

COMMUNITIES POLICY OVERVIEW COMMITTEE

Tuesday, 7th July, 2009

10.00 am

**Darent Room, Sessions House, County Hall,
Maidstone**





AGENDA

COMMUNITIES POLICY OVERVIEW COMMITTEE

Tuesday, 7 July 2009 at 10.00 am
Darent Room, Sessions House, County
Hall, Maidstone

Ask for: **Denise Fitch**
Telephone: **01622 694269**

Tea/Coffee will be available 15 minutes before the meeting

Membership (12)

Conservative (11): Mrs E M Tweed (Chairman), Mr A R Chell, Mr H Craske,
Mr D A Hirst, Mrs J Law, Mr J Ozog, Mr K Smith, Mr R Tolputt,
Mr C T Wells, Mr A Wickham and Mr A Willicombe

Liberal Democrat (1): Mr I S Chittenden

UNRESTRICTED ITEMS

(During these items the meeting is likely to be open to the public)

Item No

A. COMMITTEE BUSINESS

- A1 Substitutes
- A2 Election of Vice-Chairman
- A3 Declarations of Interests by Members in items on the Agenda for this meeting
- A4 Minutes of the meetings held on 25 March 2009 & 25 June 2009 (Pages 1 - 8)
- A5 Dates of Meetings 2009 & 2010
The Committee is asked to note its meeting dates for the remainder of 2009 and 2010

Tuesday 7 July 2009
Thursday 17 September 2009
Wednesday 11 November 2009

Tuesday 12 January 2010
Tuesday 6 April 2010
Friday 9 July 2010
Thursday 16 September 2010
Thursday 11 November 2010

All meetings will start at 10.00 am at County Hall

B. ITEMS FOR CONSIDERATION

- B1 Portfolio Holder and Managing Director's Update (verbal report)
- B2 2008/09 Final Outturn report - to follow
- B3 2009/10 Budget Monitoring Exception report - to follow
- B4 Turner Contemporary Update (Pages 9 - 14)
- B5 KCC's Work on the London 2012 Olympic and Paralympic Games (Pages 15 - 24)
- B6 Kent Cultural Strategy Update (Pages 25 - 28)
- B7 Kent Children & Young People's Plan 2008-2011: Year One Progress Report (Pages 29 - 76)
- B8 Kent's Policy Framework for Later Life (Pages 77 - 162)
- B9 Scrutiny of Crime and Disorder matters (Pages 163 - 164)

C. SELECT COMMITTEE WORK

- C1 Select Committees - update (Pages 165 - 166)

EXEMPT ITEMS

(At the time of preparing the agenda there were no exempt items. During any such items which may arise the meeting is likely NOT to be open to the public)

Peter Sass
Head of Democratic Services and Local Leadership
(01622) 694002

Monday, 29 June 2009

Please note that any background documents referred to in the accompanying papers maybe inspected by arrangement with the officer responsible for preparing the relevant report.

KENT COUNTY COUNCIL

COMMUNITIES POLICY OVERVIEW COMMITTEE

MINUTES of a meeting of the Communities Policy Overview Committee held in the The Village Hall - Kent Life (Formally the Museum of Kent Life), Lock Lane, Sandling, Maidstone , ME14 3AU on Wednesday, 25 March 2009.

PRESENT: Mrs S V Hohler (Chairman), Mr T J Birkett (Vice-Chairman), Mr D L Brazier, Mr G Cowan, Mr A R Chell, Mr D A Hirst, Mr R E King, Mr R L H Long, TD, Mr M J Northey, Mrs E D Rowbotham, Mr G Rowe and Mr C T Wells

ALSO PRESENT: Mr P M Hill, OBE

IN ATTENDANCE: Mr C Bainbridge (Director of Community Safety & Regulatory Services), Mrs G Bromley (Strategic Manager, Libraries and Archives), Mr D Crilley (Director of Community Cultural Services), Ms J Edwards (Director of Policy and Resources), Ms D Fitch (Assistant Democratic Service Manager (Policy Overview)), Ms A Honey (Managing Director Communities), Mr D Shipton (Head of Finance and Asset Management), Ms A Slaven (Director Youth Services and KDAAT) and Mrs S Sparks (Strategic Manager)

UNRESTRICTED ITEMS

119. Membership

(Item A1)

It was noted that Mr D Brazier had replaced Mrs E Tweed as a member of this Committee

120. Minutes - 13 January 2009

(Item A4)

RESOLVED that the minutes of the meeting held on 13 January 2009 are correctly recorded and that they be signed by the Chairman.

121. Portfolio Holder and Managing Director's Update

(Item B1)

(1) Mr Hill and Ms Honey gave an update based on the list of topics that they had circulated with the papers for the meeting and answered questions from Members, which included :-

Turner Contemporary

(2) In response to a question from Mr Birkett, Mr Hill confirmed that the partnership took the issue of parking for visitors to Turner Contemporary very seriously and that he and Ms Honey had met with the Leader and Chief Executive of Thanet District Council and had raised this matter.

Youth Services

(4) As a result of questions from Mrs Rowbotham, officers undertook to provide her with a briefing note on the qualified youth worker vacancy at the Aylesham Youth Club, including access to application forms.

(5) In relation to the HOUSE project, Ms Honey confirmed that the outcomes from this project were being evaluated. One of the factors to emerge so far was that the most popular day for young people to use it was Saturday. The Youth Service would be reflecting on this and other findings from the project when they were available. In response to questions, Ms Honey explained that if staff were required to work in a different way this would be subject to negotiation with the unions.

RESOLVED that the update be noted and a report be submitted to a future meeting on apprenticeships, including the strategy and action plan.

122. Financial Monitoring Report : Community Services 2008/09

(Item B2)

(1) Mr Shipton presented the regular report to this Committee on the forecast outturn against budget for the Communities portfolio based on the third quarterly monitoring report and subsequent exception report to Cabinet. Officers answered questions from Members on this report.

(2) Regarding the overspend on the Coroners' Service, Mr Bainbridge stated that he had met with a senior official in the Ministry of Justice. It was hoped that the Coroners' bill would alleviate some of the problems which had led to an overspend. He stated that the Local Government Association were of the view that this service should be directly funded by central government.

(3) Mr Shipton clarified that the £612k net overspend on central costs related to one off costs in the central budget.

(4) In relation to a question, Ms Slaven undertook to provide Members with a briefing note on the decision making process for allocating monies from the Youth Opportunities Fund.

(5) In response to a comment on vacancy management, Ms Honey explained that the Directorate did not have a blanket approach to this and acknowledged that in some areas, such as the youth service, it was crucial to maintain staffing levels and this approach stipulated that there should be no impact on frontline service delivery. She emphasised that vacancy management was about extending the period between someone leaving a post and a new person being recruited.

(6) Ms Slaven undertook to provide Members with a briefing note on the Youth Service's succession planning, including trainee youth workers and apprenticeships.

(7) RESOLVED that the projected outturn figures for the directorate for 2008/09, based on the third quarterly monitoring report to Cabinet, be noted.

123. An Alcohol Strategy for Kent (Item B3)

(1) Ms Slaven presented the draft Alcohol Strategy for Kent which sets out the way forward for agencies across Kent to work in partnership to prevent the harm caused by alcohol misuse. It aimed to provide a structure for the development of treatment programmes, a preventative strategy for adults and young people and a community approach to issues such as policing, licensing and trading standards. It set in context the current resource allocation and the improvements necessary to ensure that the County of Kent has in place an effective and responsive system. Members asked questions and made comments, which included the following:-

- The work of the Select Committee on Alcohol Misuse was commended for recommending the development of an alcohol strategy for partnership working in this complex area.
- The amount of important work done by the voluntary sector was highlighted, and the County Council should look at how we can help and support them in their work.
- Concern was expressed about the different levels of service provision between East and West Kent.
- It was pointed out that there tended to be a focus on dealing with the high profile aspects of alcohol misuse, but this was only the tip of the iceberg as there were a lot of hidden problems.
- The importance of GPs being trained to recognise underlying alcohol problems was highlighted, so when patients presented with other symptoms it would enable them to signpost early intervention. There should therefore be a stronger mention in the strategy of training for GPs in alcohol awareness and interventions available.
- In relation to the results of the trading standards test purchases (page 22) these were targeted at areas where it was believed there was an issue with underage drink purchase. Mr Bainbridge explained the outcomes for those that were found to be selling drink to underage purchasers.
- The inequality of funding for alcohol misuse treatment and prevention measures compared with other substance misuse was emphasised.
- Mention was made of the importance of young women being made aware of the damage to fertility that binge drinking can cause.
- There was a need for agencies to work together to help mitigate the adverse effect that alcohol misuse can have on families.
- The effective way that the HOUSE project had been used to put over messages to young people about the adverse effects of alcohol misuse was commented upon.
- It was important that successful local projects were rolled out across the county.
- The positive tone of the strategy was welcomed.

(2) RESOLVED that:-

- (a) the contents of the strategy and the comments made by Members, be noted; and
- (b) the progress of the strategy to broader consultation with partners and communities be noted.

124. Draft Hidden Harm Strategy

(Item B4)

(1) Ms Slaven introduced a report on the draft Hidden Harm Strategy for Kent which focused on delivering improvements in outcomes for children and young people who were affected by drug and alcohol misuse by their parent or carers. Members asked questions and made comments, which included the following:-

- Concern was expressed about the possible duplication between this strategy and the Alcohol Strategy. Ms Slaven explained that the Hidden Harm Strategy arose from the abuse and harm to children and young people as a direct result of substance misuse, and there was no duplication of effort with the two strategies, which were cross referenced to each other during their development.
- In response to a question on why the Strategy did not cover the effect of smoking on children in a family setting, Ms Slaven stated that the Hidden Harm Strategy was about the direct physical and psychological impact of substance misuse on children and young people.
- A Member stated that although, a large number of children who ended up as looked after children were in that situation as a result of substance misuse, at adoption hearings there was very little mention of this factor.
- At the bottom of page 42 there is mention of the number of looked after children in Kent but there is no context around this.
- Members highlighted the need to overcome the fear of both children and parents that if the substance misuse problem were revealed, and help sought then the family may be split up, was highlighted. Maybe there is a need for a body that is semi-independent of social services to which those involved could turn as this may help to mitigate this fear.
- The emphasis on the child, rather than the family as a whole, made it difficult to tackle these challenging issues.

(2) RESOLVED that the comments made by Members be noted and this Committee receive a final version of the Strategy, and consequent action plan, together with periodic reports on progress.

125. Integrated Youth Support Strategy

(Item B5)

(1) Ms Slaven introduced a report which summarised the content and progress of the Integrated Youth Support Strategy and its accompanying implementation plan. The strategy and implementation plan were subject to formal consultation through the Kent Children's Trust Partnerships. Both documents were circulated with the report.

(2) Members commended this as an excellent strategy which complemented the work of the recent Select Committee on Provision of Activities for Young People.

RESOLVED that the development and progress of the Integrated Youth Support Strategy and the implementation plan be noted.

126. National Year of Reading (NYR): a Legacy beyond 2008

(Item B6)

(1) Mr Crilley and Mrs Bromley presented a report which highlighted achievements and activity in Kent during the National Year of Reading (NYR), with a particular focus on the contribution made by services in Communities. They also confirmed proposals to develop and implement a Reading and Literacy Strategy in order to maintain the momentum that has been developed.

(2) Members welcomed the report and the proposed strategy. They made a number of suggestions including the possibility of having mobile libraries visit schools at the end of the day when parents were collecting children. Also mentioned was 'Oi' magazine, which was produced by young people for young people, and the possibility of this being available in libraries, in addition to an increase in the number of other magazines for young people.

(3) RESOLVED that the activity that has taken place in Kent during the National Year of Reading and the continuing momentum of this work be noted.

127. Museum of Kent Life

(Item B7)

(Mr Brazier declared a personal interest in the above item as KCC's representative on the Board of Trustees of the Museum of Kent Life and remained in the meeting and took part in the discussion on this item.)

(1) Mr Crilley and Mrs Sparks introduced an update report on the transfer of the Museum of Kent Life to a commercial operating company (Continuum). Mr Brazier, Chairman of the Trustees, set out the background to this, from the Trust's perspective, and stated that the staff and friends of the museum were happy with the new arrangements. It was noted that the improvements made to the site and the publicity would result in an increase in visitor figures from 60k last year to an anticipated 100K this year.

(2) RESOLVED that the report be noted.

128. Equalities and Diversity

(Item B8)

(1) Ms Edwards presented a report which set out the Directorate's priorities for action relating to Equality and Diversity in 2009/11, in the context of national and corporate changes.

(2) RESOLVED that the report be noted.

129. Select Committees - update

(Item C1)

(1) The Committee received a report which brought them up to date with the Select Committee on Provision of Activities for Young People, which had just produced its report and would be submitting it to Cabinet and County Council meeting shortly. Suggestions for future topic reviews were also invited.

RESOLVED that:-

(a) the recommendations, as set out in the executive summary to the report of the Select Committee on Provision of Activities for Young People, be endorsed and

(b) Members email suggestions for potential Select Committee Topic Reviews to the Democratic Services Officer for consideration by the Policy Overview Co-ordinating Committee.

COMMUNITIES POLICY OVERVIEW COMMITTEE

MINUTES of a meeting of the Communities Policy Overview Committee held in the Council Chamber, Sessions House, County Hall, Maidstone on Thursday, 25 June 2009.

PRESENT: Mr A R Chell, Mr I S Chittenden, Mr H Craske, Mr D A Hirst, Mrs J Law, Mr J Ozog, Mr K Smith, Mr R Tolputt, Mrs E M Tweed, Mr C T Wells, Mr A Wickham and Mr A Willicombe

IN ATTENDANCE: Mr P Sass (Head of Democratic Services and Local Leadership)

UNRESTRICTED ITEMS

1. Membership

(Item A1)

The Committee noted its membership as set out above

2. Election of Chairman

(Item A3)

RESOLVED that Mrs E M Tweed be elected Chairman of the Committee

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By: Mike Hill, Cabinet Member and Amanda Honey, Managing Director
To: Communities Policy Overview Committee, 7th July 2009
Subject: Turner Contemporary Update
Classification: Unrestricted

Summary: To update members of the committee of the latest position regarding the construction of the gallery, operational developments and transition to the Turner Contemporary trust.

Recommendations: Members of the POC are asked to note and comment on the latest developments on Turner Contemporary.

FOR INFORMATION AND COMMENT

1. Introduction

1.1. This is the second regular report to this Committee, providing an update on all aspects of the project including the building, operational issues and the transition to the Turner Contemporary trust.

2. Background

2.1. Turner Contemporary is a visual arts organisation based in Margate, founded in 2001, which celebrates JMW Turner's association with the town

Turner Contemporary aims to:

- Construct a landmark gallery on the seafront at Margate, providing a new facility for the visual arts in the South East
- Offer visitors unsurpassed opportunities to see first class exhibitions of historical and contemporary art and to participate in our programmes
- Ensure there will be works by JMW Turner in the gallery at all times
- Make a major contribution to the regeneration of Margate, Thanet and East Kent
- Be a commercially viable organisation

2.2. We have successfully applied for £4.1m of capital funding from Arts Council England (ACE) and £4m from the South East England Development Agency (SEEDA). We are also working to raise £2.9m through the Turner Contemporary Arts Trust (TCAT) and the remaining £6.4m necessary to fund the capital project will be provided from the KCC capital programme.

2.3. It is intended that once the gallery is complete, KCC will lease the building and enter into a Service Level Agreement for the running of the gallery with the Turner Contemporary trust. The chair, John Kampfner, and trustees for the Turner

Contemporary trust have been appointed, and the trust has received charitable status (charity number 1129974).

3. Gallery Construction

- 3.1. The groundbreaking ceremony was held on 25th November to mark the formal start of the construction programme and the building contract commenced in December 2008. Work is proceeding well and is due to complete in late 2010. The underground services including drainage and utility supply diversions, which facilitate the works and keep the RNLi and Margate Yacht Club open, are now complete. The main structure of the retaining wall to Fort Hill is complete, the ground levels in front of the wall have been reduced and the piled foundations to the main building have been constructed.
- 3.2. Work is now underway on finalising the piles, constructing the lift pits and the remainder of the building foundation work. These final substructure works will continue during June, along with the parapet and the finishing to the retaining wall. Upon completion of the substructure, work will start on the concrete walls, which will bring the building up to the ground floor level when it will be possible to appreciate the footprint of the building and its level above the original car park. On current planning, the building will be fully watertight and final finishes will be underway in early 2010, with the building opening to the public in Spring 2011.
- 3.3. Compulsory Purchase Orders have been issued on some small parcels of land released by the de-dualling of Fort Hill. These Orders have now been confirmed by the Secretary of State and the process will be completed in the coming months.
- 3.4. The development of the external landscape design by Gross Max Landscape Architects and David Chipperfield Architects is progressing well. RIBA Stage D (Detailed Design) has been approved and the design team are currently working on completion of Royal Institute of British Architects (RIBA) Stages E and F (Production Information). The landscaping is primarily a hard landscape comprising basalt setts, cast iron steps leading to the sea front, a chalk garden on Fort Hill, new seating and public furniture and improved connectivity with the Harbour Arm.
- 3.5. As the construction programme progresses and the building becomes more established, we will make arrangements for KCC members/officers and other partners/stakeholders to be able to make site visits to review progress.

4. Income Generation and Fundraising

- 4.1. Turner Contemporary is currently undertaking a review of possible income generation opportunities once the gallery opens, this is to ensure that the organisation is commercially viable and that it maximises the commercial opportunities available. This will include a review of visitor numbers, the use of the shop, café, education facilities and variety of spaces available for public and private use throughout the building. The level of income that the building generates is driven by the number and type of visitor that the gallery attracts, building on the work of the visitor number forecasting completed as part of the Turner Contemporary Business Plan. The current forecast shows 156,000 visitors in its first year of operation (this includes the

effect of the initial surge in interest for a new attraction); thereafter visitor numbers are anticipated to drop to around 130,000 with a small annual increase.

- 4.2. The Turner Contemporary trust will develop an approach to revenue fundraising, led by the Fundraising Sub-Committee. This work will be supported by the appointments of the Head of Operations and Resources, the Fundraising and Development Manager and the Marketing Manager to be achieved in 2009. It is expected that the majority of revenue fundraising will commence in 2010, although the recent confirmation of charitable status allows a number of revenue funding applications to be submitted over the coming months.
- 4.3. The Turner Contemporary Art Trust (TCAT), an independent charity responsible for raising the remaining £2.9m of capital funding, continues to undertake a wide ranging fundraising strategy focused on seeking major gift support from individuals, trusts and foundations who have a commitment to supporting the visual arts. TCAT has already received sizeable donations and is striving to achieve the fundraising target that has been set. A fundraising event was held at RIBA on 17th June and included presentations by Tim Steel (Chair of TCAT), David Chipperfield and Sir Nicholas Serota.
- 4.4. As part of the ACE and SEEDA Funding Agreements, KCC has pledged to underwrite any potential shortfall in TCAT fundraising

5. Operational Developments

5.1. Staffing Restructure

- 5.1.1. Turner Contemporary recently undertook a staffing review and restructure, as the structure in place did not represent the future operational requirements of the organisation. A new staffing structure has been developed to address these operational issues and to ensure that the organisation is 'fit for purpose' when the gallery opens in 2011. The staffing structure was benchmarked against a number of comparable organisations and has been discussed with the Arts Council to ensure best practice.
- 5.1.2. Following a formal staff consultation and KCC decision-making process, the new structure was implemented in April 2009. The implementation of the new structure has resulted in a number of staff slotting to new roles, the redundancy of two positions and changes in contractual status to a further three positions.
- 5.1.3. A phased recruitment process is now underway and will continue in the period prior to the gallery opening. Careful consideration has been given to this phasing to ensure that staff are only recruited from the point at which they are actually required for the operational needs of the organisation, thereby limiting staffing costs as far as possible.
- 5.1.4. The pivotal role of the Head of Operations and Resources, who will also act as Deputy Director, is currently open for recruitment with interviews taking place on 23 and 24 June.

5.2. *Turner Contemporary Trust and Transition of Operational Responsibility*

- 5.2.1. The Turner Contemporary trust is now established and will be the organisation responsible for the future operation of Turner Contemporary. The trust is making considerable progress in establishing the internal processes required to undertake the future operation of Turner Contemporary.
- 5.2.2. KCC intends to lease the gallery building to the Turner Contemporary trust and enter into a Service Level Agreement (SLA) for the operation of the gallery. The Lease will govern the use of the building and the SLA the operational relationship between KCC and the trust. These two documents are vital in ensuring KCC meets its aims and objectives for regeneration stimulation and cultural enhancement. Both the Lease and SLA will be agreed as Cabinet Member decisions and will be reported to this committee at the appropriate juncture.
- 5.2.3. The transitional plan, an action plan outlining the key processes required to transfer the operation out of KCC to the trust, has been developed. Turner Contemporary will transfer to trust on 1st April 2010 at which point the trust will become responsible for the entire operation of the organisation, including staffing, the artistic and educational programme and marketing. The transitional arrangements consider the key actions and processes required to enable the smooth transition of the organisation from KCC to the trust and the systems and processes required to ensure that the trust can operate the organisation. These include the TUPE transfer of staff, financial and HR processes, systems, policies and procedures.

5.3. *Artistic and Educational Programme*

- 5.3.1. Turner Contemporary currently offers a lively and varied programme of contemporary art through the Turner Contemporary Project Space on Margate High Street. Planning is currently underway for the first Turner Open, a selected, open submission exhibition that celebrates the creativity of artists based or trained in Kent. The Turner Open will run from 27th June until 6th September and will be the final exhibition that Turner Contemporary runs from the Project Space. Following this exhibition, Turner Contemporary will no longer programme this space, enabling detailed planning to take place on the future programme that will be delivered from the new gallery building once it opens.
- 5.3.2. Turner Contemporary will continue to deliver an artistic and educational outreach programme within Margate once the programming of the Project Space ceases. It will continue to build upon and develop the work and good practice that has taken place to date.
- 5.3.3. Turner Contemporary has been confirmed as a partner of the Tate through the Tate Connects programme; this is a major milestone in establishing Turner Contemporary as a major national and international gallery. Tate Connects is a UK wide programme, which will seek to strengthen artistic programmes, support artists and help to attract audiences. The partnership with Tate means Turner Contemporary will have improved access to loans from the national collection of British, modern and contemporary art, and has already benefited through the

development of a major Turner exhibition scheduled to open in 2012 and through organisational development and training.

5.3.4. Turner Contemporary, Margate and Thanet have continued to be the recipients of good national press. Recent coverage has included a review of the 'Superabundant' exhibition held in the Project Space; an article in the Guardian about arts-led regeneration and use of empty retail spaces; and 'The Apprentice' that was filmed in Margate with a brief to re-brand the town. Positive PR and improved profile of Turner Contemporary and Margate help to develop and strengthen the brand, support the achievement of visitor numbers and help to deliver the desired regeneration outputs.

6. Recommendations

6.1. Members of the POC are asked to note and comment on the latest developments on the Turner Contemporary project.

Contact

Victoria Pomery
Director Turner Contemporary
Tel: 01843 280268

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By: Mike Hill, Cabinet Member and Amanda Honey, Managing Director, Communities

To: Communities Policy Overview Committee – 7 July 2009

Subject: KCC's Work on the London 2012 Olympic and Paralympic Games

Classification: Unrestricted

Summary: This report presents an update on progress within the Kent 2012 Campaign and identifies some of the future challenges and direction for Kent County Council's work on the London 2012 Games.

