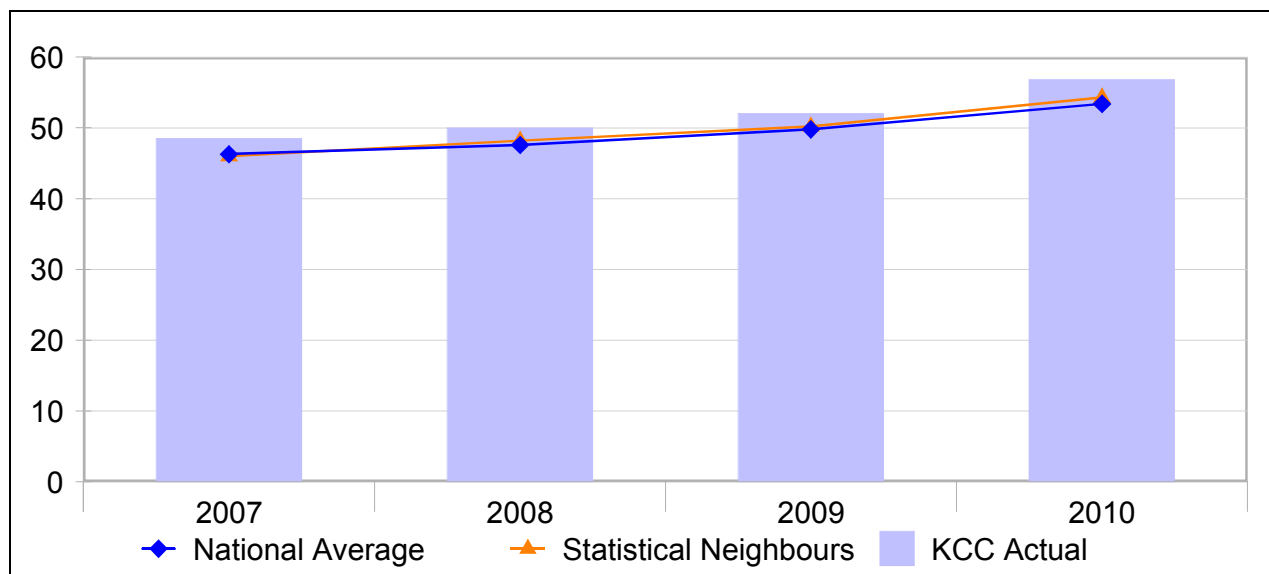
Attainment for looked after children was an area highlighted as in need of improvement in the 2010 Ofsted inspection. In response, actions are included in the Improvement Plan, including the aim to increase capacity in the education for looked after children team.

Data Notes:

- Source: DfE.
- Indicator relates to children looked after continuously for at least 12 months.
- Numbers of children are rounded to the nearest 5.
- Some eligible children did not sit the test in 2010 due to the boycott by some schools.

Percentage of pupils achieving 5 GCSE A* to C (or equivalent), including English and maths

Amber
↑



| Higher result is better | Summer 2007 | Summer 2008 | Summer 2009 | Summer 2010 |
|-------------------------|-------------|-------------|-------------|-------------|
| KCC Result | 48.5% | 50.0% ↑ | 52.0% ↑ | 56.8% ↑ |
| National average | 46.3% | 47.6% | 49.8% | 53.4% |
| RAG Rating | ● | ● | ● | ● |
| Statistical neighbours | 46.0% | 48.2% | 50.2% | 54.3% |
| Pupils at Key stage 4 | 16,950 | 16,990 | 16,700 | 16,800 |

Kent's GCSE results for this indicator improved by 4.8% compared to last year.

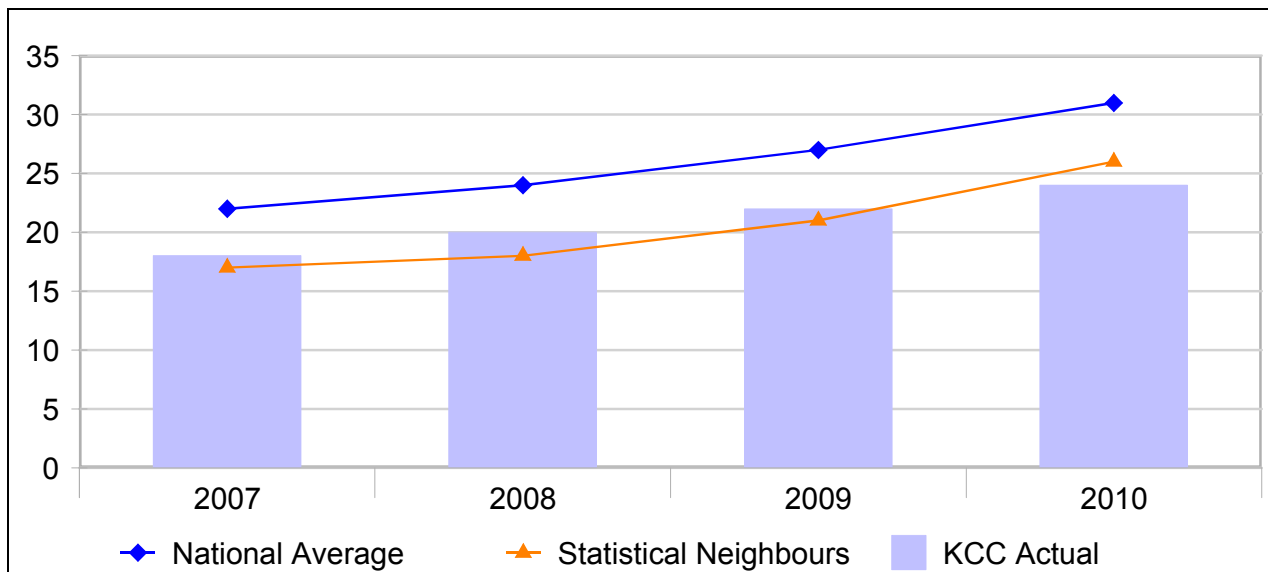
Performance continues to be ahead of the national average, and for 2010 was 3.4% above (2.2% in 2009). However Kent's performance is not within the upper quartile of all local authorities.

Data Notes :

- Source: DfE. National figures include independent schools, hospital schools and pupil referral units.
- Equivalent qualifications include vocational GCSEs and BTECs.
- Local authority figures including grammar schools, City Technology Colleges and Academies, but exclude hospital schools and pupil referral units.
- Pupil numbers rounded to nearest 10.

Percentage of pupils known to be eligible for free school meals achieving 5 GCSE A* to C, including English and maths

Red
↑



| Higher result is better | Summer 2007 | Summer 2008 | Summer 2009 | Summer 2010 Provisional |
|---------------------------------------|-------------|-------------|-------------|-------------------------|
| KCC Result | 18% | 20% ↑ | 22% ↑ | 24% ↑ |
| National average | 22% | 24% | 27% | 31% |
| RAG Rating | ● | ● | ▲ | ▲ |
| Statistical neighbours | 17% | 18% | 21% | 26% |
| Pupils eligible for free school meals | 1,350 | 1,340 | 1,380 | 1,490 |

GCSE results for children eligible for free school meals are below both the national average and our statistical neighbours' average.

Although there has been an improvement year on year for the attainment of Kent pupils with free school meals, the rate of improvement has been lower than that seen nationally. The gap to national average has widened in the last two years.

Current actions for improvement include:

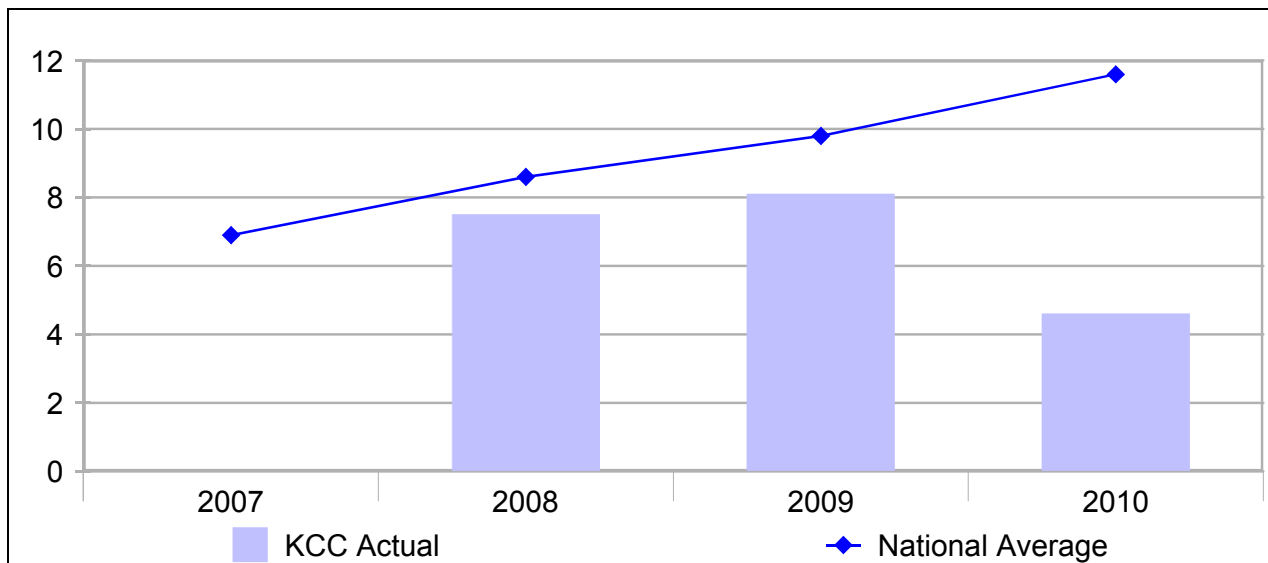
- New District Heads' teams are focusing on reductions in gaps between all vulnerable groups and the majority of children.
- Newly formed Officer Management Groups are focused on supporting all vulnerable groups, including children with free school meals.

Data Notes:

- Source: DfE.
- Figures are for maintained schools, including Academies and City Technology Colleges.
- Pupil numbers rounded to nearest 10.

Percentage of looked after children achieving 5 or more A*-C GCSEs, including English and maths

Red
↓



| Higher result is better | Summer 2007 | Summer 2008 | Summer 2009 | Summer 2010 |
|------------------------------|-------------|-------------|-------------|-------------|
| KCC Result | N/a | 7.5% | 8.1% ↑ | 4.6% ↓ |
| National average | 6.9% | 8.6% | 9.8% | 11.6% |
| RAG Rating | N/a | ● | ● | ▲ |
| Number eligible to sit tests | 110 | 105 | 110 | 130 |

Achievement of looked after children in Kent at GCSE remains behind the national average, and includes a fall in the achievement of 5 or more A*-C grades. Although to put this in perspective, the drop in achievement is accounted for by only 3 less children failing to achieve the required standard.

Attainment for looked after children was an area highlighted as in need of improvement in the 2010 Ofsted inspection. Actions are included in the Improvement Plan, including the aim to increase capacity in the education for LAC team. Other actions include:

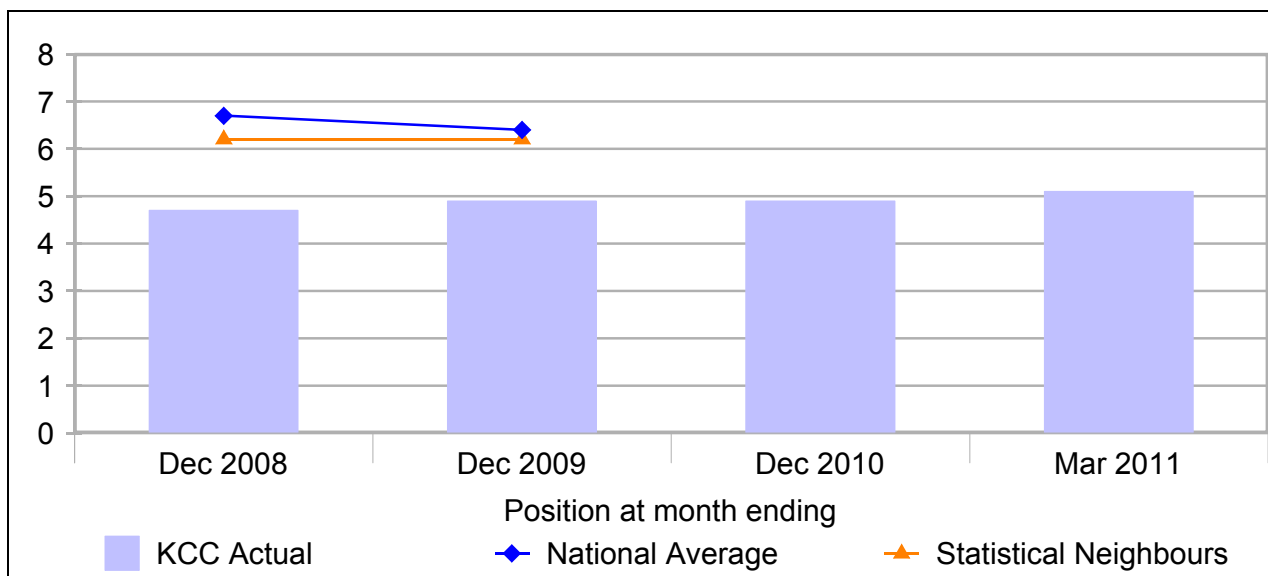
- The creation of the Virtual School Kent (VSK) offers opportunities to improve service delivery and outcomes. The agreement that the VSK should give priority to looked after children focus's the limited resources available.
- The multi agency nature of the VSK and the development of partnerships with agencies sitting outside of it, enables better access to other services which impact upon children's learning e.g. speech and language services and CAMHS.

Data Notes:

- Source: DfE.
- Indicator includes children looked after continuously for at least 12 months.
- Numbers of children are rounded to the nearest 5.
- Data for Kent 2007 was suppressed as the count of children with good results was less than 5.

Percentage of young people aged 16 to 18 who are not in education, employment or training (NEET)

Green
↓



| Lower result is better | Dec 2008 | Dec 2009 | Dec 2010 | Mar 2011 Provisional |
|------------------------|----------|----------|----------|----------------------|
| KCC Result | 4.7% | 4.9% ↓ | 4.9% ↔ | 5.1% ↓ |
| National average | 6.7% | 6.4% | N/a | N/a |
| RAG Rating | ★ | ★ | ★ | ★ |
| Statistical neighbours | 6.2% | 6.2% | N/a | N/a |

There was an expectation that the number of young people not in education, employment or training (NEET) would increase due to the downturn in the national economy. However, so far this has not occurred. Performance in Kent remains reasonably stable and significantly better than the national average.

A key reason why no increase has occurred is that more pupils are staying on in full time education at age 16 with staying on rates rising from 80% in 2007 to 85% in 2009 (all sectors including independent schools and further education colleges).

Data on NEETs is quite seasonal, and although increases were seen over the last summer, the end of year result was the same as previous year. We can expect to see similar seasonal variation during 2011. The March 2010 figure of 5.1% compares to a figure of 4.9% for the same time last year.

Data Notes:

- Source: Connexions Service.
- Figures shown for December each year are the average of November, December and January, in line with the definition of the former national indicator.
- The NEET figures reported exclude those young people whose situation is unknown – for Kent this is usually about 3% of the cohort. The amount of “unknowns” reduces each year as the data collection improves.
- The RAG ratings for December 2010 and March 2011 are based on comparison to the most recently published national average – December 2009.

| | |
|---|----------------|
| Ofsted: Overall effectiveness of secondary schools | Green ↑ |
| Ofsted: Overall effectiveness of primary schools | Red ↑ |
| Ofsted: Overall effectiveness of Early Years providers | Green ↑ |

The key Ofsted judgement for school's overall effectiveness has four grades: outstanding, good, satisfactory and inadequate. The data below shows inspection results where the judgement was better than satisfactory and includes the latest grade received by those providers which are still active.

| Secondary (excluding academies) | Aug 2009 | Aug 2010 | Nov 2010 |
|---|----------|----------|----------|
| KCC | 68% | 75% ↑ | 76% ↑ |
| National | 60% | 64% | 67% |
| RAG Rating | ★ | ★ | ★ |
| Active settings included | 95 | 89 | 84 |

| Primary | Aug 2009 | Aug 2010 | Nov 2010 |
|--------------------------|----------|----------|----------|
| KCC | 55% | 55% ↔ | 57% ↑ |
| National | 65% | 67% | 67% |
| RAG Rating | ▲ | ▲ | ▲ |
| Active settings included | 448 | 447 | 443 |

| Early years and childcare | Aug 2009 | Aug 2010 | Nov 2010 |
|----------------------------------|----------|----------|----------|
| KCC | 62% | 68% ↑ | 70% ↑ |
| National | 63% | 66% | 67% |
| RAG Rating | ● | ● | ★ |
| Active settings included | 2,053 | 2,059 | 2,024 |

Kent secondary schools perform better in inspections than the national average. Academies in Kent however do less well with 27% being good or outstanding, compared to 54% nationally.

The next update to the OFSTED profile will be available in June.

More Kent primary schools fail to achieve a good or outstanding inspection result than the national average, with only a slight improvement on the previous period and a widening gap with national performance due to school attainment floor targets being a limiting factor in the new Ofsted framework.

Schools which are satisfactory or below are subject to focused support from the school improvement team.

