Increasing Opportunities, Improving Outcomes

Kent County Council's Strategic Statement 2015-2020

Annual Report 2019

In March 2015 we launched our Strategic Statement – **Increasing Opportunities, Improving Outcomes**. Since then we have reported to County Council each year on progress towards our strategic and supporting outcomes.

The Strategic Statement has successfully provided strategic direction for the authority, with the Annual Report focusing on those areas where improvements have been delivered, good practice implemented, or whether further action is required. This report describes our progress over the last year to October 2019 and provides a longer-term assessment against key performance measures over the lifetime of the Strategic Statement.

Over the last 5 years we have delivered substantial financial savings, met unprecedented children's and adult social care demand pressures, and faced significant additional operating environment challenges. Against this, the improving or maintaining of our performance across the broad range of our services and outcomes is a significant achievement. As an organisation we continue to focus on improving lives by ensuring every pound spent in Kent is delivering better outcomes for Kent's residents, communities and businesses. However, achieving our outcomes is a medium to long term aim and in some cases the outcomes we want to achieve are outside our direct control and require us to work with our partners to address or influence whole system issues.

Reflecting on our progress continues to help focus our activities on those which are having the greatest impact and offer the most value for money. This final Annual Report also provides an opportunity to reflect ahead of the development of the County Council's next 5-year plan from 2020.

Measuring progress against outcomes

The Annual Report seeks to take a well-rounded view of progress considering key performance measures against our 20 supporting outcomes alongside contextual information such as operating environment changes, commissioning activities and new or revised strategies and policies.

This report provides both a summary and a graphical trend for each of the measures used to assess progress in achieving the outcomes set out in the Strategic Statement. The assessment shows most recent data and a comparison to the previous 3 or 4 years depending on availability of the data. There is also a comparison to the national average, where applicable, in each performance measure graph when both Kent and National figures were available. We have reviewed the measures to ensure they remain relevant.

We have made a judgement on the performance direction of travel based on the following methodology:

For Longer-term direction of travel assessment:

For each outcome measure an assessment has been made of the longer-term direction of travel from the period immediately preceding the 2015-2020 strategic statement to date. In most cases this consists of 4-5 data points, with the period immediately preceding the

strategic statement being the 2014/15 academic or financial year, or the 2014 calendar year.

For each individual measure the longer-term direction of travel has been determined using **linear trend estimation,** a statistical technique that can determine if measurements exhibit an increasing or decreasing trend which is statistically significant.

Where there is 95% confidence in movement, the longer-term trend has been interpreted as either increasing or decreasing. Increasing and decreasing trends have been rated as either '**Improving**' or '**Not Improving**' depending on whether an increase is a positive or negative given the measure involved. In all other cases, these measures have been rated as '**Maintaining**'.

For 1 Year direction of travel assessment: - the most recent year compared to the preceding year:

- **Improving -** confidence   Statistically significant positive movement at the 95% level of
- **Maintaining -** confidence   No statistically significant movement at the 95% level of
- **Not Improving -** confidence   Statistically significant negative movement at the 95% level of

Each graph shows whether "**Higher**" or "**Lower**" is a positive outcome for that particular measure.

Data quality

Data has been sourced from national data publications, often from Official National Statistics sources, where possible. As there is a time delay in publication of National Statistics, the most recent data point may be based on internal council information sources.

Operating Environment

Since 2010, we have successfully responded to significant real terms funding reductions and rising demand for and cost of providing Council services. The Council has a tremendous financial track record and has delivered a small net surplus on its revenue budget in each of the last 18 years up to 2017-18. This is possible due to a robust approach to budget setting and medium-term financial planning, combined with a rigorous budget management and monitoring regime. Together these are designed to ensure the budget reflects the Council's core strategic objectives but at the same time builds in financial prudence and resilience.

In recent years, and for the foreseeable future, KCC has faced an enormous and unprecedented financial challenge. This challenge arises from a combination of rising spending demands, reductions in central government funding and freezes/limits on raising council tax. Combined, this has led the Council to plan annual savings of £50.2m in 2018-19 and totalling £559m in the eight years since 2010. The savings requirement for 2018-19 was less than in the preceding seven years as it was the first year we saw the net budget increasing on a like for like basis in cash terms. However, this cash increase should not be confused with real-terms increase and was nowhere near enough to fund rising demands and costs.

KCC, along with the vast majority of other councils, signed up to a 4-year funding settlement covering 2016-17 to 2019-20. This agreement was based on the 2015 Spending Review, which initially represented a flat cash settlement over the four years with reductions in 2016-17 and 2017-18 compared to 2015-16, followed by recovery in 2018-19 and 2019-20. This flat cash equation included the government settlement (redistribution of retained business rates, Revenue Support Grant (RSG), Improved Better Care Fund (iBCF), New Homes Bonus (NHB), Rural Services Delivery Grant and Transitional Grant) and council tax. Within this the government share reduced and council tax increased from a combination of increasing tax base (the effect of additional homes and changes in discounts), tax increases up to the referendum level and the social care council levy introduced for the first time in 2016-17. The 4-year agreement did not include any assumptions of retained business rate growth.

Since the original agreement there have been some additional grants announced. The redistribution of business rates and RSG have remained unchanged (including substantial reductions in RSG), but new grants have been announced to support social care (initially as a one-off for 2017-18 but later repeated again, albeit as a lesser amount, for 2018-19) funded by bringing forward reforms to NHB. More significantly additional enhancements to iBCF announced in the March 2017 Budget significantly increased the allocations for 2017-18 and 2018-19 to support reduced delayed transfers from health. Greater flexibility over the social care council tax levy was also introduced in 2017-18 allowing councils to levy an additional 6% over the three years 2017-18 to 2019-20 but with added flexibility to raise up to 3% in 2017-18 and 2018-19, rather than 2% per annum previously permitted. The council tax referendum threshold for 2018-19 was raised from 2% to 3%. KCC did not exercise this flexibility on social care levy but did agree to increase tax rates up to but not exceeding the new referendum level.

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Kent and Medway was approved as one of ten areas to pilot 100% business rate retention in 2018-19. The additional retained business growth within the pilot was shared out between the 15 participating authorities according to the pilot agreement to improve the financial sustainability of individual authorities and to promote housing and commercial growth across 3 consortia areas. The business rate growth in the Kent and Medway pilot was significantly different to other years and provided valuable additional income for all Councils in the pilot, however unfortunately our joint bid for a further 2019-20 pilot was unsuccessful.

Meeting need is becoming increasingly challenging due to rising demand, increasing complexity and spending constraints across many services. The pressure from increasing demand for supporting children and young people with Special Educational Needs and Disability (SEND) has been identified as a key risk. Whilst we have taken actions locally including developing a detailed SEN Action Plan, delivery of which will be a key priority over the coming months, we cannot solve this challenge alone and are reliant on Government action. Despite investment in our road network including a comprehensive annual 'Pothole Blitz' programme, we also face a significant challenge in maintaining our ageing highways assets, with increasing customer demand and a growing backlog of required works.

Despite the financial constraints we have continued to deliver important front-line services, prioritising those services which support better outcomes for Kent's residents and businesses, matter most to our communities and offer value for money.

For 2019-20 we have introduced the Strategic Delivery Plan, a single business plan for the Council which seeks to drive delivery of KCC's most significant activity. Alongside delivery of its key activities, the Council has had to respond to significant external challenges including preparing intensively for the potential impacts of a no-deal Brexit on the county. We have developed robust internal arrangements to maintain our services as far as possible in a no-deal scenario and have worked closely with local and national partners to ensure the county has a high level of preparedness for potential disruption. We have also had to maintain high quality services at a time when national progress has been limited on key issues including a long-term financial settlement for local government, completion of the Fair Funding review, and publication of an Adult Social Care Green Paper.

Our Your Life, Your Wellbeing vision and strategy for adult social care was refreshed in October 2018 to respond to the changing environment by bringing together our change and improvement work into a single new operating model across adult social care. Over the last year the new operating model has been implemented to ensure we deliver our vision to help people to improve or maintain their wellbeing and to live as independently as possible. The new operating model focuses on what people can do, not what they cannot do. It is being delivered through services and care pathways that support integration and collaboration with partners and are aligned to Local Care to deliver outcome focused care to all individuals we support.

Phase 1 of the Change for Kent Children programme has implemented a new integrated practice framework and operating model, including two geographically-based Integrated Children's Services divisions which became operational in April 2019. The driving ambition

for the integration of all elements of children's social care and early help is to reduce escalating demand on children's services, better supporting children, young people and their families at an earlier stage, without recourse to statutory intervention. This includes providing better support for vulnerable children and young people by enabling swifter referral, assessment and access to appropriate support.

We have also progressed in becoming a strategic commissioning authority, improving our commissioning standards and processes, developing staff capability across the Council, and collaborative working between Strategic Commissioning and service directorates to ensure outcomes are delivered and relationships maximised.

We are maturing our traded service arrangements to ensure they can successfully and sustainably deliver, hold providers to account and maximise income generation. We have established a holding company to ensure effective governance and now have a range of transactional ICT, HR and Finance services delivered for KCC through Cantium Business Solutions, launched in July 2019, and education services including early years and childcare, skills and employability and school improvement through The Education People (TEP), which launched in September 2018.

We continue to invest in our workforce, recognising that we couldn't deliver high quality and cost-effective services without the experience, expertise and commitment of our staff. The 2018 Staff Survey identified the importance of recognising and rewarding staff performance and learning from good practice to build on our successes and existing practice and maximise future opportunities. Analysis from the new whole-KCC staff survey has supported targeted action planning at both an organisational and directorate level, aligning with our People Strategy, Leadership Capabilities and Engagement Strategy. We continue to promote the Leadership Capabilities including specific support for first line managers. 'Good conversations' have been promoted and encouraged, with the implementation of new tools for collaboration, such as the new KNet, and campaigns to support good management practice, learning and development and staff wellbeing.

The drive to deliver services better through innovation and added value has continued, including through making the best use of the tools and resources available and supporting our workforce to be flexible and adaptable to change. This includes creating an effective and efficient estate which provides value for money, reduces environmental impact and supports service transformation. To achieve this we are reviewing our property estate, making greater use of technology, and working with the Kent Estate Partnership and Health to deliver Public Estate transformation. We have also continued to ensure the resilience of KCC's wide ranging services including delivering a compliance programme responding to Grenfell, the Hackitt Review and Health and Safety reviews.

Progress Summary

Outcome 1: Children and young people get the best start in life

Supporting Outcome	1 Year Assessment	3-4 Year Assessment
1.1 Kent's communities are resilient and provide strong and safe environments to successfully raise children and young people		
1.11 Deaths of infants aged under 1 year per 1,000 live births	Maintaining	Not Improving
1.12 Number of children aged under 16, killed or seriously injured in road traffic accidents	Maintaining	N/A
1.13 Hospital admissions for unintentional or deliberate injuries per 10,1000 population aged 0-14	Improving	Maintaining
1.14 Percentage of children aged 0 to 15 in out of work benefit claimant households	Improving	Improving
1.2 We keep vulnerable families out of crisis and more children and young people out of KCC care		
1.21 Number of Children in Care (excluding asylum) per 10,000 population aged under 18	Maintaining	Improving
1.22 Percentage of referrals to children's social services which were re-referrals within 12 months	Not Improving	Maintaining
1.23 Percentage of cases closed by Early Help Units with outcomes achieved	Improving	Maintaining
1.3 The attainment gap between disadvantaged young people and their peers continues to close		
1.31 Percentage point gap in attainment of expected standard for children eligible for free school meals at Key Stage 2	Maintaining	Maintaining
1.32 Percentage point gap in attainment of expected standard for Children in Care at Key Stage 2	Maintaining	Maintaining
1.33 Percentage point gap in attainment of expected standard for Children in Need at Key Stage 2	Maintaining	Maintaining
1.34 Percentage point gap in attainment of a standard pass in English and Maths for children eligible for free school meals at Key Stage 4	Maintaining	Maintaining
1.35 Percentage point gap in attainment in attainment of a standard pass in English and Maths for Children in Care Key Stage 4	Maintaining	Maintaining
1.36 Percentage point gap in attainment in attainment of standard pass in English and Maths for Children in Need at Key Stage 4	Maintaining	Maintaining
1.4 All children, irrespective of background, are ready for school at age 5		
1.41 Percentage of children achieving a good level of development at Foundation Stage	Not Improving	Maintaining
1.42 Percentage attainment gap at Foundation Stage for the lowest achieving 20% of children	Maintaining	Maintaining
1.43 Percentage of Early Years' settings on non-domestic properties with good or outstanding Ofsted inspection	Maintaining	Maintaining

Supporting Outcome	1 Year Assessment	3-4 Year Assessment
1.5 Children and young people have better physical and mental health		
1.51 Percentage of Year 6 children with a healthy weight	Maintaining	Maintaining
1.52 Number of hospital inpatient episodes per 1,000 population aged 0 to 24	Not Improving	Maintaining
1.53 Number of children and young people waiting for CAMHS assessment (old provider)	Not Improving	Not Improving
1.54 Average waiting time in weeks from referral to routine treatment for CAMHS (old provider)	Not Improving	Maintaining
1.53a Number of children and young people waiting for CAMHS treatment (new provider)	Provider changed in September 2017, and new data not comparable with older. Graphs are included for reference below	
1.54a Percentage of children and young people waiting less than 18 weeks for CAMHS treatment (new provider)		
1.6 All children and young people are engaged, thrive and achieve their potential through academic and vocational education		
1.61 Percentage of pupils achieving expected standard at KS2 in Reading, Writing and Maths	Improving	Maintaining
1.62 Percentage of pupils achieving a standard pass in English and Maths at Key Stage 4	Improving	N/A
1.63 Percentage of schools with good or outstanding Ofsted inspection	Maintaining	Improving
1.64 Percentage of young people who are offered their first or second choice secondary school	Not Improving	Maintaining
1.7 Kent young people are confident and ambitious with choices and access to work, education and training opportunities		
1.71 Percentage of 16 to 18 year olds starting an Apprenticeship	Maintaining	Maintaining
1.72 Ratio of Job Seeker claimant count rates, aged 18 to 24 compared to age 16 to 64	Maintaining	Improving
1.73 Percentage of 19 year olds qualified to level 3	Maintaining	Maintaining
1.74 Percentage point achievement gap for young people with Free School Meals qualified to level 3 at age 19	Improving	Maintaining
1.75 Percentage of 16 to 17 year olds not in education, employment or training (NEETs)	Not Improving	Maintaining
1.76 Number of first time entrants to the youth justice system per 100,000 population aged 10 to 17	Maintaining	Improving

Outcome 2: Kent communities feel the benefits of economic growth by being in-work, healthy and enjoying a good quality of life		
Supporting Outcome	1 Year Assessment	3-4 Year Assessment
2.1 Physical and mental health is improved by supporting people to take more responsibility for their own health and wellbeing		
2.11 Mortality rate from preventable causes per 100,000 population all ages	Maintaining	Maintaining
2.12 Percentage of eligible population aged 40 to 74 receiving a 5 year NHS health check	Not Improving	Maintaining
2.13 Percentage of people setting a quit date who quit smoking	Improving	Maintaining
2.14 Percentage of population aged 16 and over with at least 150 minutes moderate intensity physical activity per week	Maintaining	Improving
2.2 Kent business growth is supported by having access to a well skilled local workforce with improved transport, broadband and necessary infrastructure		
2.21 Net percentage of businesses who expect improved sales in next 12 months	Not Improving	Not Improving
2.22 Percentage of establishments reporting at least one skill shortage vacancy	Maintaining	Maintaining
2.23 Percentage of population aged 16 to 64 with level 3 NVQ equivalent qualifications	Maintaining	Maintaining
2.24 Percentage of population aged 16 to 64 with level 4 NVQ equivalent qualifications	Maintaining	Maintaining
2.25 Percentage of properties with access to superfast broadband (30 Megabytes per second)	Improving	Improving
2.3 All Kent's communities benefit from economic growth and lower levels of deprivation		
2.31 Percentage of population aged 16 to 64 in employment	Maintaining	Maintaining
2.32 Percentage of population aged 16 to 64 receiving Job Seekers Allowance or out of work Universal Credit	Not Improving	Maintaining
2.33 New business registrations per 10,000 population aged 18 to 64	Not Improving	Maintaining
2.34 Percentage of business start-ups which survive for over 1 year	Maintaining	Maintaining
2.35 Median gross weekly earnings (£s) full time workers workplace based	Maintaining	Improving
2.4 Kent residents enjoy a good quality of life, and more people benefit from greater social, cultural and sporting opportunities		
2.41 Percentage of residents who report they have a high or very high level of life satisfaction	Maintaining	Maintaining
2.42 Percentage of residents who report they have a high level of anxiety	Maintaining	Maintaining
2.43 Percentage of adults engaged in sports and physical activity at least twice in last 28 days	Maintaining	Maintaining

Supporting Outcome	1 Year Assessment	3-4 Year Assessment
2.5 We support well planned housing growth so Kent residents can live in the home of their choice		
2.51 Net additions to dwelling stock and council tax base	Improving	Improving
2.52 Additional affordable homes provided (affordable rent and affordable ownership)	Maintaining	Maintaining
2.53 Housing Affordability Index (median house price / median annual full-time wage)	Maintaining	Not Improving
2.54 Stock of extra care housing units in county	Maintaining	Improving
2.6 Kent's physical and natural environment is protected, enhanced and enjoyed by residents and visitors		
2.61 Percentage of housing completions on previously developed land	Maintaining	Maintaining
2.62 Percentage of people who use the natural environment for leisure or recreation at least once a fortnight	Maintaining	Maintaining
2.63 Percentage of people who think the natural and historic environment is in good/excellent condition	Maintaining	Maintaining

Outcome 3: Older and vulnerable residents are safe and supported with choices to live independently

Supporting Outcome	1 Year Assessment	3-4 Year Assessment
3.1 Those with long-term conditions are supported to manage their conditions through access to good quality care and support		
3.11 Adults receiving long term adult social care community services per 10,000 population aged 18 to 64	Maintaining	Improving
3.12 Supported admissions to permanent residential and nursing care per 10,000 population aged 18 to 64	Improving	Maintaining
3.13 Percentage employment rate for adults with a learning disability	Maintaining	Maintaining
3.2 People with mental health issues and dementia are assessed and treated earlier and are supported to live well		
3.21 Score out of 10 for service users who feel they have seen mental health services enough for their needs	Maintaining	Maintaining
3.22 Number of dementia assessments for over 75s following emergency hospital admission	Not Improving	Maintaining
3.23 Number of GP patients with diagnosed dementia	Maintaining	Maintaining
3.3 Families and carers of vulnerable and older people have access to the advice, information and support they need		
3.31 Percentage of adult social care service users who find it easy to find information about services	Maintaining	Maintaining
3.32 Percentage of carers who find it easy to find information and advice about support & services	Maintaining	Maintaining

Supporting Outcome	1 Year Assessment	3-4 Year Assessment
3.4 Older and vulnerable residents feel socially included		
3.41 Percentage of adult social care service users who have as much social contact as they would like	Maintaining	Maintaining
3.5 More people receive quality care at home avoiding unnecessary admissions to hospital and care homes		
3.51 Older people receiving long term adult social care community services per 1,000 population aged 65 or over	Maintaining	Maintaining
3.52 Average number of hospital inpatient episodes per person aged 75 or over	Maintaining	Not Improving
3.53 Supported admissions to permanent residential and nursing care per 1,000 population aged 65 and over	Improving	Maintaining
3.6 The health and social care system works together to deliver high quality community services		
3.61 Percentage of adult social care service users who are extremely or very satisfied with their care and support	Improving	Maintaining
3.62 Percentage of adult social care service users who say services has made them feel safe	Improving	Maintaining
3.63 Average daily number of delayed transfers of care from hospital per 100,000 population aged 18 or over (Social Care or NHS)	Not Improving	Maintaining
3.64 Average daily number of delayed transfers of care from hospital per 100,000 population aged 18 or over (Social Care responsible)	Maintaining	Maintaining
3.7 Residents have greater choice and control over the health and social care services they receive		
3.71 Percentage of adult service care service users who say they have adequate or better control over daily life	Maintaining	Maintaining
3.72 Percentage of adult social care clients receiving long term community services with self-directed support	Not Improving	Maintaining

Supporting Outcome 1.1 – Kent's communities are resilient and provide strong and safe environments to successfully raise children and young people
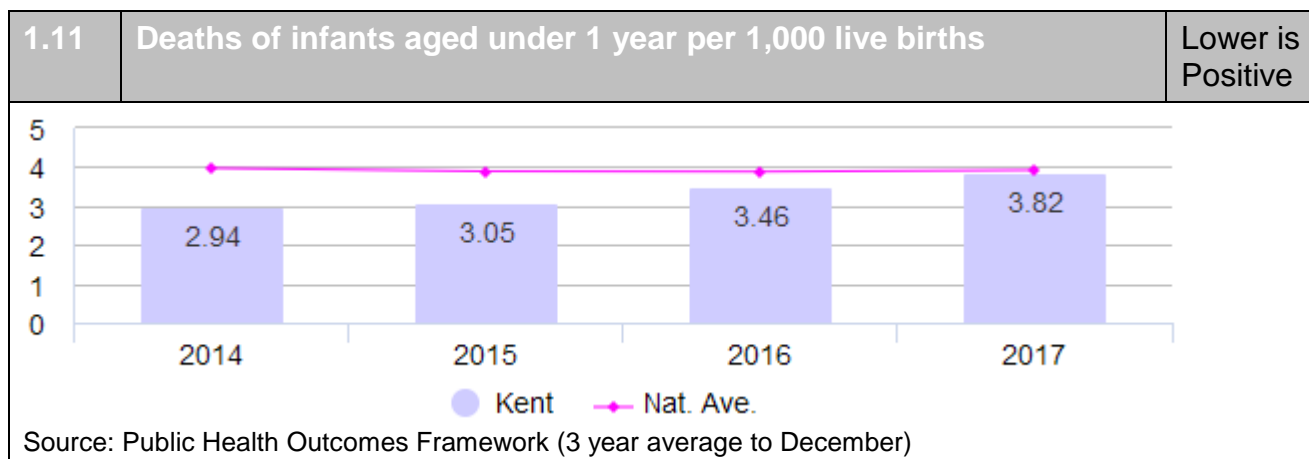
Progress