Recommendations: Members of the POC are asked to note and comment on the latest developments on KCC's Work on the London 2012 Olympic and Paralympic Games

FOR INFORMATION AND COMMENT

1. Introduction

- 1.1. The Kent 2012 Campaign was established and is managed by Kent County Council via its Sport, Leisure and Olympics service within the Communities Directorate. The Campaign seeks to ensure that the County derives maximum benefit and long-term legacy from the London 2012 Olympic Games and Paralympic Games.
- 1.2. The Campaign involves a partnership of a wide range of organisations in Kent working together under a Co-ordinating Group and eight sectoral task groups who aim to 'ensure delivery' within the areas of sport, the arts, tourism, economic development and regeneration, volunteering, schools and young people, transport, and communications and media.
- 1.3. The Campaign has a strategy, which was publicly launched by Dame Kelly Holmes in May 2007, who is the patron of the Campaign. The Campaign is in its second phase (Beijing to 2012), with the Games being the third phase and the fourth phase being the legacy period between 2012 and 2016. Lessons learnt through the visit to Beijing last summer are being incorporated into the work of the relevant sectoral task groups. The second phase of the strategy can be viewed on www.kentsport.org/london2012.
- 1.4. Although the Communities Directorate leads the work on the Campaign, it involves units across Kent County Council. To ensure cross-Directorate working on 2012 matters, the Cabinet Member for Community Services established and Chairs a Cross-Directorate Group involving Cabinet Members with key roles on 2012. In addition to this, he Chairs a Kent Olympics Advisory

Board, which has in its membership the two Kent Members of Parliament who have an Olympics remit (Hugh Robertson and Derek Wyatt). There is also an all-party Kent County Council Sport, Olympic and Paralympic Group, which provides advice to the Cabinet Member for Community Services.

2. Scale of the Games

- 2.1. The Olympic and Paralympic Games are known as the 'greatest show on earth'. The Olympic Park in Stratford will be just nine minutes away from Ebbsfleet. There will be 60,000 competitors, coaches, officials and ambassadors; 9.5 million tickets made available; 11,000 police and 8,000 security staff on duty for a 60 day period; 70,000 volunteers will be required to deliver the Games and many more outside London; there will be an estimated economic benefit to the UK of £21 billion; the Games will cost £9.3 billion in infrastructure costs and a further £2.5 billion to stage. There will be 7,000 contracts issued by London 2012, with a further 68,000 lower tier opportunities. The Games will be the equivalent of having 31 world championships held in one place.
- 2.2. The following paragraphs summarise some of the work achieved to date in Kent to secure maximum benefit and long-term legacy from the 2012 Games.

3. Sport

- 3.1. Kent County Council organised the inaugural Kent School Games in 2008, which involved 30,000 young people from 500 schools competing in 23 sports in 515 area competitions, resulting in two weeks of finals held on seven days, resulting in 1,200 medallists. The management contractors used on the Games have informed Kent County Council that they believe that this was the largest youth or school games ever in the UK and probably in Europe. Fifteen different facilities at seven venues were used and the event was given an Olympic and Paralympic slant through having an opening ceremony, closing / celebration ceremony, medals and podia. The clear intent is to run the Kent School Games every two years as a legacy from the 2012 Games. Already, Kent is seeing the positive effects of the Games in increased inter-school competition, the establishment of more local competition and intra-school sport, and County governing body of sport talent identification through the Games.
- 3.2. The Kent School Games 2010 will be launched in the week commencing 28 September 2009. The 2010 Games will be even bigger than the 2008 Games, with more than 30 sports, using 13 venues for the Finals which will be held over 10 days in June 2010. The age range of competitors will be extended to four to sixteen year olds, compared to seven to sixteen year olds in 2008.
- 3.3. Kent County Council has secured a number of major sports events on the back of the Games, including the Tour de France 2007, World Cup Archery 2007, World Handcycling Championships 2007 and the Open Golf Championships for 2011. Kent has just accommodated an International Sitting Volleyball Tournament, the National Volleyball Beach Tour and will accommodate two

national disability cycling championships later this month and the National Coastal Rowing Championships in September.

- 3.4. Kent has the highest number of potential Pre-Games Training Camps of any County in the UK (31 Olympic and 7 Paralympic). In 2008, Kent had squads from nine nations training in Kent (USA, Canada, France, New Zealand, Iceland, Slovenia, Saudi Arabia, Ukraine and Latvia), and Kent County Council has made strenuous efforts in marketing the county's facilities worldwide through the production and dispatch of a DVD entitled 'Prepare to Win: Train Next to the 2012 Games' and through face to face discussions with National Olympic Committees in Beijing. However, there is significant competition for nations, with some areas providing significant financial sweeteners to attract countries to train. A set of DVDs based on the offer for specific sports is being produced, which will be distributed to targeted International Federations worldwide. Plans are in place for sports squads from Russia, Brazil, China, Slovenia and Ukraine to train in Kent during 2009.
- 3.5. Kent's support for talented potential Olympians and Paralympians has been bolstered using Towards 2010 funding and through providing a range of benefits to 600 national level sportspeople in Kent including sports science and sports medicine support linking in Kent's Universities; provision of subsidised clothing and equipment purchase via commercial suppliers; and through running a Coaches Scholarship Scheme to develop top coaches to work with talented performers. More Kent athletes performed in the Games in Beijing than in the Athens 2004 Games and Kent is confident that there will be even more in the 2012 Olympics and Paralympics. An Olympic gold medal and two Paralympic bronze medals were achieved by Kent athletes in Beijing.

4. Arts / Culture

- 4.1. Kent celebrated the Olympic Handover Day in August 2008 with 17 flag raising ceremonies, five major events organised by districts and free swimming at 18 pools, with Kent County Council co-ordinating the County-wide 'offer' for the public. Kent celebrated the launch of the Cultural Olympiad with a number of major events, including 'Light Up Dover', which was a Fire Show from The World Famous master pyrotechnicians attended by 12,000 people and Festival of Light in Gravesend, which was a multi-cultural celebration. Also, a number of events in Swale were organised by the borough council. A number of small grants have been issued by Kent County Council to local arts groups to stage cultural events and activities associated with the Olympics. Kent County Council supported a project with Screen South and Kidnet, organising for local schools and the Kent Youth County Council to produce films of what 2012 means to them and to showcase their work at Cineworld, Ashford.
- 4.2. Kent's campaign to get the Olympic Torch to enter the UK in Dover was highlighted at the 'Light Up Dover' event, with a burning eight metre high torch being sailed into Dover Harbour. A Schools Olympic Torch Conference was organised in 2008, attended by 19 schools from the Dover area at which a campaign song and logo was produced by the young people. Written support for the Torch's arrival in Dover has been received from most of Kent's MPs,

from the South East Partnership for the 2012 Games and from numerous local, county and regional organisations. There has been a strong lobbying effort to Lord Sebastian Coe and Tessa Jowell, the Olympics Minister. In March 2009, a 'visioning event' was held in Dover with 90 partners to scope out what the Torch's arrival at Dover could look like. Discussions are ensuing with Eurotunnel as an alternative route of entry to the UK. Clearly, the place of entry of the Torch to the UK will be decided by the London Organising Committee of the Olympic Games and Paralympic Games (LOCOG). Hence, Kent partners have to be flexible in their approach, should LOCOG reject the Dover option.

- 4.3. Kent County Council is developing the concept of the 'Kent Cultural Baton', which will be taken around the County from 2010 and presented at major events and activities that celebrate the 2012 Games. Trade mark registration has been achieved for the concept. Consideration is also being given to how Kent can respond to the 10 major cultural projects which are being developed nationally.

5. Tourism

- 5.1. It is envisaged that the direct economic benefit of the Games to Kent's tourism industry over the period 2008 to 2016 will be £324 million, with the majority of the spend being Games-motivated, rather than Games-related and occur outside Games time. Some 70% of the economic benefit of the Games to the UK will accrue from tourism.
- 5.2. Kent established a London Marketing Campaign, which has led to an 11% growth in awareness in London of Kent as a tourism day trip destination. 'Kent's Big Day Out' was established, offering 17,000 free tickets to 100 visitor attractions, as a means to get visitor attractions more pliable for joint marketing initiatives as we approach 2012.
- 5.3. Kent has established a Tourism Destination Management System, which will be linked to 'Journey Planner' by 2011, to enable visitors to book their stay in Kent, travel to Kent, move throughout Kent and visit the Games in 2012.
- 5.4. Kent established a pilot 'Kent Greeters' programme in Thanet and now Dover, using experienced local people to meet and greet volunteers. This project has been picked up regionally and consideration is being given to how it could be rolled out throughout the South East. Certainly in Kent, the plan is to have 'Greeters' operating at major transport hubs and places of entry to the County in 2012.

6. Volunteering

- 6.1. The Kent eVent Team has been established, to find volunteers for one-off sport, leisure and cultural events. The aim is to develop and skill the volunteers and also help Kent's event managers organise even better events. By March 2009, there were 308 volunteers signed up to the Kent eVent Team and by 2011, there will be 2,500. The anticipation is that when the London

2012 Volunteering Programme commences, Kent will have a pool of experienced volunteers who can slip into London 2012 volunteering opportunities; resulting in the long term volunteering legacy for the County. Already, 7,979 Kent residents have registered their interest in becoming official 'Games time' volunteers with London 2012 and are being encouraged into wider volunteering opportunities in the meantime.

7. Schools and Young People

- 7.1. Through the Advisory Service Kent, the Kent '20 in 12' Learning Programme has been developed and launched, through which all schools and learning settings in Kent (600 in number) will have the opportunity to be engaged in Olympic and Paralympic related activity in a structured way in the lead up to the 2012 Games. Each year, a number of themes e.g. international context, or environmental sustainability, are selected and the school and young people partnerships (23 in the County) put forward their best 20 for showcasing on a new 20 in 12 website in Kent (designed by Canterbury Christchurch University) and at national level. The Kent 20 in 12 Learning Programme has just been awarded the prestigious 'Inspire Mark' by London 2012, which was presented to KCC on 23 June at an event in which Kent unveiled its plans to use 'School 2012 Ambassadors'.
- 7.2. The Kent 20 in 12 programme fits neatly with the London 2012 'Get Set' programme for schools. Significantly more schools in Kent have signed up to the national Get Set 2012 education programme (400 at May 2009) than any other County in the UK. Kent's aim is for all schools to sign up to the 'Get Set' programme.
- 7.3. The Kent Youth Service has stated that it will run two international youth camps: one for 250 young people in 2010 and a bigger event for 2012.

8. Economic Development and Regeneration

- 8.1. Through work with Business Support Kent over the past two years, the County has more companies registered with CompeteFor, the 2012 procurement brokerage system, than any other County in the UK, with some 2,596 registered, of whom 47% are fully published and ready to tender. A key component of the work is to help those businesses and up skill them, enabling them to bid successfully for future, non-Olympic contracts.
- 8.2. To date, 20 Kent companies have won contracts with the Olympic Delivery Authority (ODA) and a further ten have been awarded contracts via CompeteFor, which links purchasers with suppliers. One of these contracts alone is worth £1.8 million. Kent has won more 2012 contracts than any other County in the region. In June 2009, Kent accommodated John Armitt, the Chairman of the ODA, for a Business Breakfast and Conference with companies. A series of workshops are planned to help Kent's businesses win 2012 related contracts.

- 8.3. Input has been made jointly with Essex County Council and the DCLG into a Thames Gateway Legacy Framework for the 2012 Games, which will highlight the opportunities and action required to use the Games to benefit the regeneration of Thames Gateway.

9. Transport

- 9.1. The Olympic Delivery Authority (ODA) published the first version of its Olympics Transport Plan in October 2007. Kent has had meetings with the ODA since then to press for inclusion of Manston, Lydd and Rochester Airports within the plan; to consider Thamesport and Sheerness in addition to Dover as potential Olympic-related freight carriers; to have major transport hubs in Kent branded and to enable integrated ticketing systems to operate outside London.
- 9.2. The biggest challenge for Kent is associated with the prospect of the removal of the High Speed trains from beyond Ebbsfleet for the duration of the Olympic Games, and possibly the Paralympic Games; and the road pressures that will be evident around Ebbsfleet, which will be the official 'park and rail' site for the Games. Currently, the Highways Agency is envisaging works for an improved junction at Ebbsfleet to be carried out in 2013! The Highways Agency is being pressed on this matter and the ODA will meet again with Kent County Council in the summer of 2009, when it will have carried out more transport modelling.

10. Key Opportunities and Challenges for Kent

- 10.1. There are a number of key opportunities and issues for the Kent 2012 Campaign moving forward. Some of these are listed below:

A. Work in the Next Few Months

Work on the 2012 agenda over forthcoming months includes the following:

I. European Links

KCC's work on 2012 will feature strongly within a bid for Interreg funding, which was submitted in early June and involves partnership working with Pas de Calais on Pre-Games Training Camps, the Olympic Torch Campaign and tourism initiatives. In addition to this, an 'Accord' is being worked up between Kent and regions of Northern France and Belgium regarding 2012 work, which should be signed in 2009.

II. Open Up Weekend

LOCOG has determined that 24 – 26 July 2009 will be 'Open Up' weekend, in which all local authorities and other organisations are being encouraged to celebrate the 2012 Games through sport, arts, heritage and educational events. KCC will have a key role in pulling together the programme in the County.

III. Olympic Torch

Decisions will be made on the Olympic Torch Relay route during 2009. Kent County Council is preparing to 'make the case' for Dover at the appropriate time. In Dover, work involving the local Children's Strategic Partnership and schools

around the local community engagement of the Torch Campaign will include the design of a torch by Dover, Deal and Sandwich school children and the running of that torch between 60 schools in East Kent in September 2009.

IV. Big Screen / Live Site

In June 2009, the Big Screen (live site) secured by KCC from LOCOG and the BBC for Market Square, Dover, will go live. It will show a mixed content of BBC News 24, London 2012 films, major events and locally determined content. The official launch event for the Big Screen is being planned currently.

V. Inward Investment

Locate in Kent is producing a five year plan relating to the 2012 Games, which will emphasis using the international media, to demonstrate that Kent can 'provide solutions for businesses'.

VI. Pre-Games Training Camps

Currently, suitable packages to include hotels, sports facilities, transport, nutritional and physiological support are being worked up with partner organisations. With a number of nations visiting Kent in 2009, the intention is to get some of them to sign 'memoranda of understanding' regarding their willingness to train in Kent in 2012 and develop long-term relationships with the County.

VII. Cultural Olympiad

The 'Kent Cultural Baton' will be commissioned and launched, Kent will take advantage of a number of national 2012-related arts programmes and the regional 'accentuate' programme, which will be concerned with providing positive activity for disabled people primarily.

VIII. Compete, Create, Collaborate

Kent will take advantage of the scheme being developed regionally to ensure that all young people have the opportunity to compete, create or collaborate with young people of a competitor nation.

IX. Support for Kent's Businesses

The support packages for Kent's businesses to consider tendering, then to bid for work associated with the 2012 Games, will be stepped up.

X. Kent School Games

The Kent School Games 2010 will be launched in the week commencing 28 September 2009, with heats and area competitions commencing from November 2009 for the finals in 2010.

XI. Thames Gateway

The proposed Thames Gateway Legacy Framework for the 2012 Games will be announced at Ministerial level and help to ensure that Thames Gateway Kent takes full advantage of the Games in such ways as international marketing, business development and cultural development.

XII. Media Coverage

Work will commence to attract international media to cover Kent in the lead up to 2012 and to be based in the County during the Games. This will enhance post-Games tourism and inward investment.

B. Challenges

A number of the major challenges that Kent faces concerning the 2012 Games are listed below:

I. Resilience, Public Safety and Security

Kent Resilience Forum has considered the potential ramifications of the 2012 Games on Kent and discussion is underway currently regarding how this new 'work stream' can best be managed. It is envisaged that a post to concentrate on this area of work will be created, funded by Kent County Council, Kent Police and Kent Fire and Rescue.

II. Public-Facing Work

To date, much of the work of the Kent 2012 Campaign has been with partner organisations. However, closer to 2012, there will be a need for public information on matters such as ticketing, travel and emergencies as well as participative opportunities.

III. Transport

The issues as mentioned in paragraph 9.1 above will have to be resolved prior to 2012.

IV. Keeping the Momentum Going

The Games are still three and a half years away and it is possible that the public's enthusiasm will wane over the next year, before the excitement builds as 2012 approaches.

V. Communication

The need to make contact with international journalists and provide all 20,000 Games accredited and 10,000 non-accredited media contacts who will cover the Games with the best briefings to enhance tourism and inward investment, is still a challenge for Kent.

11. Keeping in Touch

- 11.1. Members are encouraged to visit the Kent 2012 Campaign website for further information, at www.kentsport.org/london2012 and to read the June 2009 e-newsletter, which can be found on that site. In 2008, Kent's work on 2012 generated 90 radio or television interviews; 130 media contacts and 2,400 column inches of newspaper coverage.
- 11.2. Members may be interested to hear that Kent County Council was one of only five local authorities in the UK to secure Beacon Status for its work in securing legacy from the Olympic Games and Paralympic Games. Kent secured the top grade of 'Outstanding' and was awarded this status in March 2009 at an awards ceremony in London by Tessa Jowell MP, Olympics Minister, in the

presence of 11 Ministers and 700 Local Government Members and Officials. The Beacon Scheme promotes excellence in public service and provides KCC with an opportunity for maximum promotion of its work, for impacting on national policy and for learning from other authorities.

- 11.3. The Sport, Leisure and Olympics service has just secured a score of 93% in Quest, the UK quality scheme for the sport and leisure industry; which is the highest score ever achieved by a County, district or city council or by any commercial sports or leisure company.
- 11.4. The review of the 2012 Campaign achievements in 2008 should be available at this meeting. This document includes the key performance indicators for each sector of the Kent 2012 Campaign. The cost of the document has been met out of the Beacon grant from the IDeA.

12. Background Information

Kent TV films:

- Light Up Dover
- Olympic Fever Hits Kent
- P&O Young Olympians
- Kent Olympic Handover Celebrations
- London 2012 : What's in it for Kent?
- Dover's Olympic Torch Campaign
- Olympic Training Venues
- Kidnet 2012 Olympic Filming

Contact

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Head of Sport, Leisure and Olympics
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By: Mike Hill, Cabinet Member and Amanda Honey, Managing Director

To: Communities Policy Overview Committee, 7th July 2009

Subject: Kent Cultural Strategy Update

Classification: Unrestricted

Summary: To update members of the committee of the latest position regarding the work in progress on development of the Kent Cultural Strategy, in the wake of the recent successful Cultural Strategy Summit

Recommendations: Members of the POC are asked to note and comment on the latest developments on the Kent Cultural Strategy development work in progress

FOR INFORMATION AND COMMENT

1. Introduction

1.1. On behalf of the Kent partners, Kent Arts Development Unit is leading on the work to develop a partnership-based Kent Cultural Strategy. This is a report to members on the work in progress to develop and launch a Kent Cultural Strategy for all the Kent partners over 2009 and in to early 2010.

2. Background

2.1. In 2004 Kent County Council outlined a commitment to culture in its response to DCMS' document Culture at the Heart of Regeneration. The authority's aim was to be a leader in developing regional, national and international partnerships that promote arts and creativity, to reach a wider community, to be the main driver of cultural tourism, and to develop and implement policies for cultural development in Kent. However, a strong, strategic and partnership-based leadership framework was lacking at the time. In 2005, the Kent Cultural Vitality Report prepared by ABL Cultural Consulting set the scene for the development of a Cultural Strategy for Kent. Between 2005 and 2008, KCC moved towards the development of the strategy in three ways: obtaining political support, facilitating one-to-one discussions with Kent district and borough councils to gain support for the development of the strategy, and restructuring the Arts Development Unit to create the capacity to do this work.

3. Achievements so far

3.1. The Kent Cultural Strategy Summit that took place on 17 February 2009 in Maidstone was the first of three events planned this year to facilitate the development of this strategy. That first event gathered together 130 influential

people from all tiers of local government, national and regional development agencies and cultural organisations. It aimed to raise the bar for culture in Kent, to provide opportunity for reflection on existing cultural provision, share opportunities and challenges, and to agree on the principle of working together across sectors and geographical sub-regions.

- 3.2. On behalf of all the partners, Kent Arts Development Unit led on the work to develop the Summit, via a cross-Directorate Steering Group, with representatives from Economy and Regeneration, Children Families and Education, and Libraries and Archives. The Unit will continue to lead the work to develop the Kent Cultural Strategy over the coming months.
- 3.3. A good turnout was secured of key influencers and decision-makers, across a range of agendas where culture is already making a positive impact, including: health, regeneration, education, youth development, tourism and rural access. Feedback from the Summit has been overwhelmingly positive, successfully securing the hoped-for consensus on the value and importance of culture to development generally, and of cultural planning to secure that.
- 3.4. The second Summit will look at options and solutions for a viable cultural strategy and the third event will launch the finalised Kent Cultural Strategy.

4. A working definition of 'culture'

- 4.1. The following working definition supported at the Summit is noted here so that members are aware of the definition which frames the starting point for that work.
- 4.2. As set out in the introduction to the Summit proceedings, and for the purposes of this strategy development process in conjunction with partners, we are limiting our definition of culture to 'the arts, entertainment and events, museums, heritage and our oral and built heritage, media, publishing, the knowledge economy and the cultural and creative industries. This includes the provision of professional work for people's enjoyment and opportunities for participation and creativity. It includes libraries and also culture within the education sector at all levels.'
- 4.3. This does not reflect the whole of the area of responsibility of the DCMS, omitting for example sport and physical recreation. It does however embrace a celebration of richness, distinctiveness and diversity in the way people live their lives, such as what they choose to wear, eat or do that expresses their individuality or their belonging.
- 4.4. There are two reasons for limiting the scope. Firstly, that these practices fit well together in a coherent way with an integrated or collaborative management structure in the public sector. Secondly, that sport and physical recreation and related areas are better planned and joined-up in Kent already.

5. Current position

- 5.1. The Kent Arts Development Unit Annual Operating Plan for 2009/10 states that the second Kent Cultural Strategy Summit will take place in September 2009.
- 5.2. The Steering Group convened a productive pre-scoping discussion in early February, with representatives of CMY Policy and Resources and of ABL Cultural Consulting, who were contracted by the Unit to deliver the Summit. That discussion, together with the outcomes of the Summit itself – summarised below – constitute the starting point for scoping the detailed development work on this strategy that lies ahead.

6. Proposed shape of the strategy and method of development

- 6.1. *The Cultural Strategy for Kent should do what a local cultural strategy cannot do. A Cultural Strategy for Kent will not attempt to do what a local cultural strategy can do.*
- 6.2. It is proposed that the strategy is now developed with assistance from an external consultant, and that we use the standing conference of delegates who attended the first Kent Cultural Summit to deliver two more Summits and to steer the development of the strategy. The second Summit will look at options and solutions for a viable cultural strategy, and the third event will launch the finalised Kent Cultural Strategy.
- 6.3. The Strategy will be based on Consensus, Collaboration and Creativity. Following the lead from the findings of the first Summit it will:
 - State the Vision for Culture in Kent
 - Declare a Cultural Manifesto (to cover entitlement and responsibilities)
 - Advocate and celebrate culture
 - Highlight what exists already
 - Identify challenges
 - Identify areas of strength/leadership in the county
 - Agree mechanisms/protocols for partnership working
 - Frame and enable the development of other partners' strategies
- 6.4. Areas of delivery are likely to include: increasing participation (improving access); supporting the creative economy; place making; capacity building (asset development, training/professional development/cultural networks, festivals); supporting excellence; and young people and creativity.
- 6.5. The Kent Cultural Strategy will reflect the themes of Vision for Kent, the community strategy for the county, including: Economic success - opportunities for all; Learning for everyone; Improved health, care and wellbeing; Environmental excellence; Stronger and safer communities; Enjoying life; Keeping Kent moving, and High quality homes. It will also reflect the challenges of Unlocking Kent's Potential, the Kent County Council Regeneration Framework, including: Building a new relationship with business; Unlocking talent to support

the Kent economy; Embracing a growing and ageing population; and Building homes and communities, not estates.