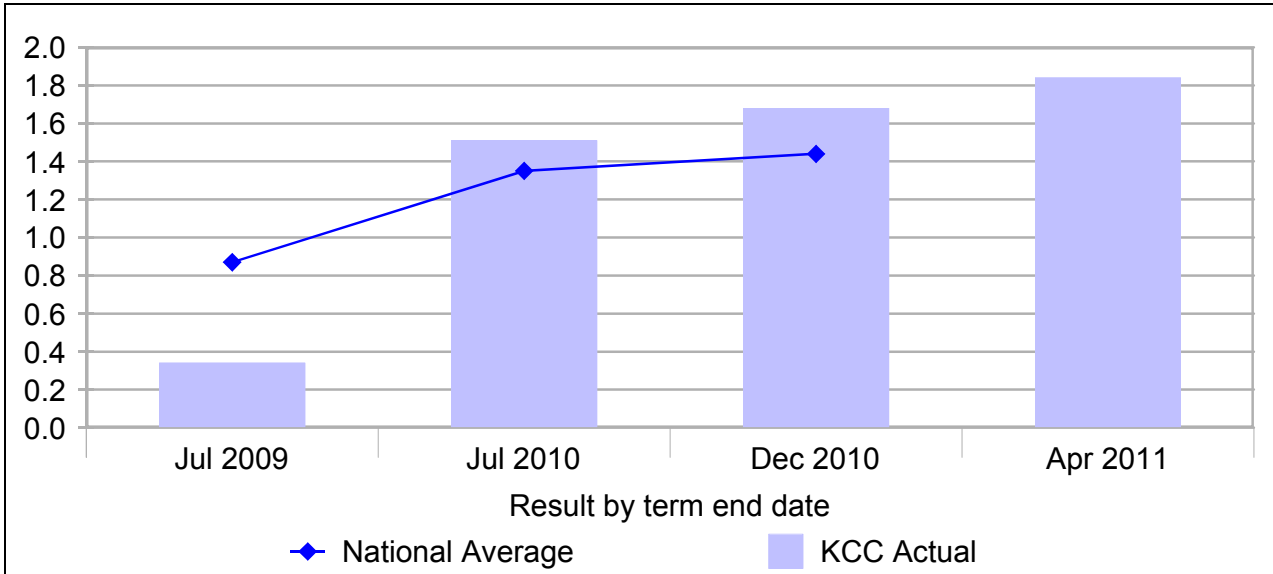
Early Years' results have significantly improved over the last 4 years and since 2009 have exceeded national performance.

Data Notes:

- Source: Ofsted.
- Secondary schools results do not include Academies.
- Early years and childcare includes childminders, domestic childcare and non-domestic childcare.

Percentage of schools in special measures

Red



| Lower result is better | Jul 2009 | Jul 2010 | Dec 2010 | Apr 2011 |
|------------------------|----------|----------|----------|----------|
| KCC Result | 0.34% | 1.51% ↓ | 1.68% ↓ | 1.84% ↓ |
| National average | 0.87% | 1.35% | 1.44% | N/a |
| RAG Rating | ★ | ● | ● | ▲ |
| Number of schools | 2 | 9 | 10 | 11 |

The rate of schools in special measures in Kent has increased since 2009, and is now above the national rate. By April 2011, 11 primary schools and no secondary schools were in special measures.

Pupil progress is a key element of school inspection, and it is vital to correctly identify where every child is in their learning and to ensure that they have appropriate targets to move their learning forward. KCC identifies schools most in need of support, and ensures rigorous tracking and monitoring of pupil progress through the provision of additional support.

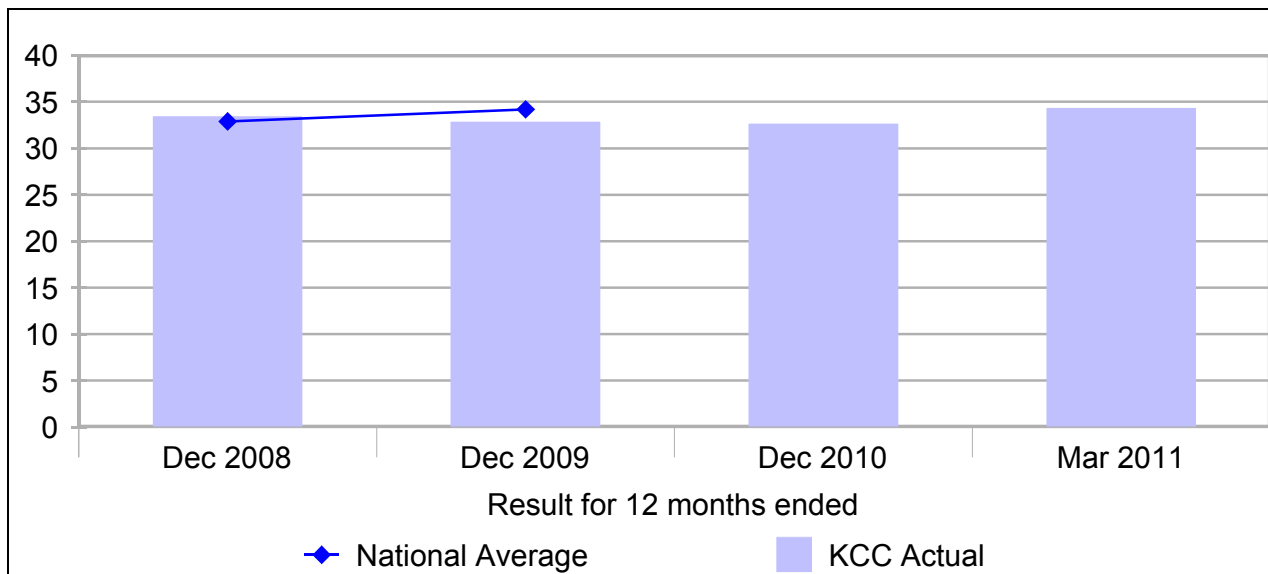
Kent's new strategy is to identify schools that are vulnerable to a poor inspection result and to intervene early to establish priorities for improvement. The District Heads coordinate the support for schools which can include the use of the wider children's services.

Data Notes:

- Source: Ofsted.

SEN assessments per 10,000 pupils in all schools

Amber



| Lower result is better | Year ended Dec 08 | Year ended Dec 09 | Year ended Dec 10 | Year ended Mar 11 Provisional |
|-------------------------|-------------------|-------------------|-------------------|-------------------------------|
| KCC Result | 33.4 | 32.8 ↑ | 31.6 ↑ | 34.3 ↓ |
| National average | 32.9 | 34.2 | N/a | N/a |
| RAG Rating | ● | ● | ● | ● |
| New assessments started | 770 | 760 | 750 | 790 |

The number of new assessments for Special Educational Need (SEN) increased in the 12 months to March 2011.

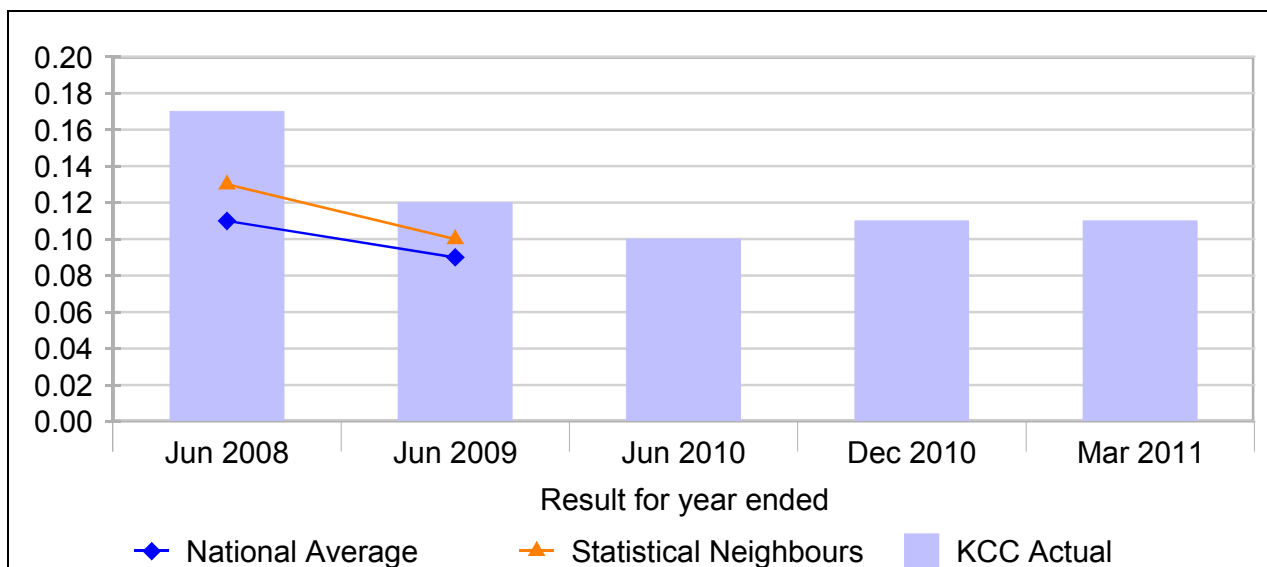
At January 2010 2.8% of pupils in Kent schools had a statement of SEN, which compares to a national rate of 2.7%. In 2007 the rates were 2.8% in Kent and 2.8% nationally, so the levels have been fairly constant over time.

Data Notes:

- Source: DfE.
- KCC data relates to assessments started, while available national data relates to assessments completed.
- The RAG rating for December 2010 is based on comparison to the most recently published national average – December 2009. National data for 2010 will be available in June.

**Percentage of pupils permanently excluded from schools
(including academies) each year**

Amber



| Lower result is better | Year ended Jun 08 | Year ended Jun 09 | Year ended Jun 10 | Year ended Dec 10 Provisional | Year ended Mar 11 Provisional |
|------------------------|-------------------|-------------------|-------------------|-------------------------------|-------------------------------|
| KCC Result | 0.17% | 0.12% ↑ | 0.10% ↑ | 0.11% ↓ | 0.11% ↔ |
| National average | 0.11% | 0.09% | N/a | N/a | N/a |
| RAG Rating | ▲ | ● | ● | ● | ● |
| Statistical neighbours | 0.13% | 0.10% | N/a | N/a | N/a |
| Number of exclusions | 370 | 260 | 210 | 230 | 240 |

Data for the 12 months to March 2011 shows a similar level to the previous period, and the number of exclusions remains at a low level compared to 2008 and previous years. Following a number of years of no change in the figures, the gap to the national average was significantly reduced during the year to June 2009.

There are higher rates of exclusions in academies and schools in the National Challenge programme.

Actions include working collaboratively to ensure creative and flexible curriculum development and delivery, as well as a positive learning environment, to minimise the risk of exclusion.

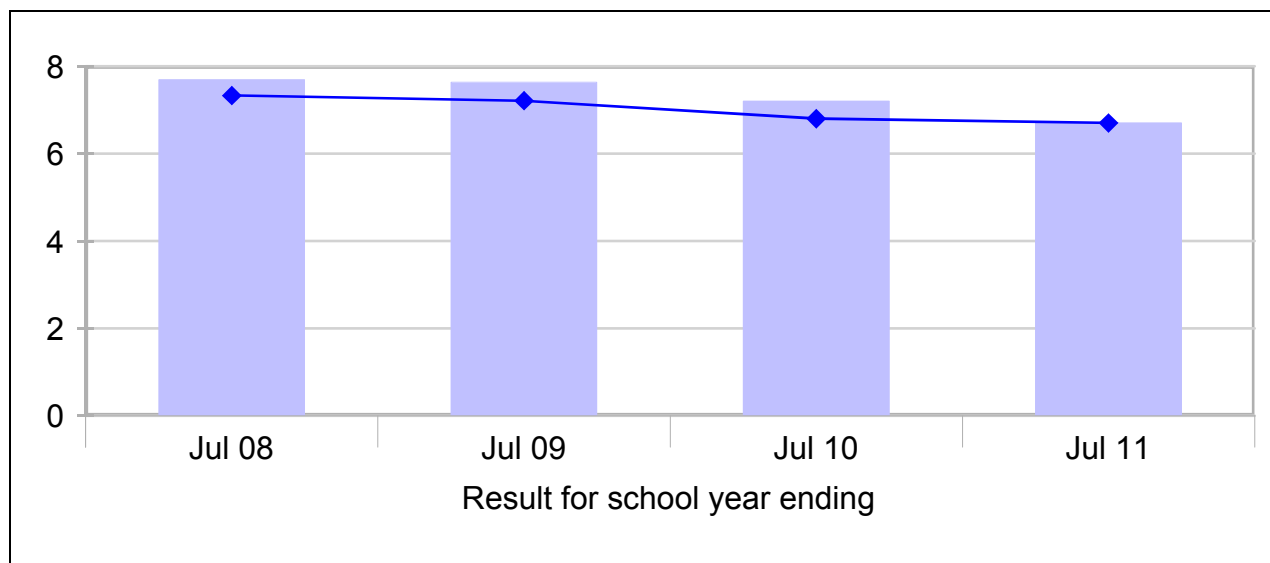
There will be ongoing work with localities of schools to ensure alternative provision meets changing needs.

Data Notes:

- Source: DfE,
- There is long delay in publication of national data for exclusions.
- The RAG rating for December 2010 is based on comparison to the most recently published national average – June 2009.

Secondary school pupil absence – percentage of sessions missed

Amber



| Lower result is better | Year ended Jul 08 | Year ended Jul 09 | Year ended Jul 10 | Year ended Jul 11 Autumn term |
|------------------------------|-------------------|-------------------|-------------------|-------------------------------|
| KCC Result | 7.7% | 7.6% ↑ | 7.2% ↑ | 6.7% ↑ |
| National average | 7.3% | 7.2% | 6.8% | 6.7% |
| RAG Rating | ● | ● | ● | ● |
| Persistent absence - Kent | 6.0% | 5.5% | 4.6% | 5.2% |
| Persistent absence – England | 5.6% | 4.9% | 4.2% | 5.4% |

The secondary school absence rate continues to improve and in the autumn term was for the first time level with the national average. Persistent absence for the autumn term was lower than the national average. Although persistent absence for the autumn term was higher than the full year result for last year, it is at a lower level than the previous autumn term, and the forecast is for the full year persistent absence level to be lower than the previous year.

Actions to deliver continued reductions in absence levels include working collaboratively with a wide range of partners to identify the key issues impacting on school and pupil performance, and directing resources to meet local need. This includes working with preventative services to further develop early intervention measures.

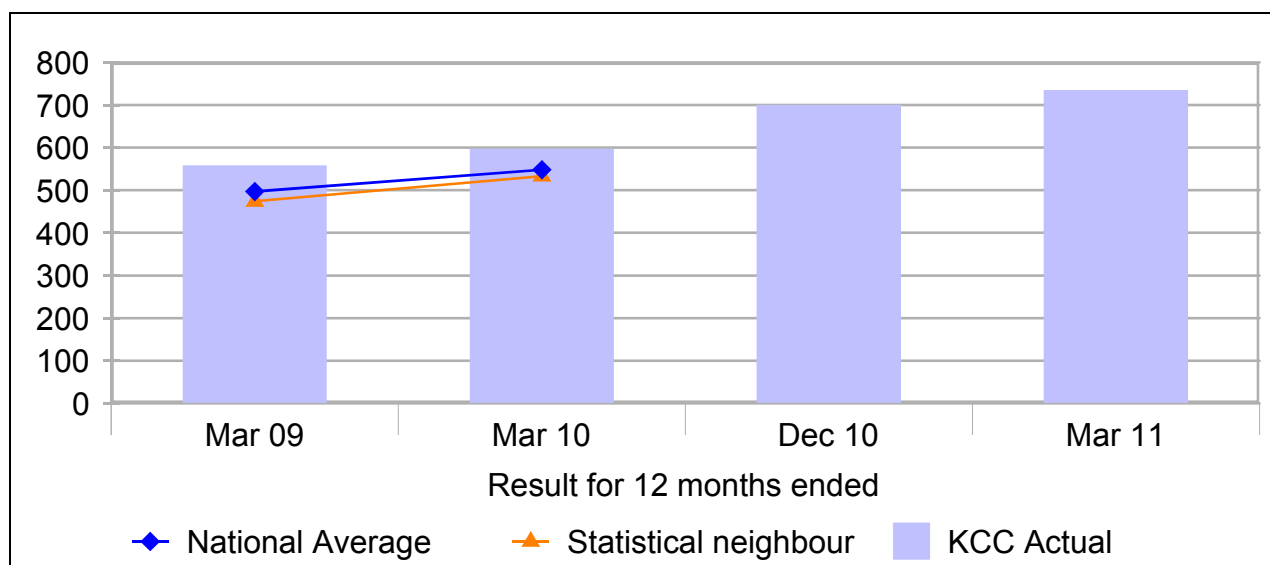
The Attendance and Behaviour Service will build on the work of the National Strategies programme (e.g. through use of audit and data analysis tools) to support schools in all phases to improve attendance.

Data Notes:

- Source: DfE.
- Data does not include academies up July 2010 but does in data after this.
- Persistent absentees have 64 or more sessions of absence during a full year (about 20% of sessions).

**Referrals to children's social services
per 10,000 children aged under 18**

Red
↓



| Lower result is better | Year ended Mar 09 | Year ended Mar 10 | Year ended Dec 10 | Year ended Mar 11 Provisional |
|------------------------|----------------------|----------------------|----------------------|-------------------------------------|
| KCC Result | 557 | 596 ↓ | 693 ↓ | 734 ↓ |
| National average | 497 | 548 | N/a | N/a |
| RAG Rating | ▲ | ● | ▲ | ▲ |
| Statistical neighbours | 474 | 533 | N/a | N/a |
| Number of referrals | 17,400 | 18,600 | 21,800 | 22,800 |

The rate of referrals to children's social services in Kent continues to increase, up 23% on last year and 6% since December 2010, and the levels seen this year are significantly above the last published national rate.

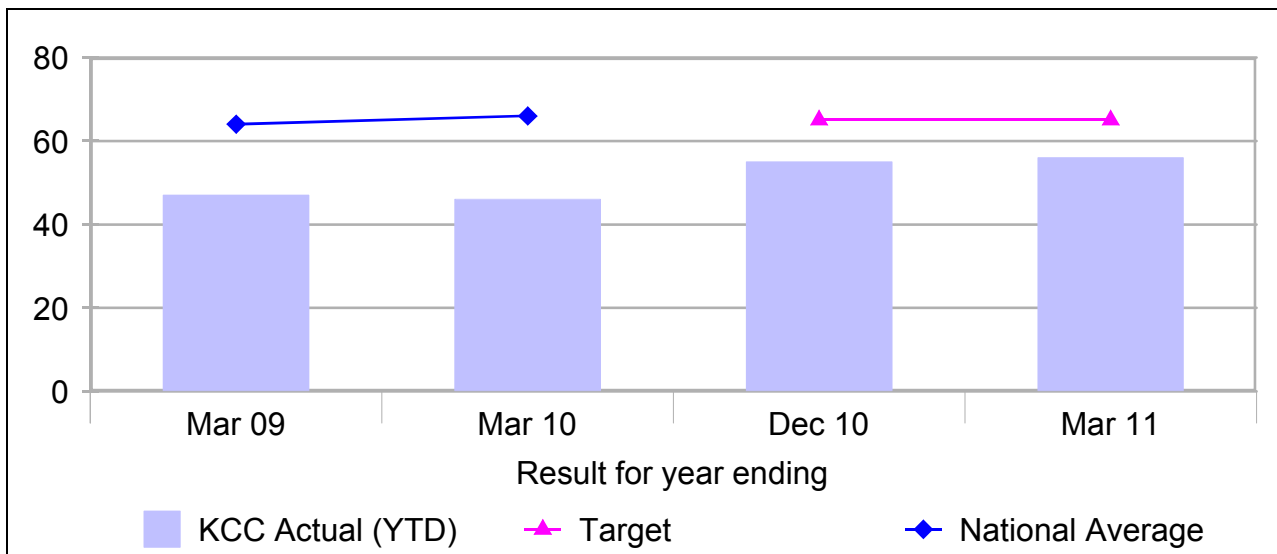
Actions being taken to address this issue are detailed in the Improvement Plan.