KCC has an important role working with children and young people, their families, and our partners to foster strong and safe community environments. KCC commissions and provides a range of parenting programmes to help children's lives start well, alongside the introduction of the health visiting service mandated contacts and the embedding of signs of safety into KCC specialist children service practice. There are also a number of initiatives in place to address smoking in pregnancy, including the 'What the Bump?' campaign and specialist smoking cessation advisors who can provide support in clinics and at home.
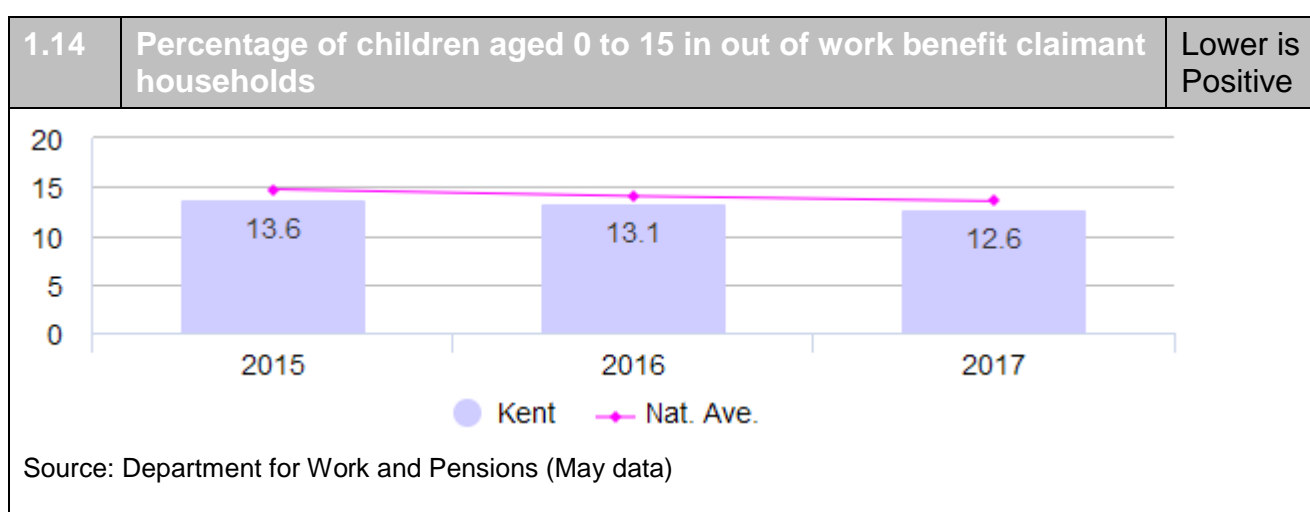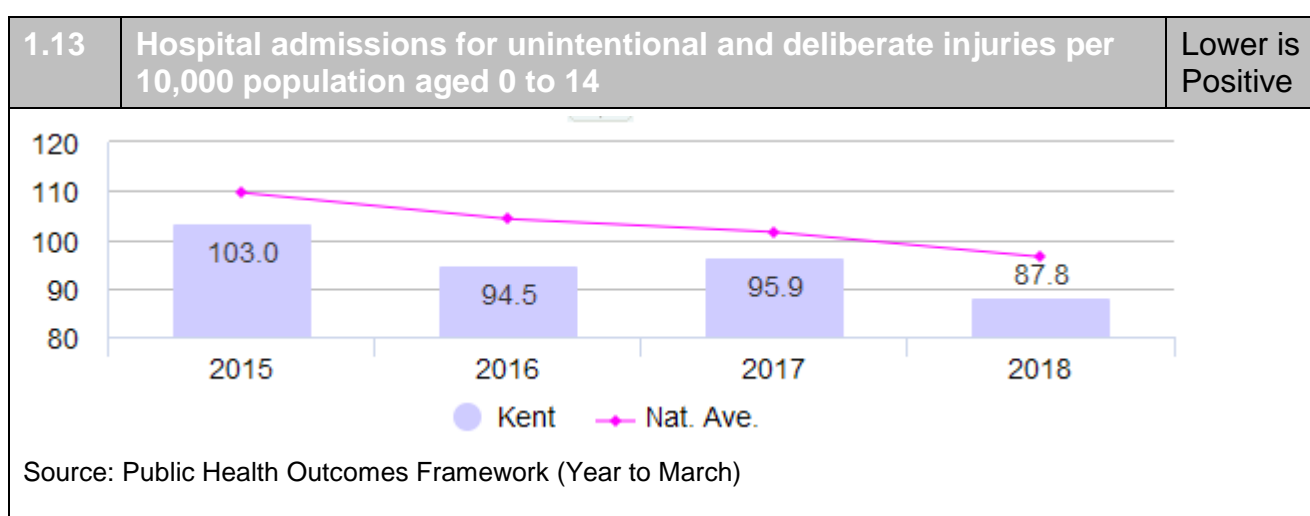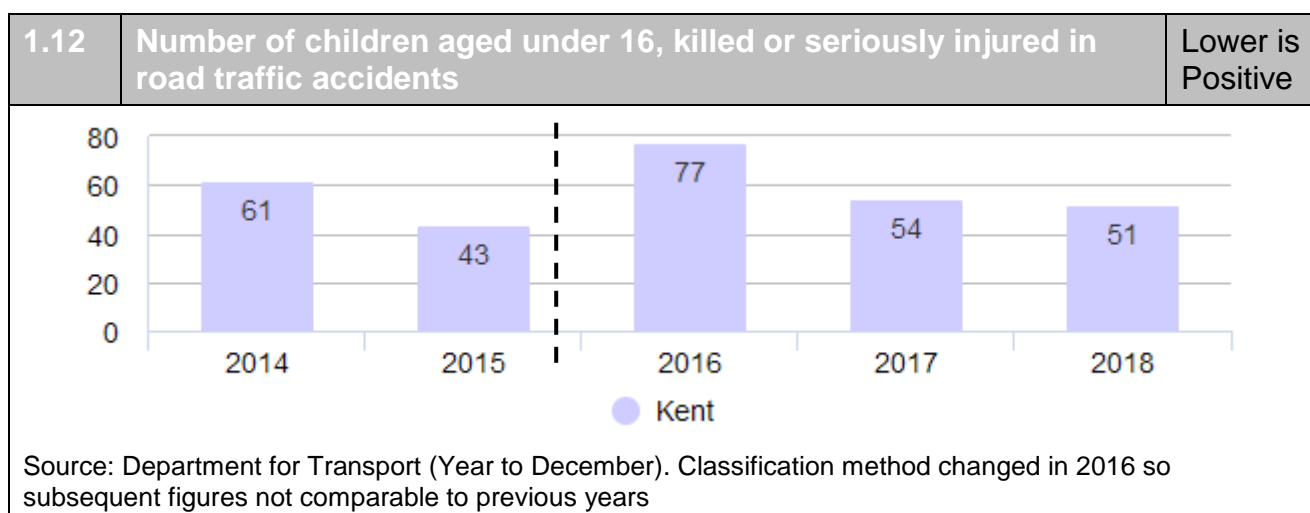
Following a long-term decrease in infant mortality, there has been an increase since 2015 for both England and Kent. As a result of the Wood review, the Child Death Overview Panel process, which reviews each death of a child under 18, is changing and work has begun to move to the new arrangements. A national database has been developed that will allow further analysis of child deaths in the county.

Our casualty reduction work continues across safety engineering activity and road safety education, training and publicity work, and we are part of the Kent and Medway Casualty Reduction Partnership involving Kent Fire and Rescue and Kent Police. In 2017 there were 554 recorded child road casualties of all injury types. Of these, there were no fatal incidents and 54 were serious, which is defined as requiring hospital treatment. 2018 data indicates a 12% reduction in all child casualties compared to 2017.

In order to be safe and resilient it is important that people have good quality access to psychological therapy and feel supported by their family, friends and community. A Suicide Prevention Plan and a Drug and Alcohol Strategy are in place in Kent. Further investigation into data for self-harm, intentional poisoning and hospital admission for mental illness is being conducted alongside the NHS and will inform the local Suicide Prevention Plan and substance misuse service commissioning.

Performance

1.11	Deaths of infants aged under 1 year per 1,000 live births	Lower is Positive

Source: Public Health Outcomes Framework (3 year average to December)

1.12	Number of children aged under 16, killed or seriously injured in road traffic accidents	Lower is Positive

Source: Department for Transport (Year to December). Classification method changed in 2016 so subsequent figures not comparable to previous years

1.13	Hospital admissions for unintentional and deliberate injuries per 10,000 population aged 0 to 14	Lower is Positive

Source: Public Health Outcomes Framework (Year to March)

1.14	Percentage of children aged 0 to 15 in out of work benefit claimant households	Lower is Positive

Source: Department for Work and Pensions (May data)

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Supporting Outcome 1.2 – We keep vulnerable families out of crisis and more children and young people out of KCC care
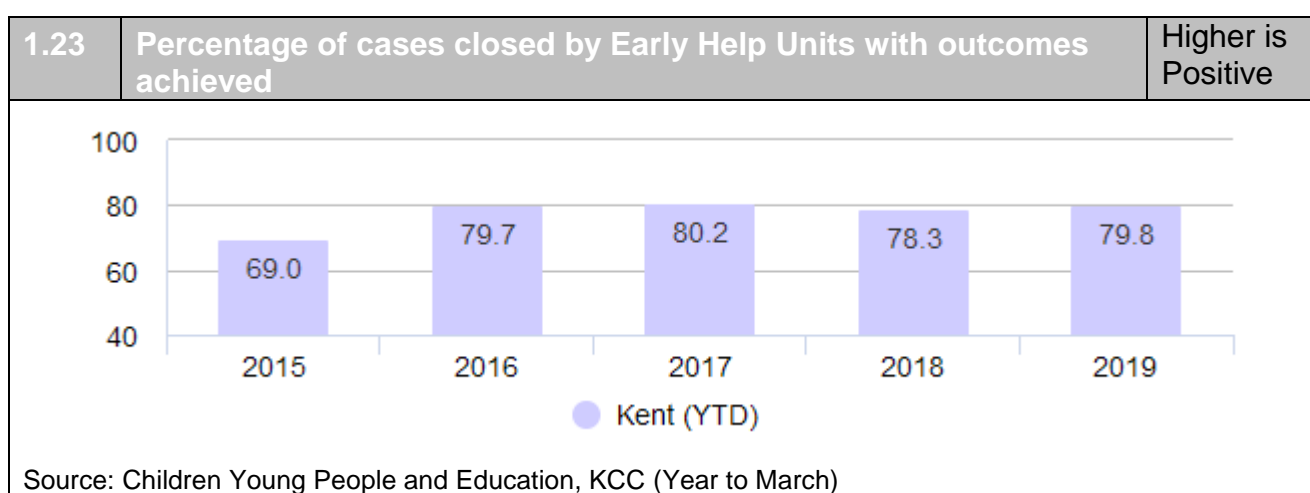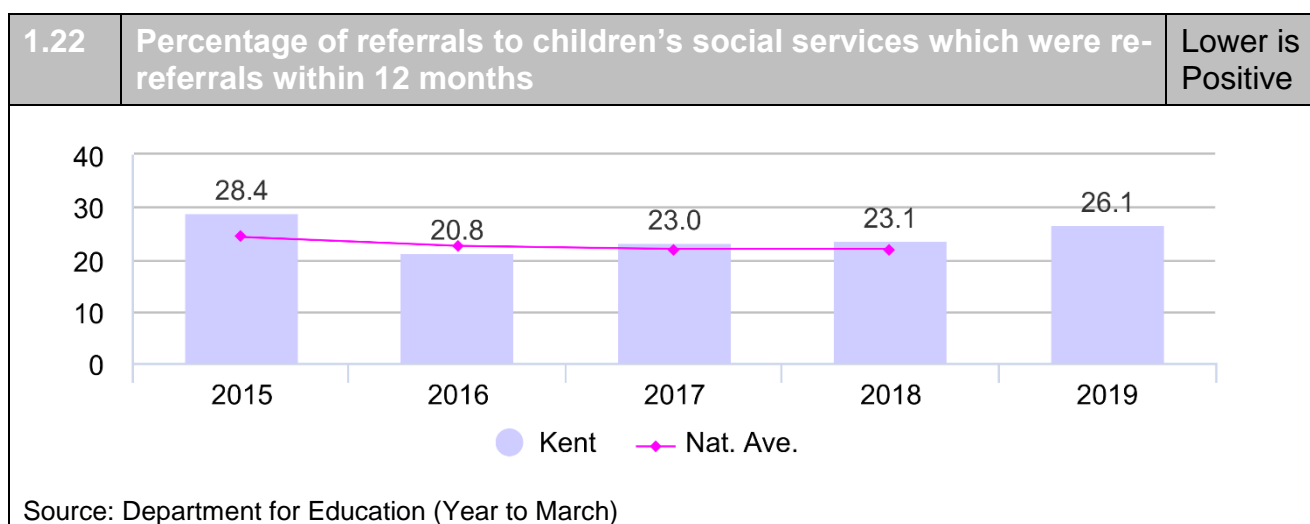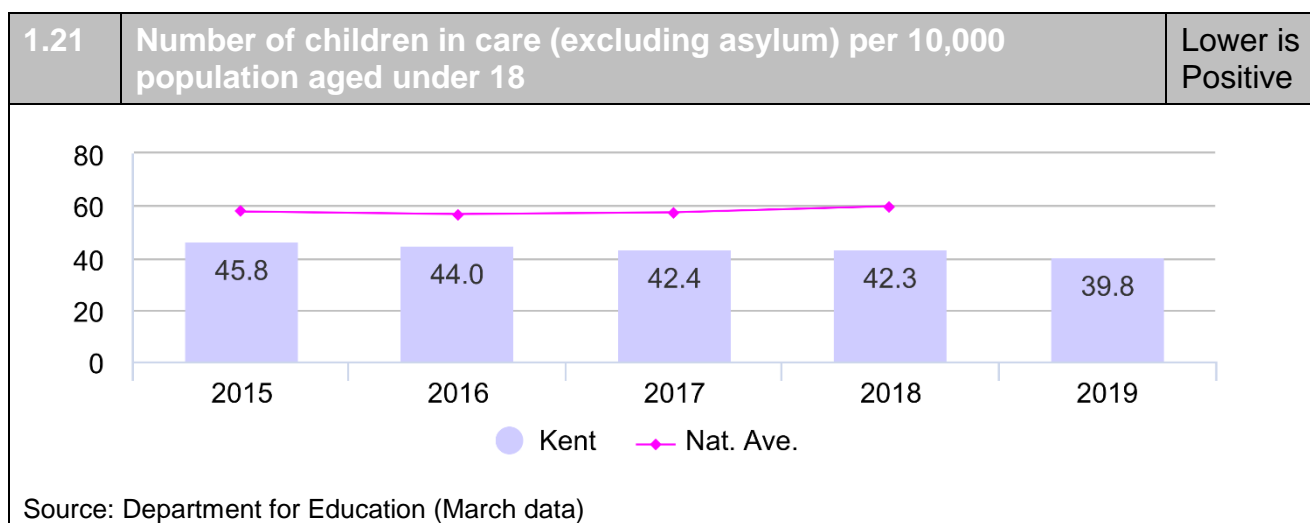
Progress

Over the last 5 years, KCC has made significant investment in prevention and intervention for children and young people on the edge of care. We are working to ensure joined up services are in place to support families at the right time and in the right place, including through listening and valuing children and young people's views. Following Kent Children's Services 'Good' Ofsted inspection rating in 2017, which placed Kent in the top third of local authorities nationally, the Change for Kent Children programme has supported the development of a fully integrated approach to managing adolescent risk and is ensuring improved pathways for families in need of support are easy to understand and access.

The number of children in care continues to reduce, with this downward trend now sustained for 5 consecutive years, remaining consistently below the national average. This is during a period of increasing demand when the overall caseload for children's social work services increased by 7.6% in Kent. The reduction in the number of children in care in 2018/19 is a reflection of the focus on early intervention and the success in seeking alternatives to care, such as an increase in the number of Special Guardianship Orders granted before children come into care and investment in preventative Early Help Services including our new Adolescent and Open Access Teams.

However, contacts proceeding to Early Help have increased with referrals for children's social care remaining close to national average. The development of the Front Door Service in 2018/19 merged the Central Duty Team and the Early Help Triage Team. The Front Door Service launched following the development of a new single referral form, the production of the Kent Support Levels Guidance and the development of a new system to efficiently progress referrals. This has enabled an optimum balancing of quantity of referrals and quality of work completed, supporting the smooth and timely transition of cases. The Front Door Service have worked hard to develop strong links with district social work teams and early help units, working collaboratively to achieve the best outcomes in a timely way for our children and families. In February 2019, Ofsted reported that KCC had appropriately acted on feedback since the full Inspection of Children's Services in 2017, which had judged services for children who needed help and protection to be requiring improvement. Ofsted found that the 'Front Door' service arrangements had been implemented well and were providing an efficient and effective service, with work progressing swiftly from referral to outcome and with most decisions about the level of help children need proportionate.

During the last year we have also developed our new Safeguarding Children Multi-agency Partnership arrangements, working in partnership with Kent Police and the Clinical Commissioning Groups (CCGs) in Kent. The arrangements which will safeguard and promote the welfare of all children who live in Kent were published in June 2019 and went live on 17 September 2019. This is an opportunity to coordinate and target the right services to children and families in Kent, ensuring the voice of the child is heard as part of our day to day operations.

Performance

1.21	Number of children in care (excluding asylum) per 10,000 population aged under 18	Lower is Positive

Source: Department for Education (March data)

1.22	Percentage of referrals to children's social services which were re-referrals within 12 months	Lower is Positive

Source: Department for Education (Year to March)

1.23	Percentage of cases closed by Early Help Units with outcomes achieved	Higher is Positive

Source: Children Young People and Education, KCC (Year to March)

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1.3 The attainment gap between disadvantaged young people and their peers continues to close

Progress

The attainment of disadvantaged pupils continues to improve in schools because leaders are focused on raising attainment for vulnerable groups and are accountable for the additional funding received through the Pupil Premium, a constant focus during Ofsted School Inspections. Encouragingly in 2018, the proportion of disadvantaged pupils who achieved the 'expected standard' in Reading, Writing and Mathematics combined at Key Stage 2 improved to 46% compared with 42% in 2017. This was in line with disadvantaged attainment nationally and placed Kent first amongst its statistical neighbours.

However, across the range of performance measures for disadvantaged children, including children eligible for Free School Meals, children in care and children in need at Key Stage 2 and Key Stage 4, the gap between disadvantaged pupils and their better-off counterparts remains a persistent challenge for Kent. Overall, pupil attainment in Kent is rising in primary and secondary schools, however the gap between disadvantaged pupils and their peers is not narrowing at a quick enough pace. Too many disadvantaged children and young people, particularly at Key Stage 4, are missing out on opportunities that are taken for granted by their more affluent peers.
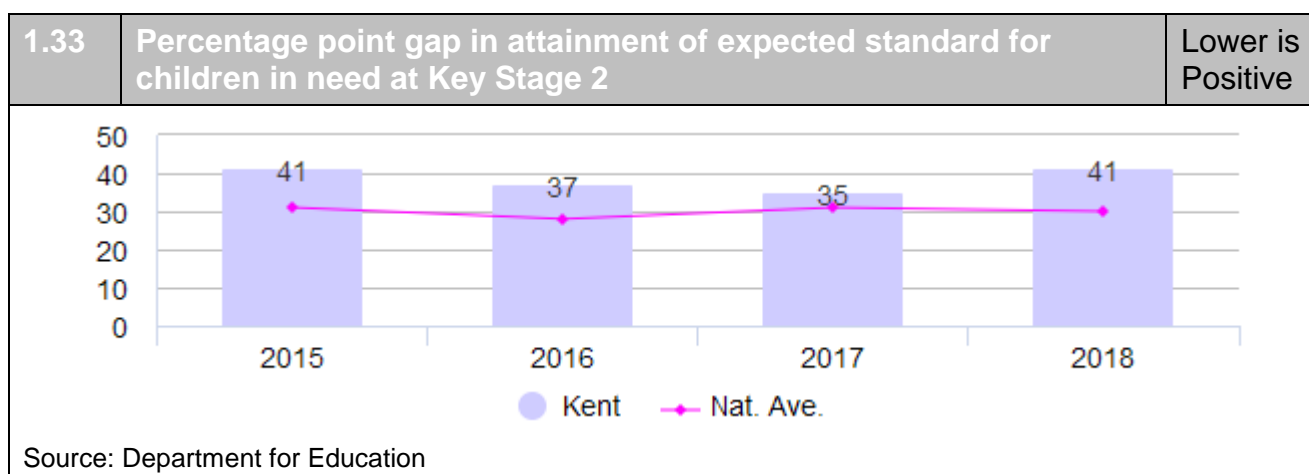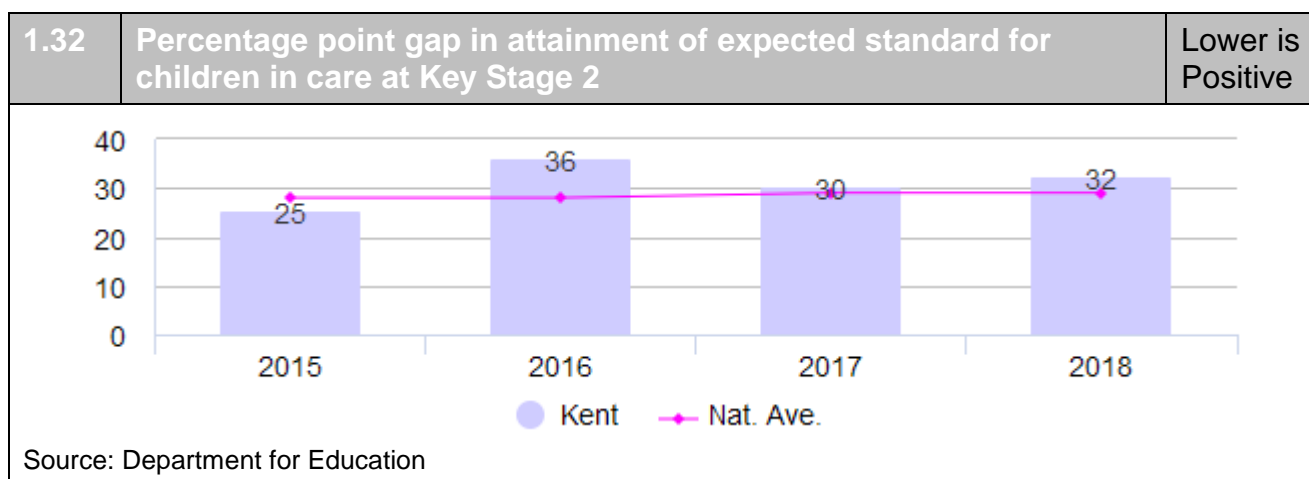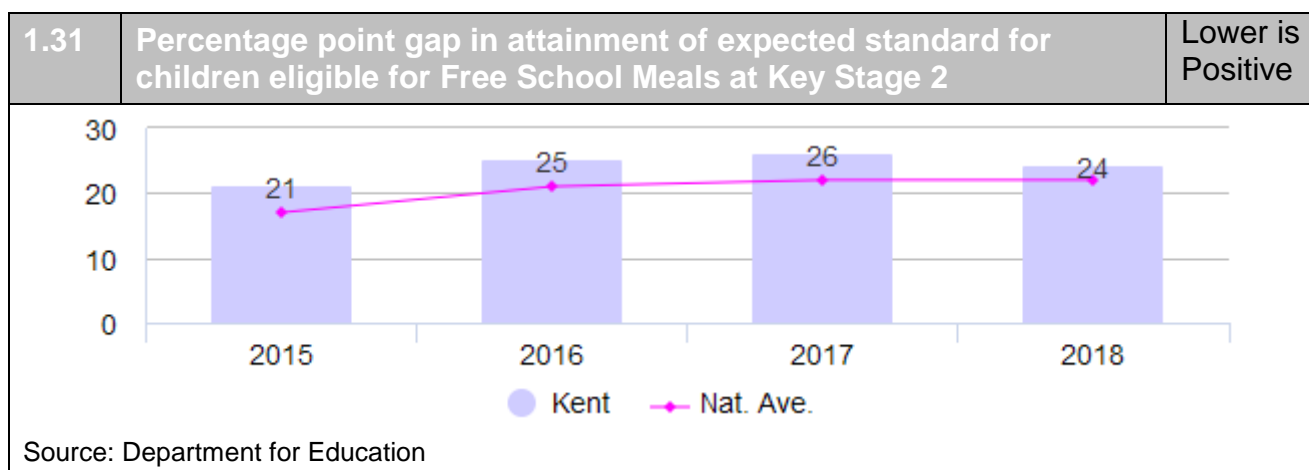
This is despite a considerable focus in recent years, with schools increasingly using research findings from the Education Endowment Foundation to inform their resource planning and staff deployment as well as externally reviewing their provision for disadvantaged pupils through Pupil Premium reviews. The achievement of disadvantaged pupils is a focus for all visits to maintained school by School Improvement Advisers, working with Kent Association of Headteachers to support schools in identifying best practice locally and nationally. A revision of the Kent Pupil Premium Toolkit is planned for 2019/20 to reflect the changes to the Ofsted Inspection Framework and new Inspection Handbook.

Key Stage 4 presents a particular challenge in the percentages of disadvantaged pupils in Kent achieving a grade 4 (standard pass) or higher and grade 5 or higher in English and Mathematics. Outcomes have improved in these measures for both cohorts, however, there has been a greater rate of improvement for other pupils and therefore the gap has widened.

Accelerating efforts to close the attainment gap for our vulnerable learners, particularly at Key Stages 2 and 4 by supporting schools to focus on raising their attainment and working in partnership with recognised national experts in this field, including Achievement for All and the Education Endowment Foundation, is now happening. Our interventions and collaborative work is designed to accelerate the closing of the gap, building on the recommendations of KCC's Select Committees on the Pupil Premium and Grammar Schools and Social Mobility.