- 6.6. The Strategy will have a concise action plan capturing high-level county wide actions which will need to be signed up to on a county-wide level.
- 6.7. The impact of the Strategy will be to provide mechanisms for negotiating where cultural provision is best placed, where cultural investment is most needed, and to set out the value of culture in order to agree a shared view across Kent.
- 6.8. The impact of the strategy on Kent's communities will be once removed, with the real impact being made at a strategic level, setting the scene for localised strategies which will impact on individual lives.

7. Recommendations

- 7.1. Members are asked to note this report, and to comment on any matters that may arise from its content.

Contact

Sally Staples
Head of Kent Arts Development Unit
Tel: 01622 696515

By: Mike Hill, Cabinet Member and Amanda Honey, Managing Director

To: Communities Policy Overview Committee, 7th July 2009

Subject: Kent Children & Young People's Plan 2008-2011: Year One Progress Report

Classification: Unrestricted

Summary: The Children and Young People's Plan (CYPP) is central to the work of Children's Trusts and is the overarching strategic plan for the Partnership setting the priorities for improvement in outcomes for children, young people and families in the area. This paper presents the first annual monitoring report, covering progress made so far in the delivery of Kent's Children & Young People's Plan 2008-2011, focusing on areas particularly relevant to services within the Communities Directorate.

Recommendations: Members of the Communities Policy Overview Committee are asked to:

- a) NOTE the Children & Young People's Plan Review; and
- b) COMMENT on the contributions made by Communities' Services highlighted in section 2.

FOR INFORMATION AND COMMENT

1.0 Introduction

- 1.1 The CYPP is central to the work of the Children's Trust and is the defining statement of strategic planning and priorities for children, young people and families in the area. The Review covers year one of a three-year plan and already demonstrates that good progress has been made since the CYPP was first published. It is attached at appendix One.
- 1.2 The CYPP has been underpinned by an annual update of the needs assessment of outcomes for children and young people supported by partners represented on the multi-agency Performance Management and Multi Agency Data Groups of the Kent Children's Trust.

2.0 Communities Directorate Contribution

- 2.1 Services across the Communities Directorate make a significant contribution to the Children & Young People's Plan and have had input into its subsequent Review.
 - 2.1.1 Priority 6, "ensuring that young people have things to do and safe places to go in their leisure time, and improving outcomes for adolescents at

risk to themselves and potentially others,” (pages 28-32) is particularly relevant, as well as Outcome 2B, relating to reducing drug and alcohol misuse (page 11).

- 2.1.2 The Directorate is leading on implementation of the Integrated Youth Support Strategy, which provides a framework for much of the activity in Priority 6, details of which were reported to this Committee in March 2009.

3.0 Consultation

- 3.1 The draft CYPP is now being shared with Partners to ensure that all activity and contributions are reflected. The consultation period will run until the 17th July 2009. A final draft version of this review will be submitted to the KCT Executive Group on the 29th July 2009 for approval.

Judy Edwards
(Director, Policy & Resources)

Contact

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Positive About Our Future Kent's Children and Young People's Plan 2008-2011

First Annual Review

Draft 1 For Review

June 2009

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2. To draw on and improve resilience in C&YP to help them make informed and healthy/safe choices and develop coping strategies. To include a focus on children and young people with emotional and/or mental health problems.	Page 10
3. To improve parenting by implementing Every Parent Matters and developing more effective multi-agency support and early intervention for families experiencing problems.	Page 16
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7. To increase engagement and participation by young people in education, employment and society in order to prevent disaffection and improve security.	Page 32
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Enablers: activities that must be addressed effectively to secure the delivery of the 8 priorities, they include effective progress on:	Page 43
<ul style="list-style-type: none">• Integrated service delivery teams• Workforce planning and development• Integrated processes and procedures• Involvement and participation of children, young people and their families	

Introduction:

Welcome to the first annual review of Kent's Children and Young People's Plan.

Our plan sets the direction for the Kent Children's Trust for 2008- 2011 and articulates the Trust's ambition to continue to focus on improving outcomes for all children and young people. It sits at the heart of children's services in Kent and puts into words our vision for the future.

The current economic downturn will mean that more families face difficult times and the work of the Trust is more vital than ever. Together we can draw on the strengths of all partners to support and improve the lives of children and young people and their families, putting aside our organisational boundaries to put a child or young person at the heart of what we do.

The Trust has a huge potential to positively impact on children and young people's lives now and leave a lasting legacy as those children grow into adults. The Children and Young People's plan remains the key to helping bring all agencies together to focus on those things we can change for the better by working together.

Kent is home to almost 345,000 children and young people aged up to 19. The Kent Children's Trust aims to make sure that these children are safe, healthy, enjoy life, can achieve to their full potential and are prepared for adult life and work.

This review sets out a picture of how, even in these early stages we have started to focus the work of partners on those areas of need that are the most urgent to address. We have been building relationships, finding new ways of working, involving those who use our services and putting activities in place to realise our ambitions.

We continue to take every opportunity to focus on disadvantaged children and to find ways to improve their life chances.

We are only one year into the plan and we know we still have much to do. However we know that we are starting from a position of strength with good feedback from two major external inspections in 2008, the Joint Area Review and the Annual Performance Assessment which noted a *strong and consistent record of improvement and partnership working*.

We cannot change things without understanding our own strengths and weaknesses, understanding the needs of those who use our services and what it is like to grow up in Kent today. This first annual review is based on a thorough needs assessment of the issues facing children, young people and families in Kent. The purpose of the annual review is to help us to assess how well we are doing against our plan and evaluate what difference we have made to the lives of children and families and which might need extra help and support in the future.

One Year on: A Review of Kent's Children and Young People's Plan:

Taking time to review our progress is important, because it will help us assess how we are doing and allows us to refocus our activity where our approach is not having the impact we are seeking. The Kent Children and Young People's Plan is based on a thorough needs assessment and targets areas where the evidence suggests working in partnership will improve outcomes for all the children and young people of Kent. The framework for delivering this plan is the Kent Children's Trust arrangements, these arrangements are progressing well in Kent and we will continue to develop the partnership to ensure that we deliver more on our agreed priorities over the coming year.

Key Findings:

During the review and through the extensive Needs Assessment we arrived at some key findings. These will influence the work of the Trust during the second year of implementing our plan. It was clear that:

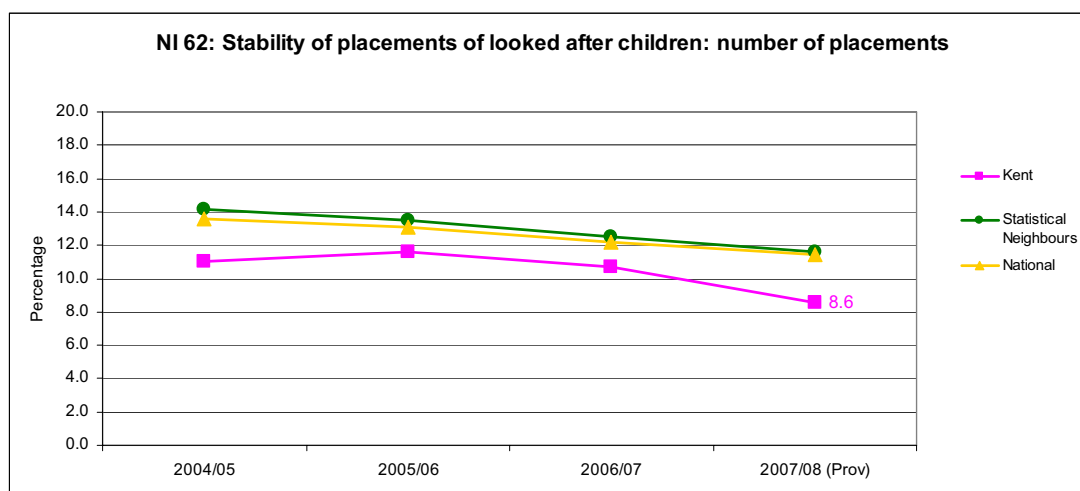
- The original priorities agreed in 2008 plan are still highly relevant and appropriate areas of focus for improving the lives of children and young people in Kent.
- Some areas of the plan need additional focus and refinement to ensure that we achieve the targets we have set ourselves.

In Summary:

What we are doing well:

The review has confirmed that Kent is performing well with evidence of:

- Good progress on Extended Services and Children's Centres developments. (Priority 1, 7 and Enablers)
- Low rates of infant mortality and babies born with a low birth weight. (Priority 3)



Source: DSCF, SSDA903 statutory returns. Shows % who have had 3 or more moves in one year.

- Looked after children benefiting from permanence in their lives with fewer moves and longer placements. (Priority 5)

- A low rate of first time offending. (Priority 6)
- Many young people making a positive contribution to others, their community or school (Priority 6)
- Excellent educational attainment at GCSE. (Priority 7)
- Low incidence of 16-18 year olds not in education, employment or training. (Priority 7)
- Strong participation in vocational education with over 5,500 14 to 16 learners currently involved in the vocational and applied learning programme. (Priority 7)
- Strong arrangements for agencies to work together in keeping children and young people safe as evidenced by external inspection findings.(Priority 8)
- Good performance by Children's Social Services on assessments, referrals & reviews. For example in 2007/8 100% of child protection cases were reviewed within timescales. (Priority 8)
- Strong commitment from all partners with a shared vision of improving outcomes. (Enablers)
- Many opportunities for young people to have their say and get involved in decisions that affect their lives. (Enablers)
- Development of ambitious and innovative Trust structures and inter agency governance arrangements that have received national recognition. (Enablers and see appendix 1)

Areas for renewed focus:

The review has indicated that renewed focus on implementing plans and activities in the following areas will be vital in securing the improvements needed to meet the needs of all children and young people in Kent:

- Reducing the rate of teenage pregnancy. Latest figures show that the rate remains static with 38.0 per thousand 15-17 year olds in 2005, 37.1 in 2006, and 37.2 in 2007. (Priority 2)
- Understanding why year 10s do not participate in the wide range of activities provided. 69.5% of young people in Year 10 say they engage in positive activities nationally compared to 59.0% in Kent. (Priority 2)
- Understanding why children and young people in Kent report a slightly higher rate of misusing alcohol and illegal substances. 12.8% in Kent compared to 10.9% nationally. (Priority 2).
- Improving early years outcomes through reducing smoking during pregnancy, increasing the rate of breast feeding and achieving a step change in the foundation stage performance. Kent has an above average rate of mothers who smoke in pregnancy and a declining rate of mothers who breastfeed. (Priority 3)
- Understanding why safety is a concern for children and young people in some local areas and particularly road safety. (Priority 8)

There are some areas of work where we cannot provide evidence that activity is making an impact yet. This may be because there is a time lag in data available to evidence change or because we are just at the beginning of implementing our plan and new activity has not had time to make an impact on outcomes. The Trust will take particular interest in these areas as data emerges and in some cases we will need to develop interim measures of

performance to evidence the impact of steps being taken to address these longer term objectives:

- Narrowing the gap between children and young people who are eligible for free school meals/ come from a low income family and their peers. There is evidence from the Kent Pupil Survey and the relevant national Indicators that children eligible for free school meals do not do as well as their peers, are more likely to be bullied and more likely to smoke.
- Improved feedback to children and young people to tell them how their views influenced service planning and provision.
- Housing: ensuring plans are in place to respond to the needs of vulnerable families and young people.

Taking forward key areas for improvement or development

Partners in the Kent Children's Trust will agree an action plan to take forward the areas for renewed focus identified in the review. The implementation of any additional actions will be monitored as part of the Children and Young People's Plan review in 2010. (See Appendix 6 for the Draft CYPP Review action plan 2009).

Other key developments planned this year

The partnership will continue to respond to new and emerging agendas that support its priorities and develop existing strategies in the light of new evidence. Some of the developing agendas that the partnership will address this year include:

- Kent's response to the Government's *The protection of children in England: action plan* - following the Laming Review of child protection measures.
- Think Family Initiative – providing targeted parenting and family support.
- The Inspiring Communities programme which aims to support communities to raise the aspirations and educational attainment of young people. Kent will bid for funding from this Government Initiative during 2009.
- Kent's poverty pilots developing local approaches to tackling the causes and effects of child poverty.
- Developing a Kent Children's Trust strategy for supporting and working with the voluntary and community sector
- Updating our strategy for prevention and early intervention.

Constraints of the first review: This review is taking place just one year into a three-year plan and only six months after the Local Children's Services Partnerships were introduced. However we are making progress in many areas. Evidence based activities are in place and we are trying new ways of working together, but in many cases it is still too early to say whether we are making an impact. To evidence changes in outcomes we would expect to see improvements in performance data, (the national indicators), and in the responses children and young people give us in the Children and Young People of Kent Survey. The next survey will take place late in 2009 and there is an inevitable lag in data from the new National Indicator data set. Similarly, longer term objectives will require more fundamental changes that may take longer to evidence through the high level indicators being used for monitoring.

Progress on our Priorities:

Priority 1:

To reduce the impact of poverty (generational and situational) on children's lives by tackling the underlying causes and mitigating the effects.

The impacts of living in poverty/with low income are evident across all the Every Child Matters Outcomes for children, young people and their families. This review has identified narrowing those gaps as a key area for focus.

Outcome 1A: Ensure Parents are enabled to work or take up learning opportunities

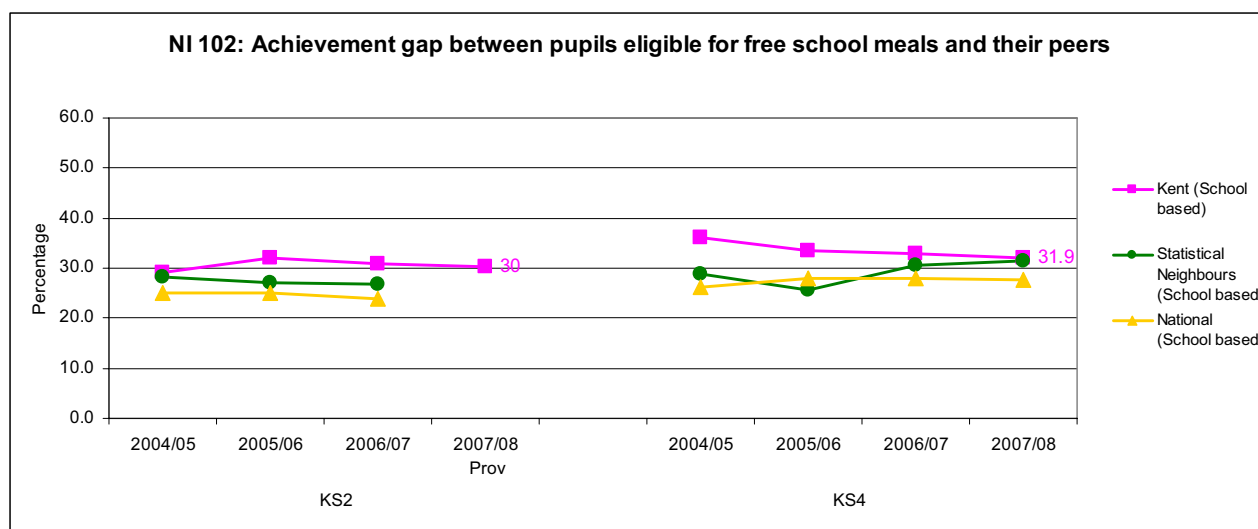
- 2,500 adult learners and their children take part in family learning courses each year in Kent. Courses are delivered in schools, Children's Centres, libraries and other community venues. As a result of engagement through family programmes up to 40-60% of Kent adults are encouraged to go on to achieve a national test in literacy or numeracy and over 40% go on to further courses of training or study.
- Kent Adult Education Service has introduced Skills for Employment courses for parents/carers and is working with primary schools across Kent where family programmes are welcomed for parents and the wider community in line with the extended schools agenda.
- Currently Jobcentre Plus services are provided in 45 Children's Centres offering advice and guidance about opportunities to work and working with Children, Families and Education to ensure that those single parents who will no longer be eligible for benefits under new national guidelines are able to access appropriate childcare so that they can return to work.
- 393 schools are providing access to the full core offer of extended services including out of school hours childcare. This exceeds our September 2008 target of 330 schools.

Outcome 1B: Children and Young People fulfil their potential regardless of financial circumstances

- Up to January 2009, more than 12,700 young people have registered for a Freedom Pass with users reporting high levels of satisfaction with the scheme. Kent Freedom Pass is fully operational in 8 out of 12 Districts offering those in Years 7 – 11 the opportunity to have unlimited transport by bus for a one off charge of £50. The pass will be available County-wide from June 2009.
- In line with this development there has been a reduction in the number of children eligible for free school meals who reported that cost and lack of transport are barriers to them taking up activities.
 1. Fewer young people who were eligible for free school meals said that cost was a barrier to activities: (37% 2007 35% 2008) (The Children and Young People of Kent Survey)

2. Fewer young people who were eligible for free school meals said that lack of transport was a barrier to activities (30% 2007 25% 2008) (The Children and Young People of Kent Survey)

Although we have identified the achievement gap between pupils eligible for free school meals and their peers as an area for further development Kent is improving in this area and steadily closing the gap. It is worth noting that 50% of children on free school meals also have a special educational need.



Source: Department of Children, Schools and Families.

Please note that data for KS4 includes Academies. A downward trend represents improving performance.

Outcome 1C: Families struggling to manage financially have access to help and support

- Kent's campaign *Backing Kent People-real help in tough times* brings together partners from across the public and voluntary sectors to help Kent people weather the recession and make it easier for them to get the help they need. (<http://www.kent.gov.uk/Community/community-services/backing-kent-people/>)
- Kent has been successful in bidding for Government funding to develop local approaches to tackling the causes and effects of child poverty. We have £1.6m over 2 years to pilot a menu of support for families who are affected by poverty. This project will be delivered through Local Children's Services Partnerships and project managed centrally in order to add capacity to local teams.
- Kent's Credit Union is being established to reach a potential customer base of over one and a half million. This would make it the largest Credit Union nationally. The credit union is expected to be available from October 2009 and links are being made to the development of the Poverty Pilot in three partnership areas to ensure we maximise the links to the development and testing of new services. This will also allow Family Liaison Officers, Parent Support Advisors and Children's Centre staff to be trained as trusted intermediaries supporting the roll out and take up of the credit union service.
- KCC's Supporting Independence Programme (SIP) has been working on a

range of multi-agency projects to try and combat the issue of worklessness in many of our most disadvantaged communities including communities around Children's Centres in Ashford.

- A range of professionals are able to signpost families in debt to counseling and welfare services available on the Kent Resource Directory. The partnership has made sure that Children's Centres and Family Liaison Officers are particularly aware of these services. Kent has increased funding to the Citizen's Advice Bureau by £250K in order to ensure increased access to debt advice and as a part of its development of the Kent Credit Union, including fortnightly drop in sessions at a large number of schools.

Our focus for the year ahead

We want to do more to improve outcomes and life chances for children living in poverty. We will do this by developing the poverty pilots to include:

- Creating an accessible menu of services with support available across the full range of family resources- signposting, Family Liaison Officers or Parent Support Advisors support and Family Group conferencing.
- Addressing non-material hardship: family support and mediation, family learning, PSHE modules to equip with personal skills.
- Facilitate co-production: how can services work more effectively together with service users to achieve

Performance Data for Priority 1

		2005/06	2006/07	2007/08
Performance Indicators				
NI 81	Inequality gap in the achievement of a Level 3 qualification by the age of 19	32.7%	31.8%	N/A
NI 102	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stages 2 and 4	32% 33.5%	31% 33.0%	N/A
NI 106	Young people from low income backgrounds progressing to higher education	26.5%	N/A	N/A
NI 118	Take up of formal childcare by low-income working families	13%	14%	N/A
NI 116	Proportion of children in poverty	N/A	N/A	N/A
NI 175	Access to services and facilities by public transport, walking and cycling - hospitals, GP surgeries	N/A	54% 82%	54% 82%

Priority 2:

To draw on and improve resilience in Children and Young People to help them make informed and healthy/safe choices and develop coping strategies. To include a focus on Children and Young People with emotional and/or mental health problems.

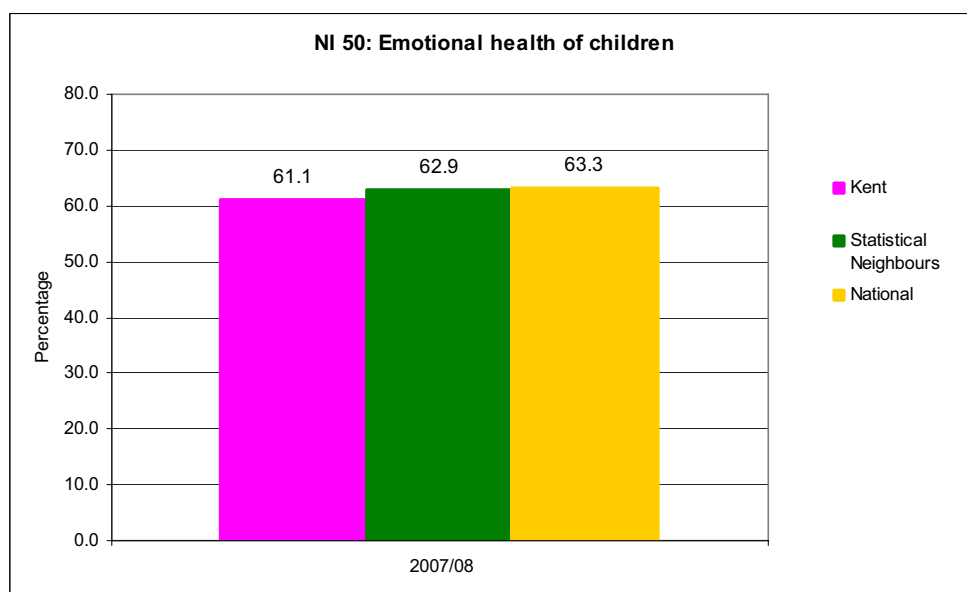
The perception of children and young people in Kent is that they are physically healthy and generally enjoy their life, 81% of young people older than 16 and 76% of 11-16s agree that they enjoy their life (Children and Young People of Kent survey 2008), they also believe that their emotional health is generally good (61%) and this perception is verified when we compare these results to the national (63%) and statistical neighbour averages (63%). (Tellus3 Survey).

Activity in Priority 2 also supports work in Priority 7 and 8, to reduce anti-social and inappropriate risk taking behaviour by helping children and young people value themselves and their community and resist peer pressure.

Outcome 2A:

Children and young people are resilient and equipped with social and emotional skills to deal with the challenges and pressures in their lives

- The Personal, Social, Health and Economic Education (PSHE) Strategy for Kent has been rolled out across the county. PSHE will become a statutory part of the curriculum, which will support the drive to improve the standard of PSHE and Sex and Relationships Education delivery both in and out of school.
- Social and Emotional Aspects of Learning audit in primary schools indicated a good take up of the programme. Recruitment of secondary schools for the pilot phase is on track to meet our target of 45% of schools.