Data Notes:

- Source: DfE and Management Information Unit, KCC.
- The data for the year to March 2010 is based on the new Children in Need (CIN) census. The results should be treated with caution as this is the first full year of the CIN census.
- Referral numbers rounded to nearest 100.
- The RAG ratings for December 2010 and March 2011 are based on comparison to the most recently published national average – March 2010.

Percentage of referrals to children's social services which progress onto initial assessment

Red
↑



| | Year to Mar 09 | Year to Mar 10 | Year to Dec 10 | Year to Mar 11 |
|------------------|----------------|----------------|----------------|----------------|
| KCC Result | 47% | 46% ↓ | 55% ↑ | 56% ↑ |
| Target | | | 65% | 65% |
| National average | 64% | 66% | N/a | N/a |
| RAG Rating | ▲ | ▲ | ▲ | ▲ |

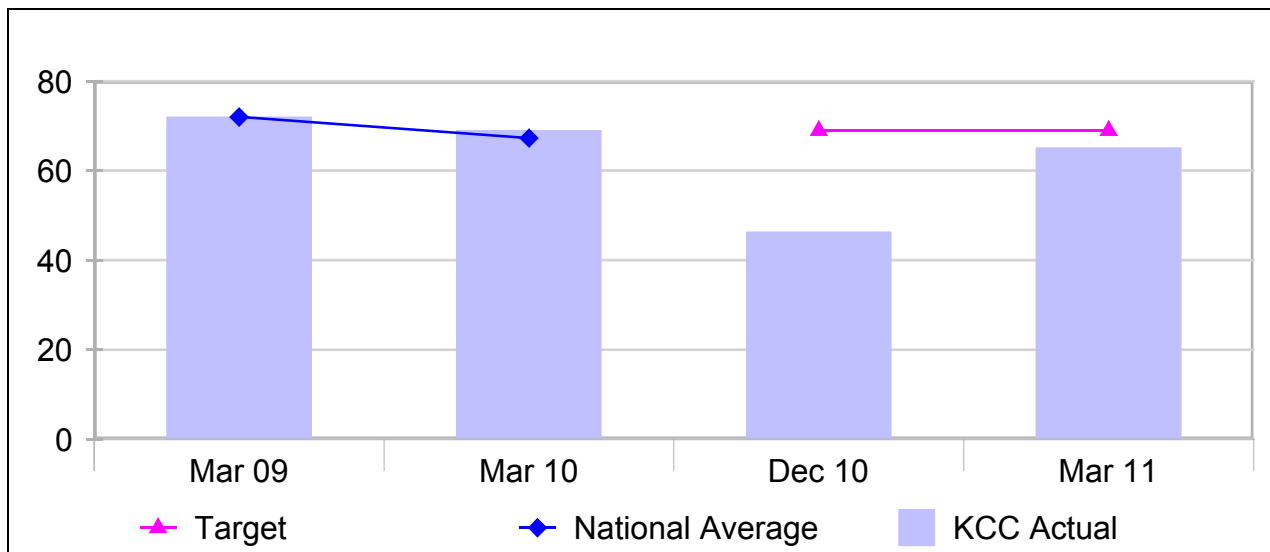
The number of referrals entering the service continues to be high and whilst the percentage of referrals progressing to initial assessment has slightly improved it continues to be below the targets established in the Improvement Notice.

Actions to redress the balance between the number of referrals accepted and the number of initial assessment undertaken is outlined in the Improvement Plan

- Data Notes:
- Source: Management Information Unit, KCC.
 - It is difficult to quantify where good performance lies – it is assumed that the ideal is a median position neither too high nor too low.

Percentage of initial assessments completed within timescale (7 days from referral)

Amber



| Higher result is better | Year to Mar 09 | Year to Mar 10 | Qtr to Dec 10 | Qtr to Mar 11 Provisional |
|-------------------------|----------------|----------------|---------------|---------------------------|
| KCC Result | 72% | 69% ↓ | 46% ↓ | 65% ↑ |
| Target | | | 69% | 69% |
| National average | 72% | 67% | N/a | N/a |
| RAG Rating | ★ | ● | ▲ | ● |

Whilst this indicator shows an improving picture and a narrowing of the gap with the Improvement Notice target, the indicator will be subject to fluctuation. The management of outstanding Initial Assessments has and will continue to have a negative effect on the indicator until this work is completed.

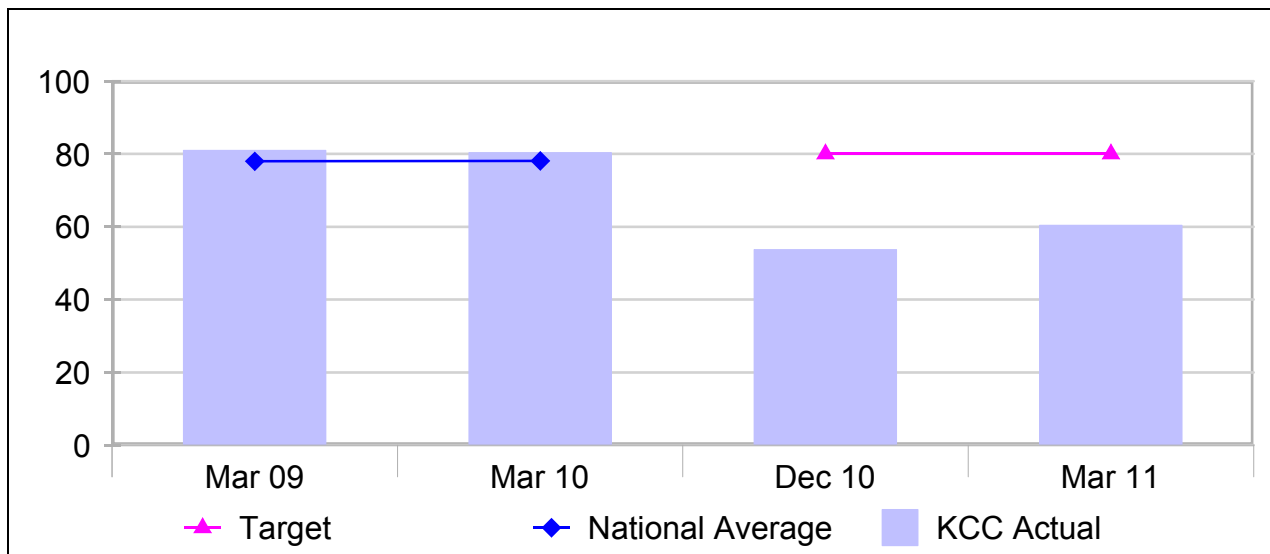
Actions in respect to the management of outstanding Initial Assessments and restoring timely throughput in the system are detailed in the Improvement Plan.

Data Notes:

- Source: Management Information Unit, KCC.

Percentage of core assessments completed within timescale

Red
↑



| Higher result is better | Year to Mar 09 | Year to Mar 10 | Qtr to Dec 10 | Qtr to Mar 11 Provisional |
|-------------------------|----------------|----------------|---------------|---------------------------|
| KCC Result | 81% | 80% ↓ | 54% ↓ | 60% ↑ |
| Target | | | 80% | 80% |
| National average | 78% | 78% | | |
| RAG Rating | ★ | ★ | ▲ | ▲ |

Whilst this indicator shows an improving picture in the later part of the year, the percentage of Core Assessments undertaken within timescales is below the target established in the Improvement Notice. The management of outstanding Core Assessments has and will continue to have a negative effect on the indicator until this work is completed.

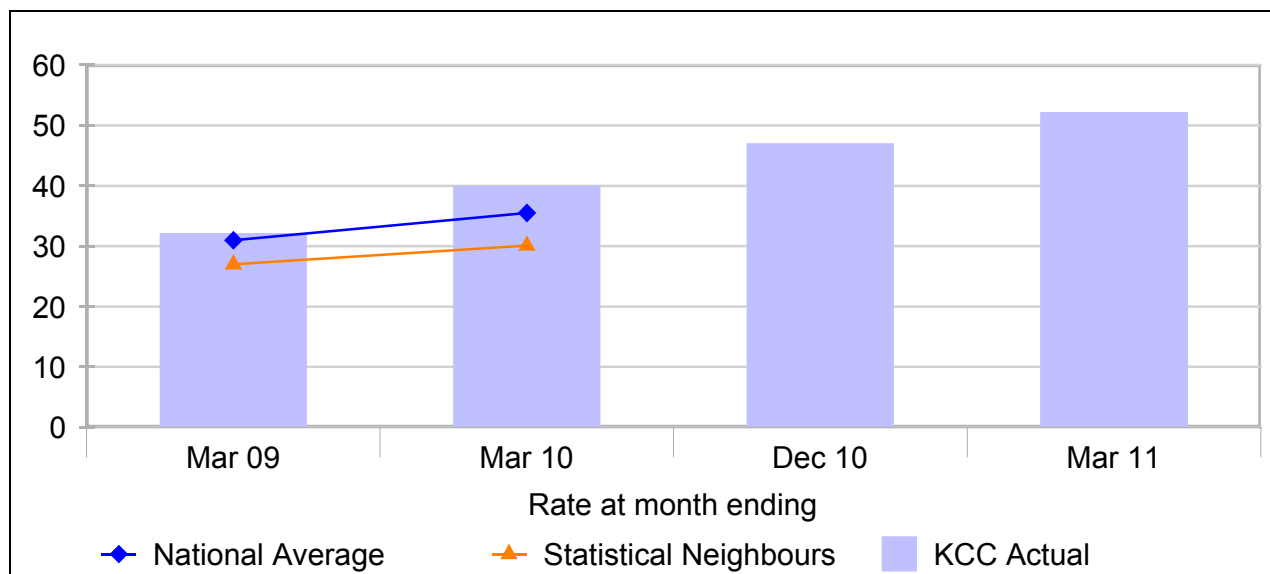
Actions in respect to the management of outstanding Core Assessments and restoring timely throughput in the system are detailed in the Improvement Plan.

Data Notes:

- Source: Management Information Unit, KCC.

**Number of children with a child protection plan
per 10,000 children aged under 18**

Red
↓



| Lower result is better | As at end of Mar 09 | As at end of Mar 10 | As at end of Dec10 | As at end of Mar 11 Provisional |
|------------------------|---------------------|---------------------|--------------------|---------------------------------|
| KCC Result | 32.1 | 39.9 ↓ | 47.0 ↓ | 52.1 ↓ |
| National average | 31.0 | 35.5 | N/a | N/a |
| RAG Rating | ● | ▲ | ▲ | ▲ |
| Statistical neighbours | 27 | 30.1 | N/a | N/a |
| Children with plans | 1,000 | 1,240 | 1,470 | 1,620 |

The number of children subject to a child protection plan continues to increase, being 31% up on last year, and 11% since December. The current position is 47% above the last published national average for March 2010.

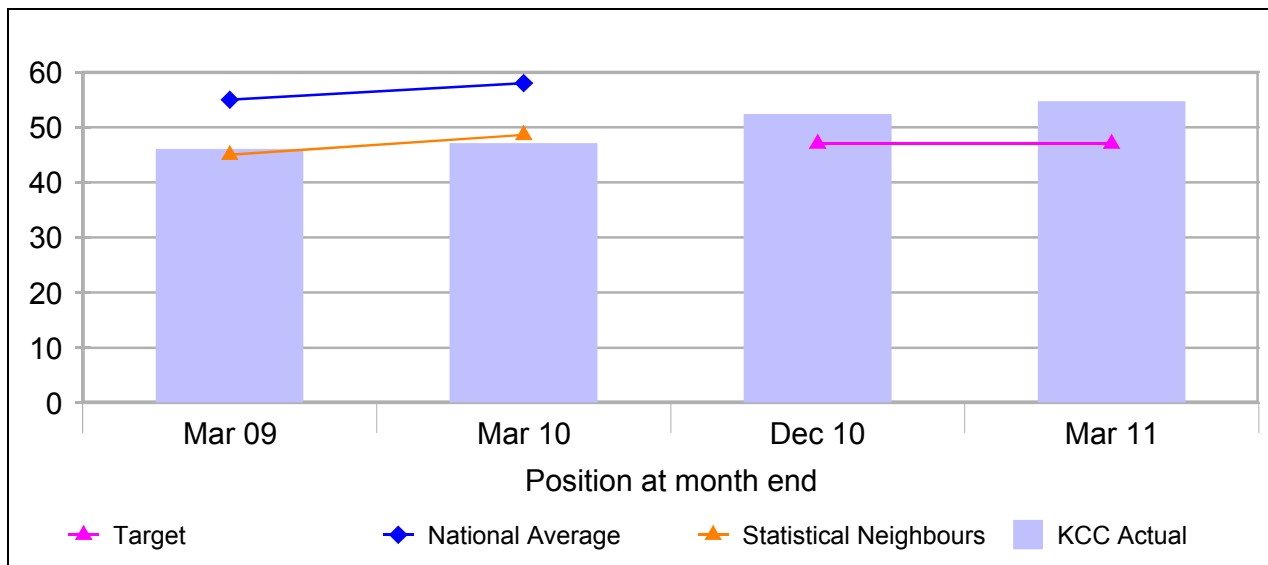
Action being taken is detailed in the Improvement Plan and includes: a review of current cases where children have been subject to a child protection plan for over 18 months; strengthening child protection and conference processes, including core assessments, reports and multi-agency working; work to strengthen KSCB functions, and the independent chairs quality assurance function to ensure that cases are robustly managed and to drive forward planning.

Data Notes:

- Source: DfE and Management Information Unit, KCC.
- The data for the year to March 2010 is based on the new Children in Need (CIN) census. The results should be treated with caution as this is the first full year of the CIN census.
- Number of children rounded to nearest 10.
- The RAG ratings for December 2010 and March 2011 are based on comparison to the most recently published national average – March 2010.

**Number of children looked after per 10,000 children,
(including unaccompanied asylum seeker children)**

Red
↓



| Lower result is better | As at end of Mar 09 | As at end of Mar 10 | As at end of Dec 10 | As at end of Mar 11 Provisional |
|------------------------|---------------------|---------------------|---------------------|---------------------------------|
| KCC Result | 46 | 47 ↓ | 52 ↓ | 55 ↓ |
| Target | 47 | 47 | 47 | 47 |
| RAG Rating | ★ | ● | ▲ | ▲ |
| National average | 55 | 58 | N/a | N/a |
| Statistical neighbours | 45 | 49 | N/a | N/a |
| Number of children | 1,415 | 1,455 | 1,630 | 1,700 |

The numbers of looked after children (LAC) in Kent continue to increase with the rate up by 17% since last year, and by 4% since December 2010. This brings the rate up to above the last published figure for statistical neighbours and close to the last published national average.

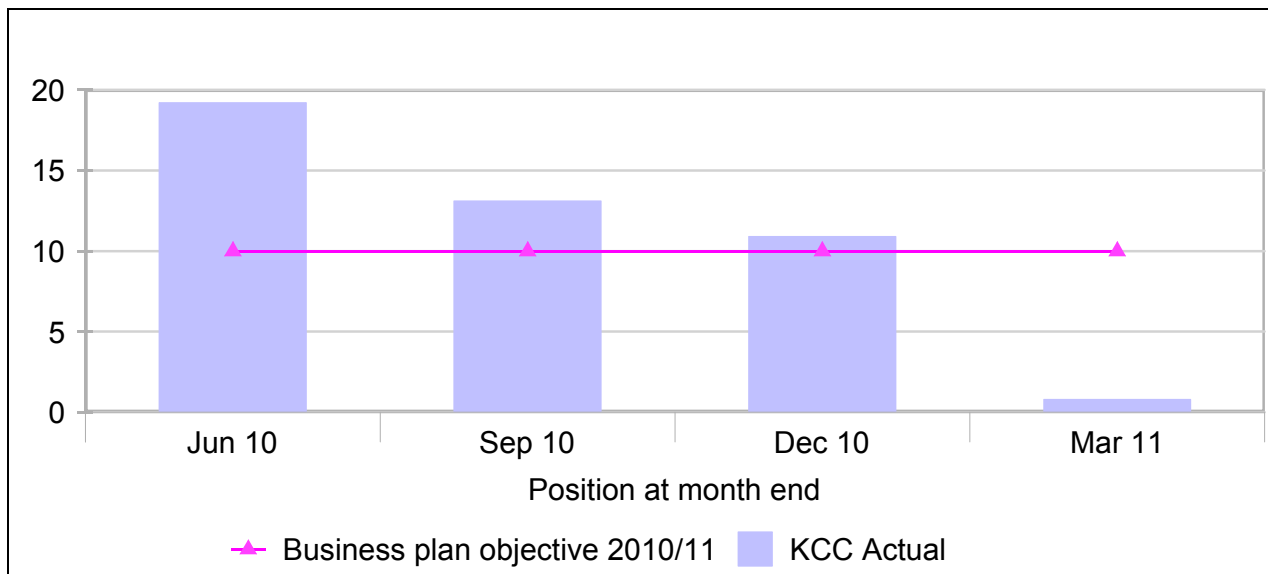
Actions in response to the increasing number of LAC children entering the system and the ongoing service delivery and permanency planning and tracking of LAC children is outlined in the Improvement Plan and the LAC strategy.

Data Notes:

- Source: DfE and Management Information Unit, KCC.
- Number of children rounded to nearest 5.
- Performance for this indicator is now assessed against a target level based on the rate at March 2010, and was previously based on comparison to national average.
- Unaccompanied asylum seeker children are also now included within this indicator whereas previously only British resident children were included.