Performance

1.31	Percentage point gap in attainment of expected standard for children eligible for Free School Meals at Key Stage 2	Lower is Positive

Source: Department for Education

1.32	Percentage point gap in attainment of expected standard for children in care at Key Stage 2	Lower is Positive

Source: Department for Education

1.33	Percentage point gap in attainment of expected standard for children in need at Key Stage 2	Lower is Positive

Source: Department for Education

17

1.34	Percentage point gap in attainment of a standard pass in English and Maths for children eligible for Free School Meals at Key Stage 4	Lower is Positive

2014 and 2015 data uses 5 or more GCSEs passes at A*-C including English and Maths. The new measure using English and Maths only was introduced in 2016. Source: Department for Education

1.35	Percentage point gap in attainment of a standard pass in English and Maths for children in care at Key Stage 4	Lower is Positive

2014 and 2015 data uses 5 or more GCSEs passes at A*-C including English and Maths. The new measure using English and Maths only was introduced in 2016. Source: Department for Education

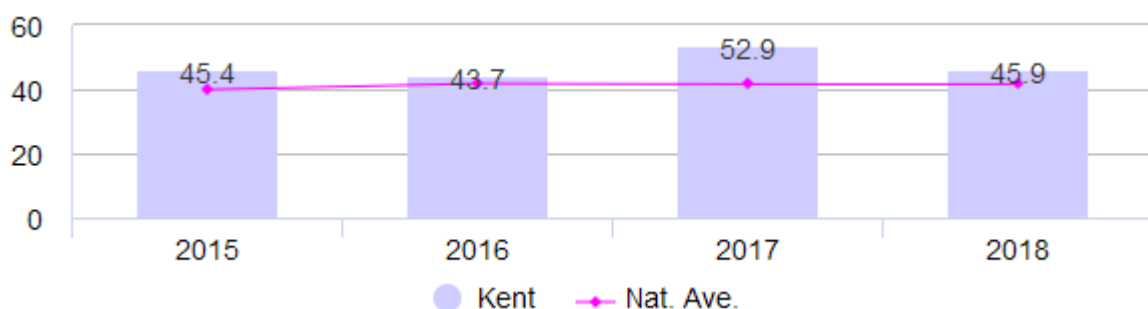| 1.36	Percentage point gap in attainment of a standard pass in English and Maths for children in need at Key Stage 4	Lower is Positive

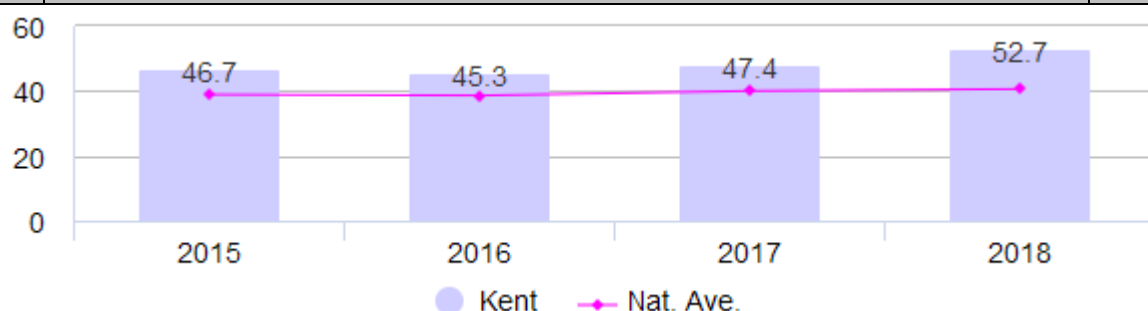

2014 and 2015 data uses 5 or more GCSEs passes at A*-C including English and Maths. The new measure using English and Maths only was introduced in 2016. Source: Department for Education

1.4 All children, irrespective of background, are ready for school at age 5
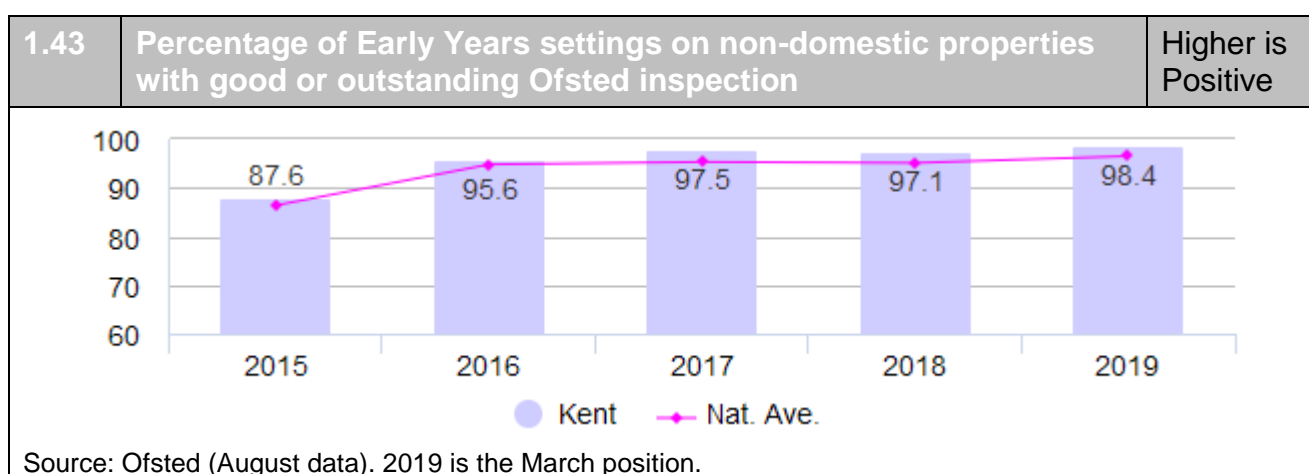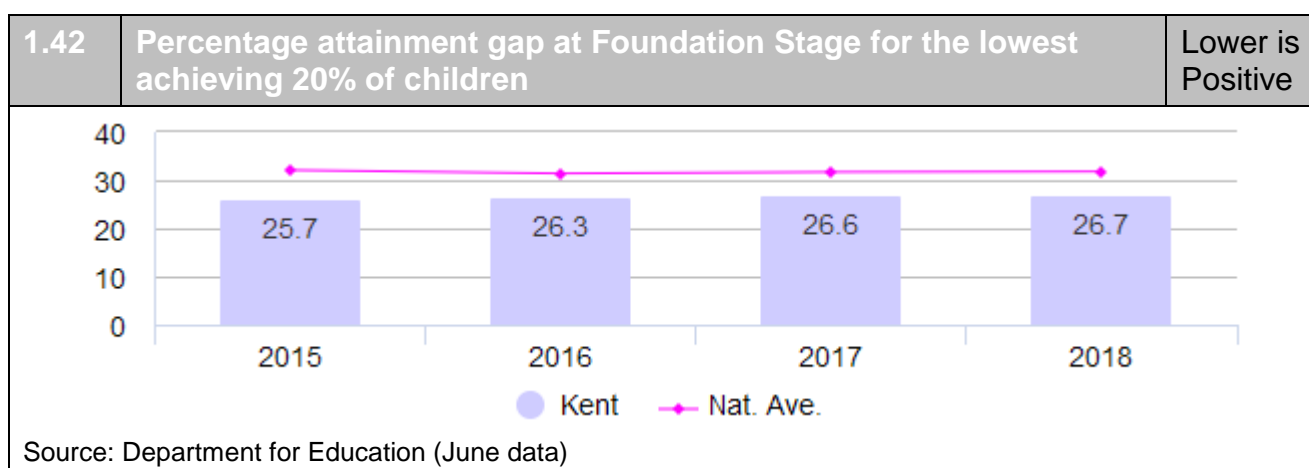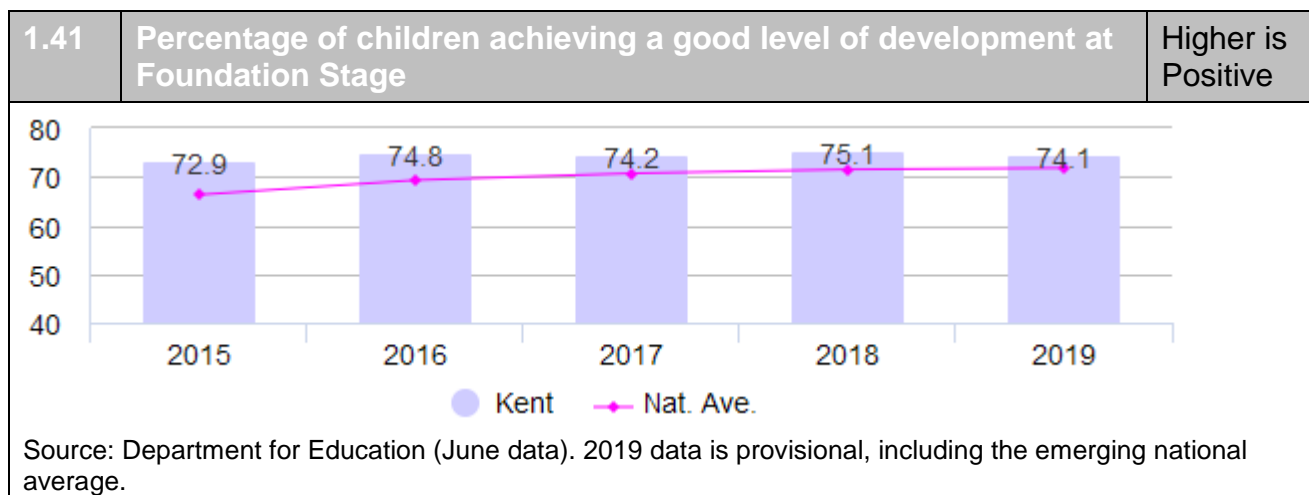
The Early Years and Childcare Sector in Kent is of high quality. Currently, 97% of group provisions, 98% of childminders and 100% of standalone out of school childcare provisions are judged by Ofsted to be good or outstanding. This measure (now a Key Performance Indicator for The Education People) has seen steady and significant improvement since 2014, with an overall increase of over 10% and is consistently higher than the national average. Sustaining this strong position whilst also increasing the percentage of outstanding provision across all provider types remains a key priority.

Across the county we have a strong supply of places for all Free Entitlements including the two year old entitlement, the universal entitlement for three and four year olds and the extended entitlement for the three and four year old children of eligible parents. However, the take-up for the 30 hours free childcare entitlement for eligible two year olds at the end of March was at 65%. A key aim is to work in partnership with Children's Centres to continue to increase the take up of Free Early Education places by eligible two-year-olds through local outreach and working with JobCentre Plus to increase the take up of all Free Entitlements. We are also participating in a Department for Education pilot of refreshed marketing materials and alongside this are reviewing our own marketing activity.

Children in Kent continue to do well overall in achieving a Good Level of Development at the end of the Early Years Foundation Stage. Kent has been consistently above the national average from 2015 to 2019. In 2019, Kent's provisional performance was 74.1% in comparison to a national average of 71.8%.

Integral to the overall Good Level of Development measure at the end of the Early Years Foundation Stage, a number of different achievement gaps are also calculated, including for the lowest achieving 20% of children. Whilst most other achievement gaps in Kent have narrowed since 2014 (e.g. the Gender and Free School Meals gaps), and whilst we continue to be below the national average (which is positive), the net narrowing of this achievement gap particularly since 2014 at 0.4% is disappointing. Whilst Kent's position is strong in comparison to nationally, there is still much work to be done to ensure that more children universally improve their attainment, and further narrow gaps in achievement for children who are vulnerable, so they may achieve their full potential. We are continuing to work with early years providers to increase the number of children achieving a Good Level of Development at the end of the Early Years Foundation Stage and narrow achievement gaps. We are participating in a Department for Education 'Early Years Professional Development Fund' programme. The programme aims to equip providers with a strong understanding of effective practice in improving pre-reception children's early language, literacy and numeracy to help improve outcomes for disadvantaged children. Kent has been allocated over £500k to support 'Early Years Continuing Professional Development Champions' to cascade their learning via a 'train-the-trainer' model to other practitioners in local partnerships. Further steps to increase the number of children achieving a Good Level of Development are being developed in the next iteration of the Early Years and Childcare Strategy due to be published in the Autumn.

Performance

1.41	Percentage of children achieving a good level of development at Foundation Stage	Higher is Positive

Source: Department for Education (June data). 2019 data is provisional, including the emerging national average.

1.42	Percentage attainment gap at Foundation Stage for the lowest achieving 20% of children	Lower is Positive

Source: Department for Education (June data)

1.43	Percentage of Early Years settings on non-domestic properties with good or outstanding Ofsted inspection	Higher is Positive

Source: Ofsted (August data). 2019 is the March position.

1.5 Children and young people have better physical and mental health

Progress

We play an important role, working with schools and health partners, to enable children and young people to be resilient and support good mental health and wellbeing.

The percentage of Year 6 children with a healthy weight is higher in Kent than the national average, but childhood obesity is recognised as a significant public health issue both nationally and county-wide. We work with Kent Community Healthcare Foundation Trust to deliver health promotion messages to families and to provide health visitor and school public health services for young people in the county, including healthy eating advice. In 2019, KCC public health is designing a Whole System Approach to Obesity for the county, based on the work of Leeds Beckett University and Public Health England.

The number of hospital inpatient episodes per 1,000 population aged 0-24 years is consistently below the national average. There are many programmes in place to support the health and wellbeing of children and young people but there are times when secondary in-patient medical care is required. These inpatient episodes of care may be following an elective or emergency admission and will include those under 24 years of age who have been an inpatient on more than one occasion.

The HeadStart Kent programme provides a range of resources on the Kent Resilience Hub for young people, parents, carers and professionals to help increase the resilience of 10-16 year olds, an age when mental health conditions often start.

We continue to invest in the mental health service contract for children and young people delivered by North East London NHS Foundation Trust (NELFT). Despite increasing demand, access to service rates have increased with all seven Kent CCGs having a higher rate than England. In Kent, 47.7% of Children and Young People with a Mental Health condition had access to treatment, significantly higher than the national 36.1% and South East 43.6%.

The level of referrals into Kent's Children and Young People's Mental Health Service continues to rise with a 45% increase in Children and Young People waiting for treatment between June 2018 and March 2019. However, the number waiting in excess of 18 weeks before receiving treatment has shown a downward trajectory over the same period. The neurodevelopmental pathway continues to be a significant challenge for the service.

Following a slower than anticipated start, work is underway to improve the numbers of cases being taken as referrals on to NELFT's Early Help pathway from Early Help Units. Looking forward, KCC and Kent's CCGs will continue to consider ways to increase access across preventative services, with the aim of driving down need for higher level services, increase access to evidence based Mental Health treatment, and are working to fully understand local variations in access rates and the outcomes of interventions.

Performance

1.51	Percentage of Year 6 children with a healthy weight	Higher is Positive

66.0 (2015), 66.1 (2016), 66.0 (2017), 65.7 (2018)

Source: Public Health Outcomes Framework (June data)

1.52	Number of hospital inpatient episodes per 1,000 population aged 0 to 24	Lower is Positive

173.4 (2015), 172.5 (2016), 168.2 (2017), 172.5 (2018)

Source: NHS Digital (Year to March)

1.53	Number of children and young people waiting for a CAMHS assessment	Lower is Positive

796 (Mar 15), 912 (Mar 16), 1,024 (Mar 17)

Source: West Kent CCG (Quarter to March). Provider changed in 2017

1.53a	Number of children and young people waiting for CAMHS treatment	Lower is Positive

Source: North East London Foundation Trust (Provider since September 2017)

1.54	Average waiting time in weeks from referral to routine treatment for CAMHS	Lower is Positive

Source: West Kent CCG (Quarter to March) Provider changed in 2017

1.54a	Percentage of children and young people waiting less than 18 weeks for CAMHS treatment	Lower is Positive

Source: North East London Foundation Trust (Provider since September 2017)

1.6 All children and young people are engaged, thrive and achieve their potential through academic and vocational education

Progress

Whilst our strategic role in leading education locally has evolved in recent years, we continue to drive performance, maintain oversight of school standards and hold underperforming schools to account. In 2018, pupil attainment was above the national average for primary and secondary schools.

Following changes to Key Stage 2 standards in 2016, Kent has seen an improvement in the percentage of pupils achieving the expected standard in Reading, Writing and Maths, with the proportion of pupils who met or exceeded the expected standard above the national average in 2019. At Key Stage 4, the percentage of pupils achieving a standard pass (grade 4 or higher) and strong pass (grade 5 or higher) in English and Maths have increased from 2017 to 2018 and improved against our statistical neighbours. Kent is also very well placed against statistical neighbours on the Attainment 8 score per pupil where Kent is now placed 3rd and in line with the national average.

Since 2015 the percentage of schools with good or outstanding Ofsted inspections has improved significantly with the proportion of Kent schools with an Ofsted judgement of good or better now standing at 91%. This is a marked increase from 79.6% in 2015 and is above the national average. The Education People are continuing to work closely with all maintained schools and, through commissioned support from academy trusts, to secure ongoing improvements. Ensuring schools are well-prepared for the new Ofsted inspection framework in September 2019 has been a priority.

The percentage of young people offered their first or second choice secondary school continues to be high and in line with the national average. This is particularly positive given the diverse mix of schools available to Kent residents and the variety of external factors which can impact on school places. We are working with our schools, Academy sponsors and other education stakeholders to continue to meet parental preferences.

Alongside supporting academic achievement, we continue to seek to inspire children and young people to engage in education and learning through our summer reading challenge and Kent Libraries digital offer, which supplements technology skills such as coding and programming by encouraging learning and creativity in our children and young people.

During January / February 2019, Ofsted and the Care Quality Commission conducted a joint inspection of the county's services for children and young people with special education needs and / or a disability. The inspection identified some areas of significant weakness and immediate action has been taken including establishing an SEND Improvement Board to deliver a coordinated response by education, health and social care and develop a joint improvement plan. An approved Written Statement of Action will drive a series of improvements. In addition, a new Local Area SEND Strategy is being developed with the full participation of parents, schools, health and social care colleagues, which will be published in the academic year 2019-20. We are committed to working in partnership to make the necessary improvements for children and young people with SEND and their families.

Performance

1.61	Percentage of pupils achieving expected standard at Key Stage 2 in Reading, Writing and Maths	Higher is Positive

Scoring of tests and expected standard changed in 2016 so results are not comparable with previous years. Source: Department for Education (Academic year). 2019 data is provisional, including the emerging national average.

1.62	Percentage of pupils achieving a standard pass in English and Maths at Key Stage 4	Higher is Positive

Methodology for calculating GCSE attainment changed significantly in 2017, so previous years are not directly comparable. Source: Department for Education. 2019 results not available at time of publication

1.63	Percentage of schools with good or outstanding Ofsted inspection	Higher is Positive

Source: Ofsted (August data). 2019 is June data. This uses the latest Ofsted reporting, which includes inspections of predecessor schools where they have not yet been inspected in their current form.

1.64	Percentage of young people who are offered their first or second choice secondary school	Higher is Positive

Source: Department for Education, except 2019 from Children Young People and Education (Year of offer)

1.7 Kent young people are confident and ambitious with choices and access to work, education and training opportunities

Kent is ambitious and determined to ensure that Post-16 provision and routes through academic, vocational and work pathways are both accessible and of the highest quality.

Whilst the introduction of the Apprenticeship Levy and new frameworks have raised the quality of the standards and expectations for apprenticeship schemes, unfortunately we have seen reductions in Apprenticeship take up both in Kent and nationally. With many new standards now in place and an increase in the availability of providers it is anticipated that the number of apprentice starts will increase. Encouragingly, we saw an 11% increase in the number of apprenticeships starts across Kent from Quarter 1 to Quarter 2 2019/20. We are raising awareness and increasing opportunities through our Apprenticeship Action Plan, developing the offer on the Apprenticeship Kent website and designing a supported Apprenticeship programme for vulnerable learners including those with disabilities.

As a significant employer in the county, KCC is also seeking to maximise the number of staff accessing Apprenticeship training within KCC and schools. Progress has been made in raising the awareness and engagement with Apprenticeship standards, leading to increasing apprentices employed and KCC staff accessing apprenticeship training.
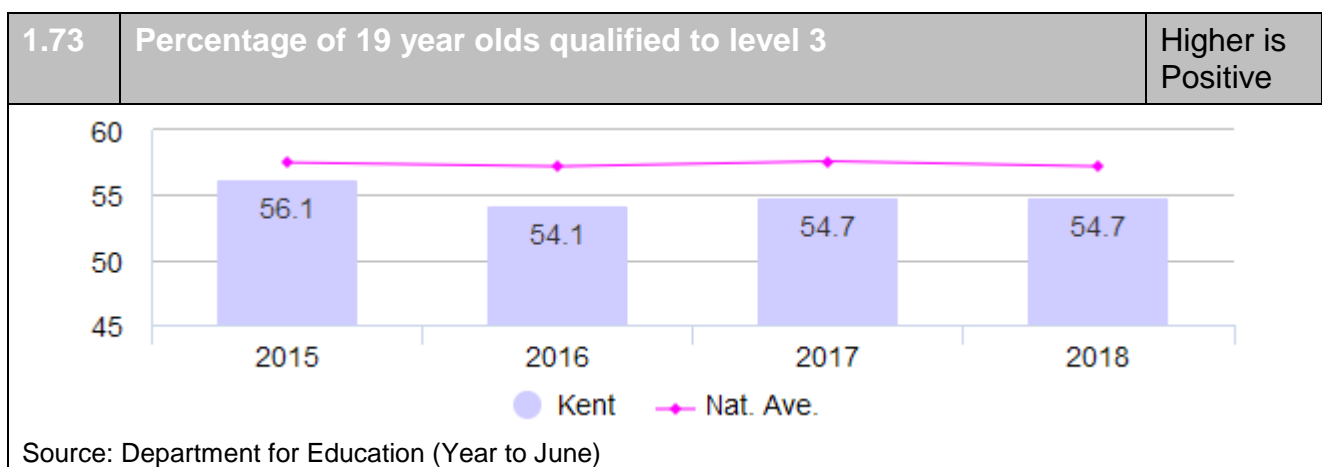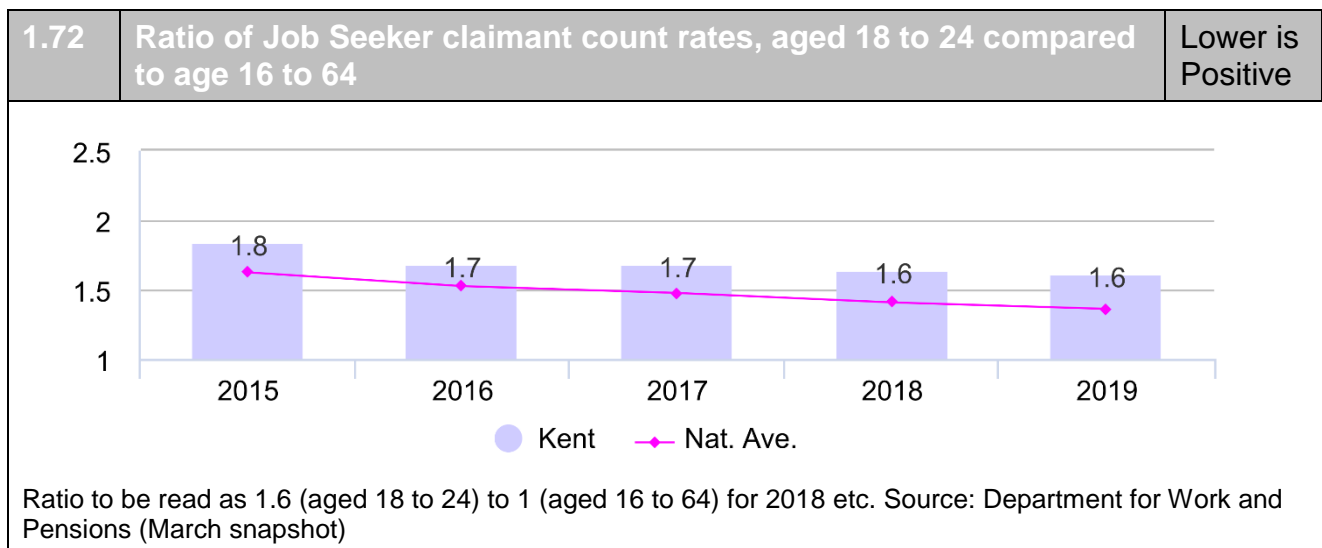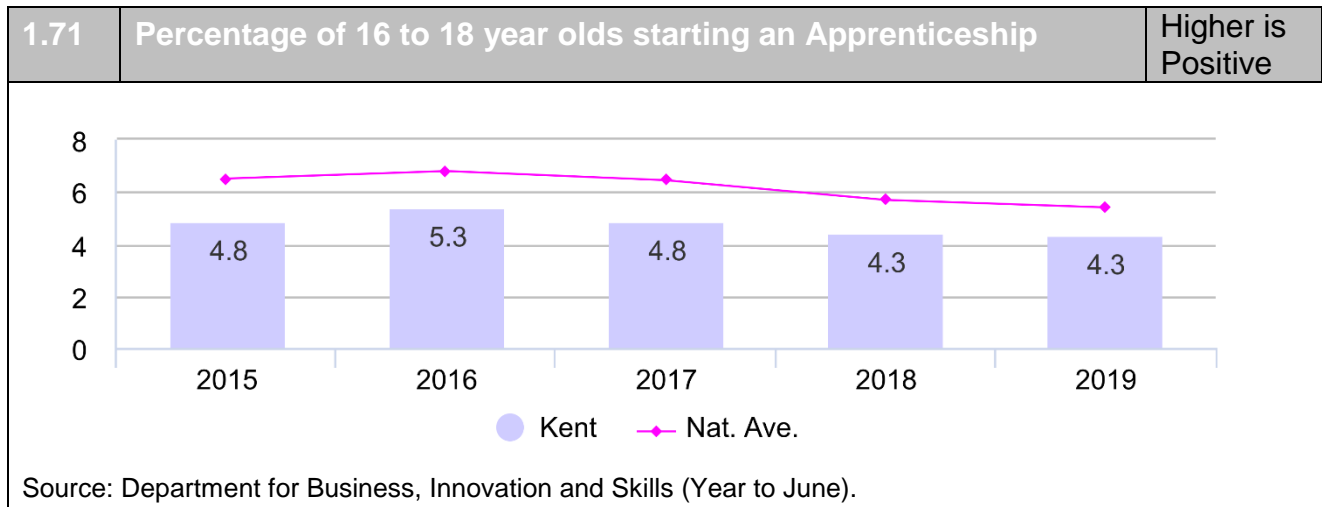
Kent students' A level Average Point Score per entry improved from 2017 to 2018, with the percentage achieving 3 A*-A grades or better and percentage achieving grades AAB or better in line with national averages. However, the number of students taking Technical Levels in schools dropped from 726 in 2017 to 264 in 2018. The Average Point Score per entry achieved also declined to 32.74 from 37.61 in 2017. This is in line with the national declines in take up and outcomes and places Kent 3rd out of 11 statistical neighbours.