Source: Ofsted, Tellus 3 Survey, Spring 2008

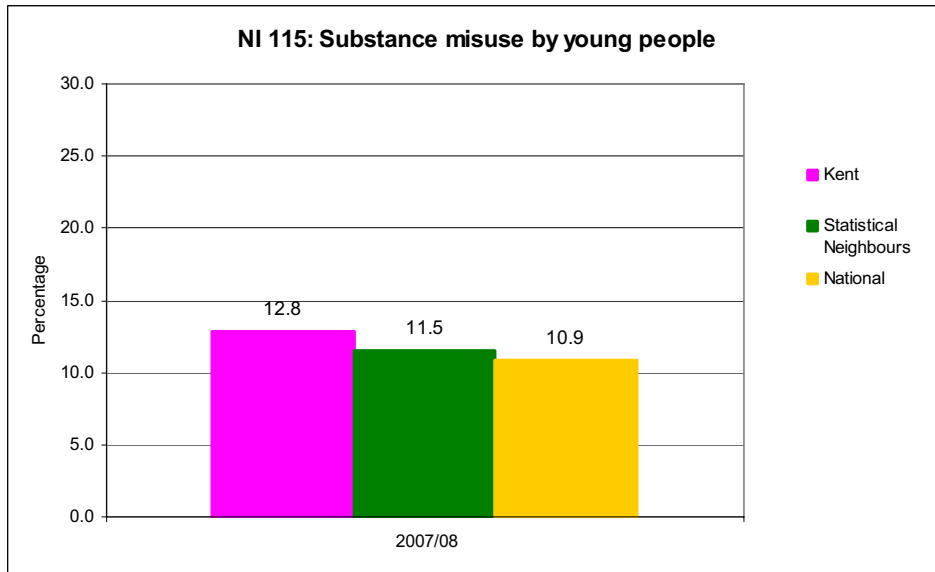
**Outcome 2B:
Reduction in inappropriate risk-taking behaviour, which should lead to a
reduction in drug and alcohol misuse and teenage pregnancy (LAA)**

Drug and alcohol misuse

We know that equipping children and young people with the emotional tools to manage life's challenges is key to making healthy life style choices and reducing inappropriate risk taking behaviour. Current information suggests that initiatives that encourage resilience and healthy life style choices, such as PSHE are having a positive impact with:

- Less young people saying they were NOT getting enough information about sexual health - 26% in 2007 compared to 24% in 2008 (The Children and Young People of Kent Survey)
- More young people saying they were getting enough information about the
 1. Effects of smoking (74% 2007 compared to 75% 2008)
 2. Effects of alcohol and drugs (73% 2007 compared to 74% 2008)
- More Children and Young People indicating they never smoke (84% 2007 compared to 85% 2008 The Children and Young People of Kent Survey)
- And significantly more who report that they do not:
 1. Drink Alcohol (34% 2007 compared to 38% 2008 The Children and Young People of Kent Survey)
 2. Get drunk (58% 2007 compared to 62% 2008 The Children and Young People of Kent Survey)
- 3 School Drug Education Advisors are supporting schools to work with substance misuse issues and developing education programs and resources for schools.
- Kent Drug and Alcohol Action Team commissioned services including:
 - Targeted Early Intervention Services: 2190 young people seen between April – December 2008
 - Drug Intervention and Support Program: 172 young people seen between April – December 2008
 - Specialist Community Treatment including the Named Drugs Worker Service: 308 young people referred between April – December 2008
 - DUST: Drug and Alcohol Use Awareness raising, Referrals and Screening Tool training: 371 staff trained in 2008.

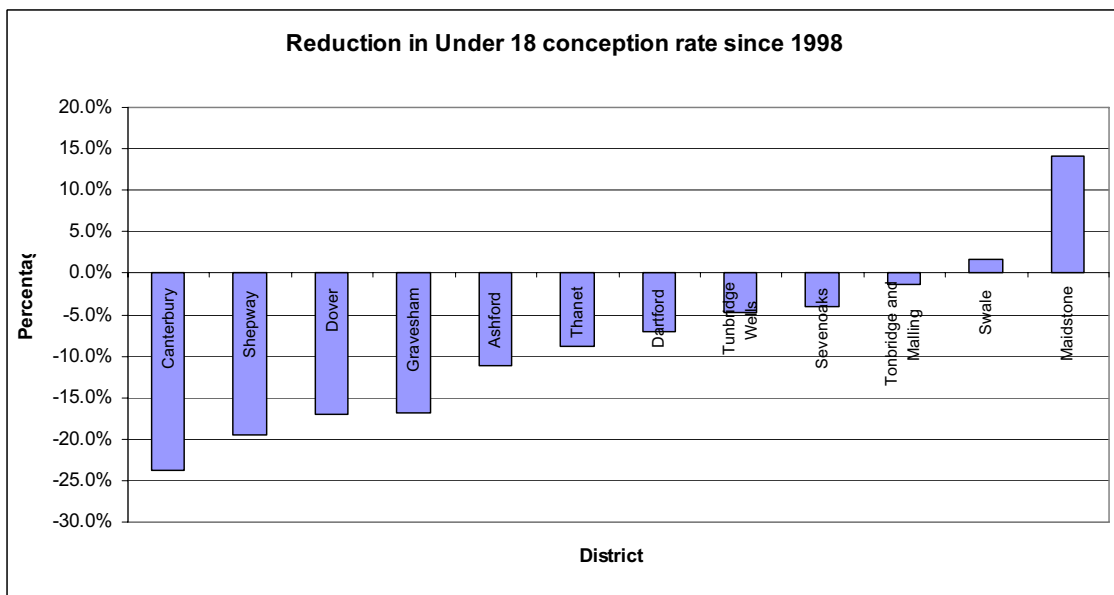
However the Tellus3 survey indicates the numbers of young people reporting misusing alcohol and other substances is higher than found nationally. 12.8% reported having been drunk, taken illegal drugs and/or used volatile substances within the last four weeks (compared to 10.9% nationally and 11.5% of statistical neighbours).



Source: Ofsted, Tellus3 Survey, Spring 2008

Teenage conceptions

The rate of reduction in teenage conceptions for 2007 remains much the same as for 2006 (38.0 per thousand 15-17 year olds in 2005, 37.1 in 2006, and 37.2 in 2007). The Teenage Pregnancy Strategy Group has an action plan in place supported by significant investment from Health relating to sexual health and contraception. 47 school/college based sexual health service centres across the county are now offering a minimum of condom supply, emergency hormonal contraception, pregnancy testing, as well as confidential advice and seven schools and four colleges will also offer a full contraceptive service, with a planned increase to 23.



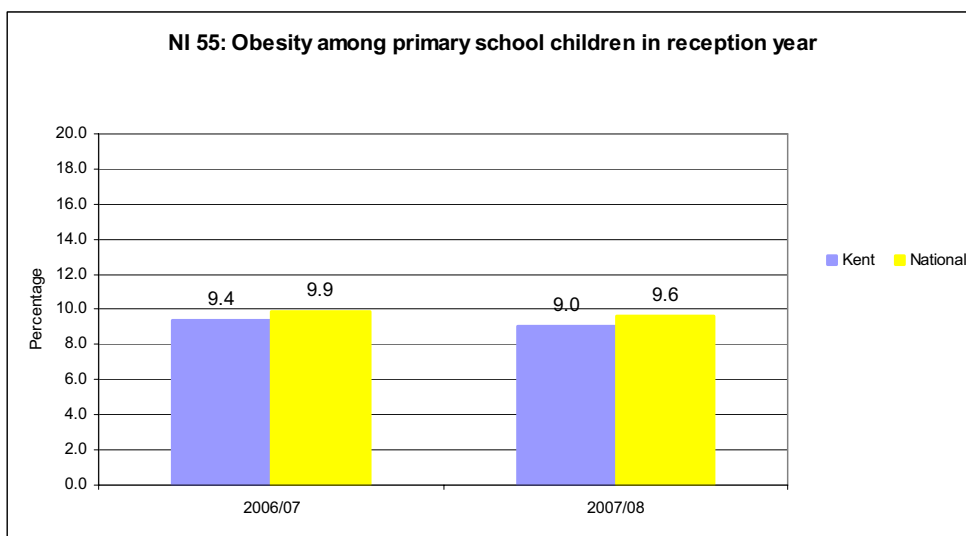
Sources: Office for National Statistics and Teenage Pregnancy Unit (2008)

The significant variation in rates of reduction between different districts is of concern with the highest reduction since 1998, occurring in Canterbury (-24%), but an increase in Maidstone (+14%).

**Outcome 2C:
Reduction in the proportion of Children and Young People who are not a healthy weight (LAA)**

100% of Kent's schools are engaged in the Healthy Schools Programme with 77% of schools having now achieved Healthy Schools status, there are already reports of evidence from schools that healthy schools activity is leading to improved pupil behaviour, including punctuality and attendance.

310 learners attended family programmes with a healthy eating focus provided by the Adult Education Service working with the Extended Schools Team, covering the 'eat well' plate, understanding food labels, making a healthy lunchbox, dealing with fussy eaters and understanding the impact of role models.



Source: NHS

Our rates of obesity in both the Reception Year and Year 6 are below national and statistical neighbours' averages, and have slightly reduced. Year R is 9.0% down from 9.4%, Year 6 is 16.7% down from 16.9%.

Kent now has 88% of pupils participating in 2 hours of high quality PE and School Sport, 8% above the 2007/08 target and 44% of pupils are now involved in inter-school sport competitions this is above the national averages for the national PE, School Sport and Club Links survey. There has also been an increase of 8% in the number of pupils in Kent involved in competitive school sport in the last year from 36% to 44% and this is above the national average. The Kent School Games involved 529 schools and it is estimated that approximately 30,000 young people were involved throughout the area heats and trials and the Finals events. Feedback on the Kent School Games from young people at the Finals was very positive.

County wide initiatives such as the walking bus scheme and working with charity Sustrans to employ a Bike It Officer to encourage cycling to school has reduced the number of pupils being regularly driven to school by more than 4,000 in the last academic year. Data from school census returns show that

in 2006/2007 at least 56,202 pupils were being driven to school reducing to 52,194 in 2007/8.

Parents receive information from the school nursing services which offers pathways to help and support should their children be deemed an unhealthy weight or at risk of becoming so.

**Outcome 2D:
Improved access to Mental Health services (LAA)**

The Child and Adolescent Mental Health Service (CAMHS) is a comprehensive multi-agency service involved in promoting emotional wellbeing and resilience. The Joint Kent CAMHS Commissioning Strategy aims to improve the quality and access to children's mental health services across the county and its work and influence was referenced in the Annual Performance Assessment where it noted 'the increased investment in CAMHS to improve access for vulnerable groups, including children with learning difficulties is a major strength.'

Furthermore following recommendations from the Joint Area Review:

- We have set up a learning disability CAMHS Expert Group and begun to implement an action plan to improve access to services with 1 of 9 planned specialist therapists now recruited.
- Only 1 under 18 has been admitted to adult psychiatric wards since September 2008. Regulations are now in place to flag any such admissions to commissioners.

We are working to ensure that children and young people receive timely support with:

- Youth Offending Service-CAMHS Workers now in post delivering and directing care to young offenders. This has meant that the waiting list target has been achieved.
- Investment has increased capacity in specialist CAMHS. Waiting list initiatives have reduced waits for non-urgent cases to under 18 weeks across Kent for specialist CAMHS. Waiting times average 12 weeks in most areas.
- 24/7 on-call services are now in place and CAMHS inpatient beds can be accessed immediately.
- Funding has been made available from Health for additional 22.5 full time equivalent CAMHS staff and for domestic violence counselling, parenting work, mental health promotion work with young carers and out of hours cover.
- Although it is difficult to evidence the impacts of this work in national indicators, a local indicator from the children and young people of Kent survey was the proportion of young people telling us they feel sad or depressed. This year more young people reported that they never or hardly ever feel sad or depressed 47% compared to 44% last year. (The Children and Young People of Kent Survey 2008).

- The “Changes Dual Diagnosis” Project in Thanet (aimed at vulnerable young people with substance misuse and mental health needs) was evaluated by the Sainsbury Centre for Mental Health in December 2008. There was sufficient evidence that the project was effective at reducing substance misuse, preventing re-offending and improving the mental health of young people, and this meant that it received additional funding for a roll-out across other parts of the county.

Our focus for the year ahead

Teenage pregnancy:

The Primary Care Trust and KCC have initiated a review of the Teenage Pregnancy Strategy and associated activity. This review will ensure that:

- local activity is focused on the key elements of the strategy,
- explain the local variation
- no further actions are required to reduce the rate of conceptions in Kent as a whole.

Substance Misuse:

We need to find out why children and young people in Kent report a slightly higher rate of misusing alcohol and illegal substances compared to the national findings, according to the Tellus3 Survey of 2008.

Performance Data for Priority 2

		2005/06	2006/07	2007/08
Kent Agreement /LAA Indicators				
NI 51	Effectiveness of child and adolescent mental health (CAMHs) services	9	12	12
NI 55	Obesity among primary school children in reception year	N/A	9.4%	9.0%
NI198	Children travelling to school – mode of transport – Car use	N/A	34%	32.6%

		2005/06	2006/07	2007/08	2008/09
Other Performance Indicators					
NI 50	Emotional health of children	N/A	N/A	61.1%	N/A
NI 112	Under 18 conception rate	-10.3%	-11.6%	-11.6%	N/A
NI 115	Substance misuse by young people	N/A	N/A	12.8%	
CYP survey	percentage feeling sad or depressed most days	N/A	11%	10%	N/A
CYP survey	Percentage of young people getting drunk at least once or twice a week	N/A	9.5%	8.9%	N/A

Priority 3: To improve parenting by implementing Every Parent Matters and developing more effective multi-agency support and early intervention for families experiencing problems.

Parents and carers play the most important part in their children's development and education. We recognise that stable family life and secure, confident parenting is key to giving children the resilience, optimism and self belief they need to fulfill their potential and have a positive future to look forward to.

Outcome 3A: Mothers, Fathers and Carers have help when they need it

We continue to focus on preventative strategies, making sure help is available at the earliest possible moment to respond to families in need and those who are vulnerable, including:

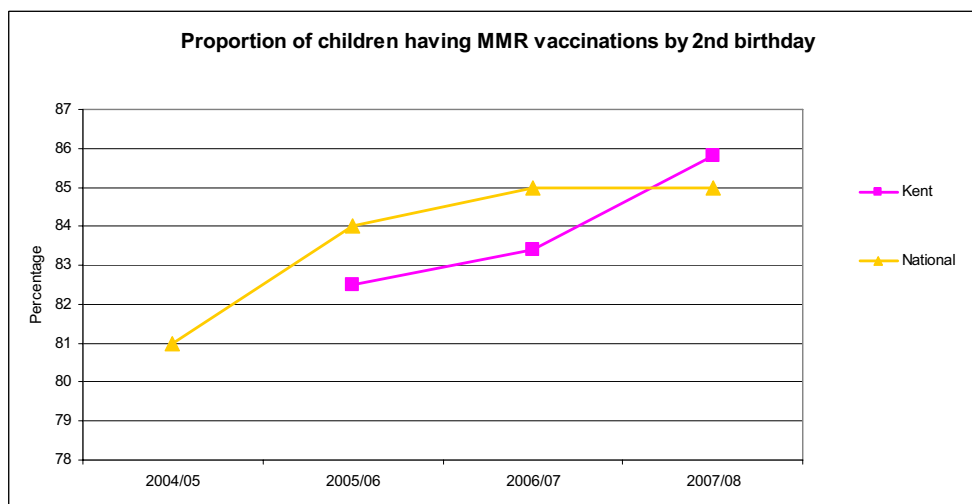
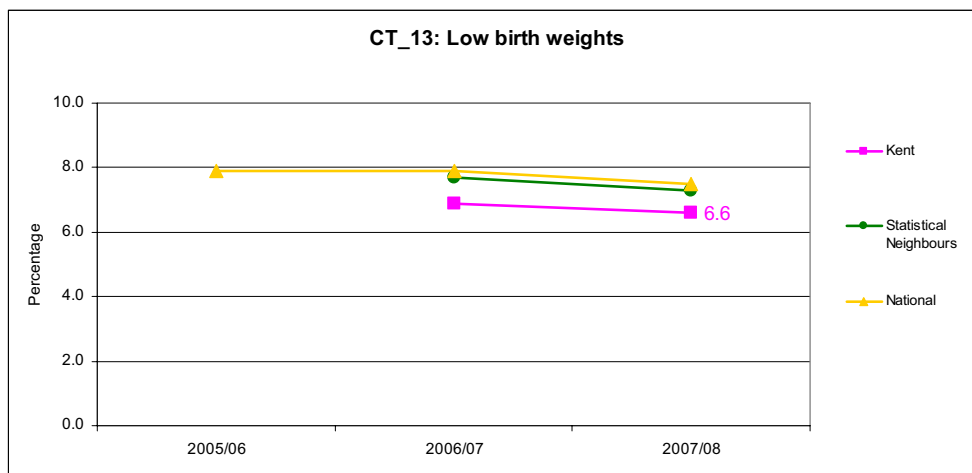
- Expanding the numbers of Family Liaison Officers and Parent Support Advisers working to support parents and enhance relationships and communication between parents and schools. This has led to an increase in the number of families accessing the most appropriate support from agencies, increased engagement of parents with schools and ensured that more parents are informed and supported particularly when their children are starting school or moving from primary to secondary education. Parents made contact with school Family Liaison Officers and staff at Children's Centres 20,967 times during 2007-08.
- This support is now available in over 200 schools and through all 23 Local Children's Services Partnerships.
- Appointment of additional Parent Support Advisers to support excluded children and their families and the families of children out of school (requested from parents through consultation on the Supporting Parents Strategy).
- Increased participation in family learning and parenting programmes. In 2007/8 216 new learners from Supporting Independence Programme wards attended parenting programmes through the Adult Education Service and 630 new learners pursued Family Literacy, Language and Numeracy Courses.
- We are exploring new ways of working with fathers and those in a fathering role including:
 - appointment of a Dad's worker in Sheppey
 - Family Liaison Officers trained in father/male carer involvement approaches
 - inclusion of fathers in Parent Forums working with the 23 Local Children's Services Partnerships

Children's Centres and Family Liaison Officers are reporting that more fathers are using their services and are increasingly involved in service development and design.

- Expansion of the family group conferencing initiative that keeps children safe within their own family setting and reduces their chance of going into care.

Outcome 3B: Mothers and Fathers have information, advice and support that will help to give children the healthiest possible start in life by increasing rates of immunisation, breastfeeding and reduction in parents' smoking

Health visitors and midwives have a crucial role in delivering child development and parental education and its effectiveness can be seen in Kent's performance with the percentage of babies born with low birth weights remaining below the national and regional averages, and continuing to fall and infant mortality also below national average and is reducing. The rate of still births also remains below the national average and, in general immunisation rates in Kent are above the national average.



Source: NHS

All parents have access to antenatal and new born screening, including the Child Health Promotion Programme which comprises a comprehensive system of care (screening/assessment/surveillance and health promotion) that is offered to every child from birth to 18 years. All mothers are given breastfeeding guidance and smoking cessation advice and access to cessation services if required.

Increasing rates of breastfeeding and encouraging mothers to stop smoking

during pregnancy are recognised as key areas for focus. Children who get a healthier, happier, nurturing start in life carry these early benefits into their future.

- Smoking during pregnancy: Kent has an above average rate of mothers smoking in pregnancy, with 17.4% doing so, compared to 16.1% nationally. A higher proportion of mothers smoking during pregnancy is found amongst residents served by Eastern Coastal Kent Primary Care Trust.
- Fewer mothers breastfeeding: One third of mothers in Kent breastfeed their infants 6-8 weeks from birth, and this proportion has declined for two years in a row. Eastern Coastal Kent Primary Care Trust rates are lower than West Kent.

Outcome 3C: There is a reduction in the repeat incidence and impact of domestic violence and substance misuse on children and families (LAA)

There has been a reduction in the repeat incidents of domestic abuse from 23.1% of incidents that are repeat incidents in 2007/8 to 22.0% in 2008/9. Domestic Abuse is a priority for all agencies and partnerships across Kent. All the Community Safety Partnerships (CDRPs) in Kent include domestic abuse targets within their Action Plans, focusing on repeat victimisation rates. Kent police is also investing in the development of the Multi-agency Risk Assessment Conference (MARAC) that will aim to reduce repeat victimisation for those individuals identified at High Risk of Harm from domestic abuse, improving those victims and their families' safety. Progress is being made at the countywide level and at the local level through Domestic Violence Forums to put in place the initiatives that will deliver a reduction in domestic violence including the domestic violence safe schools project officer and specialist domestic violence courts. (Kent Agreement 2). Kent police have in place a domestic violence repeat victim strategy which gives clear direction to staff in supporting victims including clear consideration of issues relating to children.

KCA's Substance Misuse Parent's Service is a joint initiative with Thanet and Dover social services children and families teams. The project works with families in which there are substance misuse issues which put the children at risk. This multi-agency working has led to quicker, more informed decision making about risks to children and fast track into treatment for parents. Clear successes are coming from the Project, for example in Thanet, 39 individuals had engaged in the project between April – Dec 2008. Of these 12 had stopped problematic drug use, 15 had stabilised use, and 19 were achieving progress under an agreed plan. Longer term benefits include improved developmental progress for pre-school children, and improved educational achievement outcomes through attendance, behaviour for older children.

KCA Sunlight Project is specifically designed to meet the needs of children affected by parental alcohol and drug misuse. The project works across the districts of Swale, Dover and Canterbury. The aim is to work with children 7-13 years to offer children coping skills, a chance to have fun and express themselves and gain some understanding of parents' behaviour.

A hidden harm multi-agency strategy has been developed and is being implemented.

Our focus for the year ahead

Early childhood development impacts on future outcomes and prospects for children and young people. To give our children the best start in life we need to continue to focus on activities that support

- Breast feeding
- Reduction in smoking during pregnancy
- Early years foundation stage profile results

Performance Data for Priority 3

		2006/07	2007/08	2008/09
Kent Agreement /LAA Performance Indicators				
NI 32	Repeat incidents of domestic abuse: Data available from 2009-10 (alternative measure)	N/A	23.1	22.0
NI 40	Drug Users in effective treatment	N/A	2,180	N/A
		2005/06	2006/07	2007/08
Other Performance Indicators				
NI 53	Prevalence of breastfeeding at 6 – 8 weeks from birth	35.5%	34.5%	33.6%
2010 KCC	Number of parents contacts supported through children's centres and Family Liaison Officers	-	-	20,967
Vital Signs	Proportion of children who complete immunisations by recommended age	83%	83%	86%
Health		2006/07	2007/08	2008/09 1/2year
	Smoking during pregnancy			
	Eastern & Coastal Kent	20.1%	19.5%	21.1%
	West Kent	14.8%	14.9%	14.1%
	Kent overall	17.4%	17.2%	

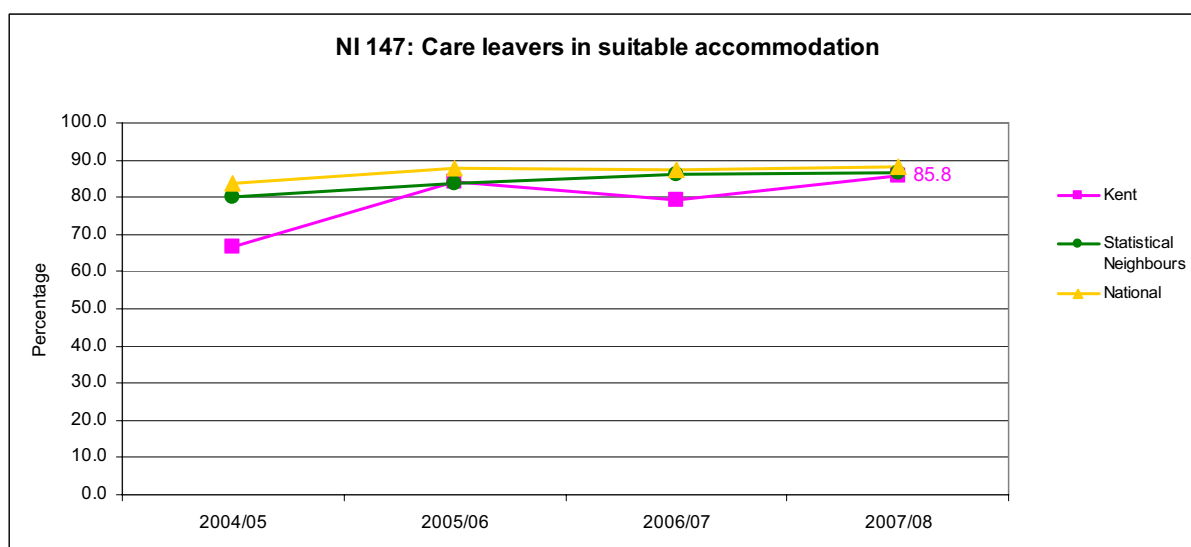
Priority 4: To improve the quality and stability of housing provision for vulnerable children & young people through to early adulthood.