**Children's social worker vacancies (caseholding)
as a percentage of establishment posts**

Green
↑



| Lower result is better | As at end Jun 10 | As at end Sep 10 | As at end Dec 10 | As at end Mar 11 |
|---|------------------|------------------|------------------|------------------|
| KCC Result | 19.2% | 13.1% ↑ | 10.9% ↑ | 0.8% ↑ |
| Plan 2010/11 | 10% | 10% | 10% | 10% |
| RAG Rating | ▲ | ● | ● | ★ |
| Posts held by agency staff | 5.5% | 6.0% | 8.8% | 16.1% |
| Posts held by directly employed qualified staff | 75% | 81% | 80% | 83% |

Social worker vacancies have declined following the recruitment strategy which has attracted newly qualified social workers and social workers from overseas. A number of posts are held by agency staff to ensure staff levels reach establishment staffing levels.

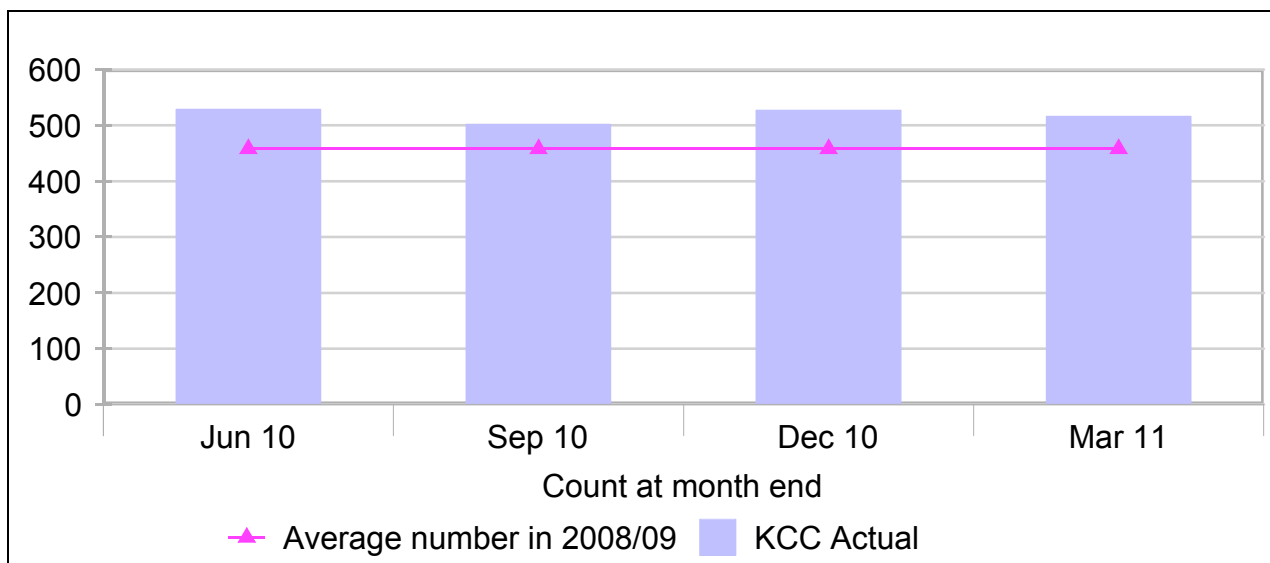
Actions in response to workforce issues are contained in the Improvement Plan.

Data Notes:

- Source: Management Information Unit, KCC.

Number of unaccompanied asylum seeker children supported by the local authority, who are now aged 18 and above

Red



| Lower result is better | As at end of Jun 10 | As at end of Sep 10 | As at end of Dec 10 | As at end of Mar 11 Provisional |
|------------------------|---------------------|---------------------|---------------------|---------------------------------|
| KCC Result | 529 | 502 ↑ | 527 ↓ | 516 ↑ |
| 2008/09 Average | 458 | 458 | 458 | 458 |
| RAG Rating | ▲ | ▲ | ▲ | ▲ |

The numbers of UASC aged over 18 supported by the KCC has fluctuated during the year and as at March was at a similar level to the previous year (519 in March 2010), which is higher than previous historic levels. However, the total number of UASC of all ages supported has been on a reducing trend, which in the longer term will help reduce numbers aged over 18.

The decision making process regarding returning unaccompanied minors to their originating home country is made by the Home Office and therefore is not within the local authority's power to influence. The new regulations and guidance being issued by Government under volume 3 of the Children Act 1989, from April 2011, means that unaccompanied asylum seeking children will lose their rights as care leavers once their entitlement to remain in this country has been removed. This will mean that the local authority will have reduced responsibilities for them, even while they remain living in this country.

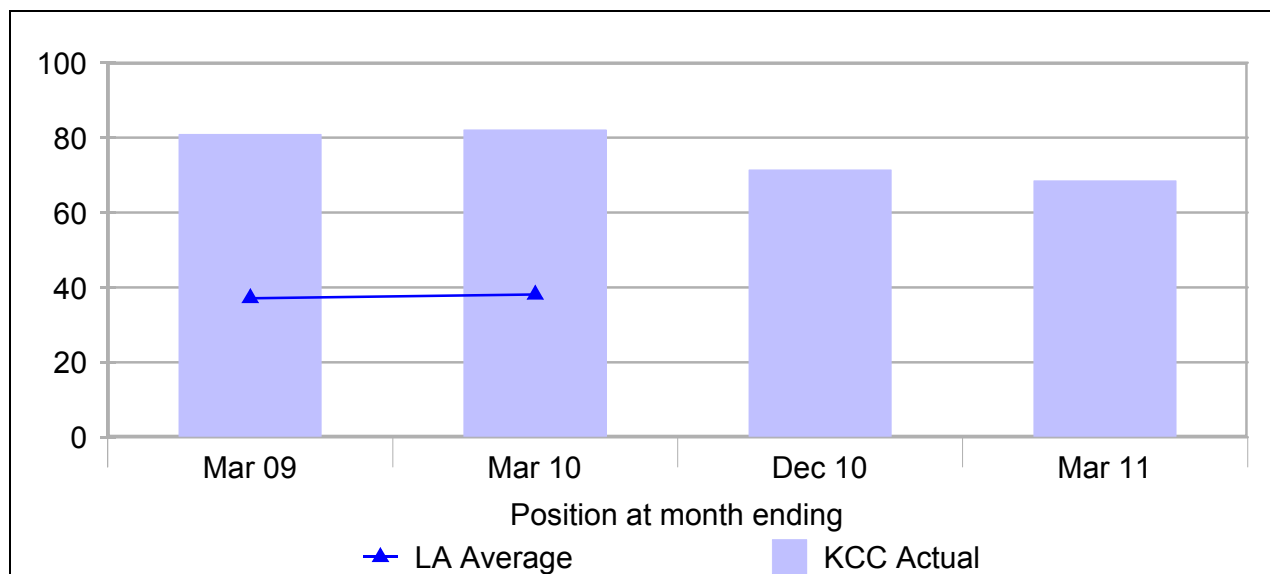
It was agreed with the UK Border Agency (UKBA) that the local team would work in partnership with KCC to prepare young people for their return to their country of origin, for those who are classified as having All Rights of Appeal Exhausted (ARE). This is still in the early stages of development due to restructuring of UKBA locally.

Data Notes:

- Source: Management Information Unit, KCC.

Children looked after placed in an area by other local authorities, as a percentage of the number of local looked after children

Red
↑



| Lower result is better | As at end Mar 09 | As at end Mar 10 | As at end Dec 10 Provisional | As at end Mar 11 Provisional |
|-------------------------------------|------------------|------------------|------------------------------|------------------------------|
| KCC Result (DfE data) | 80% | 80% ↔ | 71% ↑ | 69% ↑ |
| Local authorities (LA) average | 37% | 38% | N/a | N/a |
| RAG Rating | ▲ | ▲ | ▲ | ▲ |
| Numbers placed in Kent (local data) | 1,400 | 1,420 | 1,385 | 1,385 |

The number of children placed into Kent by other local authorities remains high when compared with the average rate of placements into other areas. The rate shows a reduction this year but this is mostly due to an increase in the numbers of local looked after children, with only a small reduction in numbers placed into Kent by other local authorities.

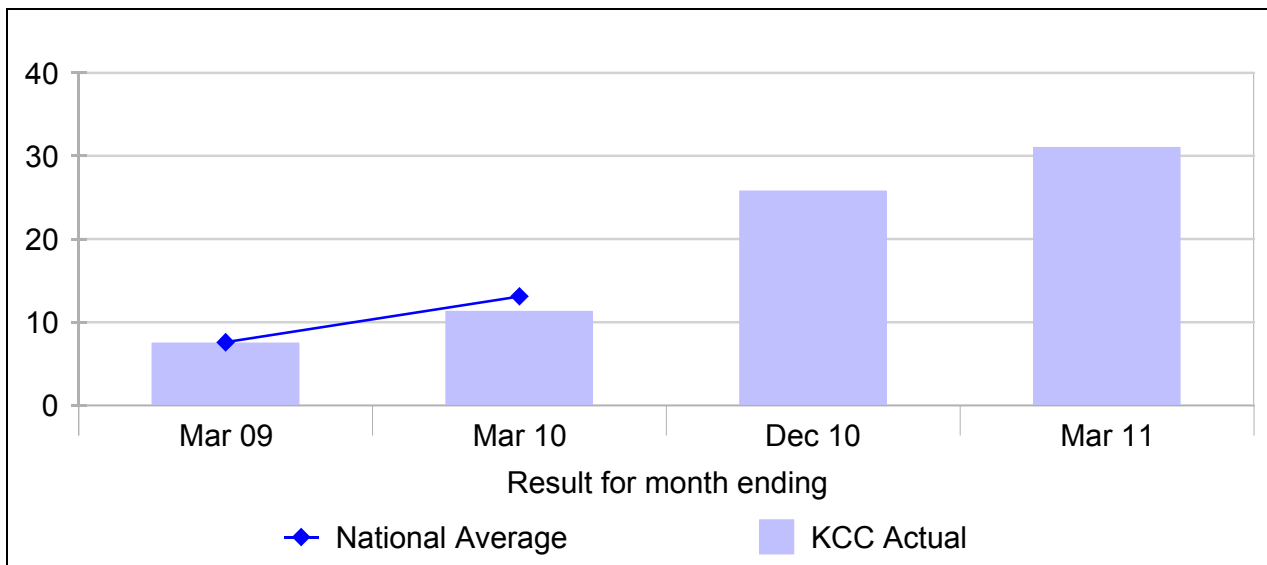
The new sufficiency duty starting from 1 April 2011 requires local authorities to secure, where reasonably practicable, sufficient accommodation in their local authority area. It is unclear how far this will alter current practice.

Data Notes:

- Source: DfE and Management Information Unit, KCC.
- Numbers of LAC rounded to nearest 5.
- The RAG ratings for December 2010 and March 11 are based on comparison to the most recently published national average – March 2010.
- Kent local data shows a higher number than DfE data, as local data includes those placed who are over 18 years old (i.e. care leavers).

Percentage of adult clients with community based social care services receiving direct payments and/or a Personal Budget

Green
↑



| Higher result is better | Mar 09 | Mar 10 | Dec 10 | Mar 11 Provisional |
|-------------------------|--------|---------|---------|-----------------------|
| KCC Result | 7.5% | 11.3% ↑ | 25.8% ↑ | 31.0% ↑ |
| National average | 7.6% | 13.1% | N/a | N/a |
| RAG Rating | ● | ● | ● | ★ |
| Number of clients | 2,120 | 3,190 | 6,430 | 7,740 |

2009/10 was the first year of significant roll out of Self Directed Support with new clients being offered Personal Budgets for the first time.

Kent has seen continued increases in take up of Personal Budgets during the current financial year. The March position of 7,740 clients compares to the September position of 5,200 clients.

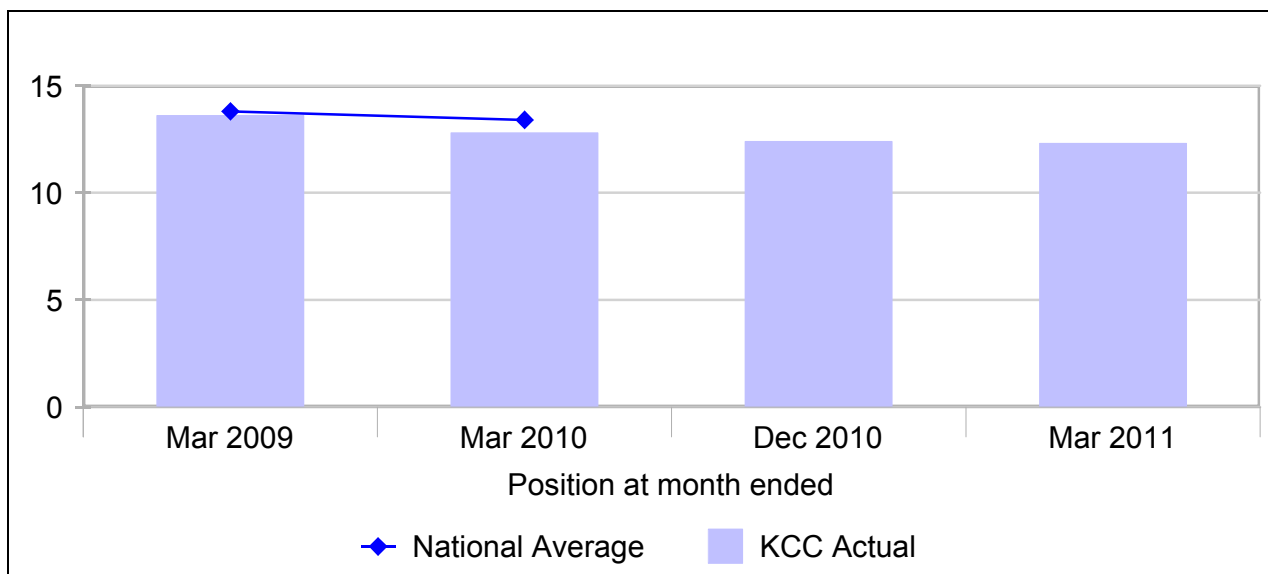
There is a national target of 30% take up of personal budgets by April 2011 which has now been met.

Data Notes:

- The indicator shown above is based on a snapshot of on-going clients (not including carers) at each date.
- The indicator shown is different from the national indicator which is based on all clients receiving services in the year, included carers.
- Previous year data and national benchmarks are taken from the National Adult Social Care Intelligence Service.
- Client data rounded to nearest 10.

Older people supported in residential care, permanent placements per 1,000 people aged 65 and over

Amber
↑



| Lower result is better | Mar 09 | Mar 10 | Dec 10 | Mar 11 Provisional |
|------------------------|--------|--------|--------|--------------------|
| KCC Result | 13.6 | 12.8 ↑ | 12.4 ↑ | 12.3 ↑ |
| National average | 13.8 | 13.4 | N/a | N/a |
| RAG Rating | ● | ● | ● | ● |
| Number of clients | 3,350 | 3,240 | 3,140 | 3,110 |

The long term trend for the total number of clients aged over 65 in residential care continues to show a decline with Kent showing a similar fall and rate of provision to national levels.

The number of clients placed in permanent independent sector residential care at the end of March 2011 was 2,787 up from 2,751 in March 2010 (excluding preserved rights) but this is a lower position then seen in the September to November period.

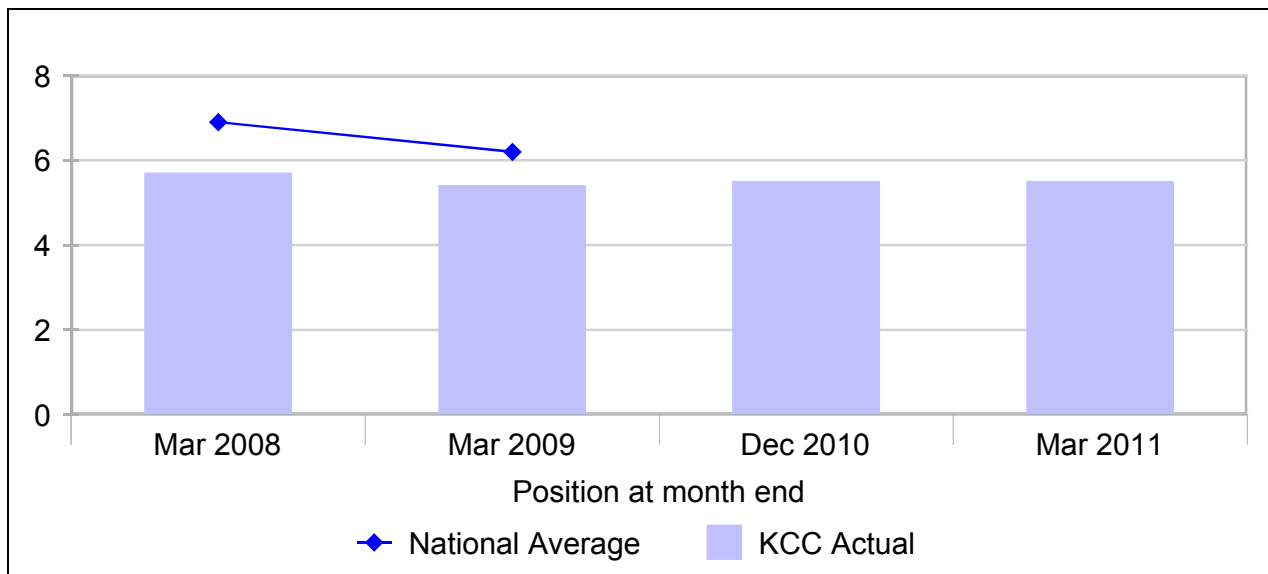
There are ongoing pressures relating to clients with dementia and the number of clients with dementia in independent sector provision increasing from 1,195 in March 2010 to 1,285 in March 2011.

Data Notes:

- Previous year data and national benchmarks are taken from the National Adult Social Care Intelligence Service.
- Data includes all clients whether placed in in-house provision or with external providers.
- Client data rounded to nearest 10.