We are initiating a Post-16 review to facilitate better education, skills and training opportunities. The review aims to enable all young people to reach their potential and support Kent's economy to become more productive and embrace future technological challenges. The introduction of 'T Levels' and increasing provision of level 4 and 5 technical awards will help young people and industry to align their needs to the curriculum.

The Not in Education, Employment or Training (NEET) figure for Kent has increased slightly this year but remains in line with the national average which has also increased. This reflects a more challenging picture with a reduction in alternative training provider provision due to reduced funding streams. The combined NEET and Not Known figure, however, is at a 3 year low due to improvements in tracking and KCC support.

The number of first time entrants to the Youth Justice system is falling nationally but in Kent the reduction is faster and the baseline is lower than the national trend. Kent's re-offending rates are also lower than the England and Wales average. This reflects the early intervention approach of Kent's Early Help Service, including Youth Justice, and Kent Police which focusses on providing specialist support to all young people committing low level offences, offers of restorative justice to victims, and a focus on family and school relationships as well as the young person.

Performance

1.71	Percentage of 16 to 18 year olds starting an Apprenticeship	Higher is Positive

Kent   Nat. Ave.

Source: Department for Business, Innovation and Skills (Year to June).

1.72	Ratio of Job Seeker claimant count rates, aged 18 to 24 compared to age 16 to 64	Lower is Positive

Kent   Nat. Ave.

Ratio to be read as 1.6 (aged 18 to 24) to 1 (aged 16 to 64) for 2018 etc. Source: Department for Work and Pensions (March snapshot)

1.73	Percentage of 19 year olds qualified to level 3	Higher is Positive

Kent   Nat. Ave.

Source: Department for Education (Year to June)

1.74	Percentage point achievement gap for young people with Free School Meals qualified to level 3 at age 19	Lower is Positive

30.2 (2015), 32.4 (2016), 33.7 (2017), 32.4 (2018)

Kent — Nat. Ave.

Source: Department for Education (Year to June)

1.75	Percentage of 16 to 17 year olds not in education, employment or training (NEETs)	Lower is Positive

3.1 (2015), 2.9 (2016), 2.4 (2017), 2.7 (2018)

Kent — Nat. Ave.

Source: Children, Young People and Education, KCC (December snapshot)

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

403 (2015), 277 (2016), 202 (2017), 164 (2018), 142 (2019)

Kent — Nat. Ave.

Source: Ministry of Justice, except 2019 from Children Young People and Education, KCC (Year to March)

2.1 Physical and mental health is improved by supporting people to take more responsibility for their own health and wellbeing
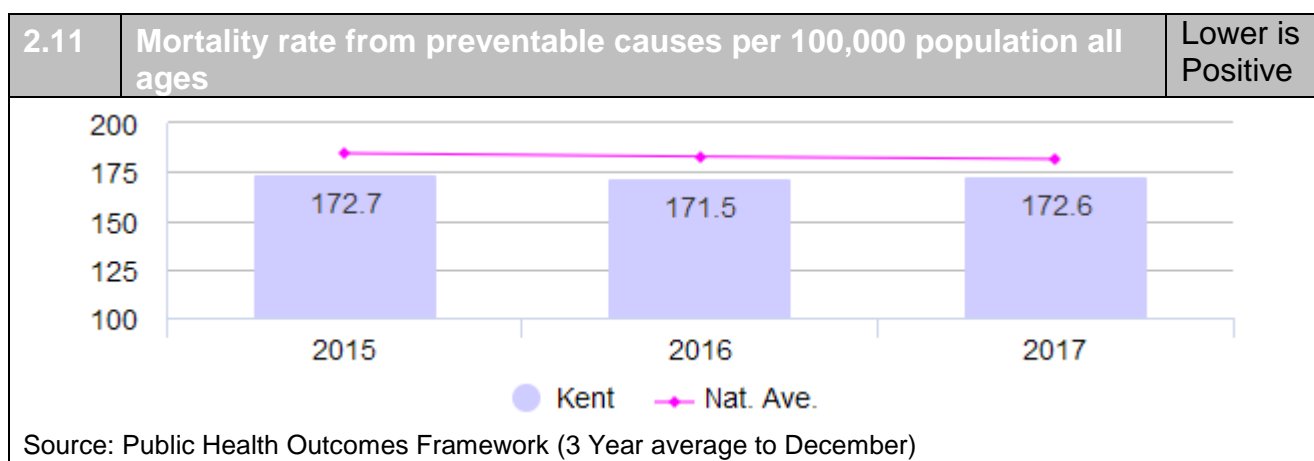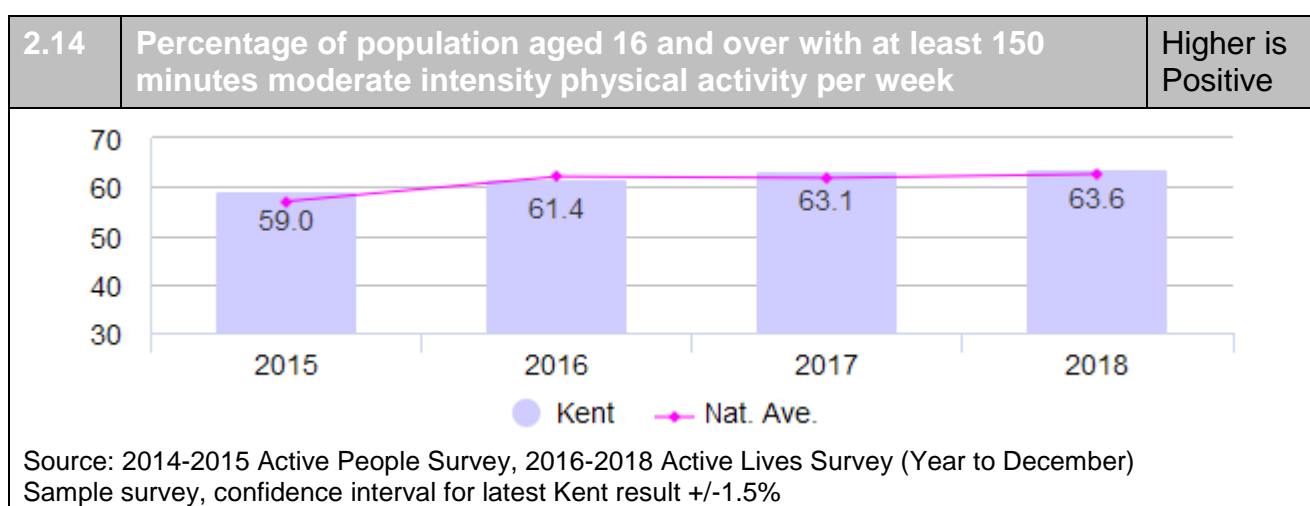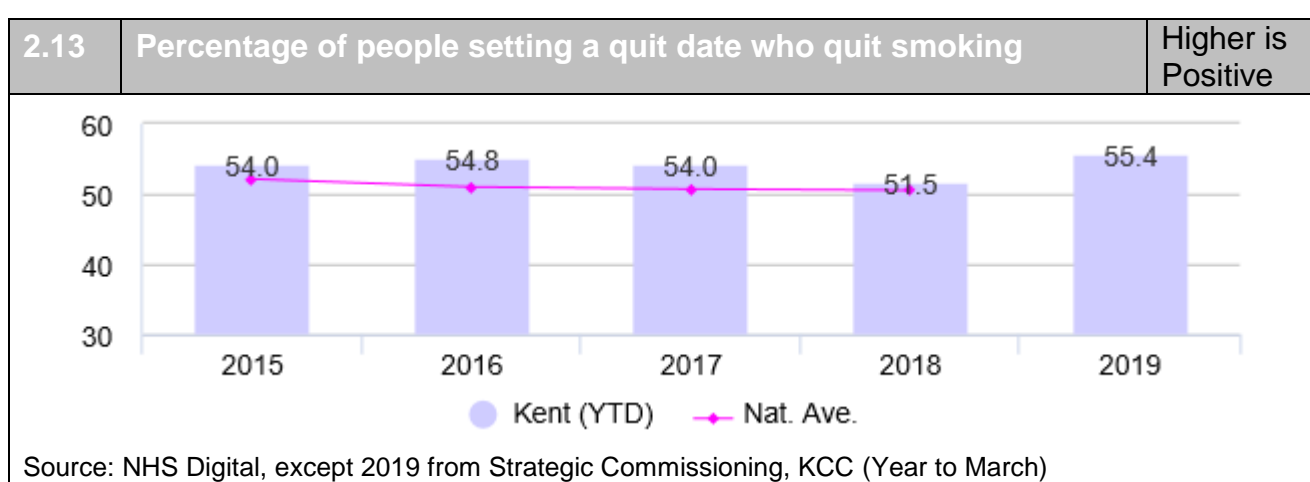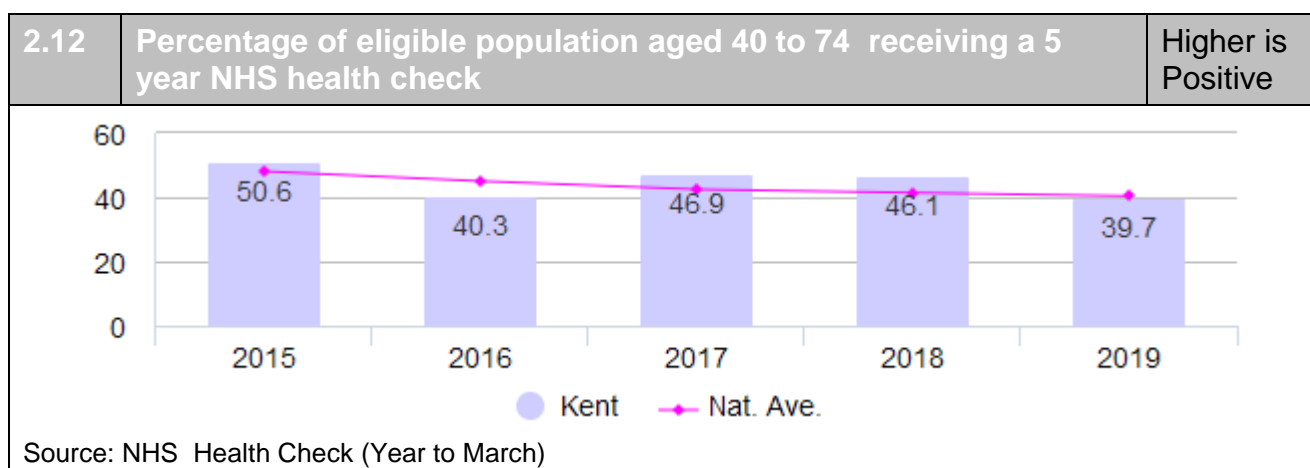
Progress

Kent County Council has a number of services and partnership activities that tackle both physical and mental wellbeing. These include public health prevention services which support people with poor mental health, promoting positive wellbeing and enabling greater resilience, and Folkestone Library's 'Living Words' group which, supported by Kent County Council and NHS England, brought together people who had considered suicide to explore the moments they had chosen not to end their lives, as well as what kept them going through co-creating individual Living Words books and sharing stories.

The Prevention Workstream of the STP is working to address preventable mortality with a focus on smoking cessation, tackling alcohol misuse, achieving healthy weight, increasing physical activity and tackling communicable diseases. The percentage of people setting a quit date who quit smoking is consistently greater in Kent than the national average. In 2018, 6,198 smokers set a quit date and 3,189 successfully quit smoking. Kent Public Health are working with partners and the One You Kent service to increase the awareness of methods to quit smoking and to help people make the commitment to quit smoking. In Summer 2019 One You Ashford extended an initiative to new, larger premises, providing improved opportunities to advise people on healthy lifestyles and smoking cessation.

Launched this year, Everyday Active is a campaign led by our Active Sports Partnership 'Kent Sport' to encourage everyday moves that will make a real difference to our health. The campaign generated a large social media following and links with our Getting Active campaign which supports adults moving towards the Government target of at least 150 minutes of moderate intensity physical activity per week through a 'matching' quiz, activity finder, and ideas, training and resources to make your workplace officially a Healthy Workplace. The County Council and Kent Sport have also worked with our county's sports clubs so that they are thriving and can offer high quality and safe experiences.

Performance

2.11	Mortality rate from preventable causes per 100,000 population all ages	Lower is Positive

Source: Public Health Outcomes Framework (3 Year average to December)

2.12	Percentage of eligible population aged 40 to 74 receiving a 5 year NHS health check	Higher is Positive

Source: NHS Health Check (Year to March)

2.13	Percentage of people setting a quit date who quit smoking	Higher is Positive

Source: NHS Digital, except 2019 from Strategic Commissioning, KCC (Year to March)

2.14	Percentage of population aged 16 and over with at least 150 minutes moderate intensity physical activity per week	Higher is Positive

Source: 2014-2015 Active People Survey, 2016-2018 Active Lives Survey (Year to December)
Sample survey, confidence interval for latest Kent result +/-1.5%

2.2 Kent business growth is supported by having access to a well skilled local workforce with improved transport, broadband and necessary infrastructure

Progress

Over the last year we have delivered vital infrastructure improvements across the county including our LGF projects such as the A2500 Lower Road capacity improvement phase 1 in Sheerness and the A226 London Road/B255 St Clements Way project in Greenhithe. The A2500 Lower Road/Barton Hill junction scheme delivered a new roundabout to replace the existing traffic signal control junction to alleviate the pinch point on the principal 'A' road serving the Isle of Sheppey from its connection with the Strategic Road Network. The junction was acting as a barrier to the delivery of around 1500 new houses and jobs by 2031 which will be unlocked as a result of the junction improvement scheme. The A226 London Road/B255 St Clements Way scheme has increased the size and capacity of the roundabout and provided new bus lanes. As well as reducing congestion through increased capacity, the new bus lanes will also encourage the use of more sustainable modes of transport and assist in the planned expansion of the Fastrack bus service.

East Kent Opportunities is facilitating the commercial and residential development of its landholdings creating employment and housing opportunities across Thanet, including progressing the Eurokent/Newington Road scheme. This is expected to deliver a commercial development for 35 commercial units and create 150 FT jobs, the granting of detailed planning permissions for future commercial developments at Manston Business Park, commercial development land sales is expected to deliver up to 250 000 sqft of commercial space (including offices) and a further 500 FT jobs. The construction of over 90 workshop/commercial units, in the past year, for local SMEs is expected to create up to 350 FT local jobs.
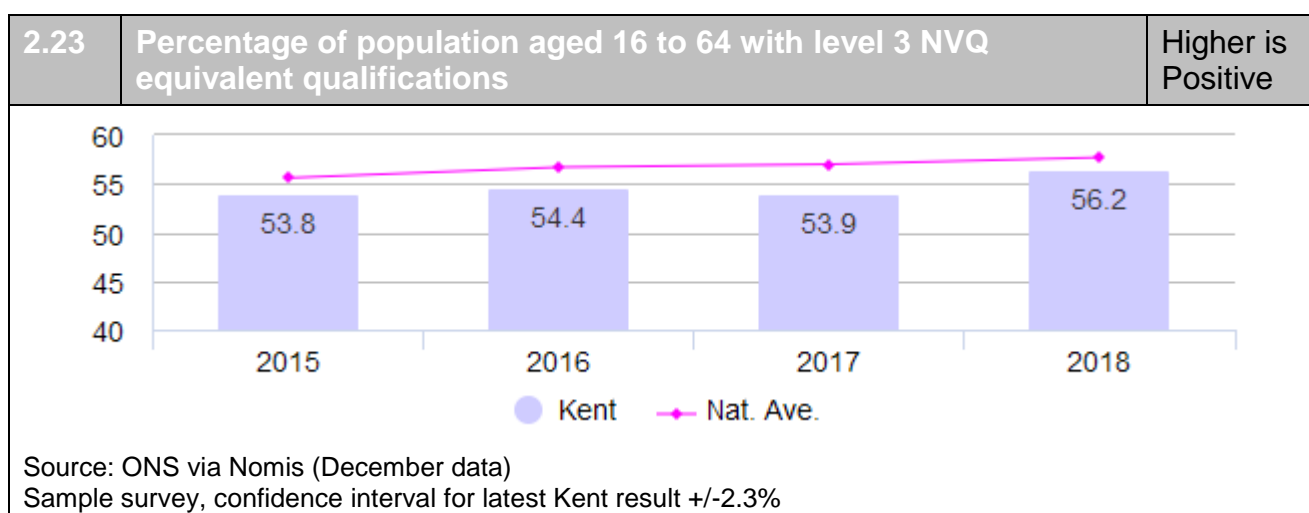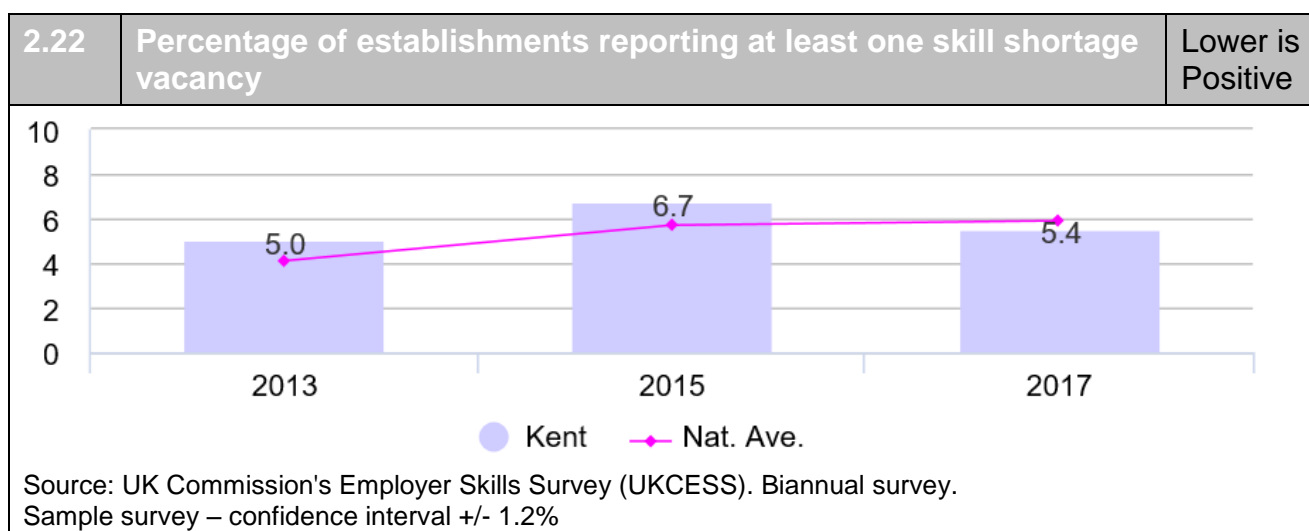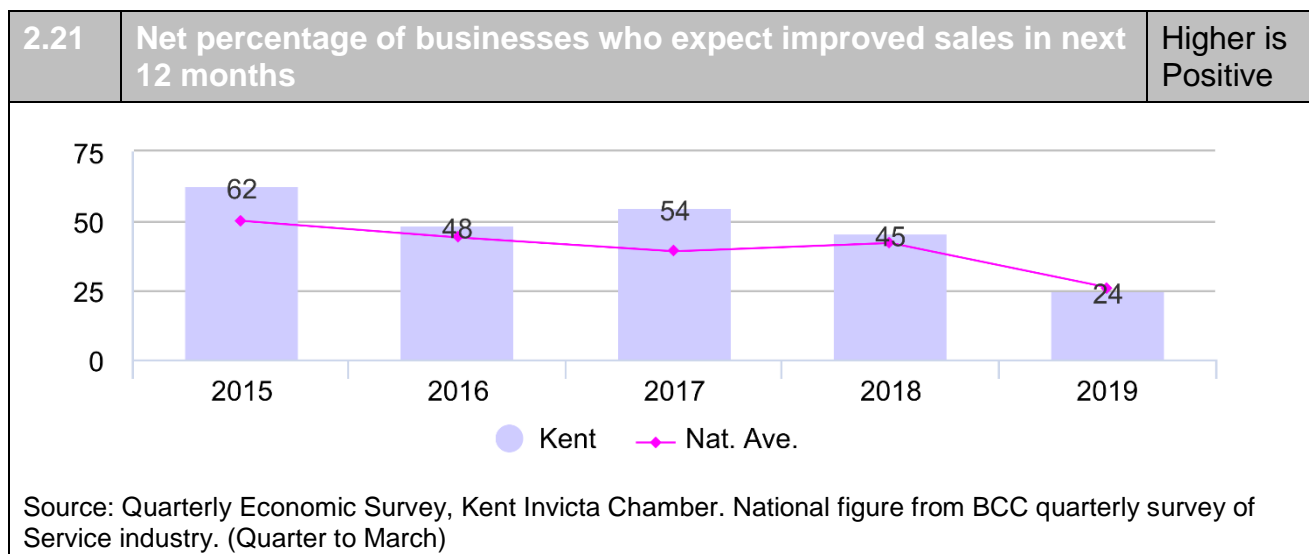
Kent's Broadband Delivery UK (BDUK) programme has now brought superfast broadband to over 138,250 properties which would otherwise have had no or slow broadband connectivity. Superfast broadband services of at least 24mbps are now available to 95.9% of homes and businesses in Kent. An additional £4.5 million has been made available to connect more homes and businesses with faster broadband services, with work due to commence later in the year.