Outcome 4A: Families and vulnerable young people have access to decent and suitable housing (LAA)

Ensuring decent, suitable housing is available and accessible to vulnerable groups is a long term strategy. As part of Kent Agreement 2 the Supporting People team is working in partnership with the Kent Housing Group, the Joint Policy and Planning Board, Districts and others to increase the number of vulnerable people achieving independent living.

There have been improvements with increasing numbers of families and vulnerable groups able to access suitable housing:

- Young people leaving care told us that they felt unsafe in bed and breakfast accommodation. We responded by putting specific strategies in place to increase the provision of suitable accommodation for care leavers, including use of supported accommodation and the development of protocols with District Housing Authorities. This has resulted in improvements in the provision of suitable accommodation for care leavers from 79.4% in 2007 to 85.8% in 2008. Kent's performance in this area is even better if unaccompanied asylum seekers who go missing due to their asylum status are removed from the cohort of young people this is relevant to (increasing to 94.9%).



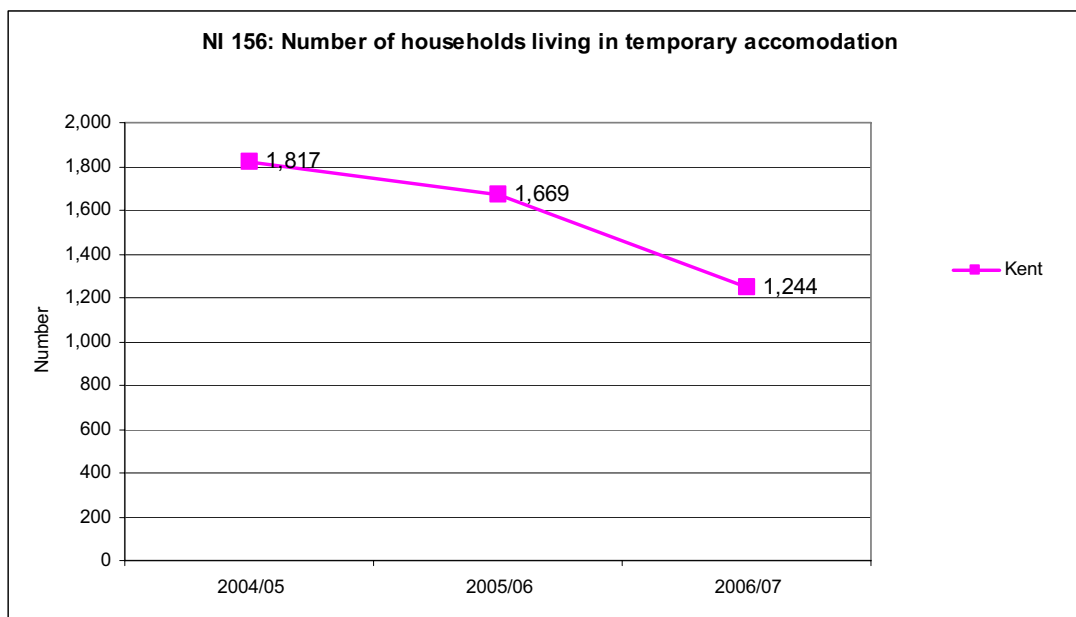
Source: SSDA903 return to DCSF

- The Supporting People Commissioning Body has commissioned additional housing-related support services for vulnerable families with children and young people. Additional time-limited floating support services (352 units) deliver support to vulnerable people in whatever accommodation they live across Kent, including support for vulnerable families with children and young people. New accommodation-based services specifically being developed for young people (and which can also be accessed by young

offenders) are 18 units across West Kent and 6 units in Dover. Another 6 units are being commissioned for teenage parents in Maidstone.

This brings support provision that can be accessed by vulnerable families, young people and teenage parents up to 1882 units of floating support and will bring accommodation-based services for these groups up to 350.

- The number of households living in temporary accommodation in Kent has decreased from 1669 in 2005/6 down to 1244 in 2006/7. This means that families and vulnerable people are spending less time in unsuitable accommodation such as bed and breakfast.



Source: P1E data - total households in temporary accommodation

Work between Children's Social Services and District Councils has started to explore ways to speed up time taken to secure housing adaptations for families with disabled children. In order to improve the referral to assessment time two additional Occupational Therapists have been recruited.

Our focus for the year ahead

We do want to do more to ensure plans are in place to respond to the needs of certain groups of vulnerable children and young people. For example data shows that access to suitable accommodation for young offenders is deteriorating. The Supporting People partnership is currently developing the new Supporting People Strategy 2010-2015. Work will include an extensive analysis of the housing-related needs of vulnerable people across Kent and consultations with a wide range of partners.

Kent is also working on an area wide housing strategy in collaboration with Medway Council and district councils in Kent; this will include a particular focus on the needs of vulnerable groups.

We will also be working more closely with the JPPB to deliver the following key actions across Kent:

- prevent young people becoming homeless and find ways to identify hidden homelessness

- Develop a multi-agency response under the prevention agenda around mediation and tenancy sustainment.

Performance Data for Priority 4

		2007/08	2008/09
Kent Agreement /LAA			
NI 187	Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating	New indicator No data	No data

		2006/07	2007/08	2008/09
Other Performance Indicators				
NI 46	Young offenders access to suitable accommodation	87.1%	77.0%	89.6% (half year)
		2004/05	2005/06	2006/07
NI 147	Care leavers in suitable accommodation	84.1%	79.4%	85.8%
NI 156	Number of households living in temporary accommodation	1817	1669	1244

Priority 5: Supporting vulnerable children to improve their life chances including improving the achievement and quality of life for young carers by implementing the Kent Young Carers Strategy.

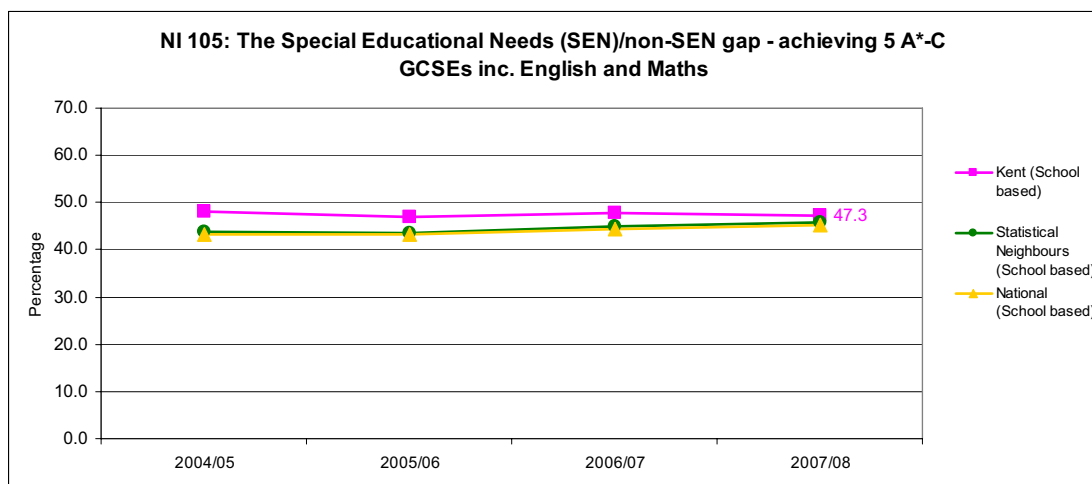
We remain committed to targeting support to give all children and young people the best chances in life regardless of circumstances, background, gender, culture, disability, religion, sexuality or ethnicity.

Outcome 5A: Young Carers are supported to live a full and active life

- Invisible People - Kent's Young Carers Strategy was formally launched in July 2008. As part of the strategy, Children's Social Services allocated £20,000 to each of the 5 Young Carers projects across the county to enable them to work directly with local schools.
- Young carers are increasingly identifying themselves as a result of targeted work in schools and more are taking part in local projects. A range of support is being developed in mainstream and specific settings to meet young carers needs. In 2007/08, through the voluntary sector we were supporting 600 young carers across Kent. At the end of 2008/09 this figure had increased to 950.
- Through the Carers Grant 160 young carers were helped to join Leisure Centres this year
- This year, to support the Local Children's Services Partnership Boards in developing links with the young carers projects and to prioritise support for young carers, each LCSP was offered £500 per 1000 of child population for match funding to develop young carers support. Ten partnerships took up this offer and a report will be made in 2009/10 on the outcome of this work.

Outcome 5B: Children and Young People who are disabled and those with learning difficulties have access to services that meet their needs, experience better educational outcomes and improved outcomes in all aspects of their lives

- Early Support Services:
 - Early Bird and Early Bird Plus training programmes are in place across 16 partnerships to enable better outcomes for young children with autism and 75 families and 25 professionals have been trained and supported since February 2008.
 - NHS Eastern and Coastal Kent have commissioned additional therapy capacity for Early Support. (see Appendix 2 priority 5 for details)
- At GCSE young people with Special Educational Needs (SEN) do better than the national average. However Kent shows a slightly bigger gap between results for pupils with special educational needs and those without. This is in part due to the outstanding performance of non-SEN pupils at GCSE compared with the rest of the Country which is making the gap harder to close. The KCT will continue to put strategies into place to help narrow the gap in attainment.



Source: County/National/Statistical Neighbours Data - Department of Children, Schools and Families

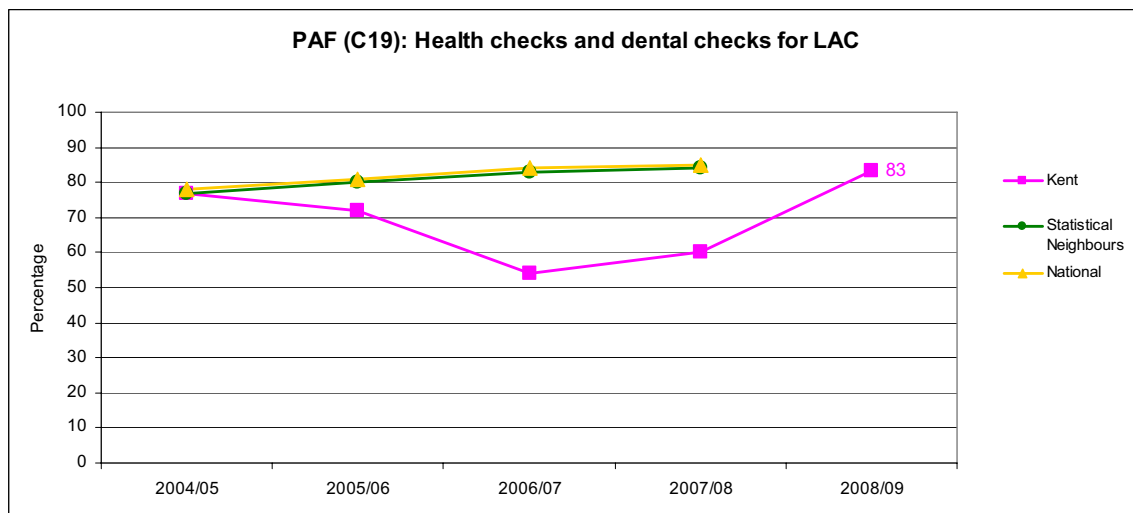
- The Kent Transition Protocols were launched in November 2008. These multi-agency protocols will ensure that young people with a disability are supported as they move from childhood into adulthood and that they and their parents and carers have access to the help, advice and information they need.

There has also been a focus this year on extending the range of services for children with disabilities: (See also appendix 2, Priority 5 for more information.)

- Kent has been chosen as one of 21 local authority areas to lead the way in transforming short break services for disabled children, as part of the national Aiming High for Disabled Children programme. The programme has attracted £15million to Kent to work with this important group of children and young people. The programme is in the process of devolving some of the budget for this work to Kent Children's Trust local partnerships in order that they can provide responsive, locally based support to disabled children and their families.
- NHS Eastern Coastal Kent Board agreed to invest £3.9 million in an innovative new model of providing joined up support for disabled children and their families through a "one stop shop" multi-agency assessment and resource centre, located in South Ashford on the Wyvern School site. The new centre will bring together a range of NHS, KCC and Third Sector services to provide integrated support to disabled children and families.
- Number of direct payments made to families has doubled in the past year, with a consequent need to expand the Direct Payment Advisory Service. There are now over 400 families using this service, enabling them to have a more personalised package of support.
- An enhanced Youth Inspection by Ofsted in 2008 praised the support provided for young people with learning difficulties and/or disabilities and vulnerable groups. It found that there was "well targeted and effective support for vulnerable groups including care leavers, young people with learning difficulties and/or disabilities and those from black and minority ethnic communities.

Outcome 5C: Looked after children are fulfilling their potential and have the help and support they need

- In Kent we have 1,491 children looked after by KCC (including 336 unaccompanied asylum seekers) and 1,327 looked after children who have been placed in Kent by another local authority (OLAC). Of those, 888 Kent looked after children and 1,081 OLAC are of school age.
- Kent was one of the first authorities to introduce a pledge for looked after children. It has been praised by ministers and set a standard for other authorities. Ensuring that every looked after child has a pathway plan in place has been a priority and is reflected in the performance indicator to regularly review pathway plans for eligible young people: 99.7% of plans were reviewed for eligible looked after children in March 08; this is an increase from 65% the previous year.
- Through targeted multi-agency support there has been a significant reduction in the number of looked after children who missed more than 25 days of schooling from 22% in 2006-7 to 15% in 2008-09 and a significant improvement in looked after children taking up their health checks from 60% to 83% in 2008.



Source: Kent County Council, OC2

- Looked after children services rated 'Good' and highly successful in the Joint Area Review with Looked After Children benefitting from permanence in their lives with fewer moves and longer placements.
- The Fostering service was inspected by Ofsted in July 2008. Kent Fostering is a Strong Service that delivers good outcomes, with elements of outstanding practice within this specialist service and for positive contribution overall.
- The development of Kent's corporate parenting framework, which includes the introduction in April 2009 of Kent's Children in Care Council will enable children and young people in care and those leaving care to have a stronger and more coherent influence on the development of services and support for children in care. Catch 22 has been commissioned to deliver a looked after children mentoring scheme for KCC looked after children.

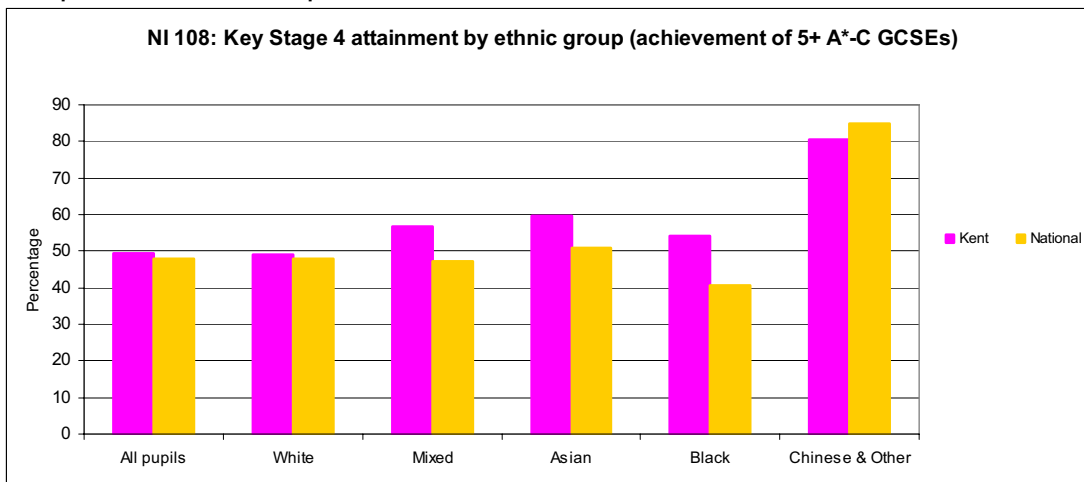
- An Integrated Support Service has been established in order to improve the life chances of looked after children and care leavers, promoting their health, educational achievement and well being and enhancing the capacity of services to meet their needs.

Our focus for the year ahead

- There is still more to do to improve educational achievements of looked after children. Improved tracking, evaluation and targeting of interventions for looked after learners within schools have led to a greater awareness of the barriers to achievement for LAC, resulting in greater ownership of outcomes for LAC across the partnership. Specific strategies are in place to raise standards of literacy including support from voluntary agencies through Volunteer Reading Help and Letterbox Club schemes and out of school hours KS2-3, KS3-4 transition, literacy and numeracy support delivered via an annual programme by Playing for Success staff at four sporting venues countywide.

Outcome 5D: Black and minority ethnic children and young people are fulfilling their potential, including those who are new to the UK

Analysis of Key Stage 2 2008 and Key Stage 4 2007 (2008 not yet available) outcomes indicate that the majority of minority ethnic groups achieve in line with, or above, the attainment for all children in Kent. There are exceptions for Gypsy, Roma and Traveler children. Even so Key Stage 2 outcomes for 2008 do show improvements for these children. Kent also performs well when compared to national performance.



Source: Department of Children, Schools and Families - 2007/08

- Kent is a Phase 1 national pilot Local Authority for the National Strategies: Gypsy, Roma and Traveler Achievement Programme. There are five pilot schools and already the programme has had an impact on attendance.
- Kent is also a pilot authority for the New Arrivals Excellence programme and is implementing aspects of the programme in Kent Children's Trust Local Children's Services Partnerships and schools with significant numbers of new arrivals.
- Identification of joiners to schools by ethnic group and language has led to better identification of new communities and targeting of provision.

- Gypsy, Roma and Traveller Achievement Programme has had an impact of attendance in the 5 pilot schools. Overall in the Key Stage 2 outcomes for 2008 have increased for Gypsy Roma and Traveller children. Although there is evidence of greater retention of children at secondary level this success is yet to be reflected in improved outcomes for Gypsy Roma and Traveller children at the end of Key Stage 4.

Numbers of Unaccompanied Asylum Seeking Children have risen to 336
 Services for Unaccompanied Asylum Seeking Children established a new multi-agency Reception and Assessment Centre to meet increased demand, and this has helped to improve the quality and timeliness of service delivery to this vulnerable group of children and young people.

Performance Data for Priority 5

		2005/06	2006/07	2007/08
Kent Agreement /LAA Performance Indicators				
NI 99	Children in care reaching level 4 in English at Key Stage 2	29.8%	38.0%	33.0%
NI 100	Children in care reaching level 4 in Maths at Key Stage 2	17.5%	31.0%	28.0%
NI 101	Children in care achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and Maths)	N/A	N/A	N/A
NI 87	Secondary school persistent absence rate	7.4	6.8	6.0

		2005/06	2006/07	2007/08
Other Performance Indicators				
NI 54	Services for disabled children	N/A	N/A	N/A
NI 58	Emotional and behavioural health of children in care	N/A	N/A	N/A
NI 104	The Special Educational Needs (SEN)/non-SEN gap – achieving Key Stage 2 English and Maths threshold	55.0	52.0	N/A
NI 105	The Special Educational Needs (SEN)/non-SEN gap – achieving 5 A*-C GCSEs inc. English and Maths	46.9	47.7	47.3
NI 107	Key Stage 2 attainment for Black and minority ethnic groups –			
	All pupils for comparison	66%	66%	69%
	Mixed	70%	72%	73%
	Asian	71%	73%	72%
	Black	72%	68%	83%
NI 108	Key Stage 4 attainment for Black and minority ethnic groups –			
	all pupils	46.7%	48.2%	49.5%
	Mixed	61.9%	58.7%	56.7%
	Asian	59.5%	59.0%	59.8%
	Black	58.2%	46.3%	54.2%
Chinese and Other	87.7%	81.4%	80.4%	
NI 148	Care leavers in employment, education or training	57.6%	53.4%	54.7%

		2005/06	2006/07	2007/08	2008/09
PAF	Health Checks & Dental checks for LAC	72%	54%	60%	83%

Priority 6: To ensure more young people have things to do and safe places to go in their leisure time and improve outcomes for adolescents at risk to themselves and potentially others, through for example implementation of the Integrated Youth Support Services Strategy.

Outcome 6A: Encourage all children and young people to take part in youth, cultural and community activities. (LAA)

The Integrated Youth Support Strategy (IYSS) has been commissioned by the Kent Children's Trust and developed by a working group on behalf of the Trust. It takes forward the priorities and actions within the Children and Young People's Plan designed to help young people at risk or with specific needs. It has been developed within the context of current national requirements, encompassing within it the Kent approach to developing:

- Positive Activities
- Targeted Youth Support
- Information, Advice & Guidance.

Independent Inspections confirm that there are many activities available for young people in Kent provided by a range of agencies, including the County and District Councils and voluntary sector.

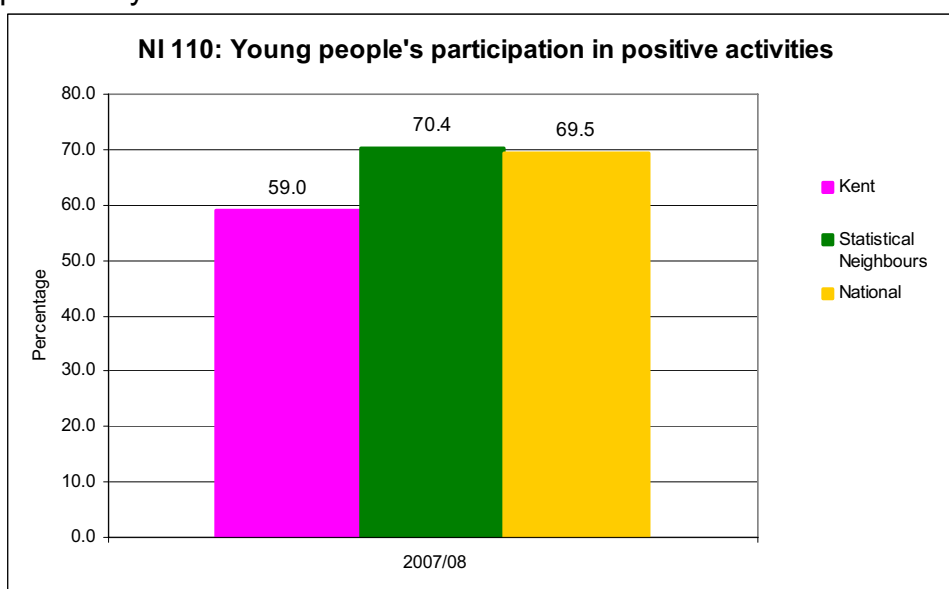
Ofsted's findings following its Enhanced Youth Inspection published in June 2008 described a high performing Youth Service in Kent, stating that, "Young people are served well by an excellent range of high quality activities to support their personal and social development". Numerical scores placed it among the top four services in the country.