**Older people supported in nursing care,
permanent placements per 1,000 people aged 65 and over**

Amber



| Lower result is better | Mar 09 | Mar 10 | Dec 10 | Mar 11 Provisional |
|------------------------|--------|--------|--------|-----------------------|
| KCC Result | 5.4 | 5.4 ↔ | 5.5 ↓ | 5.5 ↔ |
| National average | 6.2 | 5.9 | N/a | N/a |
| RAG Rating | ★ | ● | ● | ● |
| Number of clients | 1,340 | 1,370 | 1,390 | 1,400 |

The number of clients aged over 65 in permanent placements of nursing care has increased this year and the levels remain slightly above those seen in the previous 2 years.

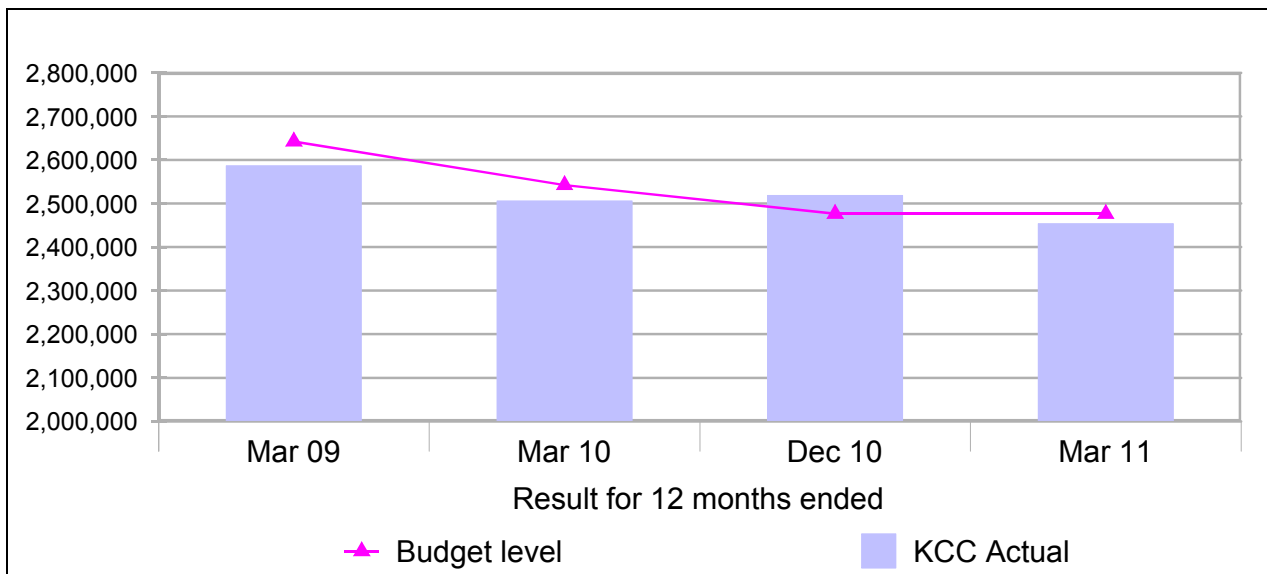
Kent has historically maintained a lower level of usage of nursing care than the national average, although the national average has been reducing significantly in the last few years.

Data Notes:

- Previous year data and national benchmarks are taken from the National Adult Social Care Intelligence Service.
- Data includes all clients whether placed in in-house provision or with external providers.
- Client data rounded to nearest 10.

Hours of independent domiciliary home care funded by KCC and provided to people aged 65 and over

Green
↑



| Lower result is better | Year ended Mar 09 | Year ended Mar 10 | Year ended Dec 10 | Year ended Mar 11 Provisional |
|-----------------------------|-------------------|-------------------|-------------------|-------------------------------|
| Hours care provided (000's) | 2,587 | 2,506 ↑ | 2,519 ↑ | 2,454 ↑ |
| Budget level | 2,642 | 2,542 | 2,477 | 2,477 |
| RAG Rating | ● | ● | ● | ★ |
| Number of clients | 6,490 | 6,230 ↑ | 6,060 ↑ | 5,710 ↑ |

Client numbers with externally provided domiciliary provision were 5,710 in March 2011 which is down from 6,230 in March 2010. The year end position is within budget and hence rated Green.

The number of hours of externally purchased domiciliary care has decreased since 2008/09 and this was expected due to other services being provided such as intermediate care, telecare and telehealth and increased take up of direct payments as well as further development of provision through voluntary sector provision.

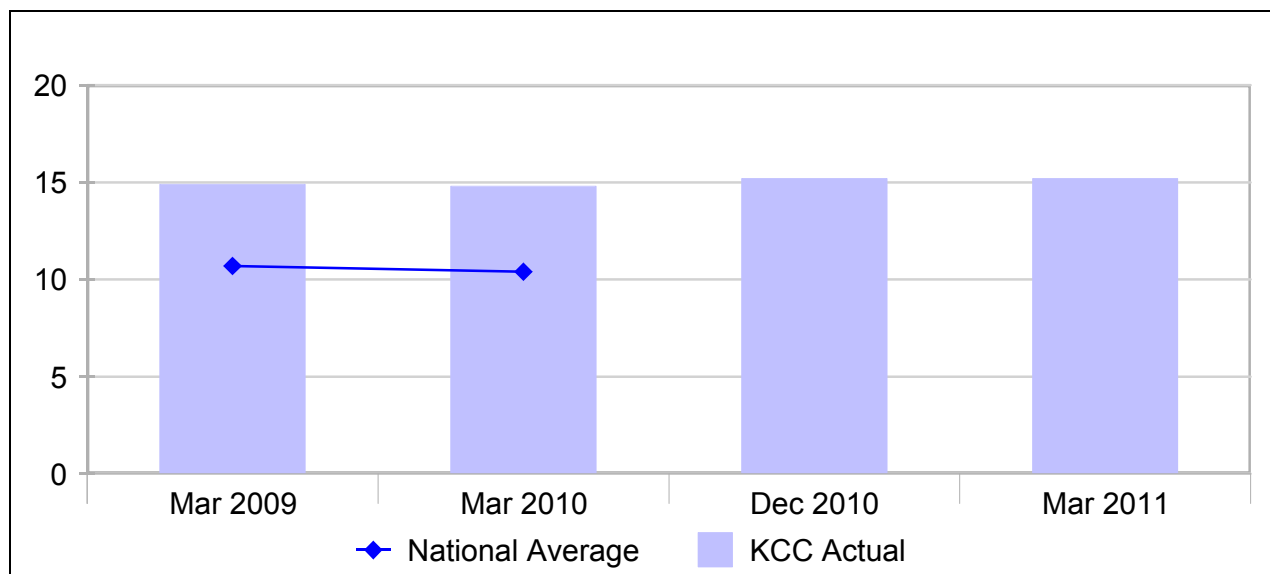
In addition, with the introduction of enablement, more people are able to return home with minimal or no care package. However, although the numbers of people who continue to receive a service are fewer, those that do may receive a more intensive care package.

Data notes:

- Client data rounded to nearest 10.

Adult clients with learning disability supported in residential care, per 10,000 population aged 18 to 64

Red
↔



| Lower result is better | Mar 09 | Mar 10 | Dec 10 | Mar 11 Provisional |
|------------------------|--------|--------|--------|--------------------|
| KCC Result | 14.9 | 14.8 ↑ | 15.2 ↓ | 15.2 ↔ |
| National average | 10.7 | 10.4 | N/a | N/a |
| RAG Rating | ▲ | ▲ | ▲ | ▲ |
| Number of clients | 1,260 | 1,250 | 1,290 | 1,290 |

Demographic pressures and the NHS transfer continue to impact on Learning Disability Services, particularly residential care.

In addition, Kent has a higher than average proportion of preserved rights clients, which will impact on any benchmarking analysis. These are clients who have been in long term care, some of whom would have been placed in Kent from other parts of the country. Responsibility for these clients transferred from government to local authorities some time in the past and government provides a specific grant to meet the costs of care for these clients.

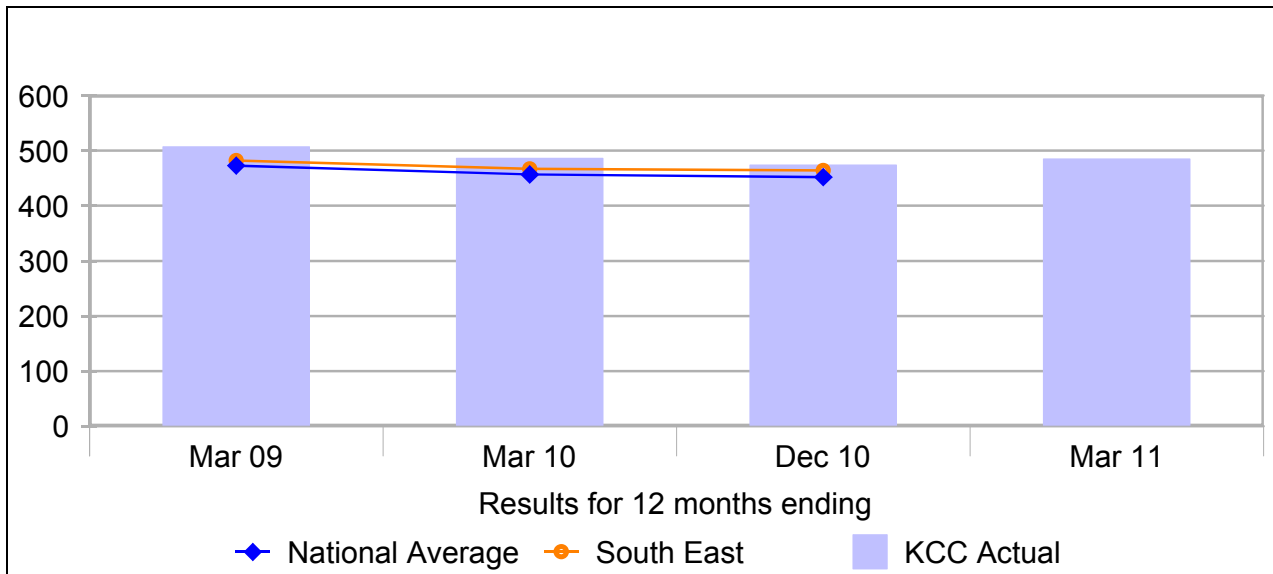
The number of clients in residential care excluding those with preserved rights at the end of March 2011 was 713, up from 632 in March. This includes NHS transfer figures.

Data Notes:

- Previous year data and national benchmarks are taken from the National Adult Social Care Intelligence Service.
- Client data rounded to nearest 10.

Kilograms of household waste collected per resident

Amber



| Lower figure is better | Year ended Mar 09 | Year ended Mar 10 | Year ended Dec 10 | Year ended Mar 11 Provisional |
|------------------------|-------------------|-------------------|-------------------|-------------------------------|
| KCC Result | 507 | 486 ↑ | 474 ↑ | 485 ↓ |
| National Average | 473 | 457 | 452 * | N/a |
| RAG Rating | ● | ● | ● | ● |
| South East | 482 | 467 | 464 * | N/a |

The total tonnage of household waste produced in Kent continues to decline and the amount collected per resident has been moving closer to the national average in recent years.

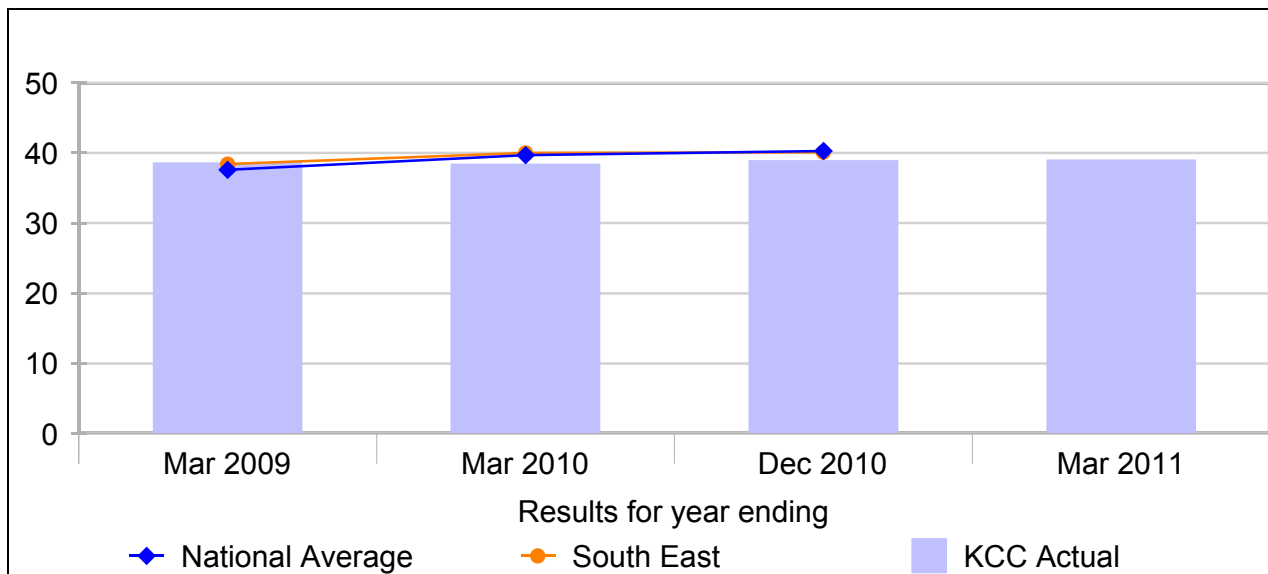
The provisional data for the year ending March 2011 is for the kilograms collected per resident to be lower than the previous year for the fourth year running, but only by a small margin. Previous forecasts as shown by the December 2010 figure were for a larger reduction to happen in the year, but waste volumes increased significantly in the final quarter.

Data Notes:

- Source: KCC monitoring systems and national WasteDataFlow system.
- Recent data is provisional in nature as it includes some estimated tonnage figures which are based on previous trends; this may change slightly as final, validated information becomes available.
- The RAG ratings for December and March are based on comparison to the most recently published national average – September 2010 (marked with *).

Percentage of household waste recycled or composted

Amber



| Higher figure is better | Year ended Mar 09 | Year ended Mar 10 | Year ended Dec 10 | Year ended Mar 11 Provisional |
|-------------------------|-------------------|-------------------|-------------------|-------------------------------|
| KCC Result | 38.6% | 38.4% ↓ | 38.9% ↑ | 39.0% ↑ |
| National average | 37.6% | 39.7% | 40.3% * | N/a |
| RAG Rating | ● | ● | ● | ● |
| South East | 38.4% | 40.0% | 40.1% * | N/a |

The percentage of Kent's household waste recycled or composted has levelled off in recent years, as no significant additional district council kerbside recycling schemes have been put in place. However there has been a slight increase this year with a rate of 39.0% for the last 12 months. Plans for new collections are being implemented in Maidstone, Dover and Shepway in 2011, which should lead to a further increase in the level of recycling.

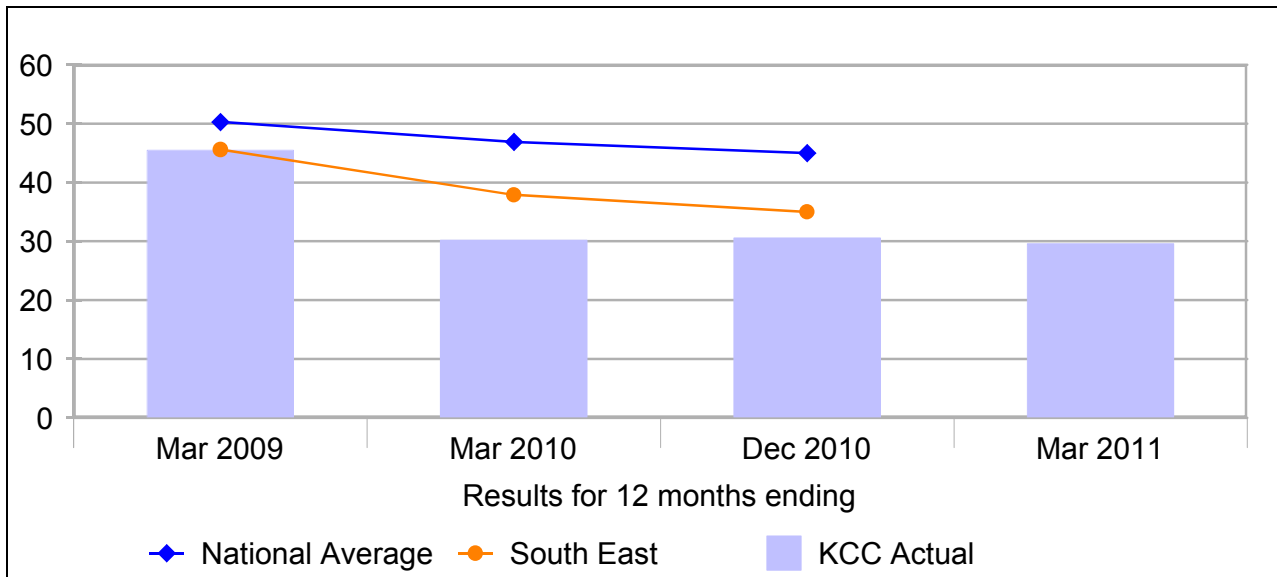
Over the next few years, as collection services are reviewed and contracts re-tendered, it is expected that the introduction of additional recycling and composting services will be possible.

Current national targets are to achieve a household waste recycling rate of 45% by 2015 and 50% by 2020.