The Kent and Medway Growth and Infrastructure Framework (GIF) provides a county-wide picture of growth and infrastructure and indicates the extent of the infrastructure challenge. It continues to be used to provide a robust evidence base as part of the "infrastructure first proposition" - to attract investment, engage partners and inform solutions to unlock housing growth.

KCC's Community Learning and Skills (CLS) delivers a wide and varied curriculum to meet the education, social and emotional aspirations of adults and young people and help raise their attainment. In particular CLS targets young people entering the world of work, adults seeking skills for employment, organisations seeking to improve the skills and potential of their staff, adults learning for personal development, pleasure and wellbeing, and families, especially those in Kent's disadvantaged neighbourhoods.

Performance

2.21	Net percentage of businesses who expect improved sales in next 12 months	Higher is Positive

Source: Quarterly Economic Survey, Kent Invicta Chamber. National figure from BCC quarterly survey of Service industry. (Quarter to March)

2.22	Percentage of establishments reporting at least one skill shortage vacancy	Lower is Positive

Source: UK Commission's Employer Skills Survey (UKCESS). Biannual survey.
Sample survey – confidence interval +/- 1.2%

2.23	Percentage of population aged 16 to 64 with level 3 NVQ equivalent qualifications	Higher is Positive

Source: ONS via Nomis (December data)
Sample survey, confidence interval for latest Kent result +/-2.3%

2.24	Percentage of population aged 16 to 64 with level 4 NVQ equivalent qualifications	Higher is Positive

Source: ONS via Nomis (December data)
Sample survey, confidence interval for latest Kent result +/-2.3%

2.25	Percentage of properties with access to superfast broadband (30 Megabytes per second)	Higher is Positive

This indicator as reported by OFCOM defined superfast as 30 megabytes per second which is the EU definition. National UK targets from BDUK are set in relation to 24 megabytes and Kent achieved 95.9% for this provision in 2019. Source: Thinkbroandband.com (March data).

2.3 All Kent's communities benefit from economic growth and lower levels of deprivation

Progress

Kent County Council has been working closely with businesses, young people, education providers, business support organisations and strategic partners for several years to increase employment and boost Kent business growth.
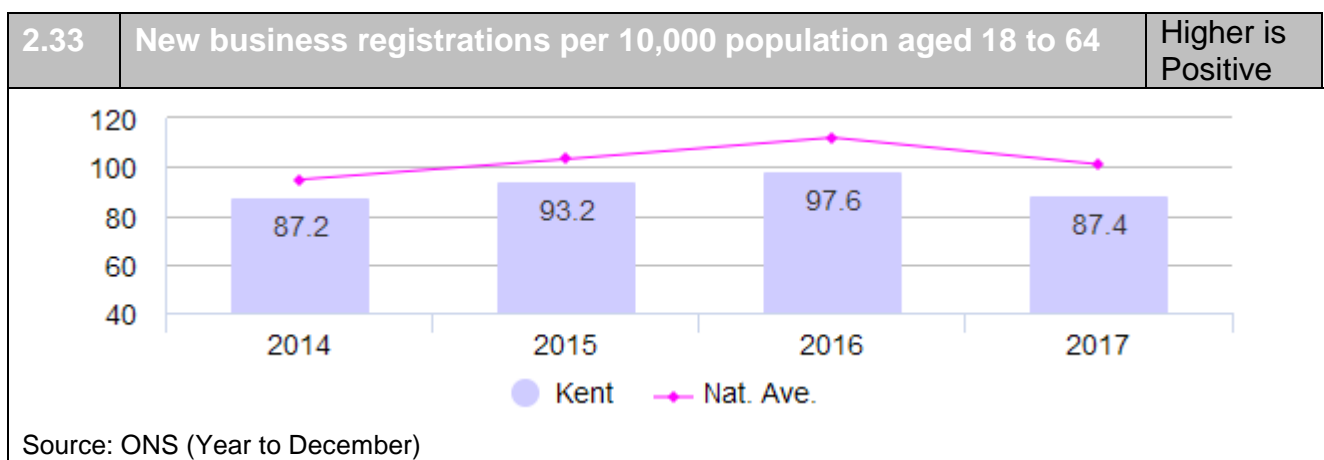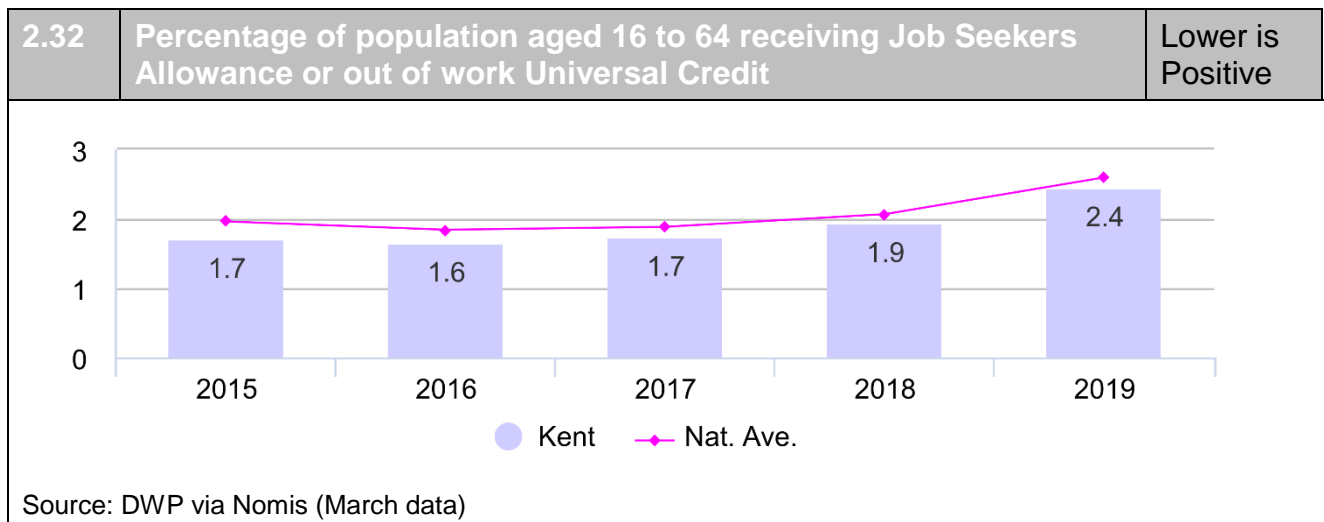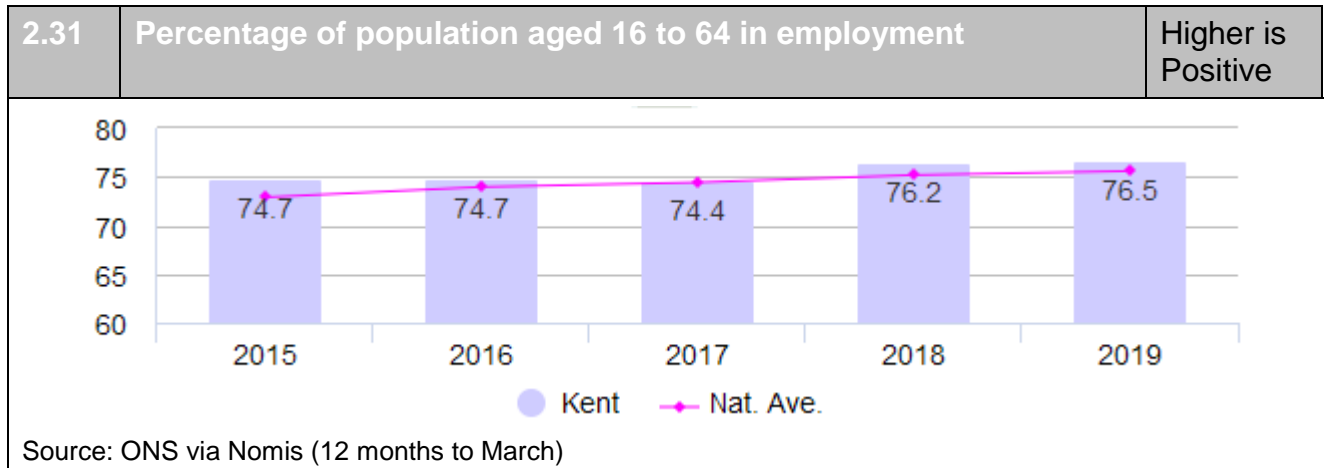
The Adult Skills Forums are working to coordinate provision and strategies to tackle youth unemployment and each district in Kent has a 16-18 District Employability Offer which provides clear progression routes into employment or apprenticeships and aims to prevent youth unemployment. During the academic year 2018-19, there have been approximately 70 offers across the districts involving 25 different providers. During this year the needs of over 500 young people have been met in a variety of programmes, which include traineeships, apprenticeships and employability full time programmes lasting for a year, together with 12 week engagement programmes including work experience, intensive mentoring and resilience courses.
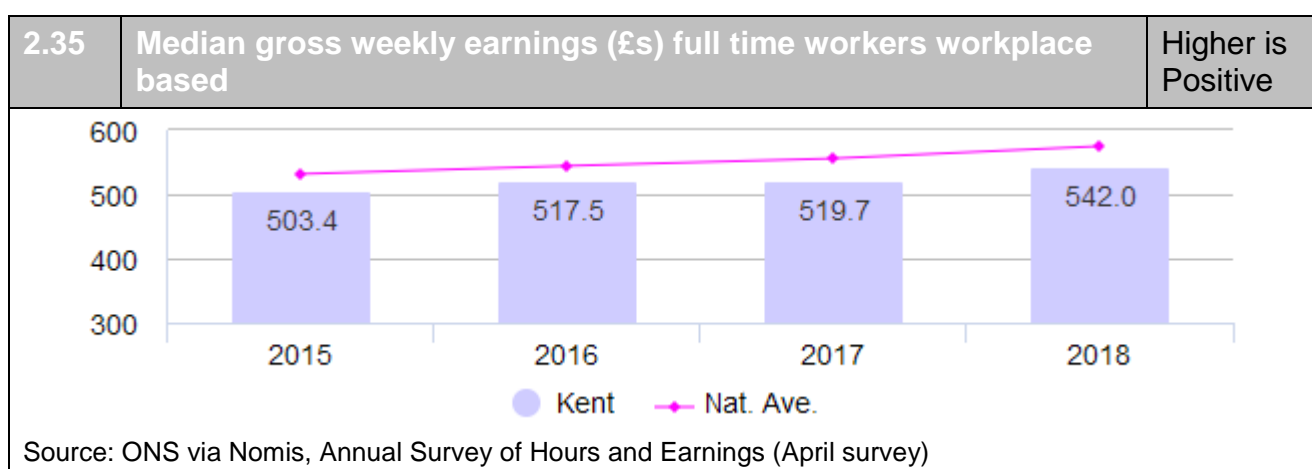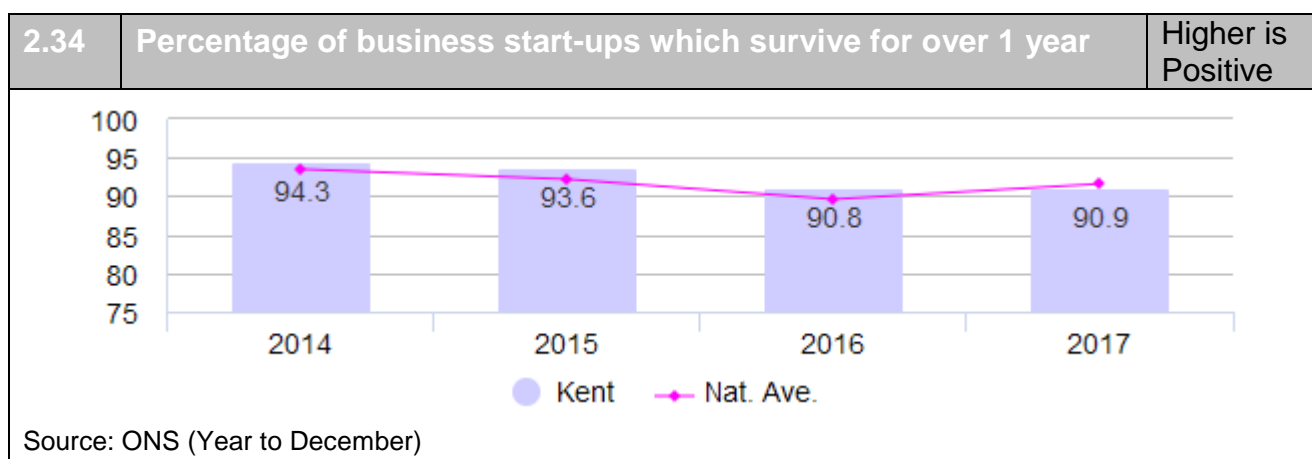
We have been working with partners to increase export levels and support Kent exporters under the 'Kent International Business' (KIB) umbrella programme. Support programmes include the bespoke, externally-funded Boost4Health programme which provides micro-financing for Kent Life Science companies to help with internationalisation. These services help potential and existing exporters ranging from product adaptation and market selection to identifying overseas business contacts and getting paid for products and services supplied. We are working with KIB partners to further unlock Kent's export potential and to provide additional public support where this adds value. This includes piloting an 'Export Manager' scheme by upskilling an existing employee or providing additional internal resource to work with companies to help develop the international side of the business and creating an Export Cluster of Kent food & drink companies to develop a consolidated, joint international offer.

We have supported local business through our three Regional Growth Fund Programmes: Expansion East Kent, Tiger and Escalate which have invested over £55m and as of March 2019 created or safeguarded a cumulative total of 4,399 jobs. The Kent and Medway Business Fund aims to deliver investment to businesses across Kent and Medway and is funded by loan repayments from our previous Regional Growth Fund schemes. It has committed £5.7m to 48 businesses in Kent and Medway, creating 70 jobs and safeguarding a further 30 jobs to March 2019. A further funding round took place in June 2019.

We have also secured additional funding including from the South East Local Enterprise Partnership funded Innovation Investment Loan scheme which has committed £6.4m to 20 businesses in Kent and Medway, creating 76 jobs and safeguarding a further 38 jobs. Our No Use Empty Scheme has benefited from 'Top-Up' loans from several districts and £1m from the Growing Places Fund to use empty commercial properties for alternative commercial or mixed use purposes. £3.7m from Low Carbon Across the South East (LoCASE) has provided funding for 379 Kent SMEs in the last year for business support.

Performance

2.31	Percentage of population aged 16 to 64 in employment	Higher is Positive

Source: ONS via Nomis (12 months to March)

2.32	Percentage of population aged 16 to 64 receiving Job Seekers Allowance or out of work Universal Credit	Lower is Positive

Source: DWP via Nomis (March data)

2.33	New business registrations per 10,000 population aged 18 to 64	Higher is Positive

Source: ONS (Year to December)

2.34	Percentage of business start-ups which survive for over 1 year	Higher is Positive

Source: ONS (Year to December)

2.35	Median gross weekly earnings (£s) full time workers workplace based	Higher is Positive

Source: ONS via Nomis, Annual Survey of Hours and Earnings (April survey)

2.4 Kent residents enjoy a good quality of life, and more people benefit from greater social, cultural and sporting opportunities

Progress

In 2018-19 through the Arts Investment Fund we have supported 23 applications to deliver some 2,600 events Kent wide ranging from festivals, exhibitions, performances, film screenings and workshops across a variety of artforms including theatre, music, dance, writing and film. This created an estimated 300 jobs and 162 volunteer days. Lyrici Arts, a project in partnership with local art producers, has also delivered artistic events across libraries in Dartford, Gravesham and Swale. This included sold-out Alice in Wonderland themed ballet performances, children's dance workshops, face painting and accompanying craft activities. Each district also held smaller craft and Baby Rhyme events.

We have been supporting England's Creative Coast which will see new artworks installed in coastal towns and been preparing for two internationally prestigious events: Turner Prize in Margate and the British Open Golf in Sandwich, which will be delivered in autumn 2019 and summer 2020 respectively. Both have taken years of planning to ensure that the events are hugely successful, attract visitors to the county and provide significant engagement opportunities for Kent residents. A key aim is that both leave a lasting legacy for ongoing social, cultural and sporting activities for all of our communities.
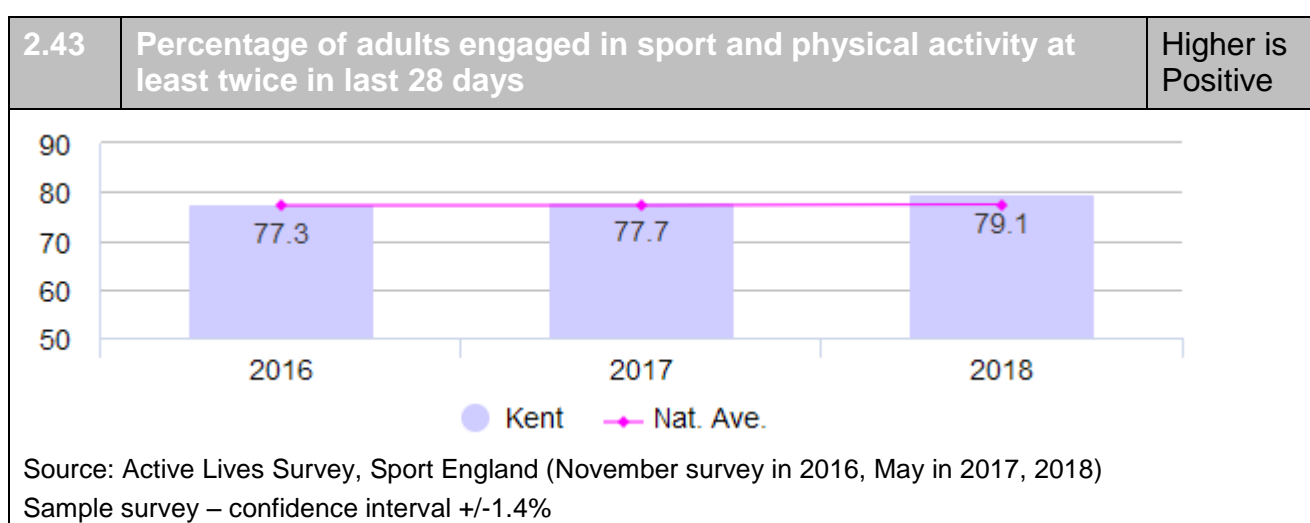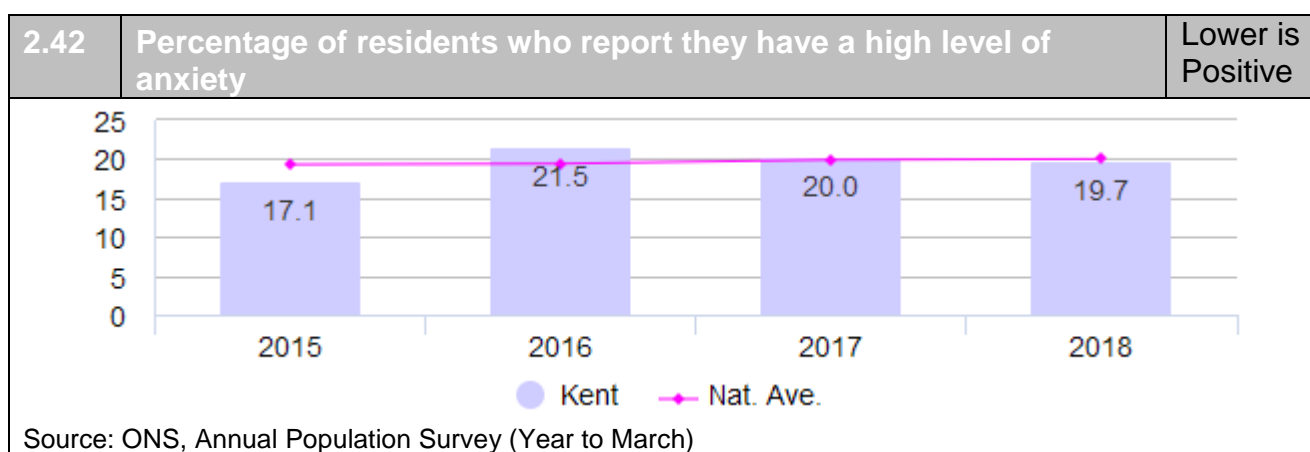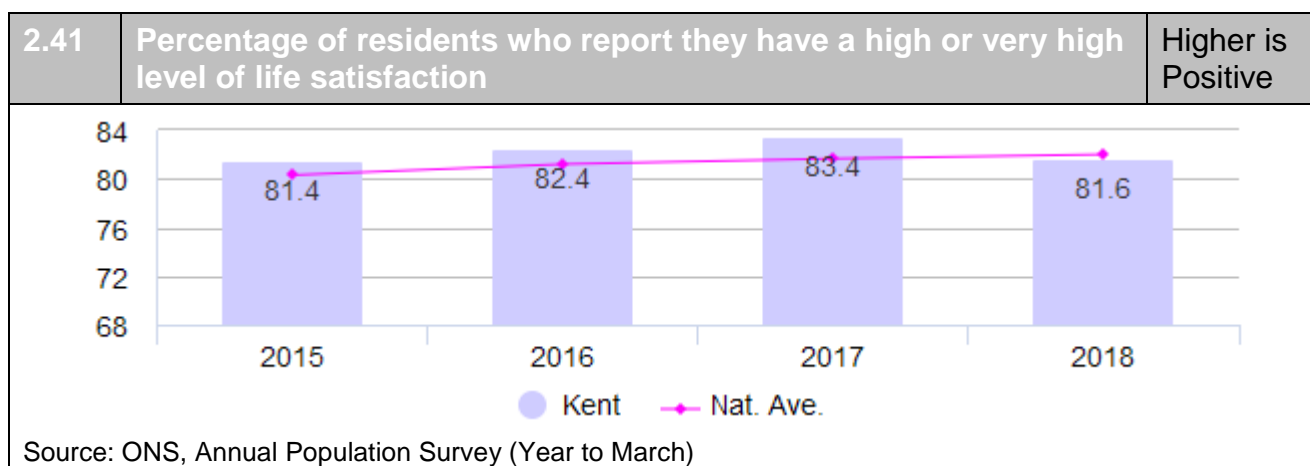
The Thames Estuary Production Corridor, through a partnership across London and the Estuary, will deliver the Case for Investment to become Europe's most productive creative corridor and support economic growth. A successful £4.3m bid to the DCMS Cultural Development Fund will deliver Phase 1 in Kent and Essex, with the potential for long-term investment delivering an estimated 50,000 jobs and in excess of £3.7bn GVA.

The Archives service has received national recognition for how it stores and preserves evidence of the county's heritage and history. The unique documents in our care reveal the fascinating stories of the people and places of Kent. Achieving accredited status demonstrates that Kent Archives has met clearly defined national standards relating to management and resourcing; the care of its unique collections and what the service offers to its range of users. In 2019, Kent Archives has also delivered a series of special events and talks, hosted at the Kent History and Library Centre and Archbishop's Palace in Maidstone. These have included local history talks led by experts and creative sessions.

We have piloted the Library Extra initiative at Deal, Higham, & Paddock Wood libraries, allowing customers to access the library outside of normal opening hours using technology assisted opening. This gives improved access to people who may work, study or have caring commitments. Customers can issue books and other items, pay charges, and access the public computers and Wi-Fi. This service is popular with community groups, reading groups and local history groups who meet during Library Extra opening hours.

Over the last year we have developed a raft of new or updated plans, strategies and framework, all designed to ensure that Kent residents have well maintained green space in which to enjoy leisure time, are safe, are able to move easily around the county, and have communities with ready access to the amenities they require.