We also know that a decreasing proportion of young people aged 11-19 in 2008 said that lack of activities was as a barrier to taking part in activities, 24% in 2008 compared to 28% in 2007. (The Children and Young People of Kent Survey 2008).

- There are a number of services accessible to all young people. Kent Youth Service provides more than 70 full-time youth projects across the county in a number of settings. Since 2007 new youth centres have opened in Herne Bay, Hadlow, Ashford and Hythe. The Herne Bay Youth and Children's Centre, funded primarily through Youth Capital Fund, DCSF and Second Homes money, provides the Service's first permanent youth centre in the town and will be operated in partnership with the CFE Directorate of KCC and a local voluntary youth organisation.
- District Council youth strategies have been developed with young people, providing important information about what young people want and are increasing opportunities for participation through a range of activities. There are many local examples including:
 - *In the Zone*, a programme of free activities for all ages throughout the school holidays in Sevenoaks,
 - free sports activity days at local leisure centres in Swale
 - Canterbury's *4 for Fun* where four local community centres joined together in the summer to host a three-week activity programme for young people aimed at bringing together four very different neighbourhoods

Each District monitors take up of activities, with Sevenoaks District Council, for example, reporting that there had been 450,000 attendances by children and young people at local events and activities during 2008-9.

- Kent Strategy for 2012 Games in place with a Schools and Young People Task Groups set up to focus on opportunities for young people. Kent School Games is also part of the Kent Strategy for the 2012 Games.
- The Voluntary Organisation VSU Youth In Action successfully bid for funding from V to broker opportunities for young people aged 16-19. This work has been supplemented with additional financial support from the Youth Service, and a three year Service Level Agreement is now in place to deliver volunteering opportunities for young people aged 14-16. Since April 2008, VSU is already reporting that more volunteering opportunities have been provided.
- Through the Duke of Edinburgh's Award in Kent, participants at all levels have to complete between 15 and 60 hours of volunteering. In the last three years, young people engaged in the Award in Kent have completed more than 66,000 hours of volunteering in the community. In 2008/9 3,594 young people were involved with the award – a 14% increase on the previous year.



Source: Ofsted, Tellus3 Survey, Spring 2008

The National Indicator on positive activities showed that compared to national more young people in Kent are reporting that they are not engaged in local activities. This indicator only looks at activities undertaken by Year 10 pupils, but the Tellus3 survey results show that participation rates are much higher in Years 6 and 8 (over 85%), but then drop dramatically in Year 10 (59%).

Outcome 6B: Reduce Youth Offending (LAA)

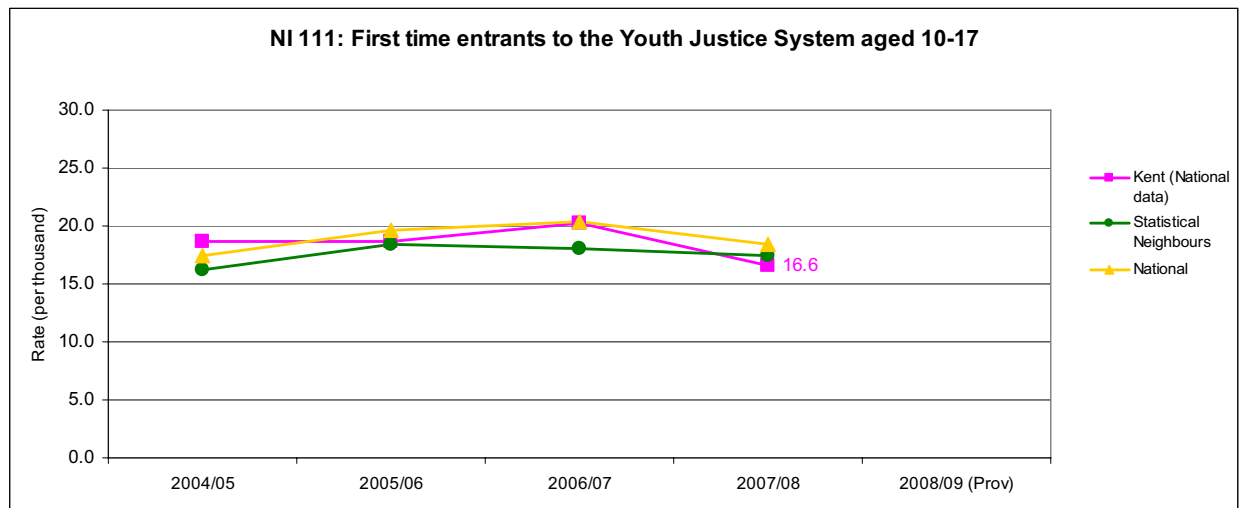
There are a number of long standing partnerships in Kent that continue to offer opportunities, interventions and activities for young people, building resilience and helping to divert them from crime and anti-social behaviour.

This multi-agency approach is having a positive impact with the first-time rate of youth offending falling and found to be lower in Kent than nationally and is at its lowest rate for at least four years. The last external inspection by Her Majesty's Inspectorate of Probation found the range of services for those at risk of offending and re-offending were a major strength.

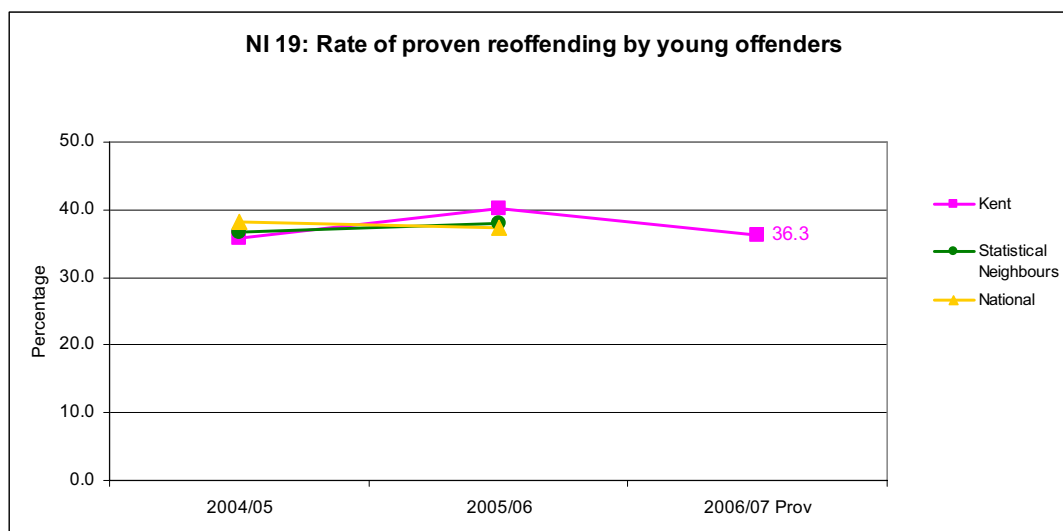
Latest data shows that re-offending has also fallen from the previous year with provisional figures suggesting that 36.3% of the 2006 group re-offended in the following 12 months, compared to 40.2% of the 2005 group.

Significant progress has been made in establishing a multi-agency Youth Inclusion Support Panel (YISP) in each of the districts in Kent, frequently building on existing preventing arrangements. The panels, which receive referrals from both community safety and children's services routes, are responsible for assessing children and young people felt to be at risk of offending, for supporting them and for signposting them to services relevant to their needs. Much of the work will focus on ensuring they are engaged in education or training, have a home which provides effective supervision and are engaged in positive leisure and sporting activities

KCC's Youth Service (utilising resource from the Area Based Grant) recruited a county co-ordinator and nine Positive Activities for Young People workers over the first quarter of 2008/9. These staff are deployed into three regional bases, and are working with a range of vulnerable young people including those Looked After, young offenders, young people excluded from school, young carers, disabled and children from black, minority and ethnic groups. This work continues until at least March 2011.



Source: Ministry of Justice's Extract from the Police National Computer



Source: 2006 - Kent County Council, Youth Offending Service: 2004-2005 - Department of Children, Schools and Families. Please note that data for 2004/5 relates to the 2004 calendar year, data for 2005/06 relates to the 2005 calendar year etc.

Our focus for the year ahead

Increasing young people's participation in positive activities is a key priority amongst partners in Kent. It has been selected as a priority outcome within the 2008-2011 Kent Agreement. In addition, KCC's elected Members have been focusing on this issue. The recent KCC Select Committee report on the provision of activities for young people produced a number of recommendations which should support greater participation, these include:

- Further support for schools to deliver extended services
- Further improvement on transport provision for young people to build on the Freedom Pass.
- Promote positive language, perceptions and expectations of young people.
- Improve methods of communication with young people.

The NI question will feature in the next CYP of Kent Survey to give more accurate feedback on take up of activities amongst young people.

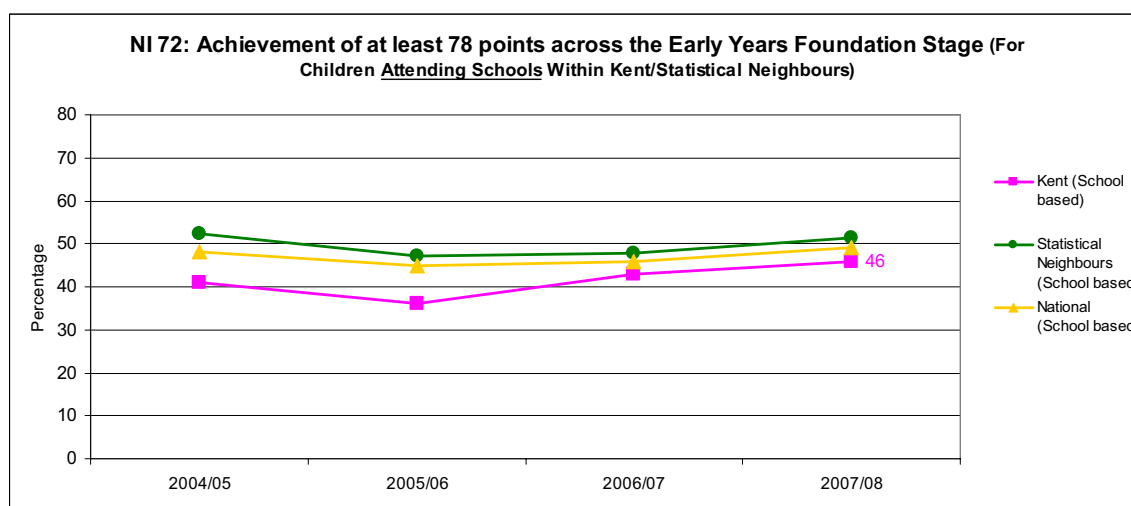
Performance Data for Priority 6

		2005/06	2006/07	2007/08
Kent Agreement /LAA Performance Indicators				
NI 110	Young people's participation in positive activities	N/A	N/A	59.0%
NI 111	First time entrants to the Youth Justice System aged 10-17 (rate per 1000)	18.7	20.2	16.6
		2005/06	2006/07	2007/08
Other Performance Indicators				
NI 19	Rate of proven reoffending by young offenders	40.2%	36.3% (Prov)	TBC
CYP Kent Survey	Percentage of children and young people who feel they have their say at school/college and in their local area	N/A	66%	68%
		N/A	36%	36%
CYP Kent Survey	Prevalence of barriers to activities (ie cost, location etc)			
	Cost	N/A	34%	32%
	Activity is not available locally	N/A	28%	24%
	Lack of transport	N/A	24%	21%

Priority 7: To increase engagement and participation by young people in education, employment and society in order to prevent disaffection and improve security

Outcome 7A: Improved outcomes for children in their early years

Kent is showing a significant upward trend in improving results across the early years foundation stage. The Making a Big Difference Project targeted schools that had the largest percentage of children whose Foundation Stage Profile scores were in the lowest 20%. 73 schools engaged in the project and there was improvement in all the aspects of personal, social and emotional (PSE) development and communication, language and literacy (CLL). Improvement in the expected levels in 2008 equates to an additional 525 children across Kent achieving a total of 78 points and at least six points in both PSE and CLL.



Source: Department of Children, Schools and Families

The greatest improvement was seen in Linking Sounds to Letters with a 5.1% increase in 2008 making a total of 10.4% improvement over two years. Boys made a 2.4% increase in writing and girls improved by 3.4%.

The development and phased implementation of the Setting Improvement Partner (SIP) Programme has accelerated improvement through a structured visit programme and has resulted in an increase of the number of early years settings that have been judged by Ofsted as good and outstanding. Programmed visits to these settings include a focus on assessing the quality of CLL and PSE and then identifying key actions for the provision including additional training. In phase one this programme supported 123 settings. An expansion of the Leading Early Years Team to include high quality practitioners working in settings has been a further drive to develop collaborative working across schools and settings as well as providing additional capacity to improve practice.

There have been a range of specific projects that have focused on schools and settings working together to improve the outcomes for vulnerable

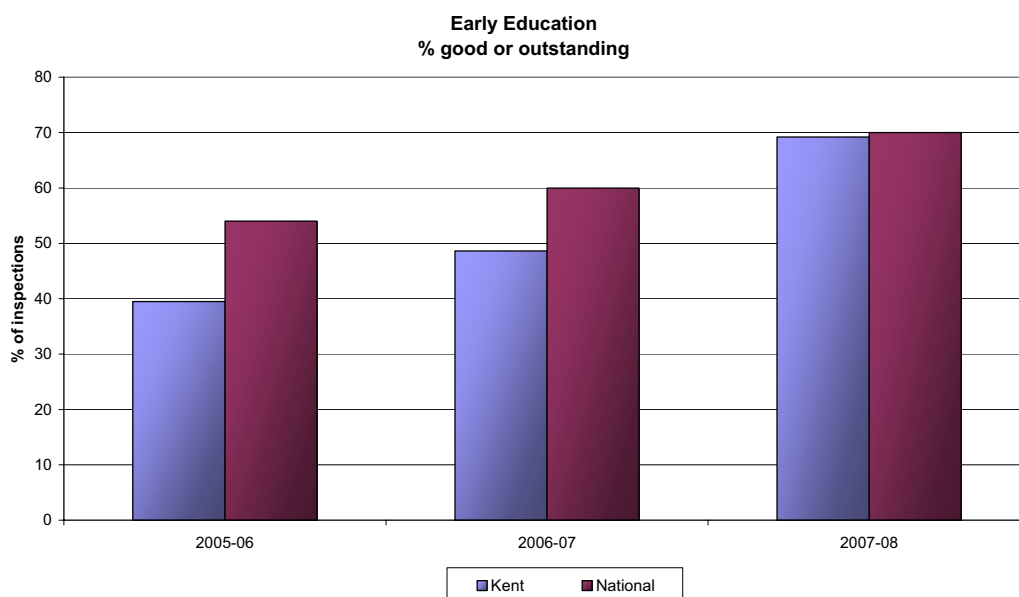
children. The DCSF 'Communication, Language and Literacy Development (CLLD) Project' has linked fifteen schools and thirty-five settings in Maidstone and Dover. Kent improvements are above the national and regional averages for this project.

Strong links have been developed between the Early Years team and the library services where joint training and working in partnership has resulted in increased engagement of the private, voluntary and independent sector as well as parents of young children through the National "Bookstart" programme. Outcomes of "Bookstart" programme for 2007/08 show young children increasingly taken advantage of library services to support learning and interaction. (all comparisons are with 2006/07 figures):

- 46,000 Kent children received Bookstart packs, a 6% increase
- 35,139 Visits to Baby Bounce and Rhyme sessions by children and adults, a 25% increase
- 619 Early Years settings and childminders now borrow books and other items for children in their care a 23% increase.
- Nearly 10% (8,250) of new members in libraries are children aged 0-4.

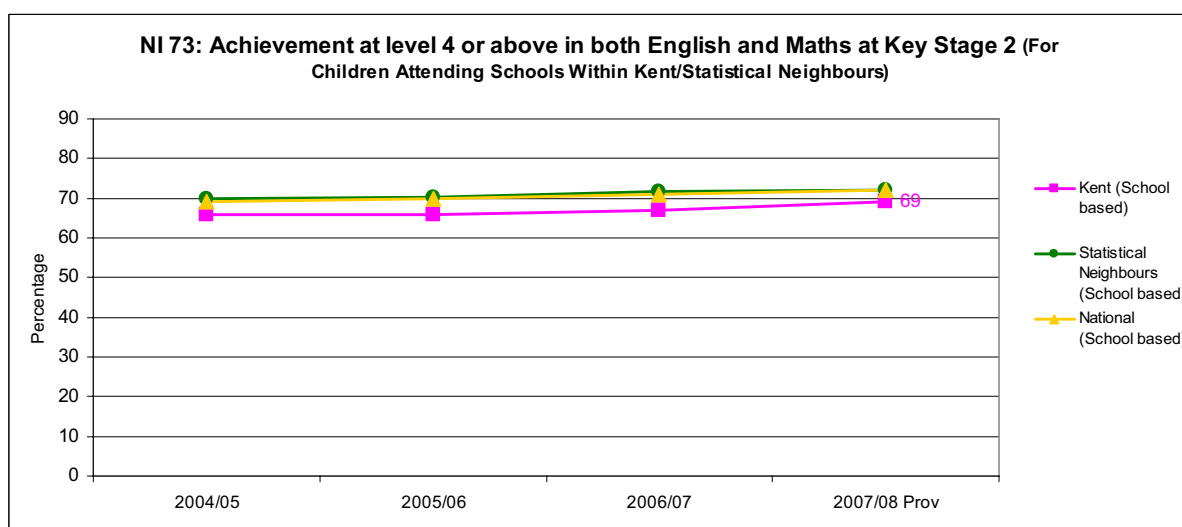
There have been a range of specific projects that have focused on schools and settings working together. These include the Communication Language and Literacy Development (CLLD) project. This project has linked fifteen schools and thirty-five settings in the Maidstone and Dover partnerships.

An expansion of the Leading Early Years Team to include high quality practitioners working in settings has been a further drive to develop collaborative working across schools and settings as well as provide additional capacity to improve practice.



Outcome 7B: Improved Attainment across all the key stages with a particular focus on Key Stage 2

In 2008 Kent achieved the best ever results at Key Stages 1 and 2 thereby closing the gap with national outcomes in English and mathematics. Performance in reading at Key Stage 1 reached a 6 year high and an increase in the number of schools achieving the Key Stage 2 national target of 65% in English and mathematics. There was a reduction in the gender gap in mathematics with 75% of both boys and girls achieving a level 4 in mathematics in 2008 compared to 73% boys and 71% of girls achieving a level 4 in 2007.



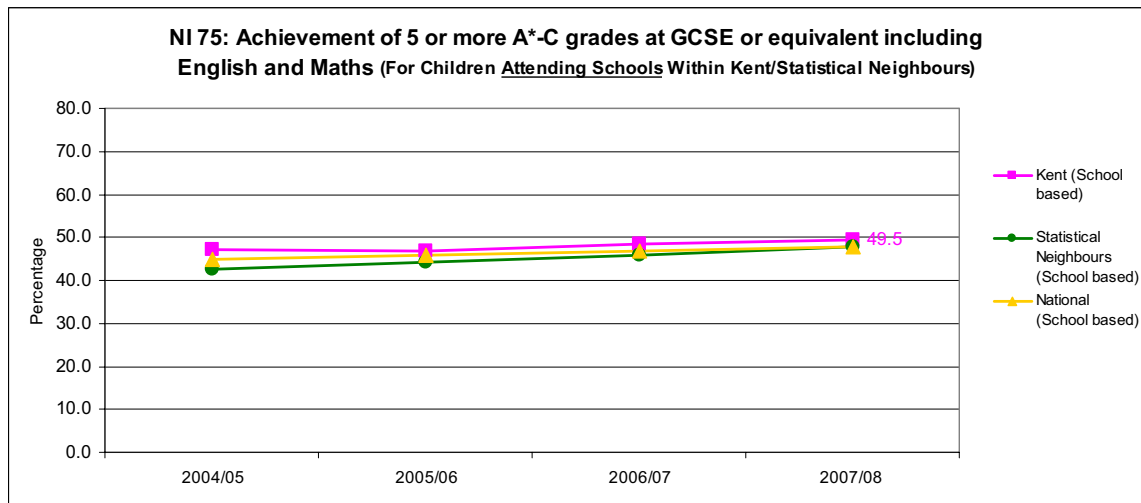
Source: Department of Children, Schools and Families

These improvements have led to a rise in the number of primary schools judged as good and outstanding by Ofsted and a reduction of the number of schools that require significant improvement.

New strategies to target groups vulnerable to underachievement include 'One to one tuition'. DCSF funding has been made available to provide individual tuition to pupils in Key Stage 2 who are not making appropriate progress from Key Stage 1. This is being targeted at schools in the most challenging circumstances. Risk assessments are undertaken for all schools to help identify appropriate programmes and support to those schools in danger of underachieving. Pupil progress is tracked and monitored across the school during the year through School Improvement Partners to ensure schools are on track to reach agreed targets and to track progress of individual pupils and particular groups.

We have taken opportunities to promote reading and literacy through the 2008 National Year of Reading. In Libraries children's book issues have continued to increase. From April to December 2008 issues rose by 3.84% compared to 2007 and over 14,000 Kent children took part in Team Read, the national Reading Challenge which helps to sustain children's literacy skills through the summer holidays. The Department for Children, Schools and Families (DCSF)

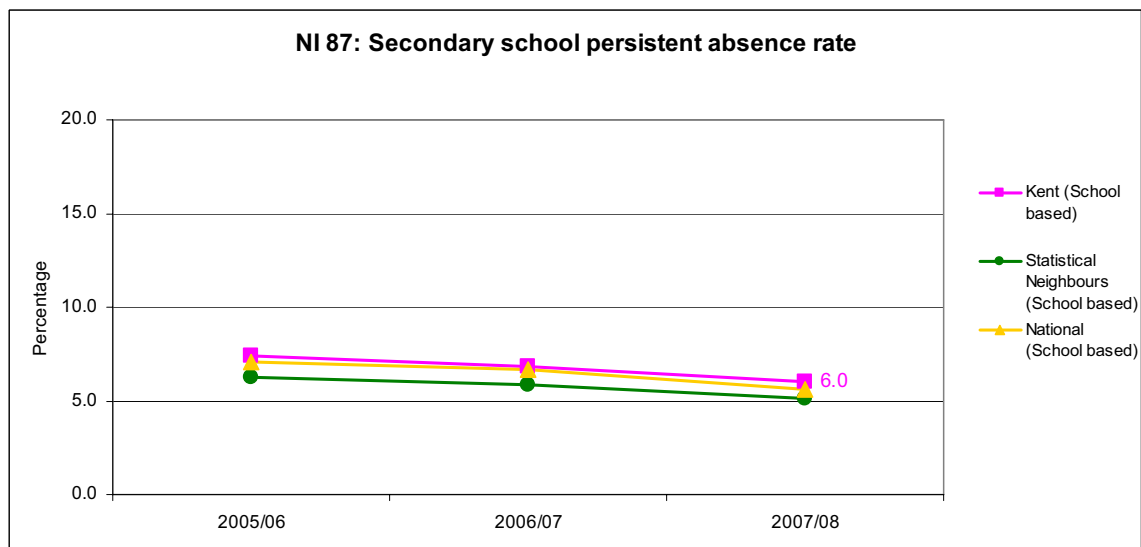
Boys into Books scheme helped us to reach 7,000 children in Primary Schools.