Data Notes:

- Source: KCC monitoring systems and national WasteDataFlow system.
- Recent data is provisional in nature as it includes some estimated tonnage figures which are based on previous trends; this may change slightly as final, validated information becomes available.
- The RAG ratings for December and March are based on comparison to the most recently published national average – September 2010 (marked with *).

| | |
|--|-------------------|
| Percentage of municipal waste taken to landfill | Green ↑ |
|--|-------------------|



| Lower figure is better | Year ended Mar 09 | Year ended Mar 10 | Year ended Dec 10 | Year ended Mar 11 Provisional |
|------------------------|-------------------|-------------------|-------------------|-------------------------------|
| KCC Result | 46% | 30% ↑ | 31% ↓ | 30% ↑ |
| National average | 50% | 47% | 45% * | N/a |
| RAG Rating | ● | ★ | ★ | ★ |
| South East | 46% | 38% | 35% * | N/a |

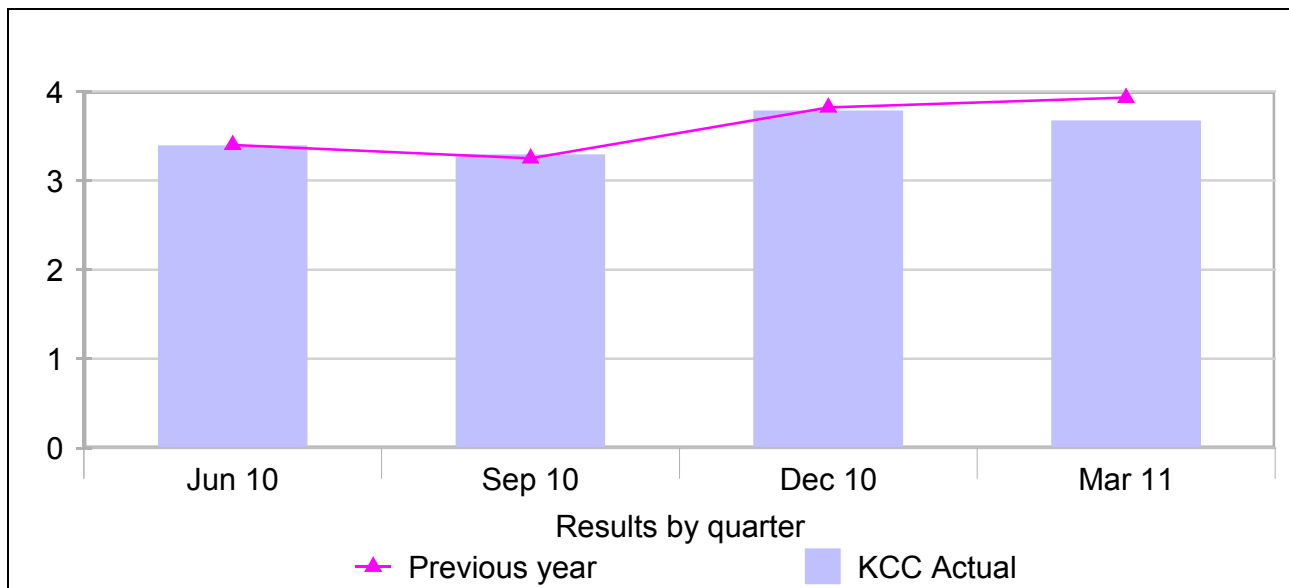
In recent years Kent has been significantly ahead of the national and south east averages for the percentage of municipal waste going to landfill.

Currently nearly 40% of waste is recycled or composted with 30% being managed via the Allington waste to energy plant. A further reduction in waste going to landfill is forecast for the future, and plans are in place to landfill less than 15% by 2013/14.

- Data Notes:
- Source: KCC monitoring systems and national WasteDataFlow system.
 - Recent data is provisional in nature as it includes some estimated tonnage figures which are based on previous trends; this may change slightly as final, validated information becomes available.
 - The RAG ratings for December and March are based on comparison to the most recently published national average – September 2010 (marked with *).

**Average minutes per mile for AM peak travel time
in Maidstone on inbound links**

Green
↑



| Lower figure is better | Qtr to Jun | Qtr to Sept | Qtr to Dec | Qtr to Mar |
|------------------------|------------|-------------|------------|------------|
| Current year | 3.39 | 3.29 | 3.78 | 3.67 |
| Previous year | 3.40 | 3.25 | 3.82 | 3.93 |
| RAG Rating | ● | ● | ● | ★ |

Average journey time in the quarter to March 2011 showed a significant improvement over the same time last year, although this was not significantly different from the previous quarter. Average annual journey for financial year 2010/11 was 3.49 compared to 3.60 for the previous year.

A seasonal pattern has emerged now that we have collected data for two full years with the quarter to September showing the lowest travelling times and with longer journey times in winter months.

We will soon have the first full year journey time data for key routes into Gravesend and Canterbury. This will allow us to report current journey time reliability against THE previous year's seasonal results. We plan to install equipment to cover journey times in Dartford and on selected inter-urban links during the new financial year.

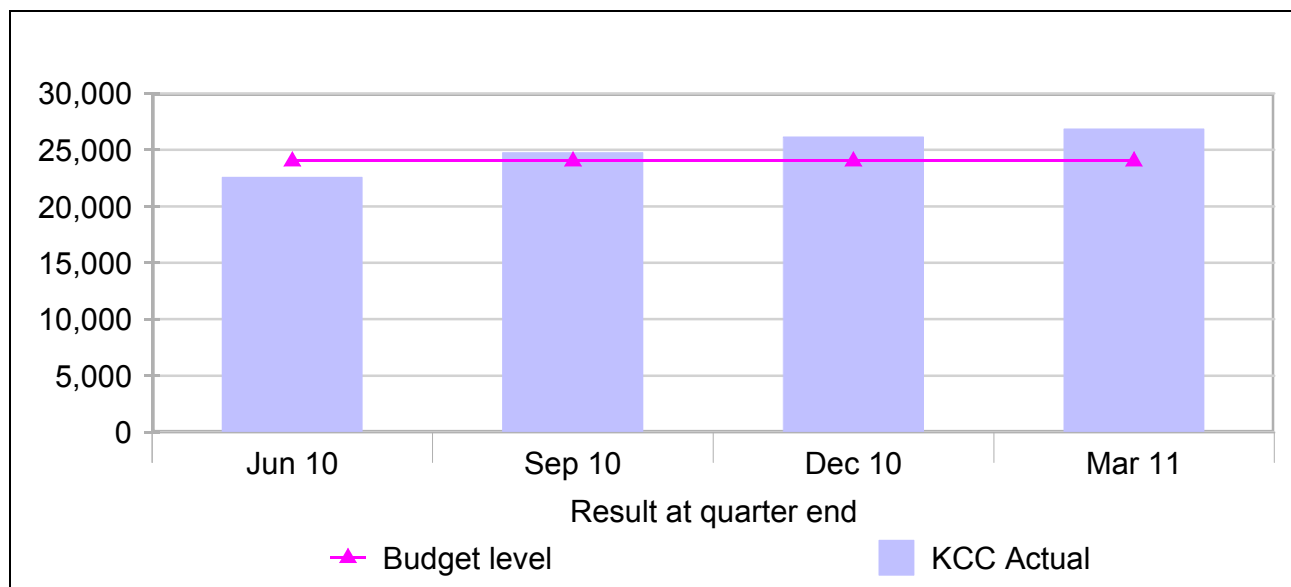
Continued investment in this area helps us to understand the issues that affect journey times and cause travel delays, improving our network intelligence and allowing us to use this information to improve journey reliability.

Data Notes:

- Performance is now assessed by comparison to the previous year's result, measured on a consistent basis. Previously the assessment was made against a target based on an old baseline measurement which was not collected on a consistent basis.

Number of Freedom passes in issue

Red



| Lower figure is better in terms of cost | Qtr ended Jun 10 | Qtr ended Sept 10 | Qtr ended Dec 10 | Qtr ended Mar 11 |
|---|------------------|-------------------|------------------|------------------|
| KCC Result | 22,600 | 24,700 | 26,100 | 26,800 |
| Budget level | 24,000 | 24,000 | 24,000 | 24,000 |
| RAG Rating | ● | ● | ● | ▲ |

The Kent Freedom Pass continues to be a great success and the number of passes in issue continues to increase. As of 31 March 2011, 26,800 passes had been issued.

While this is good news in terms of the success of the scheme it also presents a budget pressure as the number of passes issued and journeys being made now exceeds the level provided for in the budget, hence the “red” rating here.

Administration fees for the Freedom pass will rise next year to help alleviate the budget pressure which has resulted from take up exceeding expectations.

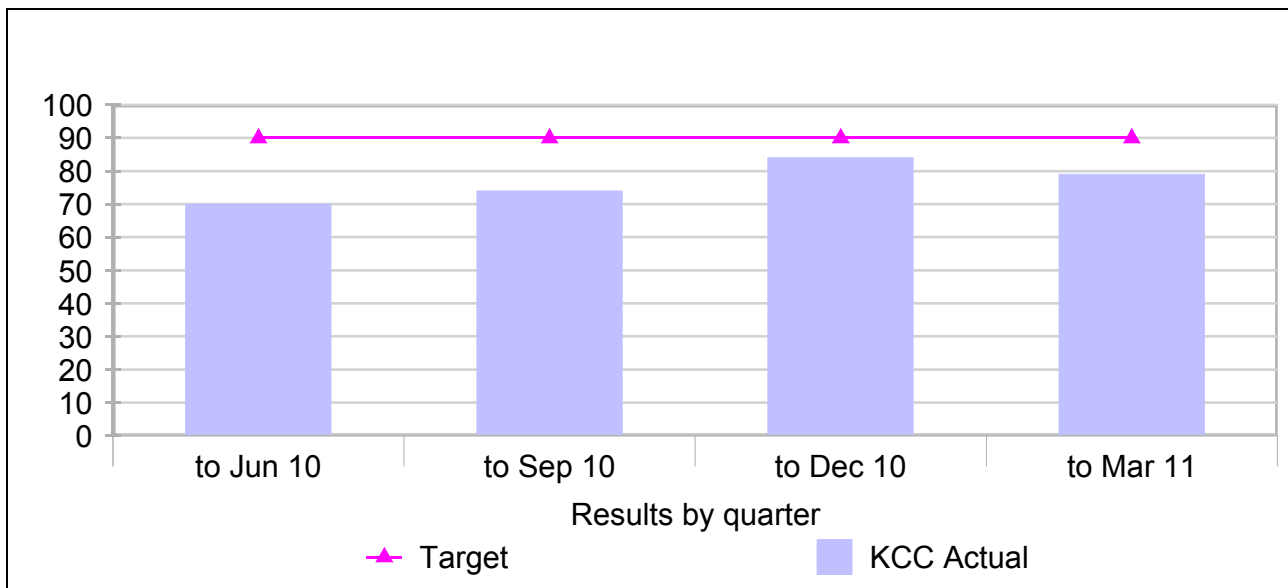
Survey work in the year has indicated that some 6% of pass holders have now chosen a different school as a consequence of the scheme, indicating that the scheme has allowed new choices for users of the pass.

Data Notes:

- Freedom passes are issued by academic year. Most passes are issued at the beginning of the year in the quarter to September, but new applications continue to be made throughout the year.

Percentage of routine highway repairs completed within 28 days

Red



| Higher figure is better | Qtr to Jun 10 | Qtr to Sept 10 | Qtr to Dec 10 | Qtr to Mar 11 |
|-------------------------|---------------|----------------|---------------|---------------|
| KCC Result | 70% | 74% ↑ | 84% ↑ | 79% ↓ |
| Target | 90% | 90% | 90% | 90% |
| RAG Rating | ▲ | ▲ | ● | ▲ |

Performance for the last quarter was affected by the significant increase in demand for repairs caused by the bad winter weather. This saw enquiries from customers double from 2,000 to 4,000 per week.

Additional repair gangs were put to work but as can be seen from the graph above we still missed our 90% performance target for the quarter as a whole. During March the enquiry demand has fallen back to 'normal' levels and we are now very close to meeting our 90% standard.

Average performance for the year was for 77% of repairs to be completed within timescale.

Currently we have 2,500 open routine enquiries that are our 'work in progress' and this has fallen from almost 5,000 in January. Of these, just over 200 (8%) have gone beyond our 28 day standard and are being treated as a priority, leaving 92% within target.

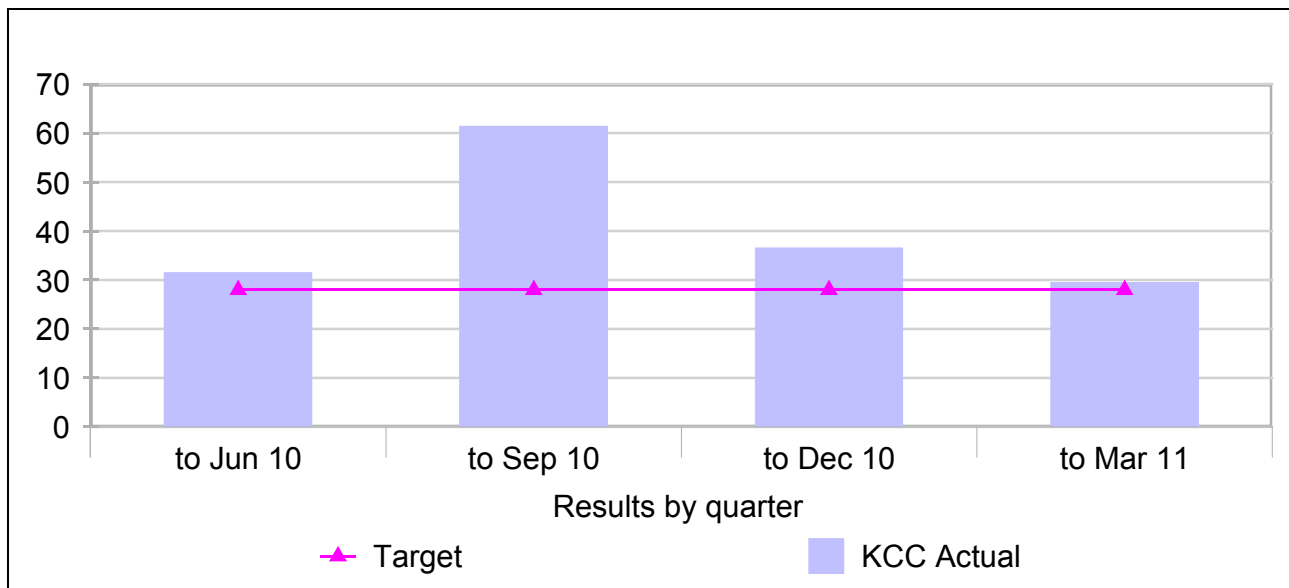
Keeping on top of the backlog of enquiries will continue be a top priority and we are currently monitoring this on a weekly basis.

Data Notes:

- The indicator only measures new requests completed within 28 days and does not show the amount of backlog or how quickly backlogs are addressed.

Average number of days to repair potholes

Amber



| Lower figure is better | Qtr to Jun 10 | Qtr to Sept 10 | Qtr to Dec 10 | Qtr to Mar 11 |
|------------------------|---------------|----------------|---------------|---------------|
| KCC Result | 31.5 | 61.4 ↓ | 36.6 ↑ | 29.5 ↑ |
| Target | 28 | 28 | 28 | 28 |
| RAG Rating | ● | ▲ | ▲ | ● |

Following the extreme winter weather in November and December, additional repair gangs were employed from Ringway. In addition, each district team was allocated extra funding to employ the local contractors who carried out the Find & Fix work in 2010. This work was completed at the end of March and has caused the average number of days to repair potholes in the first quarter of 2011 to be reduced.

Performance for the year as a whole was an average time of 40.1 days to repair potholes.

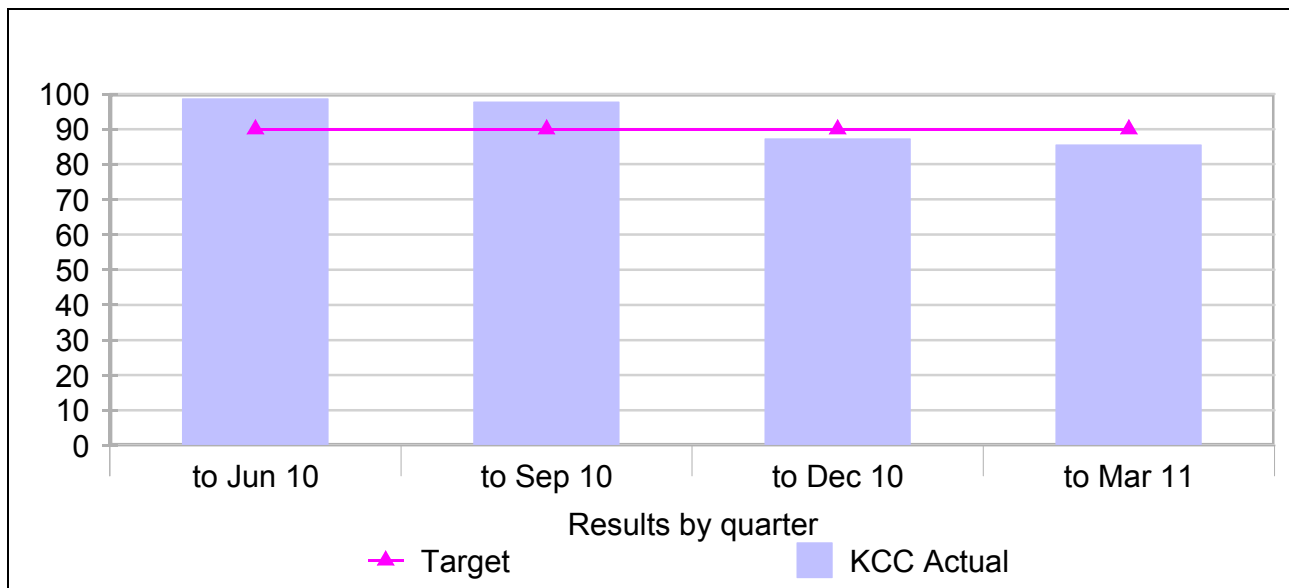
The next phase of Find & Fix will commence during April which will have a further impact in reducing the average number of days. Once this phase of Find & Fix is completed, additional funding has been allocated to treat roads previously repaired, thus reducing the risk of future potholes.

Data Notes:

- This indicator includes all repairs completed during the period being measured, including the backlog.
- The indicator is calculated on the number of jobs, so where several potholes are fixed in the same location at the same time, this is only counted once.

**Percentage of streetlight faults attended to within 28 days –
KCC responsible**

Amber
↓



| Higher figure is better | Qtr to Jun 10 | Qtr to Sept 10 | Qtr to Dec 10 | Qtr to Mar 11 |
|-------------------------|---------------|----------------|---------------|---------------|
| KCC result | 98.6% | 97.7% ↓ | 87.2% ↓ | 85.5% ↓ |
| Target | 90% | 90% | 90% | 90% |
| RAG Rating | ★ | ★ | ● | ● |

Performance in the last quarter has dropped slightly compared to the previous quarter and remains below the target standard of 90%. However as an average across the whole year, performance was for 91.2% of repairs to be within timescale which is above the target standard.