Performance

2.41	Percentage of residents who report they have a high or very high level of life satisfaction	Higher is Positive

Source: ONS, Annual Population Survey (Year to March)

2.42	Percentage of residents who report they have a high level of anxiety	Lower is Positive

Source: ONS, Annual Population Survey (Year to March)

2.43	Percentage of adults engaged in sport and physical activity at least twice in last 28 days	Higher is Positive

Source: Active Lives Survey, Sport England (November survey in 2016, May in 2017, 2018)

Sample survey – confidence interval +/-1.4%

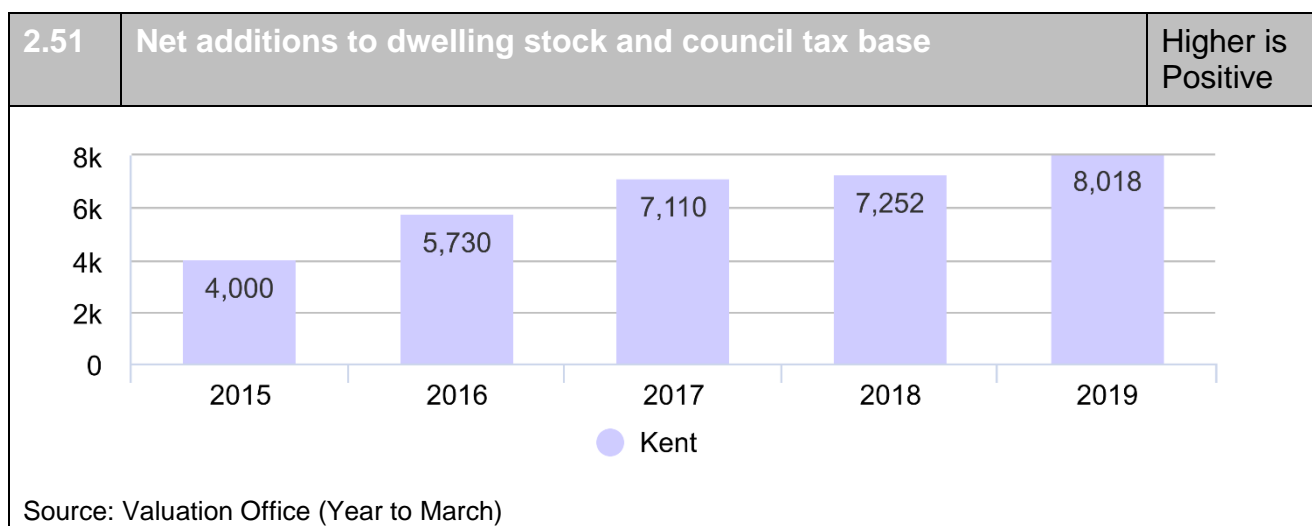**2.5 We support well planned housing growth so Kent residents can live in the home of their choice**

Progress

New investment in infrastructure is vital to accelerate the delivery of high quality new homes in the most suitable locations and work continues with district councils to develop an 'infrastructure first' proposition to Government for investment in Kent and Medway.
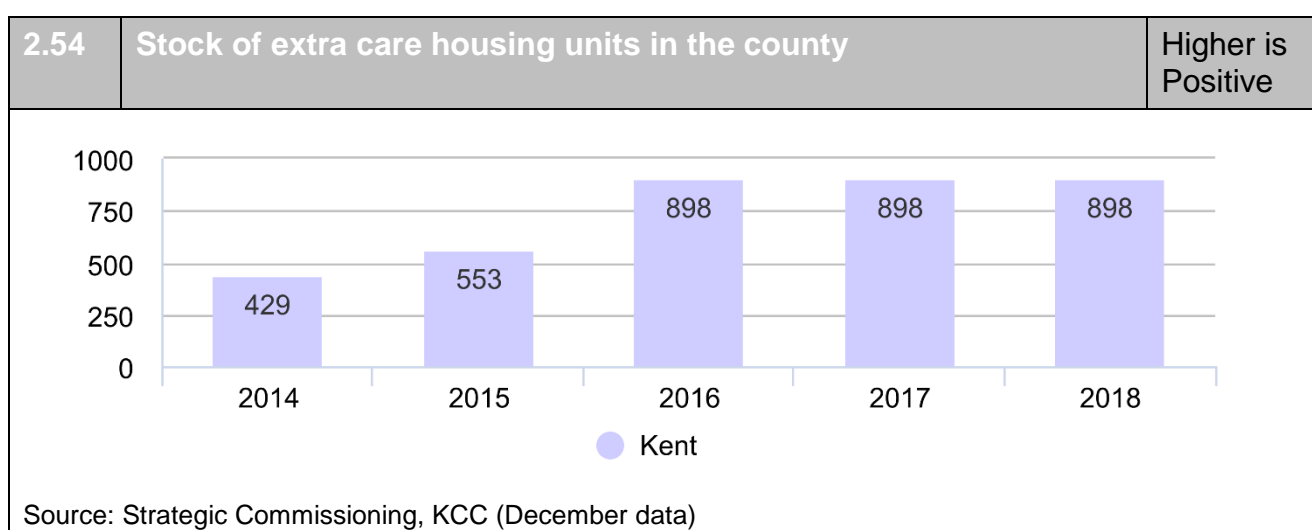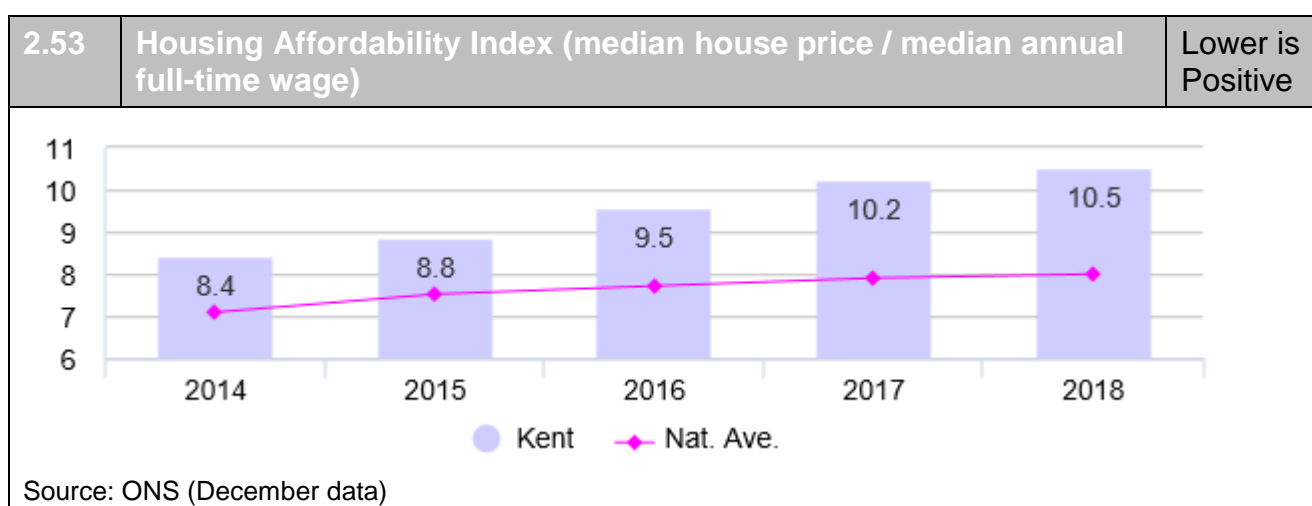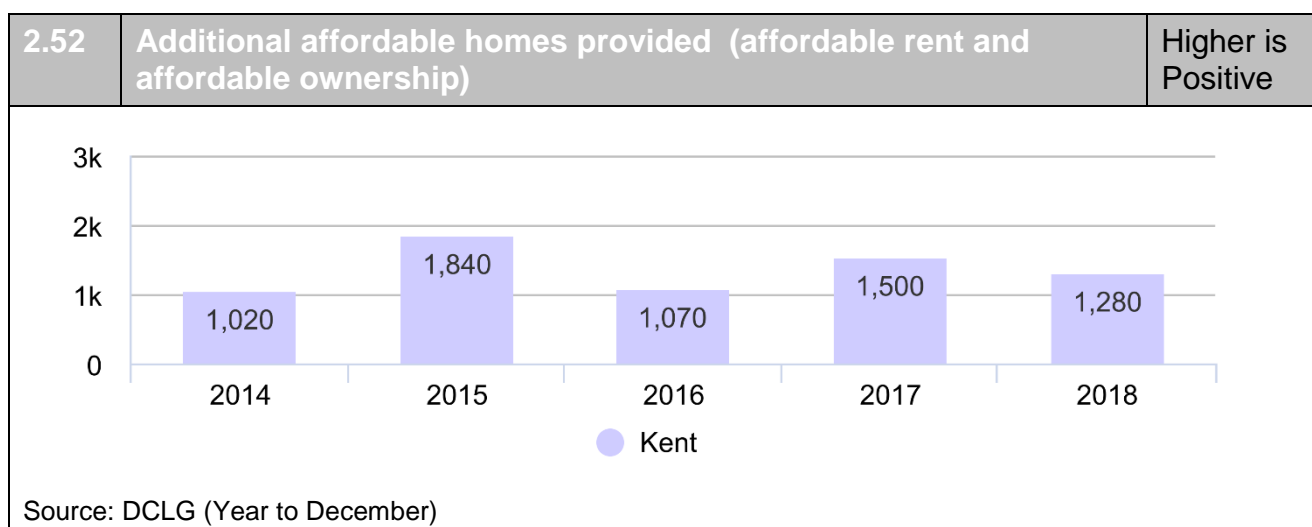
Already, housing delivery in Kent is amongst the highest of all shire counties and we are building on established and successful joint working arrangements between councils and partners. Major bids to the Housing Infrastructure Fund and Garden Communities programme have been successfully supported. We continue to press for real policy change to maximise the funding secured through land value capture and developer contributions, as well as promoting "good growth" in the Thames Estuary, Otterpool and Chilmington. At the heart of our emerging proposition to Government is the release of extant permissions (c64,000) to ensure homes are built on land already in the planning system, the return of empty homes back to use and the delivery of homes for older people, reflecting KCC's Accommodation Strategy which will be published later this year.

Over the last year, working with the Kings Hill development partnership, we have delivered the entire Phase 3 road and service infrastructure, with a high quality landscaped environment for a further 1,000 homes including affordable homes and the potential to serve a 1,000 more homes. The award-winning No Use Empty initiative, helping to bring empty properties in Kent back into use, approved a record £5.9m interest free loans to homeowners in 2018/19 bringing the cumulative sum awarded to £29.8m. Combined with owner's contributions, the total investment has reached £59.8m which has helped to create 1,000 homes. Working with our 12 district/borough councils No Use Empty has helped to return over 6,000 empty homes back into use through a range of interventions providing much needed quality housing in the County. The majority of renovation work is undertaken by local businesses and trades people helping to create/safeguard 900 jobs.

Performance

2.51	Net additions to dwelling stock and council tax base	Higher is Positive

Source: Valuation Office (Year to March)

2.52	Additional affordable homes provided (affordable rent and affordable ownership)	Higher is Positive

Source: DCLG (Year to December)

2.53	Housing Affordability Index (median house price / median annual full-time wage)	Lower is Positive

Source: ONS (December data)

2.54	Stock of extra care housing units in the county	Higher is Positive

Source: Strategic Commissioning, KCC (December data)

2.6 Kent's physical and natural environment is protected, enhanced and enjoyed by residents and visitors
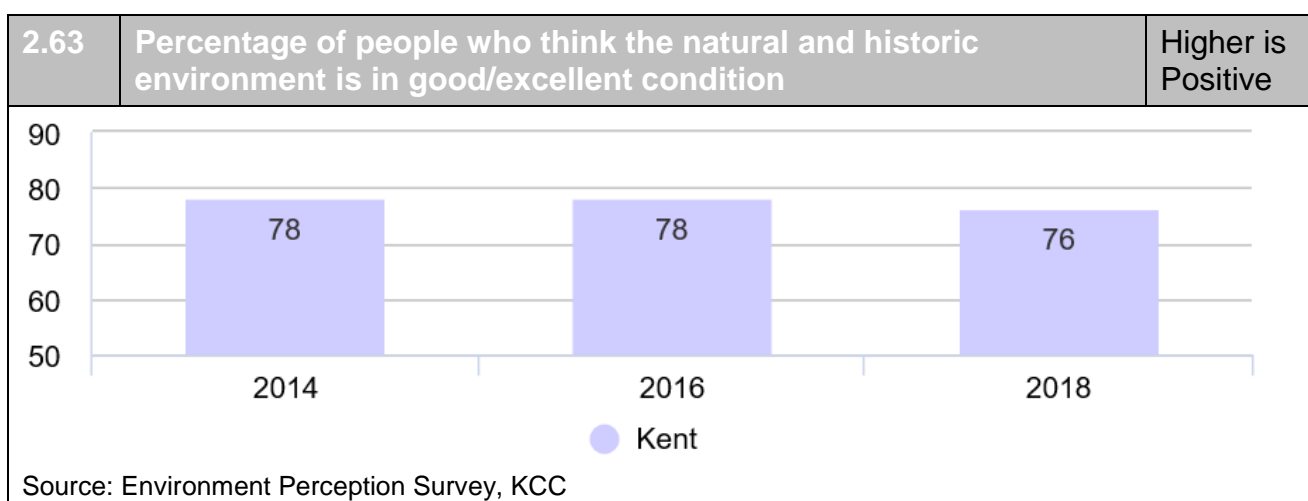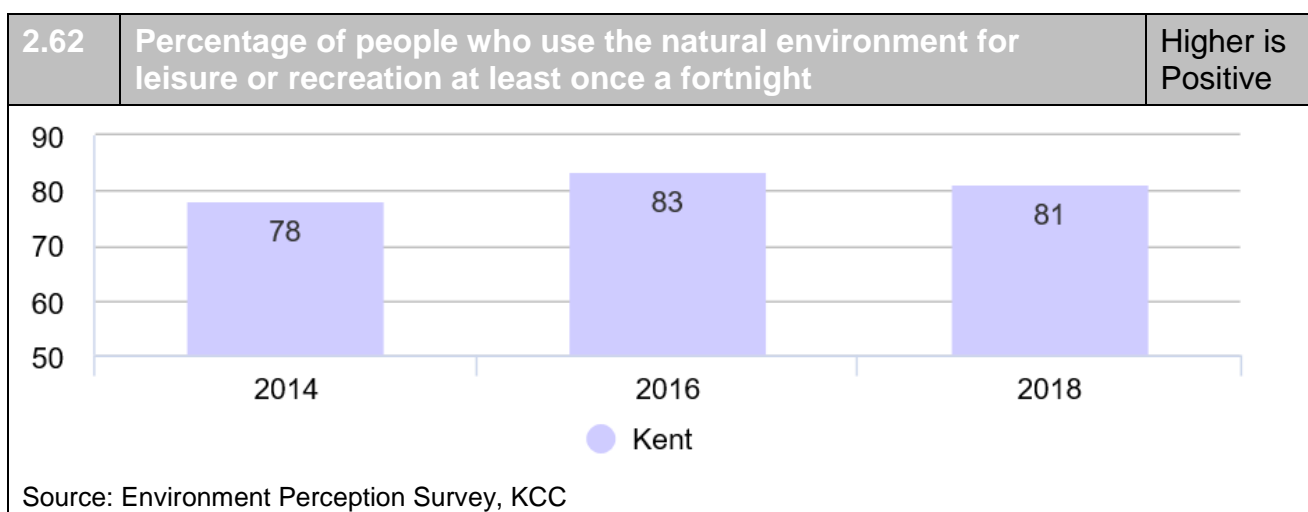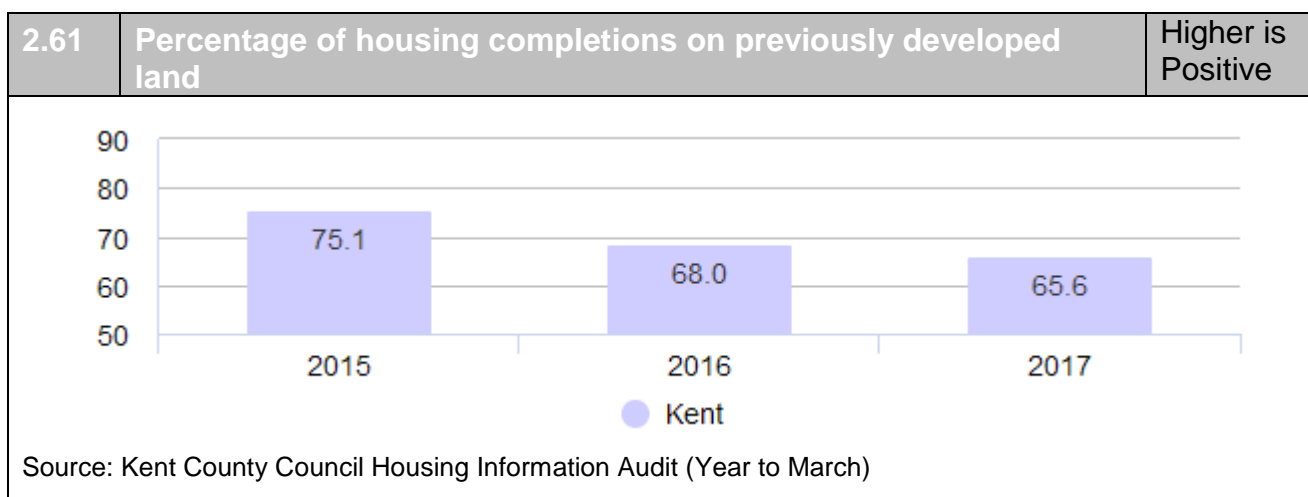
Progress

Kent continues to have a natural environment recognised as of the highest quality nationally. This includes our country parks retaining their seven green flags, independently recognising sites are safe, stimulating, relaxing and managed to the benefit of its flora and fauna and, for the first time ever, KCC's Brockhill Country Park won the prestigious award of Best Country Park in South East England. This year the Kent Downs Area of Outstanding Natural Beauty marked its 50th year with twelve months of celebration, as well as preparing its next five year management plan as to how we continue to protect, enhance and ensure the continued enjoyment of our beautiful county. Our eight windmills and 4,286 miles of Public Rights of Way also gave scope to work with other organisations to maximise opportunities through continuing to develop the clean growth economy, eco-tourism and promote safe, informed and unhindered access to the environment. There continues to be a strong level of interest in the natural environment from Kent residents, which we have built on in 2019 through the Kent Year of Green Action campaign which was also the theme for the KCC stand at this year's County Show.

In March 2019, we achieved our five-year target to reduce greenhouse gas emissions from our estate and services, two years early, by reducing our emissions by 33% compared to a 2015 baseline. This is a positive step towards our commitment to achieve net zero emissions in the shortest possible timeframe. We have also worked with the transport, business and health sectors across Kent to address key environmental challenges such as poor air quality. We have continued some very innovative investigative projects into how Kent can achieve sustainable use and generation of resources, in particular energy and water through working with utilities, business and key high use sectors. We have also secured match funding to implement cost effective adaptation of schools, businesses and private homes to enhance their resilience to climate and environmental change.

We have developed a number of key strategies over the last year to ensure a well-managed natural environment for the future. The multi-agency Kent and Medway Energy and Low Emissions Strategy aims to deliver clean growth and eliminate poor air quality, reduce fuel poverty and deliver an affordable, clean and secure energy supply for Kent and Medway. Kent's Plan Bee provides an action plan that sets out how the County Council can make a greater contribution to slowing and reversing the decline of pollinators in Kent. The Kent Biodiversity Strategy aims to deliver, over a 25-year period, the restoration and creation of habitats that are thriving with wildlife and plants, ensuring the county's environments regain and retain good health.

We continue to play a key role in tackling the county's waste with the percentage of municipal waste diverted from landfill exceeding its target at 98%. Looking forward, we are progressing new waste partnership arrangements in East and West Kent, commissioning further capacity and maximising capital investment in essential waste infrastructure to meet future demand. In May 2019, KCC also committed £250,000 to assist district and borough councils in undertaking further fly tipping enforcement, improve communications between partners and to better inform both householders and businesses about fly tipping.

Performance

2.61	Percentage of housing completions on previously developed land	Higher is Positive

Source: Kent County Council Housing Information Audit (Year to March)

2.62	Percentage of people who use the natural environment for leisure or recreation at least once a fortnight	Higher is Positive

Source: Environment Perception Survey, KCC

2.63	Percentage of people who think the natural and historic environment is in good/excellent condition	Higher is Positive

Source: Environment Perception Survey, KCC

3.1 Those with long-term conditions are supported to manage their conditions through access to good quality care and support
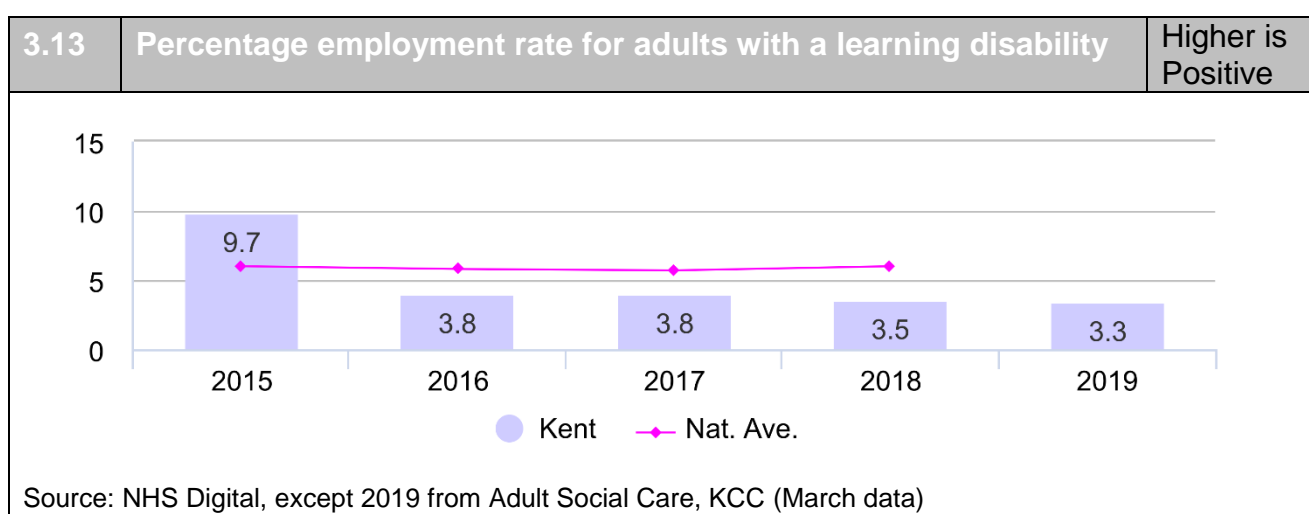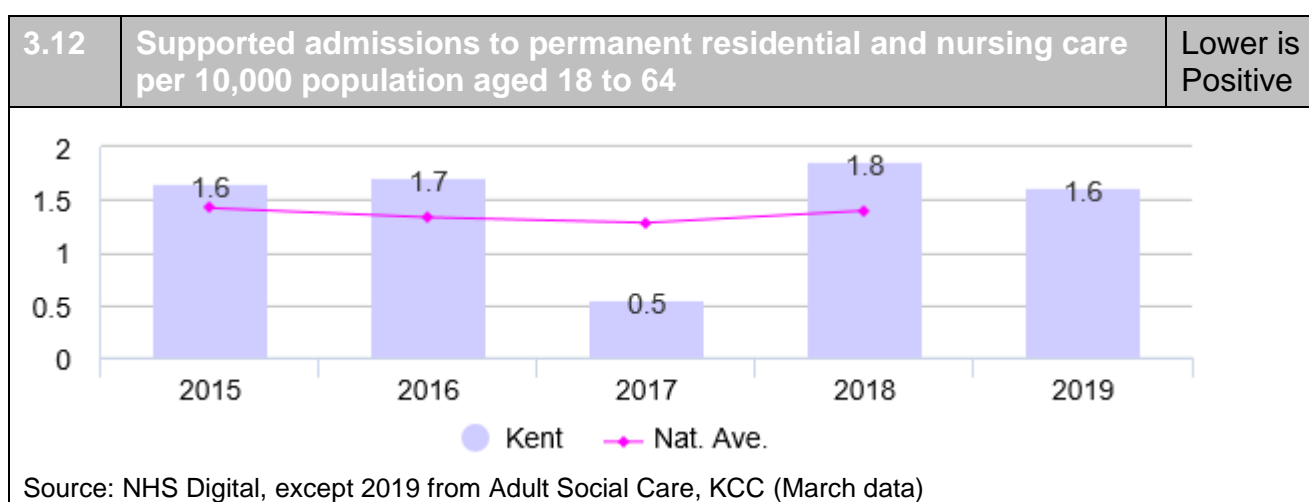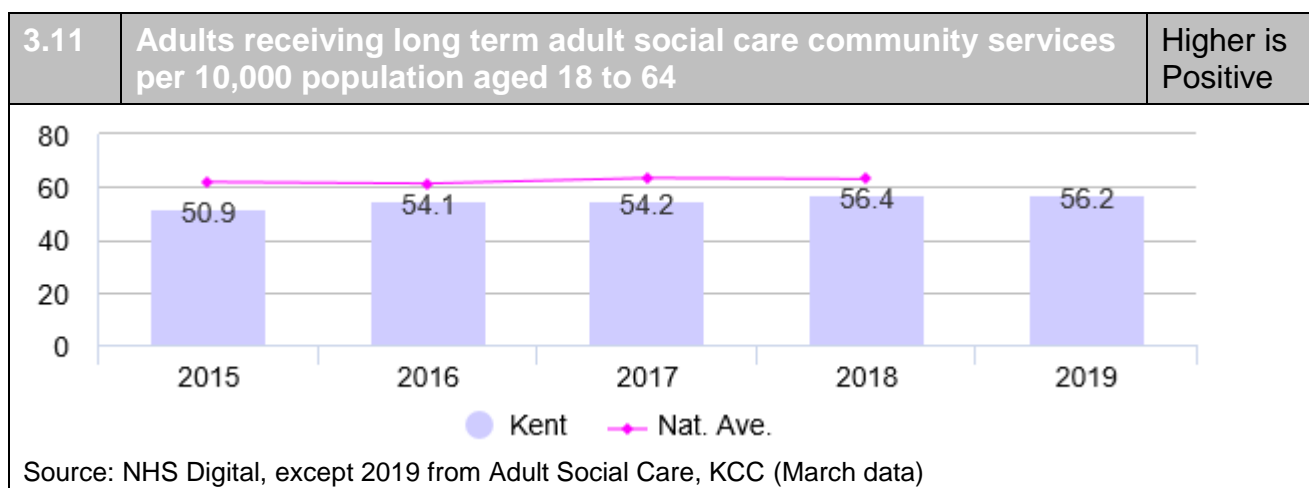
Progress

Ensuring an effective and efficient health and social care workforce across the county is a key element of supporting older and vulnerable adults with good quality care and support. The Design and Learning Centre for Clinical and Social Innovation, with funding secured through the Local Workforce Action Board, has developed the Hub to respond to workforce challenges. The Hub supports Kent's care sector to improve quality in care, identify recruitment and retention solutions, provide training opportunities and seek out innovation. The Hub works in partnership with Care Providers, Skills for Care, Kent Integrated Care Alliance (KICA), Health Education England, Kent and Medway Sustainability and Transformation Partnership and local NHS partners. The Hub has implemented a range of activities with the Care Sector to enable care workers to be more confident and competent in their role and deliver quality services. This has been achieved by developing skills through a training and development programme, including a leadership and management offer and access to a fully funded online training resource. The Hub has facilitated Nurse Associate opportunities for social care, with funding available through the KCC levy for non-levy paying nursing services.