Source: Department of Children, Schools and Families

In 2008 Kent secondary schools and academies achieved excellent GCSE results: 49.5% of students achieved 5 or more A*-C grades at GCSE or equivalent including English and mathematics. Kent is performing above the national average (47.9%) and above similar authorities (47.8%). All Kent schools achieved the 2008 DCSF target of 30% or more students achieving 5 A*-C or equivalent. Nine Kent schools identified within the National Challenge Programme in June 2008, achieved above 30% 5 A*-C including English and mathematics. Many of the 33 schools currently supported in this programme have already made significant progress toward the 2009 targets through early entry of students in either English or mathematics.

More students achieved passes at A level or equivalent with 92% receiving 2 or more A -E grades, a 1% increase on last year.



Source: Department of Children, Schools and Families (excludes academies)

There have been year on year improvements in secondary attendance with schools using a range of methods to improve on absence rates including issuing penalty notices, increased training for Education Welfare Officers and family group conferences focusing on attendance.

**Outcome 7C:
Improved participation, achievement and progression in and through
the 11-19 education and training offer**

We continue to see expanding pathways for progression for learners aged 14-19 with learners taking up opportunities to participate and achieve in education in different ways. 25 vocational skills centre have been established across the county to provide state of the art specialist facilities to expand the curriculum offer.

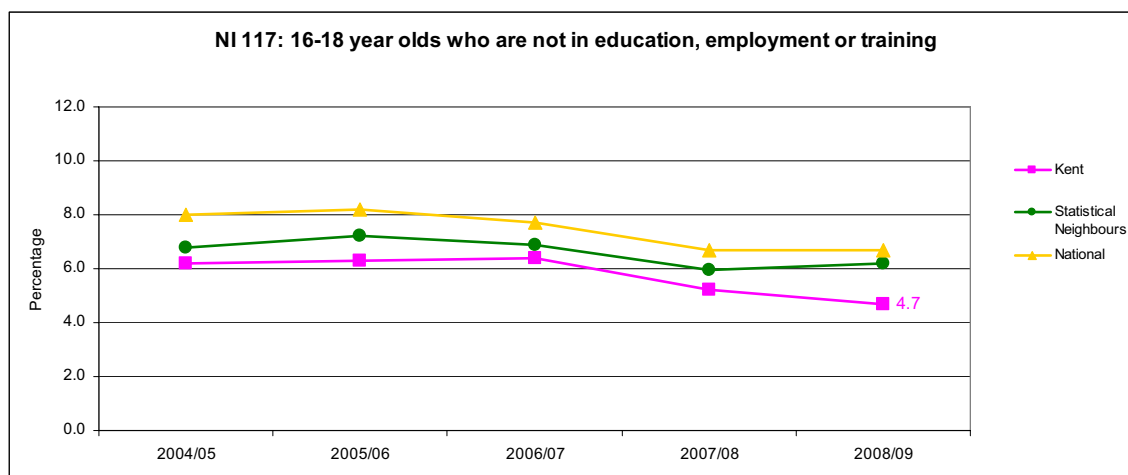
There are over 5,500 14 to 16 learners currently involved in the vocational and applied learning programme— exceeding Kent's 2010 target with feedback showing that 92% of learners, 75% of parents, 91% of teaching staff and 78% of Connexions advisors believe that vocational training is having a positive impact on the prospects and lives of young people. An independent evaluation of the vocational programme undertaken by Glasgow University will be completed in July. The initial findings from this report highlight the very positive impact the vocational programme has on learners. 80% of secondary young people and 76% of post-16 young people feel that they are either doing very well or quite well at school or college. (The Children and Young People of Kent Survey 2008).

The introduction of the diplomas with over 1400 learners expected to take up these new qualifications in September, the continued expansion of apprenticeship opportunities and the key stage engagement programme continues to broaden the programme offer across the county to meet all learners' needs.

There has been a year on year reduction in the proportion of 16-18 year olds who are not in education, employment or training (NEET) from 6.2% in 2004 to 5.2% in 2007. This improvement rate is above the national average. Increasing numbers of young people are choosing to stay on at school. (53.4% in 2000 rising to 59.6% in 2007). Nearly two thirds (65%) of post-16 young people in 2008 would like to go to university in the future, compared to 59% in 2007.

We are working closely with the Learning and Skills Council and Connexions to find ways to reduce the number even further. The Kent NEETs Prevention and Reduction Strategy will ensure that the needs of vulnerable learners are identified early and that prevention strategies are fully integrated into the work and planning of the 14-19 Partnership and local 14-19 Planning Forums. A multi-agency group has been established to steer the implementation of the strategy and to monitor its outcomes.

Provisional figures indicate that the Youth Offending Service Partnership achieved the 92% target for engagement in education with those known to Youth Offending Service who are of statutory school age.



Source: CCIS

For those pupils not in mainstream education in addition to existing Behaviour Pupil Referral Units, all alternative curriculum provision at Key Stage 4 is now taking place within newly registered Alternative Curriculum Pupil Referral Units. These were registered on 1st January 2008 and are based on an innovative model and have been developed in liaison with the Department for Children, Schools and Families. This activity was partly in response to a recommendation in the Joint Area Review action plan to improve accommodation and resources available in alternative education centres. The majority of Behaviour Pupil Referral Units achieve above average assessments through Ofsted.

Outcome 7D: Young People are equipped with the personal, employability and learning skills and attributes for success in higher levels of learning, training and employment. (LAA)

Significant development work is under way to implement across the county a robust careers education, information and guidance system for all learners. This includes an Information platform with high quality materials to support learner choices in terms of future careers and training and the development of curriculum materials and resources to support schools and colleges to develop effective careers education programmes.

Kent has also developed a 14 to 19 Area wide prospectus which is used nationally as an example of good practice. The area prospectus is a directory of all post 16 learning opportunities and learners can apply on line for a course, this is through a common application process. In 2008/9 60% of the Year 11 cohort in Kent had access to the common application process. This year 90% will have access to this process.

The Connexions service delivers universal Information; Advice & Guidance services for 13-19 year olds and up to 25 years old for young people with a disability and also provides targeted support for vulnerable young people.

During the course of the 2007/08 academic year, Kent Works facilitated work-related learning activity for over 7,000 young people across the county. This type of activity included interview days, career awareness activity, and preparation for work experience and enterprise.

Masterclasses for 470 learners have been held throughout the county in different specialist subjects. These include a weekend with the Royal Ballet, cooking with staff from Fifteen Events, vehicle maintenance and go-karting and film creation. A further 1,000 young people have attended employer led Masterclasses giving learners an insight into the world of work and employment.

Performance Data for Priority 7

		2005/06	2006/07	2007/08
Kent Agreement /LAA Performance Indicators				
NI 117	16-18 year olds who are not in education, employment	6.3%	6.4%	5.2%
NI 78	Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths (floor). (local target)	44 schools (43.1%)	33 schools (34.4%)	29 schools (29%)

		2005/06	2006/07	2007/08
Other Performance Indicators				
NI 45	Young offenders engagement in suitable education, employment or training	83.0%	73.7%	74.7%
NI 72	Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy	36%	43%	46%
NI 73	Achievement at level 4 or above in both English and Maths at Key Stage 2 (Threshold)	66%	67%	69%
NI 75	Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths (Threshold)	46.8%	48.5%	49.5%
NI 79	Achievement of a Level 2 qualification by age 19	68.0%	71.2%	TBC
NI 80	Achievement of a Level 3 qualification by age 19	45.4%	47.2%	TBC
NI 87	Secondary school persistent absence rate	7.4%	6.8%	6.0%
NI 92	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest	34.4	33.0	32.0
NI 174	Skills gap in the current workforce reported by employers (Bi-annual)	17.1	N/A	14.6

Priority 8: Children and young people are safe and feel safe in the communities where they live, go to school, play and work – with a focus on taking action to reduce the incidence and impact of bullying in school and the community.

Outcome 8A: The incidence and impact of bullying has been reduced

8,246 children and young people took part with 239 schools participating in the Kent Safe Schools' on-line anti-bullying survey with results showing a

- 17% reduction in number of children and young people reporting they are currently being bullied (2006 to 2008).
- 9% increase in the number of children and young people who think their school is good at dealing with bullying.

The Children and Young People of Kent Survey shows that the majority of young people feel safe most of the time:

- in their school or college (70% of 11 to 19 year olds)
- in the area where they live (68 % of 11 to 19 year olds) getting to and from school/college (67% of 11-19 year olds).

Restorative Approaches (RA) are also being piloted as a tool for repairing harm in school and other educational settings. This action is still in the early stages of development so it is too early to report on impact but examples of activity have included:

- The Launch Pad, a primary phase project aimed at pupils who have received fixed term exclusions using Restorative Approaches to successfully reintegrate pupils back into main stream school life.
- Awareness-raising with schools about the use of Restorative Approaches' including a Managing Incidents Conference and headteachers briefings.
- Development and production of RA booklet 'Developing a restorative culture in schools'.

We are supporting work to provide safe and inclusive environments with the implementation of KCC's Anti-bullying Strategy to support schools and settings.

Outcome 8B: Reduction in perception of crime and Anti-Social Behaviour where the offender or victim is aged 17 years or under (LAA)

There is great activity in place by partners working towards tackling this issue. They include Kent Community Alcohol Partnership, Drug Intervention Support Programme, Alcohol Support Programme and Charlton Athletic Social Inclusion Programme. Already there has been a decrease in the rate of young people who are the victims of crime from 27.9 (rate per 1,000) in 2005/6 to 23.1 in 2007/08. This work will also support reduction in first time offending rates (see priority 6).

The Kent Crime and Victimization Survey operated quarterly by Kent Police, provides details about peoples' experience and perceptions of crime and anti-

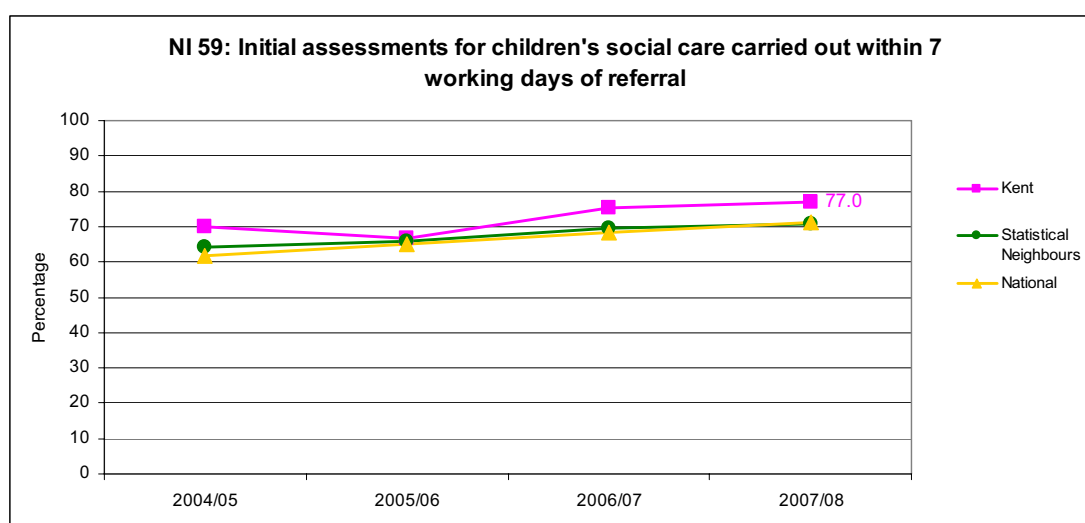
social behaviour. The survey at year ending 31st March 2009 (based on a rolling year) indicates that the anti-social behaviour of greatest concern remains 'Teenagers hanging around' however this has decreased from 37% in 2007/08 to 21% currently.

The establishment of Neighbourhood Policing Teams has recently seen an increase in resources through Neighbourhood Task Teams who are able to bring additional resources to bear in specific areas. In addition, the Chief Constable has launched the anti-social behaviour initiative to tackle anti-social behaviour and improve local confidence. (Kent Agreement 2).

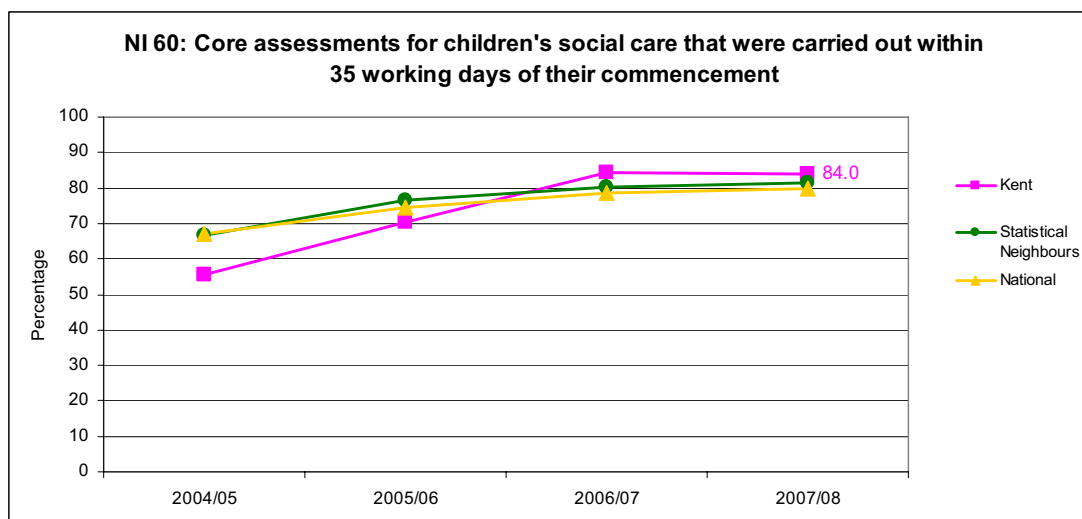
Outcome 8C: Ensure vulnerable children are safeguarded

External inspections confirmed that:

- Arrangements for agencies to work together to keep children and young people safe are good overall, in some areas excellent and consistent with Government requirements. (Ofsted, Kent Joint Area Review 2008.)
- The systems and actions to safeguard and protect children and young people in Kent are effective. Social care practice observed during the review was at least good, and in some instances excellent. (Ofsted, Kent Joint Area Review 2008.)
- Timeliness of initial assessments and core assessments by Kent's Children's Social Services are above similar authorities and noted as a major strength in the Area Performance Assessment report. In 2007/8 100% of child protection cases were reviewed within timescales.
- 69% of secondary young people feel that they receive information on internet safety in 2008 compared to 61% in 2007. (The Children and Young People of Kent Survey).
- As a result of two serious case reviews in Kent there is now a mandatory referral for a home fire safety visit for all children subject to a child protection plan for neglect. From April 2008 to January 2009 2,375 home safety visits were conducted in homes where a child under 5 lived.



Source: DSCF, CPR3 statutory returns



Source: DSCF, CPR3 statutory returns

We are increasingly exploring ways to ensure the needs of children and young people are taken into account if their parents or carers are assessed as needing support:

- A Children's Social Services and Mental Health Joint Working Protocol was developed during 2008 to improve working together arrangements in cases where a vulnerable adult has responsibility for children.
- Joint Carers Protocol between Children, Families and Education and Kent Adult Social Services has been developed to underpin the Young Carers Strategy clarifying the role and responsibilities of Adult Services staff to consider the needs of children when they are assessing the needs of adult clients and represents an agreement that children will be referred on for support from Children Social Services or Local Children Services Partnerships.

Our focus for the year ahead

Safe environments in local areas and road safety are a concern for some young people, especially those with a special educational need, those from low income families and girls. These groups were more likely to report not feeling safe where they live. Play Pathfinder & Playbuilder capital funding has been made available from Government to ensure we can provide more high-quality and safe places to play.

61 children and young people were killed in road accidents in Kent in 2007. Cyclists and young people who walk report feeling less safe than those who travel by car when travelling to school. Partners will review all actions being taken to provide safe environments and roads in Kent and identify additional actions where required.

Performance Data for Priority 8

		2006/07	2007/08	2008/09
Kent Agreement /LAA Performance Indicators				
NI 21	Dealing with local concerns about anti-social behaviour and crime by the local council and police	N/A	40	N/A

		2004/05	2005/06	2006/07	2007/08
Other Performance Indicators					
NI 48	Children killed or seriously injured in road traffic accidents	19.0%	0.0%	9.5%	N/A
NI 69	Children who have experienced bullying		N/A	N/A	46.7%
NI 70	Hospital admissions caused by unintentional and deliberate injuries to CYP (rate per 1000)		122.6	125.5	125.2
CYP Kent Survey	Percentage of children and young people who say they feel safe most days				
	In the area they live		N/A	67%	68%
	To and from school		N/A	66%	67%
KCT	Rates of CYP who are victims of crime		27.9	27.0	23.1

Enabling measures to support delivery of the 8 Kent Children's Trust Priorities
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What we are doing: activity that is supporting delivery of our priorities:

**Enabler A –Integrated service delivery teams that are easily accessible:
Local delivery of quality services**

- Ofsted reported that Kent has a 'Strong commitment from all key providers to the agreed ambitions and to new ways of working to deliver them'. (Ofsted, Kent Joint Area Review 2008)
- There are now 72 Children's Centres designated across Kent and Phase 3 is about to begin resulting in a further 30 centres which means we are on track to meet the 2010 target of 102 Children's Centres.
- Tonbridge Wells and Sevenoaks report that breast feeding clinics, child health clinics and postnatal groups now take place in Children's Centres as opposed to community health clinics and other health premises. This provides one stop shops for parents, moves away from a medical model and aids multi-agency working/virtual co location.
- A number of funding streams and associated activities have been devolved to the local children's services partnership teams to enable more effective early intervention and prevention work at a local level across the Kent Children's Trust. For example children out of school funding has been devolved to Local Children's Services Partnerships and has enabled schools and partnerships to be more creative in how they effectively meet the needs of pupils with more challenging behaviour that could result in exclusion.
- The Trusts' virtual commissioning group has developed a simple model of commissioning and detailed guidance for each stage of the commissioning process to be used by strategic and local staff working as part of the KCT.

**Enabler B – Workforce planning and development:
A quality workforce in place that ensures there is a range of skills to meet the varied and different needs of children and young people**

- A new Integrated Workforce Strategy Sub-Group of the Kent Children's Trust Board was established and they have drafted a revised workforce strategy for consultation with partners across the Trust to be circulated in July 2009.
- Kent is using the Children's Workforce Development Council (CWDC) Rainbow model in local partnerships to support the development of local workforce strategies to complement and support the Kent wide strategy.
- Strong partnerships are developing between Children's Centres and schools with health, speech and language therapists, libraries and educational psychology service on developing joint training and working collaboratively within projects.
- Kent has been selected as one of six authorities to pilot social work practices. Kent is to focus its social work practice on the provision of its leaving care services. The opportunity will help to support Kent move its

leaving care service in a direction which will meet the aspirations of Care Matters, and which is more social work and young people led.

- The Youth Offending Service-CAMHS Expert Group has overseen the development of joint training for Youth Offending Service workers in mental health, and for mental health workers in youth justice issues.
- Induction training available to children's centre, staff particularly managers and community involvement workers, delivered by Jobcentre Plus management.
- Leadership Programme for Early Years settings and Children's Centres is accredited with Canterbury Christchurch University.
- The Local Authority has utilised Government Funding Transformation Fund which has now been re designated Graduate Leader Fund to provide bursaries and opportunities for staff in early years settings to increase their level of qualifications in line with the Government's targets.
- Improved training of Family Liaison Officers and Parent Support Advisers and broadening access to this training for other practitioners working with families.
- Kent Adoption Service was also inspected in 2008 and was judged as a strong service with a highly skilled and competent workforce who achieve excellent outcomes in respect of service delivery to adopters, birth parents, carers, children and their wider families.
- Identification of vulnerable children and those in need is a key part of a number of professional training courses in Kent. We are aiming to ensure that where the children and families workforce have not gained this knowledge from their professional training they get a good insight from other learning and development opportunities. Some of the opportunities provided to date include: Solihull training to all secondary schools, Leuven for all early years providers and the Growing, Learning and Development module.
- Giving the workforce an understanding of issues faced by families and knowledge of where to signpost to is being led by the parenting commissioner and further work on this will be rolled out over the next 2 years. The development of the Family and Child Information service will enhance the KCT's ability to effectively signpost for appropriate advice and support.

Enabler C – Integrated processes

Common processes for early assessment (including multi-agency assessment), allocation/referral and response from the most appropriate services are in place and working effectively

- Common Assessment Framework and Lead professional training is ongoing. 2853 multi-agency practitioners and managers had attended training by end of January 2009. 97% of practitioners/managers reported being satisfied or very satisfied with the training.
- 240 Common Assessment Framework assessments completed since 2007, involving 221 children and young people. The experience of service users and practitioners has been evaluated to capture timely feedback about the process. Common Assessment Framework roll out is due to be completed by July 2009.

- Over 10,000 potential ContactPoint users and 24 data systems that will feed information into ContactPoint have been identified in Kent. Multi-agency procedures have been agreed for shielding records where it is necessary for children in specific circumstances who may be put at risk if their whereabouts was available through ContactPoint (e.g. children being adopted). ContactPoint will go live in Kent later this year and, like Common Assessment Framework and Lead professional functions, will be supported by an extensive programme of user training.

Enabler D – Participation and involvement of children, young people and parents/carers in all key decisions

We continue to find ways to involve children and young people and their parents in shaping services and policy and there is extensive activity across the partnership. However the Needs Assessment uncovered conflicting evidence that indicates that the views of children and young people are being sought, but their perception is that their views are not being listened to. This warrants further investigation with young people.

- The Kent Children's Trust Framework for Participation is in place. An action plan has been produced following an inter-agency workshop with representatives from children's services. The action plan is to progress participation through, for example, sharing good practice, training and development, and promoting innovative and inclusive participation
- In 2008 over 45,000 children and young people completed the Children and Young people of Kent Survey. The results have been used to influence the Children and Young People's Plan, the Needs Assessment by Every Child Matters Outcomes, the Select Committee Investigation into recreational activities for children and young people and continues to have an impact on planning and policy.
- Ipsos - Mori followed the Survey up with targeted work with friendship groups including a group of young people with special educational needs to seek their views on issues raised by the Children and Young people of Kent Survey.
- Several staff who are experienced at working with seldom heard groups have been trained to facilitate focus group discussions.
- A key part of the Integrated Youth Support Strategy is to promote activities that give young people the opportunity to contribute to community life. Kent Youth County Council is active with 30,900 young people voting in the 08/09 elections. Kent Youth County Council members work closely with officers and elected members of KCC, informing them of young people's issues and concerns. The Council meets ten times per year. Kent Youth County Council members select projects to work on through the year. Existing projects include positive activities for young people, positive images of young people, anti-bullying, cultural awareness, Olympic 2012 opportunities and the Environment. Work is underway to coordinate the work of the Kent Youth County Council with local projects and district level.

- The Disabled Children's Service engaged with parents at varying degrees to develop service provision, from awareness raising, information giving and consultation to full participation and parent-led commissioning of services for their disabled children. Feedback is being used to shape changes to existing services and to plan and commission new services around the Aiming High funding. A Parent Participation Strategy has been written as part of the Aiming High communications strategy, which relates to the participation of parents. This strategy aims to develop a structure for parent participation which is sustainable beyond the lifetime of the Aiming High core offer. The Department for Children, Families and Schools has recently awarded a grant under their parent participation programme to a consortium of voluntary organisations led by the Dartford and Gravesham Parents Consortium to develop the strategic involvement of parents in consultation.
- Seldom heard groups have been approached through a number of small-scale local initiatives that include focus group and one to one interviews.
- Parents and Carers: Each Local Children's Service Partnership has a forum for parents to contribute their views. For example in Ashford, parents advocated strongly for road safety project to be established and for road safety to be included in local plans. Over 4,000 parents were surveyed and took part in discussion groups to help inform the Parent's Charter and Kent's new Parenting Strategy.
- Children, young people and parents have started to become involved in decision-making at the highest level with the formation of the KCT board reference panels. Up to 10 children and young people or parents meet in small discussion groups to discuss items on the KCT board agenda and give their input on items of interest to them. This feedback is presented to the KCT board alongside the relevant agenda item.
- Connexions trained groups of young people on participating in recruitment and selection processes. All Connexions Personal Adviser recruitment interview panels include a young person and young people have been involved in the recruitment of the new managing director of KCC's Children, Families and Education Directorate.