The seasonal variation with the longer, dark nights and the subsequent increase in public awareness of street lighting has continued to lead to high volumes of faults being reported this quarter in line with volumes in the previous quarter.

Based on previous year's experience it is anticipated that from April, volumes of faults reported will reduce and performance on repair times will return to our published standard.

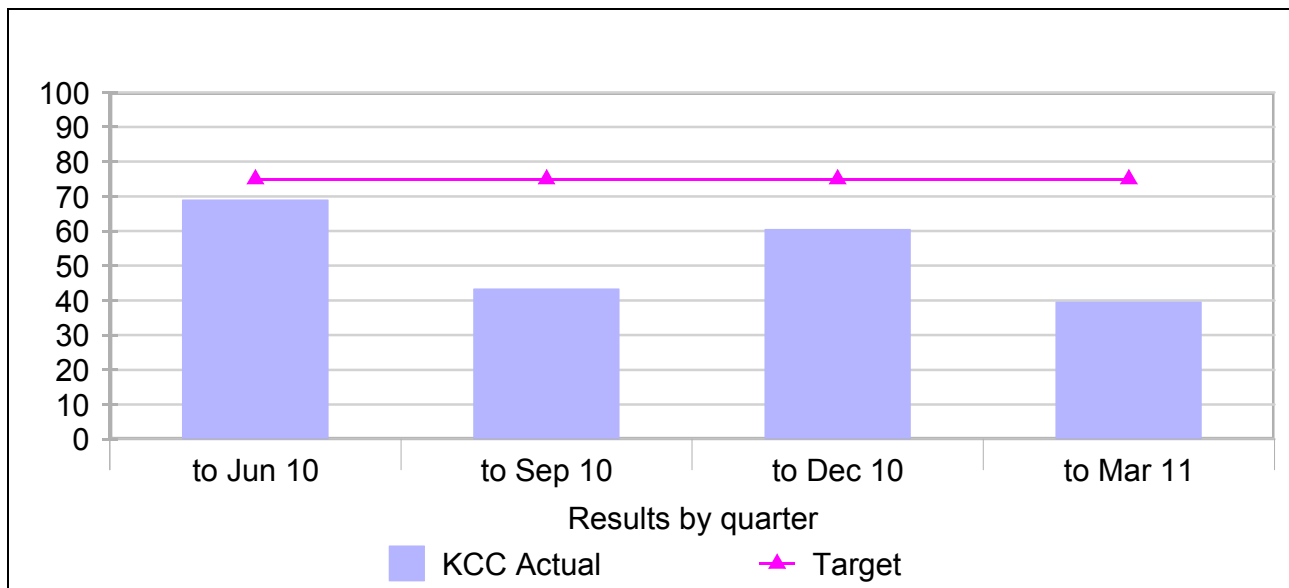
During the quarter to March 2011 we completed 12,356 streetlight repairs (11,558 in the previous quarter).

Data Notes:

- The indicator is calculated on the same basis as the previous national indicator for this service which is on the basis of first attending to the fault. In most cases a fault can be fixed when first attended to by a bulb replacement. However, in a minor number of cases major works such as column replacement are required and these are then scheduled under a different works programme and the completion of these major works are not captured by this indicator.

Percentage of streetlight faults attended to within 28 days – UKPN responsible

Red
↓



| Higher figure is better | Qtr to Jun 10 | Qtr to Sept 10 | Qtr to Dec 10 | Qtr to Mar 11 |
|-------------------------|---------------|----------------|---------------|---------------|
| UKPN Result | 69% | 43% ↓ | 61% ↑ | 40% ↓ |
| Target | 75% | 75% | 75% | 75% |
| RAG Rating | ● | ▲ | ▲ | ▲ |

Fault repair response times for UK Power Networks (UKPN) during the last quarter showed a drop in performance. The average achieved for the year was for 55.8% of repairs to be within timescale which is a significant improvement on previous year's performance.

There has been a change in practice in the quarter which has impacted on the overall response in the quarter and which will lead to further improvements in the future.

The measure includes time for an initial visit by KHS to ascertain the nature of the fault, and due to a significant increase in aborted fees charged by UKPN, it was decided that an audit of this initial visit would be carried out to verify the accuracy of the fault diagnosis. This has resulted in some faults taking longer to be reported to UKPN, however, this has been a valuable audit exercise in two ways:

- 1) More accurate reports being submitted to UKPN and thus aborted fee charges being avoided.
- 2) Identification of areas for improvement in fault diagnosis and reporting.

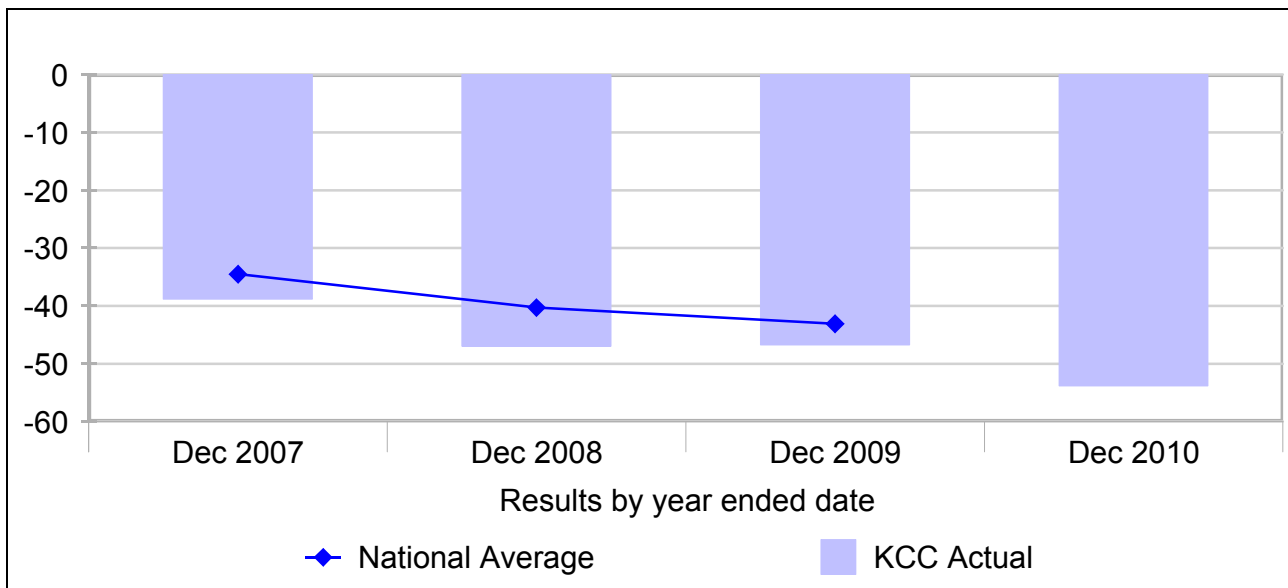
During the quarter to December 2010 UKPN completed 124 streetlight repairs (114 previous quarter).

Data Notes:

- A lower target for completion is set for UKPN repairs due to the works covered by UKPN being more in the nature of major works and not simply bulb replacement.

Percentage reduction in the number of people killed or seriously injured (KSI) on the roads compared to 1994-98 average

Green
↑



| Larger negative figure better | Year ended Dec 07 | Year ended Dec 08 | Year ended Dec 09 | Year ended Dec 10 Provisional |
|-------------------------------|-------------------|-------------------|-------------------|-------------------------------|
| KCC Result | -39% | -47% ↑ | -47% ↓ | -54% ↑ |
| National average | -35% | -40% | -43% | -47% * |
| RAG Rating | ★ | ★ | ● | ★ |
| Number of people KSI | 723 | 627 | 629 | 571 |

Data for the year shows a continued and significant reduction in the number of people killed or seriously injured in road traffic accidents in Kent.

The reduction achieved for 2010 is well above the national 2010 casualty target of a 40% reduction in KSI over the 1994-98 baseline.

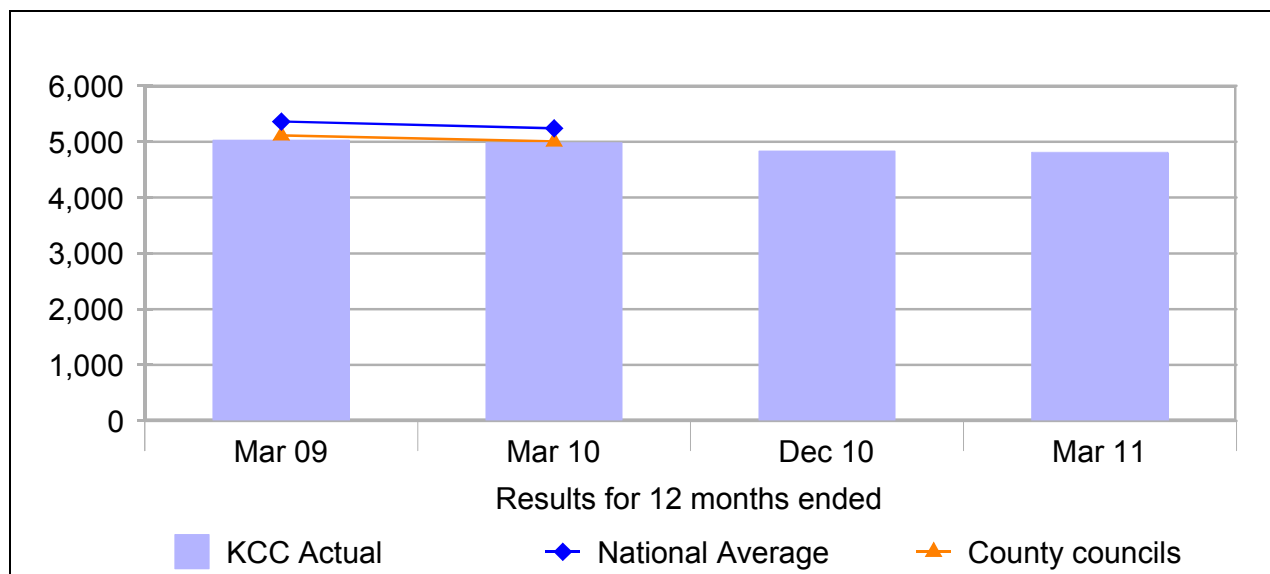
With the level of reduction seen in Kent in the current year, we expect to continue to be significantly better than the national average when national data becomes available later in 2011.

Data Notes:

- The RAG rating for current year is based on comparison to the most recently published national average – December 2009.
- The National average shown for December 2010, notes with *, relates to Great Britain as a whole (England is used for other years) and is provisional result up to the end of September.

Number of 'physical' visits to libraries per 1,000 residents

Amber



| Higher value is better | Year ended Mar 09 | Year ended Mar 10 | Year ended Dec 10 | Year ended Mar 11 Provisional |
|------------------------|-------------------|-------------------|-------------------|-------------------------------|
| KCC Result | 5,030 | 4,979 ↓ | 4,832 ↓ | 4,808 ↓ |
| National average | 5,363 | 5,241 | N/a | N/a |
| RAG Rating | ● | ● | ● | ● |
| County council average | 5,112 | 5,006 | N/a | N/a |

Footfall in Kent libraries is being affected by several temporary library re-locations as part of the modernisation programme, with visits in each quarter of 2010/11 lower than 2009/10 levels. The roll out of self service in libraries in the coming year is also set to have an effect.

However, the number of activities such as Reading Clubs and Baby Bounce & Rhyme Time continued to increase in 2010/11, exceeding forecast levels.

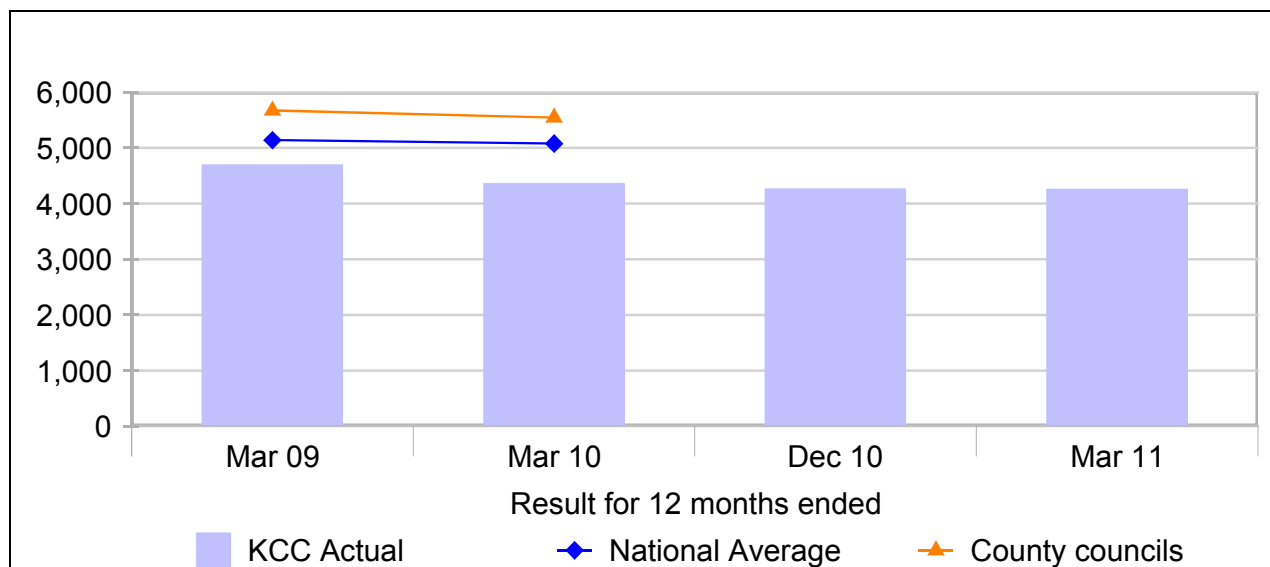
Many library users choose to make 'virtual visits' to libraries, where they can use a number of online services, such as search the online catalogue, or renew books loans.

Data Notes:

- Source: CIPFA statistics.
- The RAG ratings for December 2010 and March 2011 are based on comparison to the most recently published national average – March 2010.

Number of library book issues per 1,000 residents

Red



| Higher value is better | Year ended Mar 09 | Year ended Mar 10 | Year ended Dec 10 | Year ended Mar 11 Provisional |
|------------------------|-------------------|-------------------|-------------------|-------------------------------|
| KCC Result | 4,695 | 4,361 ↓ | 4,269 ↓ | 4,258 ↓ |
| National average | 5,143 | 5,081 | N/a | N/a |
| RAG Rating | ● | ▲ | ▲ | ▲ |
| County council average | 5,675 | 5,547 | N/a | N/a |

The number of books loaned in Kent has historically been below the national average and other county councils.

More recently, the number of book loans has been affected by the libraries modernisation programme over the past 18 months. In particular, three of the county's busiest libraries (Gravesend, Ashford and Canterbury) are currently operating out of temporary accommodation.

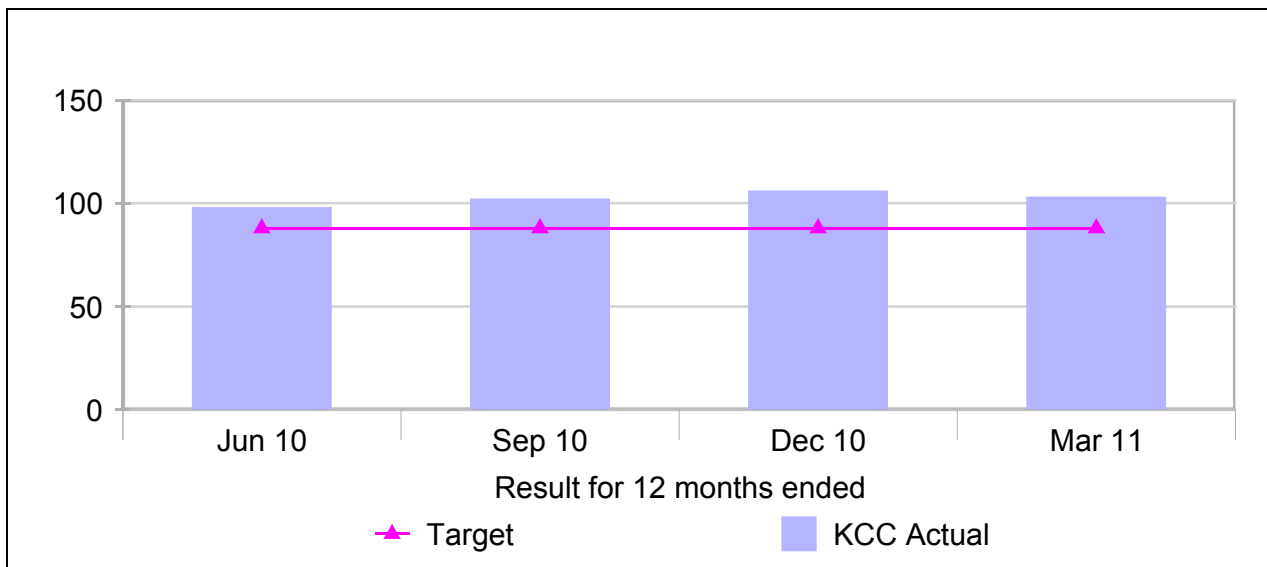
New initiatives in libraries will bring a number of opportunities to increase loans. These include the self-service system in libraries, allowing library staff to spend more time floor walking and helping customers; and e-books, which can be downloaded 24 hours a day, seven days a week, and taps into a growing market. Almost 18,000 eBooks have been downloaded since their launch in July 2010, which has exceeded original expectations.

Data Notes:

- Source: CIPFA statistics.
- The RAG ratings for December 2010 and March 2011 are based on comparison to the most recently published national average – March 2010.

Number of new starts on the KCC Apprenticeship scheme

Green



| Higher figure is better | Year ending Jun 10 | Year ending Sep 10 | Year ending Dec 10 | Year ending Mar 11 |
|-------------------------|--------------------|--------------------|--------------------|--------------------|
| KCC Result | 98 | 102 ↑ | 106 ↑ | 103 ↓ |
| Target | 88 | 88 | 88 | 88 |
| RAG Rating | ★ | ★ | ★ | ★ |

The number of KCC apprenticeship starts continues to exceed target levels.