The implementation of phase 1 of the Care and Support in the Home contract has brought together community based services within the home. Since April 2019 we have embedded the contract and have seen a reduction in the use of non-contracted providers across much of Kent. We are currently developing phase 2 of the Care and Support in the Home Contract for implementation in 2020 including the Discharge Support Services and Property Based Service provision such as Supported Living.

Over the last year we have also progressed the refresh of the Accommodation Strategy, which will ensure the right provision in the right places. This will support the commissioning of quality placements in response to rising demand and increasing complex needs which help people to live independently or receive the right care and support in extra care housing. To support the Accommodation Strategy and inform future commissioning we are analysing demand for additional Housing with Care units as an alternative to residential care.

Kent Supported Employment work with individuals with a physical or sensory disability, a learning disability or Autism who are referred to us to help support them into paid employment or training from age 16 plus. The service is ambitious in its engagement with employers on behalf of its service users, seeking the right job for the right person. Of the 57 service users with a learning disability currently supported, 26 individuals have moved into paid employment. Overall, service users who have autism, physical or sensory disability, referred to Kent Supported Employment have a success rate of 64% entering paid employment. We now have Trusted Assessor status allowing us to take self-referrals, this has allowed us to work directly with schools and with people before they leave education, helping to make a smooth transition from education to the world of work. We have been praised by BASE (British Association of Supported Employment), receiving two awards and acknowledged for our innovation regarding our work with local employers.

Performance

3.11	Adults receiving long term adult social care community services per 10,000 population aged 18 to 64	Higher is Positive

Source: NHS Digital, except 2019 from Adult Social Care, KCC (March data)

3.12	Supported admissions to permanent residential and nursing care per 10,000 population aged 18 to 64	Lower is Positive

Source: NHS Digital, except 2019 from Adult Social Care, KCC (March data)

3.13	Percentage employment rate for adults with a learning disability	Higher is Positive

Source: NHS Digital, except 2019 from Adult Social Care, KCC (March data)

3.2 People with mental health issues and dementia are assessed and treated earlier and are supported to live well

Progress

We offer a variety of services and support for people living with Dementia and their families and / or carers. These include a 24-hour Dementia Helpline to offer practical and emotional support to the residents of Kent and a Dementia-friendly Kent website which hosts a variety of different information about events, activities, services and projects across the county. KCC also fund various meet and greet events across Kent, including Dementia Cafes, which offer opportunities to socialise and access support. KCC-hosted Dementia Peer Support Groups are specific sessions for people in the early to middle stages of their illness who want to share their experiences and advice. Other services include Advocacy, Dementia Outreach Workers, Support for Carers and the Alzheimer's and Dementia Support Services. We are also embedding our Dementia Friendly Communities work within all Adult Social Care and Health strategies and across KCC.
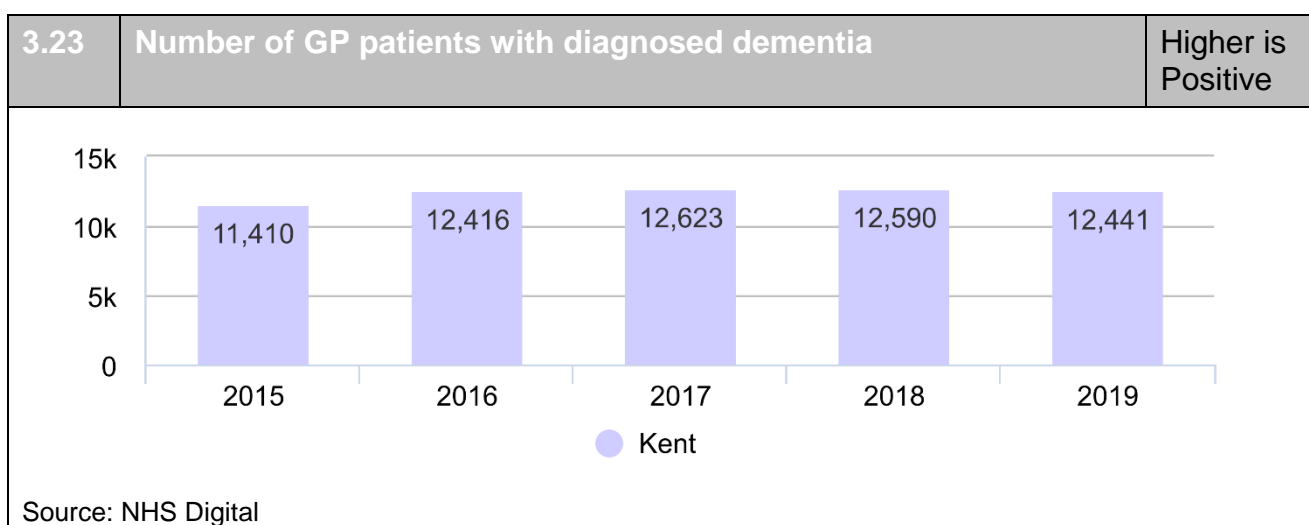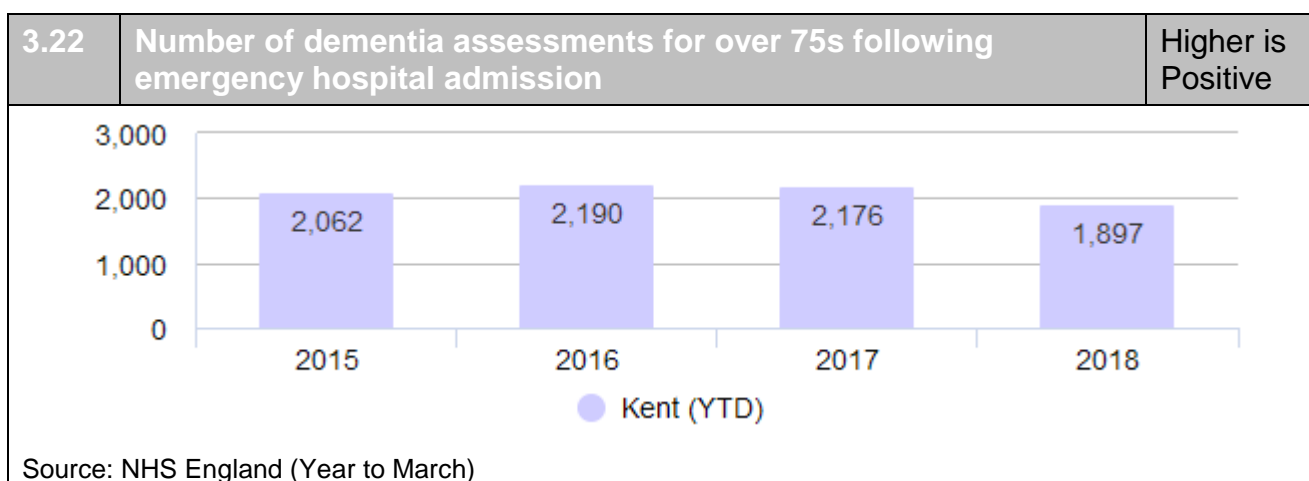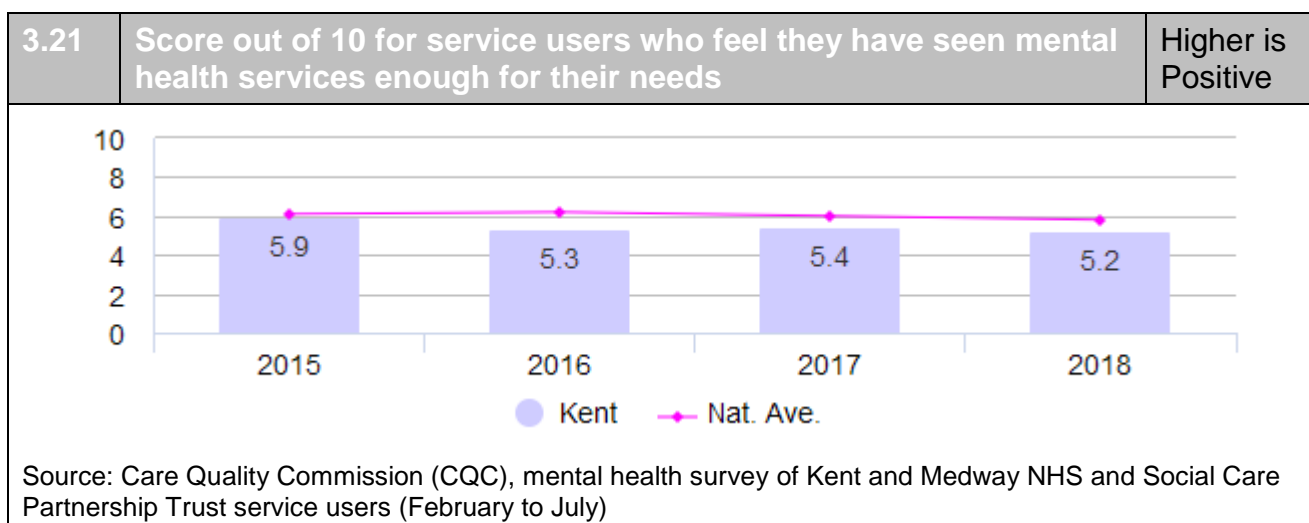
Hythe Library has become a Dementia Friendly Library, hosting a regular group for those living with Dementia and their carers, providing a variety of tailored activities, support information, and an opportunity to socialise with peers. The library has also successfully applied to become part of Kent's Dementia Friendly network, with all staff applying to become Dementia Friends with appropriate training, and adjustments made to the library to make it a more dementia friendly environment. As a result Hythe Library is now able to use the 'Working to Become Dementia Friendly' Recognition Symbol.

Working with NHS Thanet CCG through the East Kent Dementia Working Group, we have identified areas of improvement in East Kent for services supporting people with dementia. This includes opportunities to re-design existing dementia support and explore the potential to jointly commission and / or integrate health and social care services to support the delivery of key national and local priorities.

During 2018 the line management of mental health social care staff returned to KCC while maintaining co-location arrangements with KMPT colleagues. This has enabled an emphasis on the delivery of statutory social care responsibilities in a timely manner. Our mental health services now provide a single response across primary and secondary care and work in partnership with the range of statutory and third sector organisations which deliver primary and secondary mental health services. This development promotes continuity of care and consistency for people who use our services. Social work vacancy rates have significantly decreased, which also supports a timely response to referrals, and quality is being enhanced through a bespoke training programme and induction as well as a focus on staff wellbeing.

Our mental health services are in contact with Healthwatch to assist Healthwatch staff to understand the role of mental health social work and KCC to benefit from the monthly reports Healthwatch produce. These provide feedback from people regarding their experience and aspirations for mental health services in Kent to inform service and practice development. Discussions have begun regarding the possible use of targeted questions to help guide the ongoing development of KCC's mental health service.

Performance

3.21	Score out of 10 for service users who feel they have seen mental health services enough for their needs	Higher is Positive

Source: Care Quality Commission (CQC), mental health survey of Kent and Medway NHS and Social Care Partnership Trust service users (February to July)

3.22	Number of dementia assessments for over 75s following emergency hospital admission	Higher is Positive

Source: NHS England (Year to March)

3.23	Number of GP patients with diagnosed dementia	Higher is Positive

Source: NHS Digital

3.3 Families and carers of vulnerable and older people have access to the advice, information and support they need

Older and vulnerable people, their families and carers may contact KCC for advice, information and support for a variety of reasons including seeking care options, signposting to other available support, requesting an assessment or equipment, or applying for a blue badge. It is positive that there has been an increase in the percentage of adult social care service users who find it easy to find information about services, up from 73.7% in 2018 to 77.1% in 2019.

A number of our services are a 'first point of call' for enquiries including our customer contact through Contact Point (KCC's call centre) and digital channels which are provided by our strategic partnership with Agilisys. Approximately 117,000 calls were received related to Adult Social Care and 54,000 regarding Blue Badges. Satisfaction with Contact Point advisors and the percentage of phone calls answered were both above target in 2018/19.
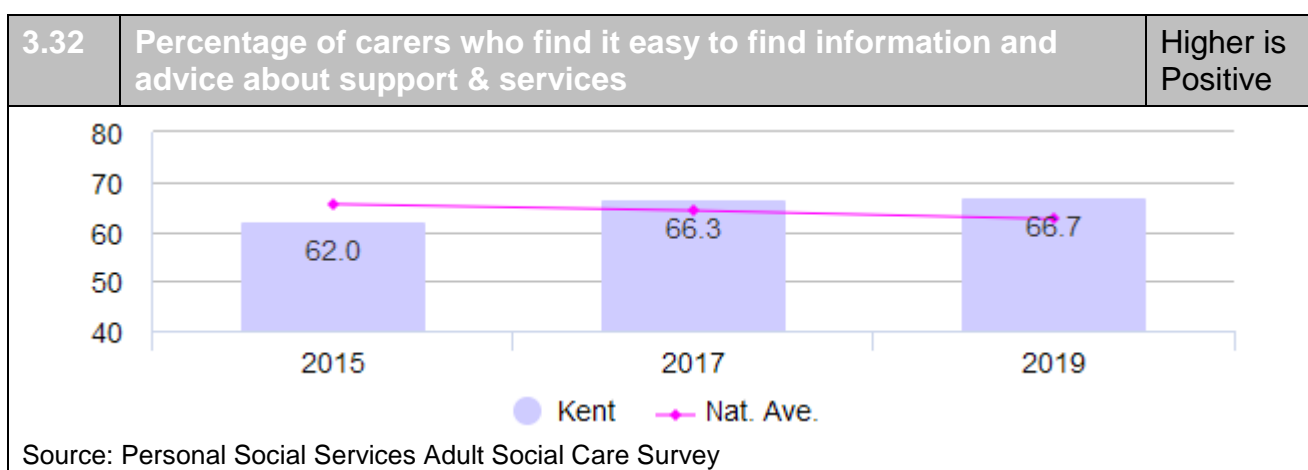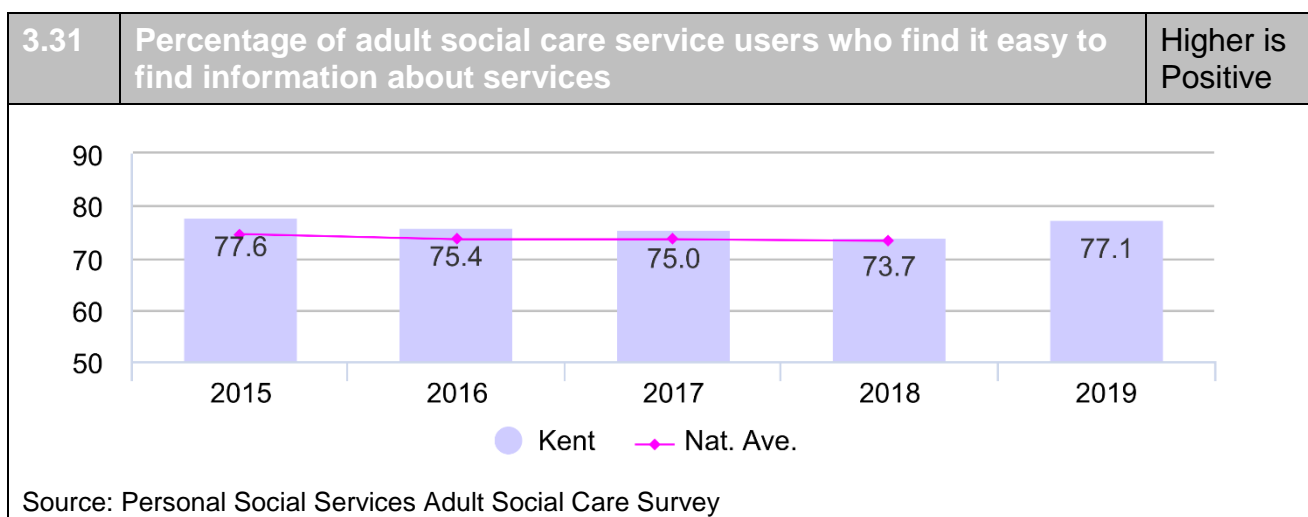
Service users, families and carers are also increasingly looking for information and advice available online. In response, the Design and Learning Centre on behalf of KCC and the Kent and Medway Sustainability and Transformation Partnership (STP) is further developing a Carers app which was originally designed by the STP. The app is currently being tested with carers and will be launched autumn 2019. The product is simple and easy to use so carers can quickly refer to the app for advice to inform their decision making. The tool supports carers to recognise changes in an individual's condition by monitoring them and recognising any deterioration in their wellbeing along with providing standard training.

In August 2018, KCC's Older People and Physical Disability Services introduced a new operating model, building on the requirements of the Care Act with a particular focus on timely contact with new and known service users and carers. In 2019, priorities have included reviewing the Area Management referral service to build on advice and guidance to members of the public and to continue to build the client support service. We are also working through engagement in the Sustainability and Transformation Partnership to implement the Local Care model and drive forward the creation of multi-disciplinary teams at Primary Care Network level. This will lead to the better integration of health and care provision around GP practices and will improve service user experiences including the availability of information, advice and signposting.

The Kent Community Warden Service helps support vulnerable and older people in communities across Kent and those targeted by scammers through one to one support, practical interventions, advice and signposting where appropriate. In addition, the wardens deliver awareness training for residents, community groups and businesses in Kent. Working with Kent Trading Standards, Adult Social Care and Kent Police, Community Wardens are able to provide a range of information and advice, and provide packages of interventions and ongoing support where needed.

Performance

3.31	Percentage of adult social care service users who find it easy to find information about services	Higher is Positive

Kent — Nat. Ave.

Source: Personal Social Services Adult Social Care Survey

3.32	Percentage of carers who find it easy to find information and advice about support & services	Higher is Positive

Kent — Nat. Ave.

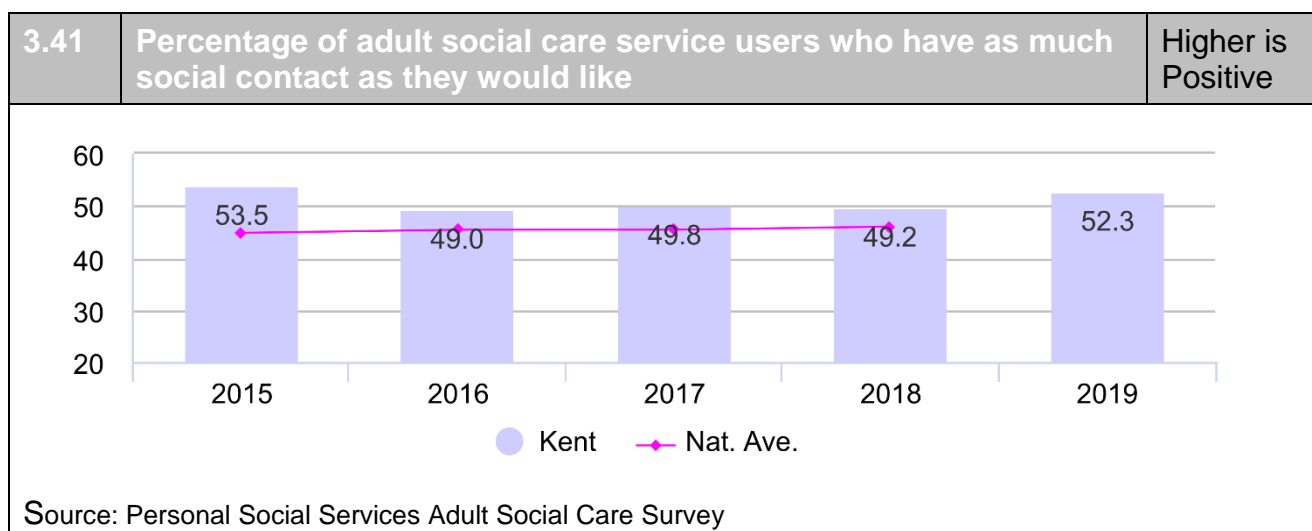Source: Personal Social Services Adult Social Care Survey

3.4 Older and vulnerable residents feel socially included

Progress

We support older and vulnerable residents to feel socially included in a variety of important ways including services and activities provided by our libraries. In 2018/19 32% of the outcome stories collected by staff demonstrated that libraries play a key role in combatting social isolation. During the year we had over 35,000 attendances at 73 Talk Time groups across the county which are mainly attended by the over 50s and offer an opportunity for people to meet, socialise and give each other support. The Kent Community Warden Service also support communities to set up activities and clubs which help to build social networks and are working with national and international partners as part of a 'Connected Communities' project to test of a new model for Community Wardens (Social Prescribing Plus). We are also exploring innovative and sustainable ways of providing transport to rural communities, maintaining and improving accessibility for those without alternative means of travel in rural areas. Launched in summer 2019 we are providing a series of year long pilots with routes in Dover, Maidstone, West Malling, Sevenoaks and Tenterden to help shape future delivery opportunities.

Over the last year we have seen an increase in the percentage of adult social care services users who have as much social contact as they would like from 49.2% in 2018 to 52.3% in 2019. However, we recognise there is more to do. The recent KCC Select Committee on Social Isolation and Loneliness made a number of recommendations and much like the government's loneliness strategy, highlighted the important role of a strong and vibrant civil society in tackling social isolation. We are currently reviewing our Voluntary and Community Sector (VCS) policy, agreed in 2015, and it is proposed that this will be developed into a 'civil society' strategy for Kent. Our future civil society strategy will not only reflect the future priorities for KCC in terms of supporting civil society to thrive and our relationship with the VCSE sector as a core part of this but will also recognise the role of civil society in tackling social isolation and set out the activity KCC will continue to support across the county in relation to civil society and in line with the strategy set out in Your Life Your wellbeing.

Performance

3.41	Percentage of adult social care service users who have as much social contact as they would like	Higher is Positive

Source: Personal Social Services Adult Social Care Survey

3.5 More people receive quality care at home avoiding unnecessary admissions to hospital and care homes

Progress

Our ambition for older and vulnerable people continues to be to help improve or maintain their wellbeing and for them to live as independently as possible. The support and services we commission or provide aim to prevent, delay or avoid people's need for social care or health support, promote independence and where people need ongoing support help keep them safe and avoid unnecessary stays in hospitals or care homes.
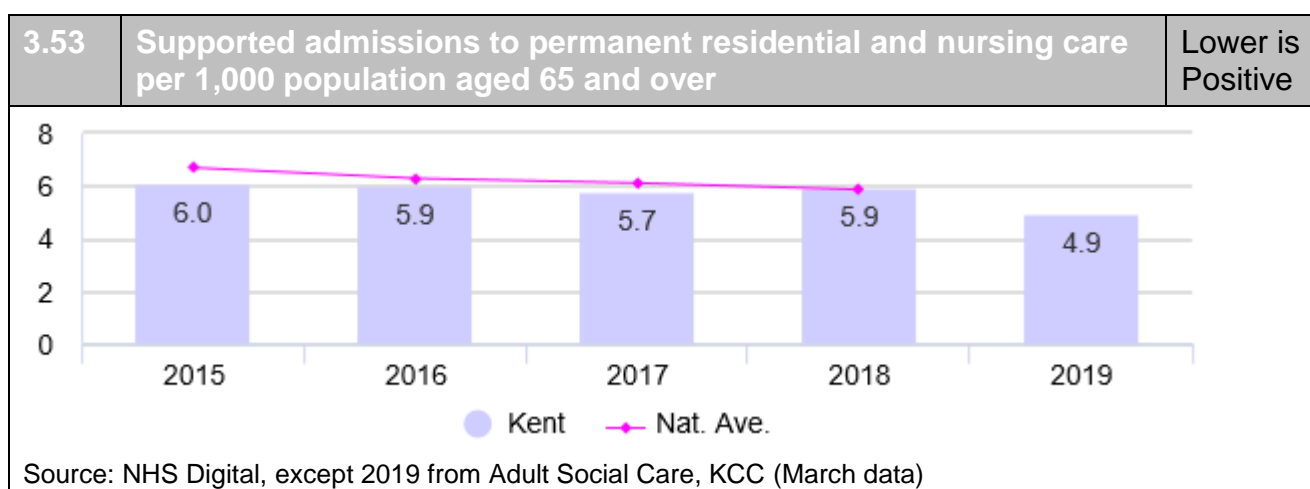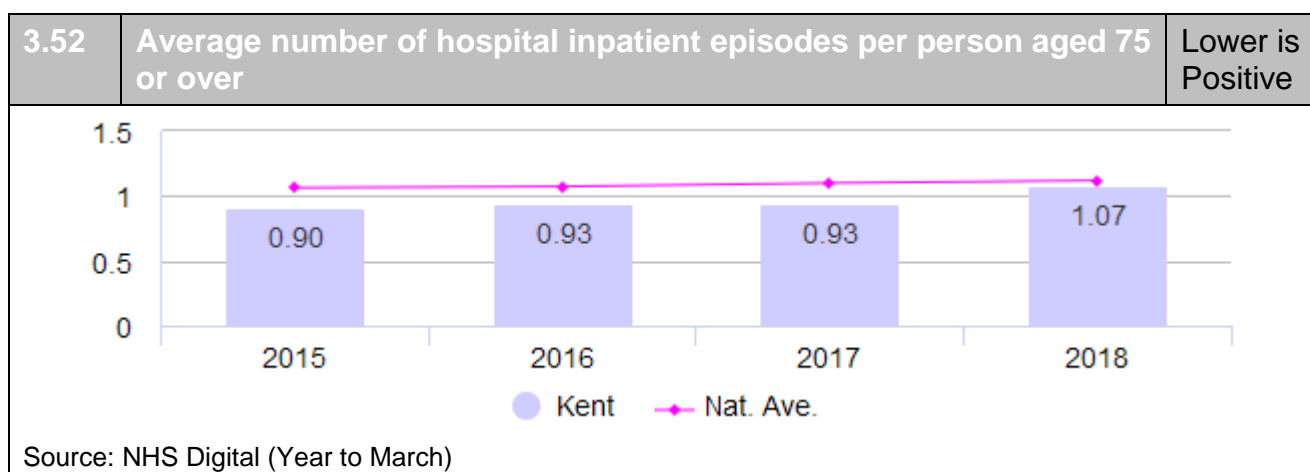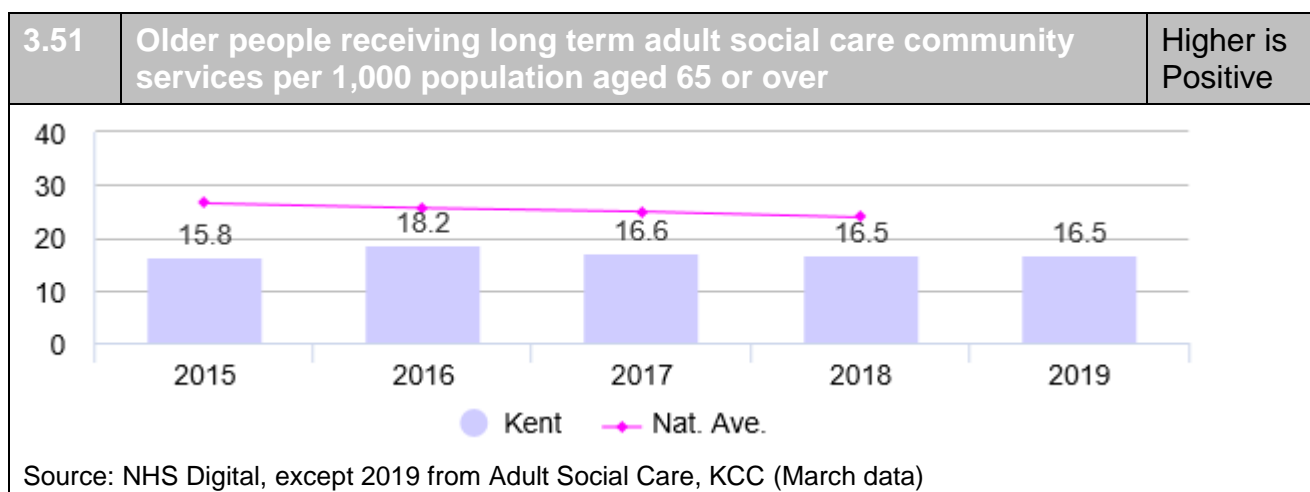
A crucial aspect of this ambition is providing enablement support so that service users are able to continue living in their own homes. Our Kent Enablement at Home service has been rated as good by the Care Quality Commission, including the delivery of quality services, and in a recent survey service users told us they valued the service, the focus on their outcomes, and of the dignity and respect demonstrated by the support workers. From April 2018 to March 2019 Kent Enablement at Home (KEaH) provided enablement for 9,932 service users across Kent. During that 12 month period, the service successfully enabled 5,259 (53%) of these individuals back to full independence in order that they did not require any ongoing long term care. An additional 694 of these service users were partially enabled during this period, reducing their need for ongoing services by 2,806 hours of care. The cost of these hours equates to an additional saving of £48,000 for KCC. The introduction of Occupational Therapists (OTs) within KEaH has also resulted in more people needing either a smaller package of care or no care, following enablement.

Working with the NHS we have commissioned additional capacity on top of our in-house Kent Enablement at Home, including Home First, Hilton's Discharge to Assess, and Virgin Care. The investment in schemes such as Home First Pathways and Discharge to Assess has resulted in more people supported to live at home with the appropriate wrap-around care. The provision of enablement worker, OT and Registered Practitioner support has reduced dependency and allowed service users and families increased choice and control. For service users discharged from hospital requiring intensive support, OTs are using their specialist knowledge to identify the appropriate level of support that is required to meet the person's needs. This approach has also reduced Delayed Transfers of Care and freed up capacity within KEAH and the Home Care Provider market.

Our Kent Pathway Service for people with learning disabilities provides intensive support tailored to an individual's needs to help improve their independence and wellbeing. The service continues to have increasing demand and has delivered in excess of £506k of cost avoidance and savings since April 2019. The Kent Enablement and Recovery Service helps people experiencing Mental Health problems to live as independently as possible. The service is currently piloting greater use of ICT which will enable care notes to be completed in 'real time' and allow individuals greater input into their care plans.

The Design and Learning Centre is rolling out the ESTHER model to create smoother and safer pathways and use providers' resources more efficiently. The model, which is person centred, aims to reduce hospital admissions and improve the skills of the workforce. So far 1,400 staff across Health and Social care have been ESTHER trained.

Performance

3.51	Older people receiving long term adult social care community services per 1,000 population aged 65 or over	Higher is Positive

Source: NHS Digital, except 2019 from Adult Social Care, KCC (March data)

3.52	Average number of hospital inpatient episodes per person aged 75 or over	Lower is Positive

Source: NHS Digital (Year to March)

3.53	Supported admissions to permanent residential and nursing care per 1,000 population aged 65 and over	Lower is Positive

Source: NHS Digital, except 2019 from Adult Social Care, KCC (March data)

3.6 The health and social care system works together to deliver high quality community services
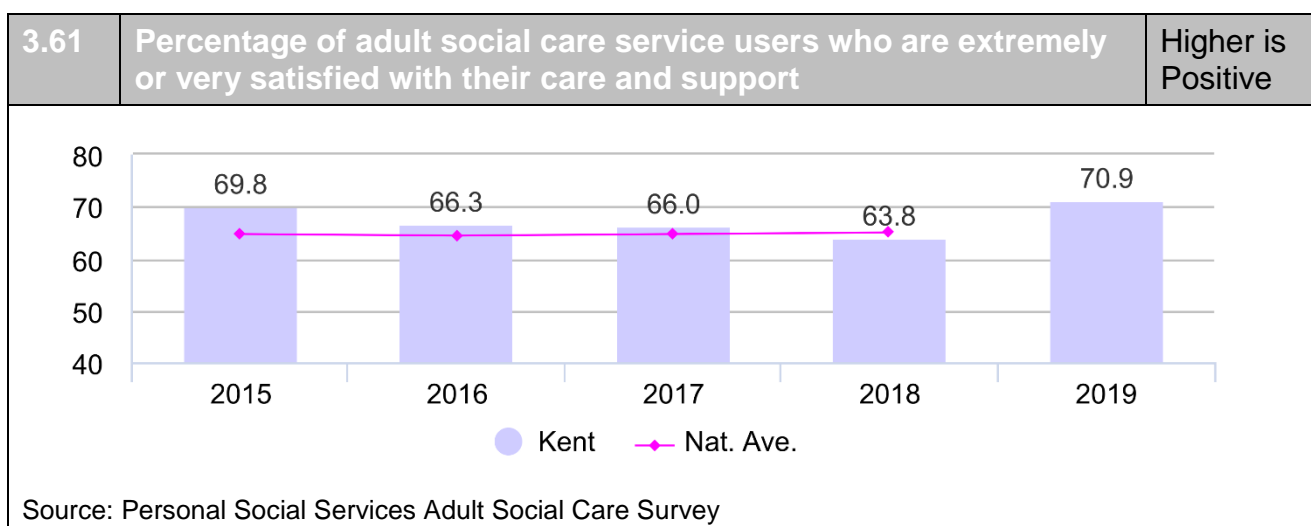
Progress

We are working through the Kent and Medway Sustainability and Transformation Partnership to create sustainable strategic relationships with NHS partners. Our engagement is helping KCC to influence the direction of integrated services and ensure the delivery of social care becomes an integral part of or complements NHS services. We are developing our approach to a Kent and Medway Integrated Care System and responding to the opportunities and challenges from the NHS Long Term Plan, Prevention Green Paper and forthcoming Adult Social Care Green Paper.
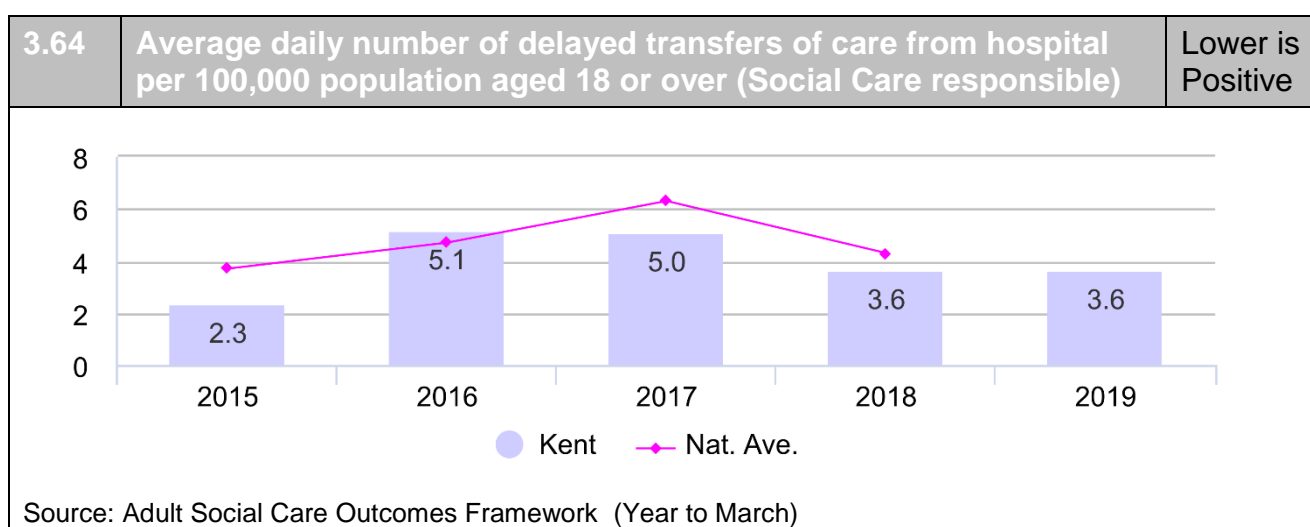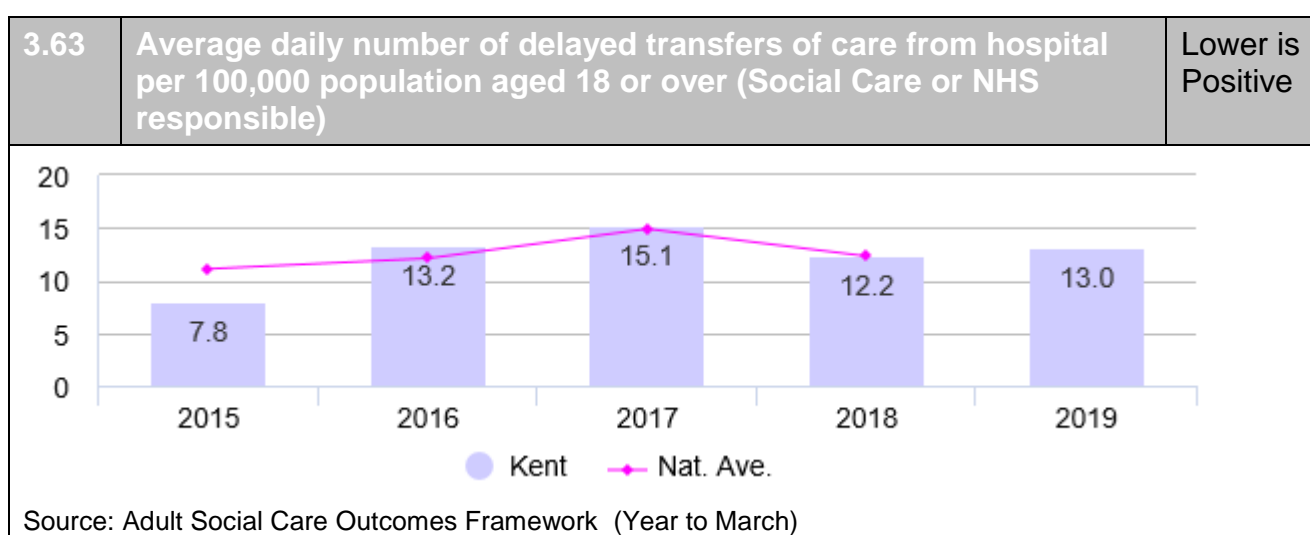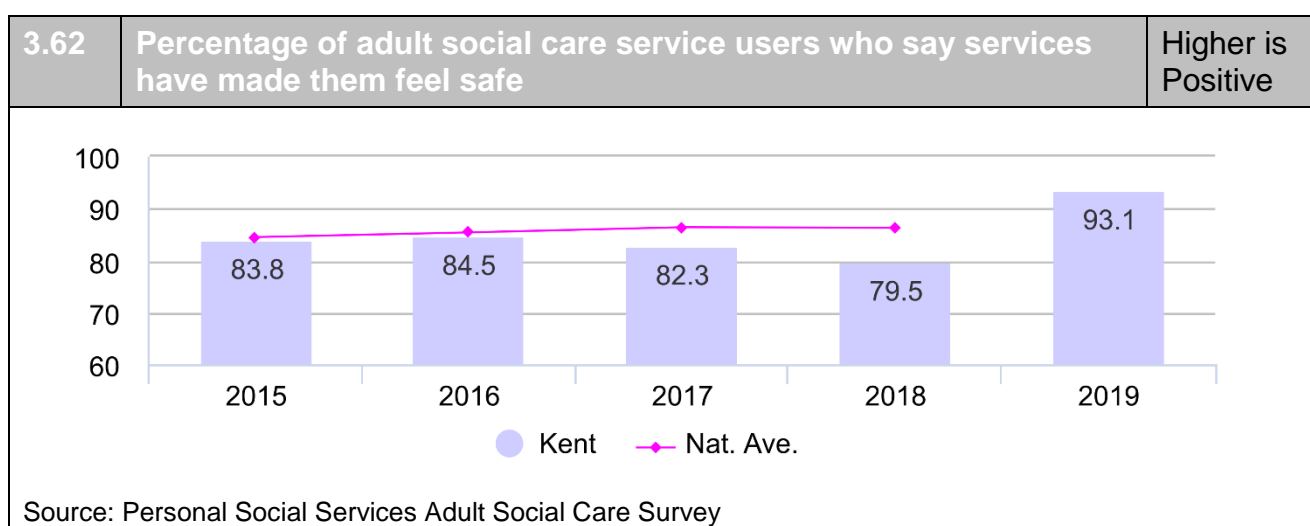
Working in partnership with Health, we are active members of the community based multi-disciplinary health and social care integrated teams, commissioning appropriate use of acute hospital beds to enable people to return home with the right support, or remain in their own homes, and managing winter pressures and high impact changes in a planned way, responding flexibly with limited resources. Whilst the average daily number of delayed transfers of care from hospital per 100,000 population aged 18 or over where both social care and NHS are responsible has increased, the average daily number where social care only are responsible has remained significantly down from 2016 and 2017.

Now in its second year, the 'Transforming Integrated Care in the Community' project to pilot the Netherlands Buurtzorg model is being delivered with Health through the Design and Learning Centre. The project is taking a different approach to delivering community services through bringing systems together to help maximise people's independence.

We have also seen a welcome increase in the percentage of adult social care service users who say services have made them feel safe. This follows a significant increase in safeguarding concerns as a result of changes in 2015, although safeguarding enquiries remain stable and the numbers of concerns are expected to level off as the new approach is embedded in practice. A priority going forward is to deal with concerns quicker and prevent them from progressing further if possible.

Performance

3.61	Percentage of adult social care service users who are extremely or very satisfied with their care and support	Higher is Positive

Source: Personal Social Services Adult Social Care Survey

3.62	Percentage of adult social care service users who say services have made them feel safe	Higher is Positive

Kent — Nat. Ave.

Source: Personal Social Services Adult Social Care Survey

3.63	Average daily number of delayed transfers of care from hospital per 100,000 population aged 18 or over (Social Care or NHS responsible)	Lower is Positive

Kent — Nat. Ave.

Source: Adult Social Care Outcomes Framework (Year to March)

3.64	Average daily number of delayed transfers of care from hospital per 100,000 population aged 18 or over (Social Care responsible)	Lower is Positive

Kent — Nat. Ave.

Source: Adult Social Care Outcomes Framework (Year to March)

3.7 Residents have greater choice and control over the health and social care services they receive

Progress

The concepts of choice and control are enshrined within both the Care Act 2014 and our vision for services. We recognise that in supporting individuals to have choice over their lives we are fostering and supporting dignity and mutual respect. It is therefore encouraging that the percentage of adult service care service users who say they have adequate or better control over daily life has increased from 79.6% in 2018 to 84.6% in 2019. Our journey towards delivering service user led provision has evolved this year and we have continued to transform our services, working to ensure that service users receive the most appropriate support to meet their needs at the right time for them. Our implementation of Outcome Focused Practice within our Learning Disability Services has helped ensure a focus on what is important to individuals and their networks when we are working with them. Within our Older Persons Teams we have transformed our services to ensure that service users are directed to the right team straight away to meet their need. Teams have become more specialised in their nature and therefore can be more responsive and focused. Our local teams are better equipped to work alongside our health colleagues such as GPs or community nurses.

Our Adult Social Care assessment process supports individuals to identify their needs and what services and support is available to meet these needs. Following two years of a high percentage of adult social care service users receiving long term community services with self-directed support we have seen a decline from 90% in 2018 to 68.4% in 2019. This recent decline in self-directed support is likely attributed to many people preferring for their services to be provided via the Local Authority. As previously identified we continue to evolve as an authority that holds the client at the centre of our work and recognise for a number of reasons that Local Authority managed support maybe someone's preference, in these cases the local authority therefore takes on the responsibility of identifying a provider, using our quality measures and managing payments, for many users elevating a further challenge at a time where they are facing a challenge.

Choice and control is central to our commissioning activities with Locality Based Commissioners coordinating local discussions across multiple contracts to ensure consistency and strong local relationships to improve choice. We also provide Direct Payments to 4,068 adults and children. The preferred way to receive a Direct Payment is through the Kent Card which provides flexibility and control over how best to meet an individual's needs and supports the individual to be as independent as possible.

Increasing and improving engagement with older and vulnerable adults is crucial in giving them greater choice and control. We are doing this through developing user and stakeholder innovation forums for Local Care, continuing to develop our digital strategy to support access to advice and support online and will be shortly launching a Carers App to support those with caring responsibilities to have access to contemporary help and advice. We are also working closely with the voluntary sector to develop a culture of co-production to ensure a strong customer voice and putting ESTHER at the centre of how we develop our services.

Performance

3.71	Percentage of adult service care service users who say they have adequate or better control over daily life	Higher is Positive

Kent   Nat. Ave.

2015: 84.4
2016: 79.7
2017: 81.5
2018: 79.6
2019: 84.6

Source: Personal Social Services Adult Social Care Survey

3.72	Percentage of adult social care clients receiving long term community services with self-directed support	Higher is Positive

Kent   Nat. Ave.

2015: 61.4
2016: 58.3
2017: 90.7
2018: 90.0
2019: 68.4

Source: NHS Digital, except 2019 from Adult Social Care, KCC (March data)