In future, all vacant posts at staff grades KR2-4 and which are considered suitable for an apprenticeship will be filled by apprentices in all cases, unless these is an existing member of staff at risk of redundancy, who would be suitable for and who could be deployed to the position.

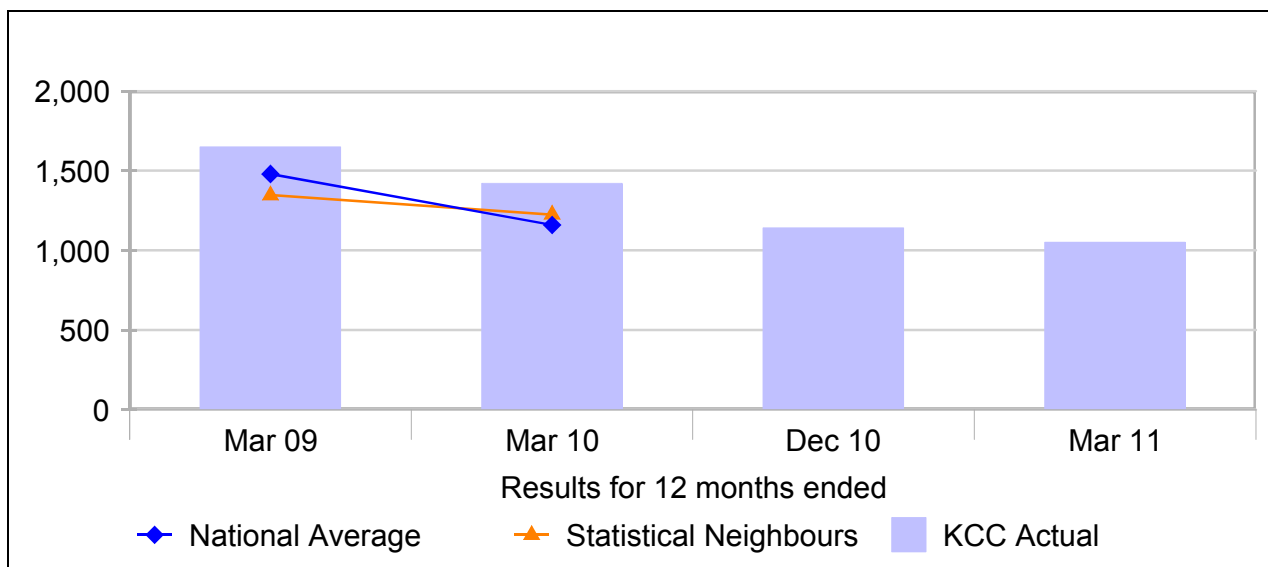
There is a risk that the number of opportunities for apprentices will reduce due to fewer KR2-4 posts being created in the upcoming restructuring, and the notion of more 'self supporting' managers in particular. Opportunities to progress after completion of an apprenticeship could also be impacted.

Data Notes:

- The target level shown is based on 350 new starts over a four year period, as stated in "Bold Steps for Kent".

Number of first time entrants to the youth justice system per 100,000 population aged 10 to 17

Amber



| Lower value is better | Year ended Mar 09 | Year ended Mar 10 | Year ended Dec 10 | Year ended Mar 11 |
|------------------------|-------------------|-------------------|-------------------|-------------------|
| KCC Result (PNC data) | 1,650 | 1,420 ↑ | 1,140 ↑ | 1,050 ↑ |
| National average | 1,480 | 1,160 | N/a | N/a |
| RAG Rating | ● | ▲ | ● | ● |
| Statistical neighbours | 1,347 | 1,225 | N/a | N/a |
| Number of young people | 2,450 | 2,080 | 1,670 | 1,540 |

The numbers of first time entrants to the youth justice system in Kent continue to reduce (improve), although the rate per population has been above that of statistical neighbours and national average.

The reasons for the large drop seen both nationally and locally include: a stronger focus on targeted youth crime prevention strategies, an increasing use of informal sanctions (such as restorative justice approaches) in place of a formal reprimand and changes in police policy with a greater focus on more serious offences.

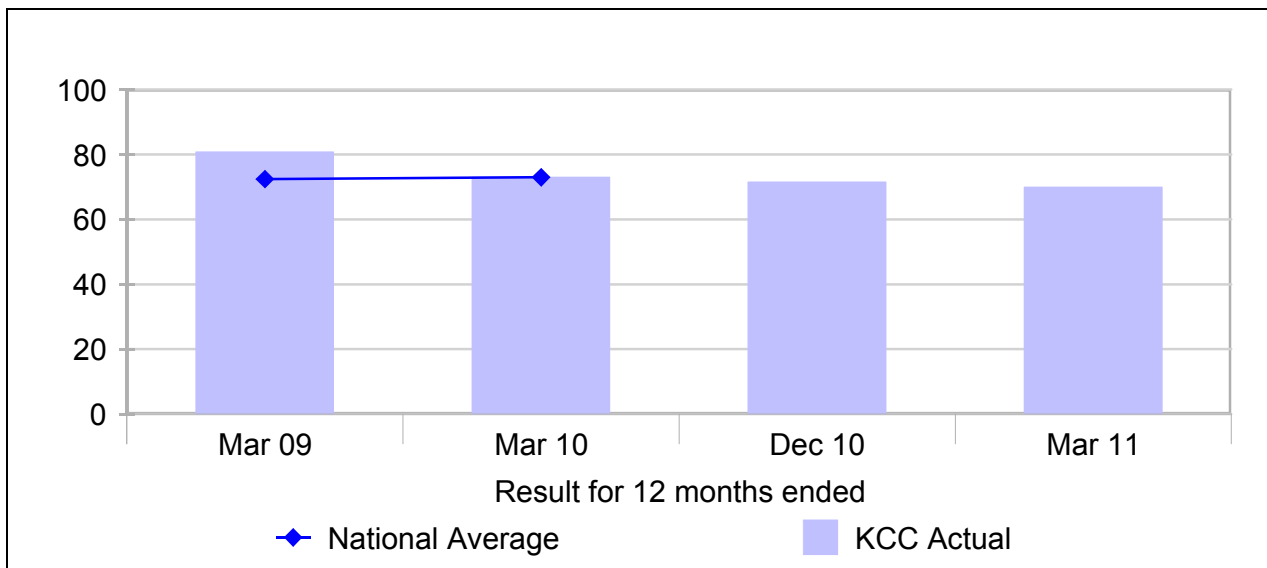
Restorative justice approaches have been implemented by Kent Police during 2010/11. The youth offending service (YOS) is working with the police to expand "Triage" work in 2011/12 which will lead to closer involvement by YOS staff in police decision making, to enable diversion from the youth justice system of young people coming to their attention. Youth Inclusion Support Panels (YISPs) are being retained in 2011/12 to deliver a preventative strategy.

Data notes:

- Data for previous years are based on national statistics taken from Police National Computer (PNC).
- The data for current year is based on local records of young people known to local youth offending teams with an uplift of 8% to account for differences to PNC data.

Percentage of young offenders in education, employment or training

Amber



| Higher value is better | Year ended Mar 09 | Year ended Mar 10 | Year ended Dec 10 | Year ended Mar 11 Provisional |
|------------------------|-------------------|-------------------|-------------------|-------------------------------|
| KCC Result | 81% | 73% ↓ | 72% ↓ | 70% ↓ |
| National average | 72% | 73% | N/a | N/a |
| RAG Rating | ★ | ● | ● | ● |

Improved recording methodology adopted by Kent in 2009/10, ensuring that only those young people actively engaged in education, training or employment were included, led to a lower figure being reported.

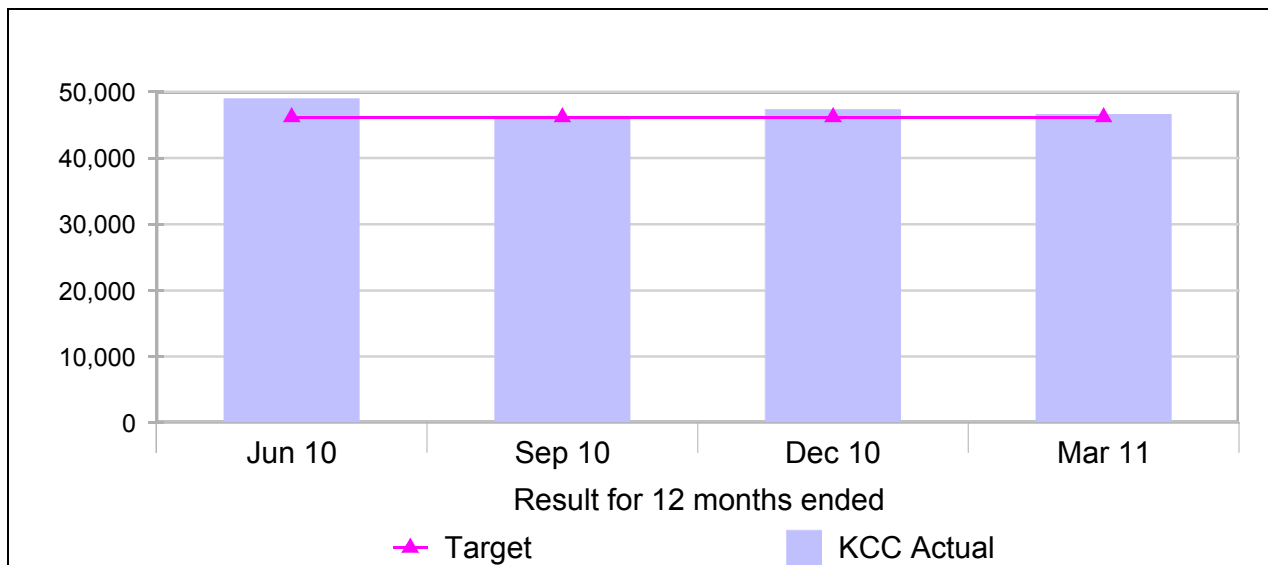
Performance in 2009/10 matched the national average and 2010/11 sees performance continue at a similar level, although performance with regard to the post statutory school age declined in the most recent quarter. An analysis of the reasons for this will be undertaken in each of the teams and follow up work undertaken to address any education concerns that may apply to individuals.

Data notes:

- Source: Careworks case management system.

Number of adult education and Key Training enrolments

Green



| Higher figure is better | Year ended Jun 10 | Year ended Sept 10 | Year ended Dec 10 | Year ended Mar 11 Provisional |
|-------------------------|-------------------|--------------------|-------------------|-------------------------------|
| KCC Result | 49,000 | 46,300 ↓ | 47,300 ↑ | 46,600 ↓ |
| Target | 46,200 | 46,200 | 46,200 | 46,200 |
| RAG Rating | ★ | ★ | ★ | ★ |

Adult education and Key Training enrolments met their target for 2010/11. Performance for the year at 46,600 enrolments was slightly ahead of the previous year which saw 46,000 enrolments.

Fee-paying enrolments were slightly down against target but this has been compensated for by higher fees on some courses (in line with government direction).

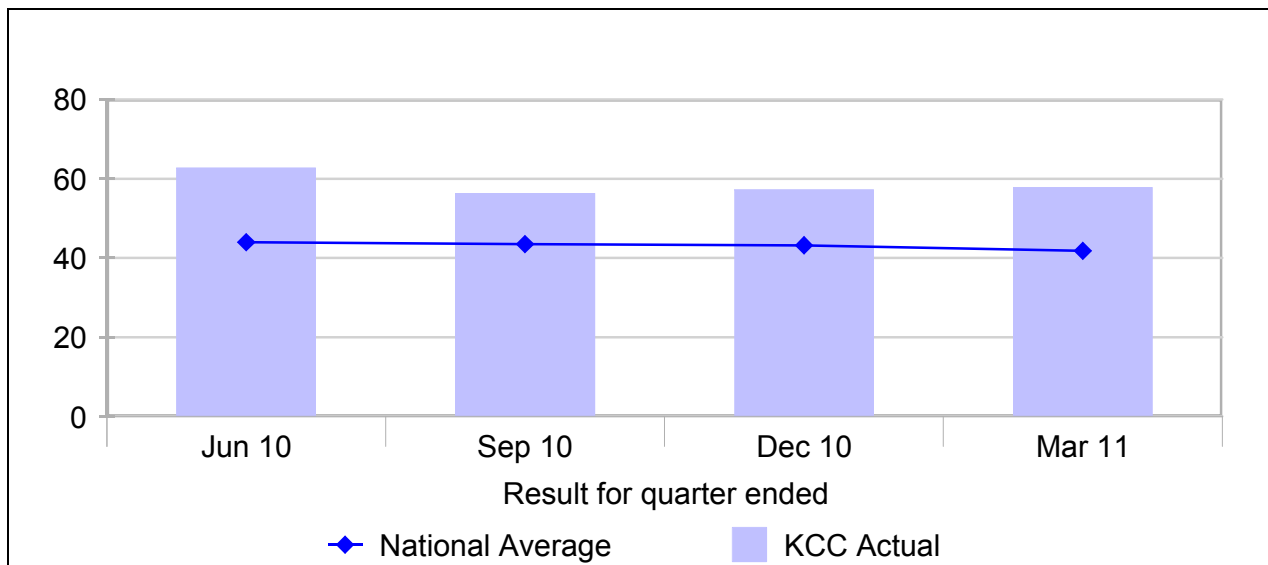
There has been an increase in enrolments for courses without fees due to the client profile of enrolments on Family Learning Courses, and also because additional unplanned funds for community projects under the "aiming high" scheme have been obtained.

Data Notes:

- Data produced locally and subject to annual audit by the Skills Funding Agency.

Percentage of adult drug users leaving treatment free of dependency

Green
↓



| Higher value is better | Qtr to Jun 10 | Qtr to Sept 10 | Qtr to Dec 10 | Qtr to Mar 11 |
|------------------------------------|---------------|----------------|---------------|---------------|
| KCC Result | 63% | 56% ↓ | 57% ↑ | 56% ↓ |
| National average | 44% | 44% | 43% | 42% |
| RAG Rating | ★ | ★ | ★ | ★ |
| Number of adults leaving treatment | 350 | 380 | 420 | 390 |

Previously reported figures for drug rehabilitation showed the number of all adult drug users starting treatment, giving an indication of activity and not outcomes. The data above shows the number of adults that completed drug treatment each quarter free from drug dependency as a proportion of all adults leaving treatment. This indicator has been identified in the national drug strategy and the draft Public Health Outcomes Framework as being the key measure for drug services.

Treatment services in Kent have continued to sustain high rates of successful discharge from drug treatment and perform above the national average.

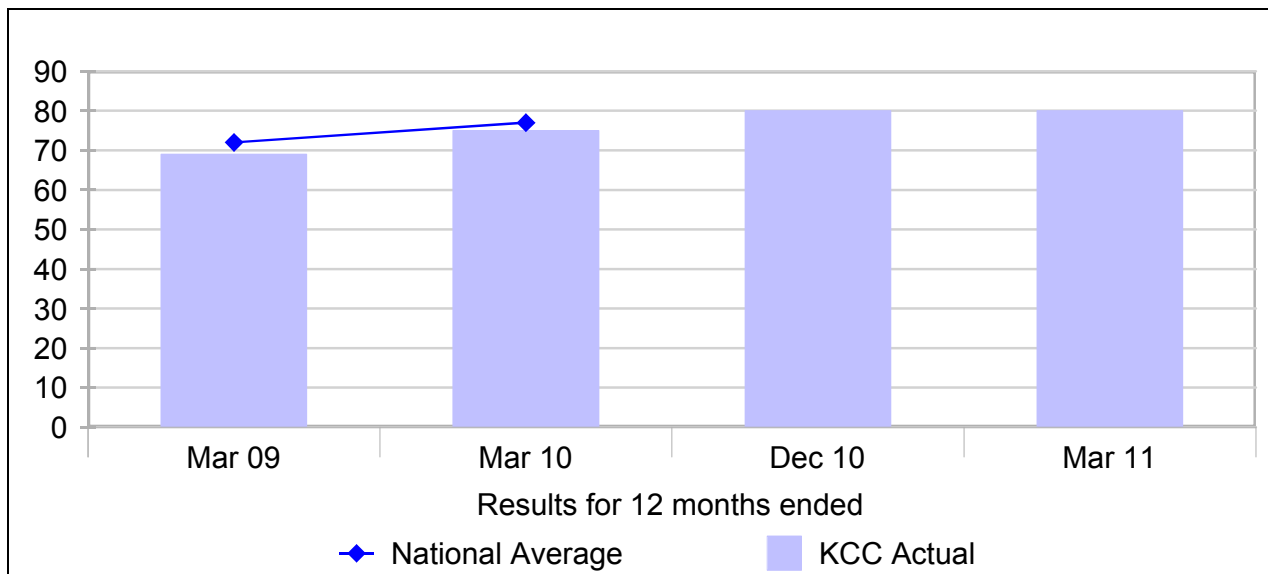
This performance places Kent in a strong position as national policy places greater emphasis on recovery and payment by results for substance misuse services. Kent is one of eight areas in the country to start piloting Payment By Results for drug and alcohol recovery over the next two years.

Data notes:

- Data relates to individual quarters rather than cumulative figures.

Percentage of clients leaving supported accommodation who moved onto independent living

Amber



| Higher value is better | Year ended Mar 09 | Year ended Mar 10 | Year ended Dec 10 | Year ended Mar 11 Provisional |
|-----------------------------|-------------------|-------------------|-------------------|-------------------------------|
| KCC Result | 69% | 75% ↑ | 80% ↑ | 80% ↔ |
| National average | 72% | 77% | N/a | N/a |
| RAG Rating | ● | ● | ● | ● |
| Number of clients moving on | 1,760 | 1,880 | 2,010 | 2,170 |

The Supporting People programme continues to exceed the local target set by the Commissioning Body against local conditions for 2010/11, this target being 71%.

The Kent results were within 2% of the national average (which includes some inconsistencies) in 2009/10. It is anticipated that on the basis of the data for the year ended 2010/11 that the Kent results will match if not outstrip the national average which is 79.6% to the point at which published data for 2010/11 is available.

Data notes:

- Client numbers rounded to nearest 10.
- Data for March 2011 is provisional, unvalidated and may be subject to later revision.
- The descriptions of services across the country are not consistent and therefore benchmark comparisons should be treated with caution.