By: Mike Hill, Cabinet Member and
Amanda Honey, Managing Director, Communities

To: Communities Policy Overview Committee 7th July 2009

Subject: Kent's Policy Framework for Later Life

Classification: Unrestricted

Summary To ask Communities Policy Overview Committee Members to consider Kent's Policy Framework for Later Life – *'Living Later Life to the Full'* and identify the strategic actions to be taken to deliver the aspirations.

1. Introduction

- 1.1 The Vision for Kent identifies seven key challenges, of which the ageing population is one. Demographic changes in Kent (and most of Western Europe) bring enormous opportunities as well as significant challenges. Older people are often the volunteers, carers, mentors and activists that provide the backbone of communities and Kent will benefit from having proportionately more of these people. In late 2007 Kent County Council ran a series of workshops with older citizens and partners to establish what people thought were the key issues and concerns relating to later life which needed action. This resulted in an embryonic Strategy for Later Life (February 2008) which has been further consulted upon. ASSPOC has taken the lead within the County Council on this work although the issues are far broader than social care and health, encompassing transport, leisure, housing, community safety and community planning and design.
- 1.2 Although KCC has initiated and driven this work, only by working in partnership across organisations in Kent can real improvements be made to the lives of older people. From the start, therefore, the Later Life work has been undertaken in partnership. Within the Kent Partnership, the Public Health Board agreed to take the lead, but recognised that the issues relating to older people cut across all the Kent Partnership Boards.
- 1.3 The attached document (which will continue to evolve) is the result of these discussions and conferences – including the successful conference in the Council Chamber in May last year. It represents the aspirations set out by those older people who contributed to the consultation, and the representatives of partner organisations, as well as KCC Members. On 10th February the Kent Partnership endorsed the Policy Framework, subject to it being considered by individual organisations, and asked that reports should be brought back in a year on the action that would be taken to achieve the aspirations set out in the Framework. Cabinet endorsed the Framework on 30th March and asked that all the July Policy Overview Committees consider what they will do to deliver this.

2. Kent's Policy Framework for Later Life – Living Later Life to the Full

- 2.1 This sets out the strategic priorities and high-level targets that older people themselves, along with KCC and its partners, have identified. It has been a collectively shaped and developed document, focussing on the cross-cutting issues facing older people in order to focus attention on the challenges and opportunities the ageing population brings. Annex 1 summarises the priorities, and the full document is set out in Annex 2.
- 2.2 The Framework looks at how older people want to live their lives, and is deliberately aspirational and positive, emphasising the benefits that the ageing population brings, and promoting a positive image of old age because this was an important message from the consultation. Transport was the biggest concern for those who no longer drove cars. Access to good quality health and social care was very important, but so was access to a wide variety of social and leisure activities. Employment of older people has taken on even more significance since the depth of the recession has become apparent, and will be an essential component of our strategy to respond to the changing age profile of the workforce. Planning for the future – in terms of living healthy lifestyles, financial planning and living in an age-friendly home and community – was another key issue, which applies to people of all ages. The role of older people within families, and the importance of inter-generational activities also came through strongly. Community Safety and protection of more vulnerable older people was another key theme. The issues raised thus cut across all aspects of County Council service delivery and that of our partners.
- 2.3 The Policy Framework document sets out the overarching ambitions that KCC and its partners have in improving the quality of life for older people. It will play an important role in ensuring that there is an ongoing focus on preventative activities that will enable people to live their later lives to the full. Work is now going on across KCC directorates with Districts & Boroughs, Health, Police and Fire & Rescue and the voluntary sector to map out activities already underway which support these priorities and targets. This will enable us to more effectively publicise the examples of excellence already underway, or planned, of which people may not be aware. This process will also enable us to see if there are any gaps in current service provision and decide whether further action should be taken.
- 2.4 The Regeneration Framework has a chapter entitled 'Embracing a Growing and Ageing Population' which identifies a number of actions that KCC wish to promote. These all fall within the strategic framework set out within the Policy Framework for Later Life. The ensuing mapping exercise and action plan will therefore provide a vehicle for taking this element of the Regeneration Framework forwards, and producing a KCC Strategy for Later Life that sits beneath the over-arching Policy Framework.
- 2.5 It is important that by creating a Policy Framework for Later Life we do not establish a new 'silo' for older people but build consideration of older people's interests into the planning of existing services, organisations and partnerships. All aspects of public service and policy development should take account of the interests of older people as well as younger people. It is also important that we prepare younger people for their futures and encourage people to plan for their later lives at a much younger age.

3. What is already happening as a result of the Policy Framework?

- 3.1 The process of consulting on and developing this document has already started to drive changes in how organisations approach older people's issues. It has placed the ageing population higher on different agenda and sparked interesting debate about the challenges and potential solutions. Central to driving this process forward has been the success we have had in engaging with all the Kent Districts, Borough and City Councils as well as Health, Police and Fire and Rescue.
- 3.2 Some of the early successes have included:
- 3.2.1 Raising the profile of Older People's Champions. Regular meetings are now being held between the Older People's Champion (Mike Angell) and representatives of older people (e.g. the chairs of pensioner's forums). Issues important to older people can be formally logged with the Older People's Champion and then passed on to the relevant officers or committee. An Older People's Champion Board is also being established.
 - 3.2.2 Older people's forums are being encouraged to develop in areas where there is currently little take up. In East Kent there is already a strong network of formally constituted forums, and much work is being done in West Kent to set up forums in those areas where they do not already exist.
 - 3.2.3 Districts and KCC representatives are making more connections with one another, which has stimulated some specific, local actions. Some districts have been particularly keen to 'sign-up' to the KCC Policy Framework, and produce their own action plan to sit beneath it to avoid having to produce their own strategy documents. This avoids duplication.
 - 3.2.4 Within KCC at officer level an Older People's Strategic Network has been created to discuss the cross-cutting issues and drive the Policy Framework forwards.
 - 3.2.5 There has been a focus on intergenerational cohesion, with the extended schools service looking to embrace the challenges of social cohesion. A number of interesting projects and approaches are being taken by schools working on community cohesion priorities. A seminar was organised in Brussels for the end of March to discuss the issue of intergenerational cohesion. This is in partnership with the University of Kent and will seek to tap into European funding in this area. A stimulating discussion was also held with the Kent Youth County Council, where younger people proved very interested in the issues of planning for later life and intergenerational cohesion.

4. Connections between the Policy Framework for Later Life and Communities Services

- 4.1 At Annex 3 is the KCC action plan which maps out actions already underway and identifies aspirations for the future. Similar action plans are being produced by Districts, Health, Police and Fire & Rescue, to evidence how each organisation is supporting the Later Life agenda. The whole KCC action plan is included in Annex 3 to give Members a comprehensive overview, and the action plan elements which Communities is delivering are highlighted.
- 4.2 The action plan demonstrates the important contribution Communities Directorate makes to this agenda, for example through the Handyvan, Wardens, the role that the Library and Adult Education services play in social networking, and the work that the Youth Service undertakes to further mutual understanding between the generations. Whilst economic conditions mean that resources will be particularly limited, the scale of

Communities Directorate's presence in local communities makes us well placed to impact positively on older people's lives in spite of this. The key to successful delivery of the Framework will lie in maximising the impact of our services on older people's lives through innovation, and Members' insights and ideas for how to achieve this are particularly welcome.

- 4.3 Communities POC Members are asked to use the action plan at Annex 3 as a basis for considering whether there are further strategic actions that Communities Directorate should take in order to support the delivery of the priorities set out in Annex 1.

4. Recommendations

Members of The Communities Policy Overview Committee are asked to:

- (i) Comment on and endorse Kent's Policy Framework for Later Life
- (ii) Give views on strategic actions to be taken to deliver the aspirations set out within the Framework

Mike Angell

Older People's Champion
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Head of Strategic Policy
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Ruth Armstrong-Thompson

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1) To ensure communities are designed to be ‘age proof’, stronger, safer and sustainable, by:

- Working with developers to make sure that new developments are designed to be sustainable and age-proof.
- Actively tackling housing disrepair and supporting older people in maintaining and adapting their own homes.
- Developing and designing existing communities to be more “age friendly”, in respect both of physical infrastructure and social inclusion
- Helping older people feel safe and secure within their own homes and community
- Preparing for changes in the environment and climate-proofing communities to make them sustainable for the future

2) To improve transport and accessibility, by:

- Increasing transport options for older people, including services for those who are disabled or live in rural areas.
- Making people more aware of the transport options already available to them

3) To enable older people to lead healthier lives and have better access to healthcare, by:

- Focussing on the prevention of health problems
- Enabling the older people of Kent to participate in regular exercise and live an active life
- Developing better integrated health and social care services
- Assisting people to manage their own health and independence in order to keep living in the community for as long as possible

4) To support older people’s citizenship, learning and participation in community life, by:

- Encouraging older people’s participation and inclusion in community activity, raising social capital
- Ensuring older people have a voice and are able to exert their influence over policy making
- Enabling older people to have the opportunity and ability to participate in life-long learning
- Making sure older people in Kent have employment opportunities if they want them.
- Helping older people have access to new technology as well as the ability to use it

5) To ensure those older people who need support to live independently have choice, control and good quality care, by:

- Ensuring service provision is based upon a person centred approach
- Working to remove the barriers that can impair the quality of older people’s lives
- Making sure individuals have access to ‘joined up’ information when they need it
- Supporting carers in having a life apart from caring

6) To encourage people to plan for a secure later life, by:

- Making older people in Kent more aware of the services and support available including access to financial information and advice.
- Reducing fuel poverty by increasing the take-up of energy saving initiatives and increasing awareness of affordable warmth.
- Improving the economic well-being of older people within Kent

7) To promote a positive image of later life and dignity and respect for older people, by:

- Promoting the value of later life and changing attitudes towards older members of society
- Encouraging inter-generational activities and community cohesion

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Living Later Life to the Full

A Policy Framework for Later Life

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Introduction

The people of Kent are living longer, healthier lives than ever before. This brings huge opportunities because it is often in people's later years that they have the time to get involved in community life. This is also a time when they have built up a wealth of knowledge and life-experience from which younger people can benefit. We need to design Kent's communities and service provision in a way that encourages social interaction both within and between the generations, enables people to lead the lives they want as well as make a full contribution to society.

This Policy Framework, *Living Later Life to the Full*, sets out how people in Kent want to live their later lives and what they want from public and community services and facilities. It is based upon widespread consultation over 18 months, involving discussions with Kent residents, the voluntary and community sector, representatives of black and minority ethnic communities, residential and domiciliary care providers, Health, Police, Fire and local government. People were asked what they wanted to see in a Strategy for Later Life and what they think currently works well. The Policy Framework has built on the Vision for Kent (Kent's Community Strategy), taking the themes identified there and scrutinising them from the perspective of older people. It is also informed by research from elsewhere, including the World Health Organisation's work on Global Age-friendly Cities, and the work of the Better Government for Older People Network.

In writing this Policy Framework, we have struggled with the definition of an "older person" for two reasons. Firstly, identifying when someone becomes "old" is highly subjective. The concept of age is very tricky; some people will never feel old, to others an older person is always someone 20 years older than they are now, and others will feel 'old' relatively early in life. Secondly, in this country there are negative connotations to being an "old person" (frail, dependent, out of touch) rather than the much more positive view taken in some cultures of their "elders" (wise, experienced, balanced). We want this Policy Framework to celebrate the virtues of old age, as well as acknowledging the challenges and losses that it brings, and to promote a positive image of older people. There was no consensus in the consultation over the best way to describe older people, and for the most part we all concluded that it was better to talk about "people". The Government focuses on the 50+ population in its guidance for older people's strategies, because of the importance of preparing for later life, so the statistical analysis upon which some of the Policy Framework is based looks at population data from age 50. But only the very young would regard people in their 50's as being "older people", so we have tried to avoid using chronological age where we can. After all, apart from when people are very ill, their fundamental interests and desires don't actually change that much as they grow older. People enjoy doing the same sort of things, within reason, throughout their lives if they can. Generally, it is only in the last 18 months or so of life that people need very intensive support and care, and it is vital that, collectively, we organise services so that this is provided in a way that best meets people's needs at that critical time. This Strategy does cover such issues, but it mostly focuses on how to make people's later lives happy, fulfilled and productive.

People said to us that they didn't think another detailed strategy document was needed, and indeed we have many plans in Kent already, some of them specifically targeted at

older people. This Policy Framework is therefore an over-arching summary of the strategic issues that are important to Kent residents, developed collectively. From the themes identified in the consultations, seven key priorities have been developed to reflect the issues and concerns that are important to the older people of Kent. These are numbered for easy reference, but the order is not significant – all are important:

- 1. To ensure communities are designed to be “age proof”, stronger, safer and sustainable**
- 2. To improve transport and accessibility**
- 3. To enable people to lead healthier lives and have better access to healthcare.**
- 4. To support people’s citizenship, learning and participation in community life.**
- 5. To ensure those people who need support to live independently have choice, control and good quality care**
- 6. To encourage people to plan for a secure later life.**
- 7. To promote a positive image of later life and dignity and respect for older people.**

Key strategic targets have been drawn up under each of these priorities, and are set out in this Policy Framework. A mapping process is now underway to identify and collate all the action public services in Kent are undertaking and planning for older people. This will publicise the excellent projects already in existence which people may not be aware of, and will also highlight key areas that require strategic and collective actions for the future. A detailed collective action plan will be drawn up, based on the mapping, and will be publicly available in June 2009. This action plan will enable residents to hold agencies to account for delivering improvements in relation to the issues they have highlighted, and ensure that the ambitions in this Policy Framework get translated into outcomes.

Another significant change since the consultation began is that the formal mechanisms for feeding people’s views into the decision-making processes have been strengthened through raising the profile and influence of Older People’s Champions.

Throughout the consultation, officers were clear that there would not be additional resources available to implement this strategy, and the economic climate may well result in an overall reduction of resources to the public sector as a whole over the medium term. But the public sector will still control vast sums of money and the Policy Framework is about ensuring that older people’s needs and views influence how resources are utilised. Also, of course, not all the changes people want to see will require money. The action plan resulting from the mapping exercise will set out planned changes and the timescale within which they will happen. The actions will also vary across Kent according to local circumstances, needs and priorities.

The aim of Kent's Policy Framework for Later Life is therefore to focus attention on the strategic objectives which will enable us as a county to embrace the demographic changes we face, make the most of the opportunities which this brings, and be prepared to address the challenges too. Much of what is contained in this document is already well understood, and much is already happening, but this is the first time that public services in Kent have combined to agree the strategic action needed in relation to older people. The priorities and strategic objectives have been designed for and developed by older people in Kent and provide a framework against which we, collectively, will shape the future of public services.

We are very keen to continue the discussion with Kent residents about priorities, strategic targets and specific actions. If you want to comment on this document or contribute to the development of the action plan, contact details are provided on page 33.

A Special Thanks...

We would like to use this opportunity to thank everyone who has contributed to and continues to contribute to the work we are doing. We value the time and effort you have invested in helping us take this policy framework forward and the ideas and suggestions you have given us. We would particularly like to thank members of the editorial panel, consultation groups, older people's forums and the officers who have put so much work into this strategy.

Priority 1: To ensure communities are designed to be “age proof”, stronger, safer and sustainable

Towns and cities should be designed with all residents in mind. There is much to learn from the World Health Organisation and those other countries, particularly Scandinavia and the USA, who are ahead of the UK on this. Improving community well being and the quality of living is a key theme in the ‘Vision for Kent’. Making sure our communities are stronger and safer benefits everyone; however, it is particularly important for older and more vulnerable adults.

"Design for the young and you exclude the old; design for the old and you include the young." Bernard Isaacs, founding Director of the Birmingham Centre for Applied Gerontology

Decent Homes

Planning for future housing needs is particularly important in view of the ageing population. For frail older people, the nature of their housing can have a significant impact on their degree of independence and therefore quality of life. In particular, there is a strong link between poor housing condition and poor health. Tackling housing issues can therefore have a dramatic impact on people’s health and well-being. Adapting a person’s existing property to make it more suitable for them can be hugely expensive, both for the individual and for the state. Planning ahead and making sure that a substantial proportion of new housing is built to ‘lifetime homes’ standard is therefore very important.

It is also important that there is a range of housing options that older people can select from as their circumstances change. The five year aim of the national report, ‘Lifetime homes, Lifetime Neighbourhoods’ is that “there will be more mainstream and specialist homes of the right type in the right location’ for older people”. A key issue is to ensure that older people have choice. This includes the choice to move into extra-care housing. Many older people may end up on their own in a large property much too big for their needs, leading to high heating and maintenance costs, which they may not be able to afford. While many older people want to remain in a home that contains memories and has room for friends and relatives to visit, they need to be made aware that there are other options available. For older people who are asset rich, but cash poor, it is also essential we help find solutions, such as equity release, that benefit the individual.

Home Improvement Agencies

The role of Home Improvement Agencies (HIAs) is vital. People generally wish to stay in their own homes as they get older but often need help to repair or adapt it in their later life. In the consultation, home owners discussed concerns about ‘cowboy’ builders and rogue traders carrying out home maintenance. While Trading Standards have an important role in tackling rogue traders, people also wanted more information about accredited companies and better awareness of the schemes promoted by the Kent Housing Group which include the ten HIAs across the county. HIAs offer practical support and advice to enable older people to make necessary adaptations and modifications to their homes that they might not otherwise have been able to make without assistance. Through improving people’s living conditions, HIA’s help to enhance quality of life and enable people to remain in their own home in greater comfort and security as part of the local community.

Safe Homes

The Kent Handyvan scheme is greatly valued by residents of Kent; people made the connection between such services and feeling safer in their own homes both in terms of accidents and crime. The Handyvan Scheme aims to reduce the risk of burglary by fitting security equipment such as door chains and viewers, window locks and safety features such as smoke and carbon monoxide detectors. Even by making small improvements such as these, quality of life for people can be much improved. The Police and Fire and Rescue Service are also very active in helping people feel safe and secure in their homes. The Fire service offer free home fire safety checks, and the installation of smoke detectors if required. They have also made older people a priority in their service delivery. Kent Police run a number of initiatives to help older people feel safe and secure. This includes 'nominated neighbour' and 'rogue trader' schemes to help prevent distraction burglary and 'Senior Watch' an initiative that makes sure messages from the police and others get to those who need to know. It is important that older people are aware that there is free help available when looking to make their homes safer. We should look to build on and publicise the good work the Police and Fire and Rescue Service are already doing.

Perceptions of crime

Older people in Kent as a group are less worried about crime and less likely to be victims of crime than younger age groups, and crime was not a major theme to emerge during the consultation. However, some people were scared to leave the house after dark, and had experienced anti-social behaviour which had a devastating impact on them. We know from national and local research that fear of crime can prevent people from accessing social activities and can contribute towards the creation of social isolation and loneliness. It is crucial that we prevent this from happening and promote initiatives to make people feel safe and secure in their own homes and communities. The role of community wardens and neighbourhood policing is important here as they do much to help people feel safe in the community. Each neighbourhood now has named police community support officers to report to on a very local level, and who work closely with community wardens. We should be supportive of community policing programmes that help to reduce fear and reduce anti-social behaviour.

Age-friendly Communities

Whole communities, not just the homes in which older people live, must be age-friendly. This includes making sure that pavements are accessible and free from trip hazards, that there are dropped kerbs to allow the use of mobility scooters, there are places for older people to rest and that there is a pleasant and clean environment. For older people, the fear of falling is a major concern and if the neighbourhood is perceived to be hazardous, this may lead to social isolation. Roads should also have adequate pedestrian crossings with enough time for people to cross. Many older people expressed concerns that 'green man' controlled crossings often did not give them enough time to cross the road, and that drivers were too keen to drive through on an amber light, which suggests a need to improve some drivers' road safety awareness.

A key concern expressed was that of the need for better access to public toilets. Incontinence can be a real problem and many people do not go out simply because there are no public toilets in their local area. A report by Help the Aged, entitled 'Nowhere to go'

calls on local government to develop a toilet strategy to improve older people's dignity, health and well-being. It highlighted examples of older people who said that they simply didn't drink so that they would not need the toilet, or carried a jug out with them, just in case. During the consultation for this Strategy, many said that disabled toilet access was also a problem for them. While many shops and cafes now provide for disabled access, often their toilets are not disability friendly, which makes the whole place inaccessible. Action needs to be taken to ensure that there are more public toilets across Kent. These should also provide disability access, with large cubicles and doors that are easy to open to make it easier for older people to get out and about.

A broad range of activities geared for older people

To increase people's participation in community life, social inclusion and the contribution they make to society, communities need to have a broad range of activities geared towards older people. It is essential that future participants are involved in the planning of such activities. In some cases, older people themselves run activities specifically for older people, for example, over 50s clubs, Pensioner Forums, the Active Retirement Association, and so on. The World Health Organization's work on Age-friendly Cities has emphasised the importance of older people meeting with their peers and supporting each other. But in addition to this, people also want to mix with different generations and have social activities that are geared to all age groups. We must ensure that older people shape and influence the development of community activities in general or there is a danger that their particular interests, needs and expertise could be overlooked.

Growing old in a changing climate

When looking to 'age-proof' communities for the future, it is vital to examine what impact changes in the climate could have for future generations. It is widely accepted that climate change will lead to hotter, drier summers and stormier, wetter winters and this will have a bigger impact on the more vulnerable members of our community. We should plan ahead to keep people warm in the winter, and cool in the summer. This includes planning for plenty of shady areas, good ventilation in homes and energy efficiency.

Key strategic targets

We will ensure that communities are 'age proof', stronger, safer and sustainable by;

- Working with architects, designers and developers to make sure that new developments are designed to be sustainable and age-proof.
- Actively tackling housing disrepair and supporting older people in maintaining and adapting their own homes.
- Developing and designing existing communities to be more "age friendly", in respect both of physical infrastructure and social inclusion
- Helping older people feel safe and secure within their own homes and community
- Preparing for changes in the environment and climate-proofing communities to make them sustainable for the future

What is already being done to...

...ensure communities are designed to be “age proof”, stronger, safer and sustainable

HandyVan

The Handyvan scheme was set up to help older and vulnerable people feel safer in their own homes.

Many older people are concerned about crime, burglary and anti-social behaviour. As a response to this concern, KCC in partnership with Help the Aged, Kent Fire and Rescue Service and Kent Police, launched the HandyVan service in 2001. The scheme was initially aimed at the over 60's on low income to help them feel safer in their own homes by installing safety and security products free of charge. The service operates on a referral basis, with requests coming from the Crime and Disorder Reduction Partnerships, the voluntary sector and clients themselves.



“We are writing to say how pleased we are with the work done by the Handyvan fitter. It has given us peace of mind to know that our home is really secure, both when we are at home and when we go out. We also have two new smoke alarms and everything was carefully explained to us.”

Community Wardens

The Kent community Warden Scheme began with a band of 12 wardens in May 2002 as part of a three-year pilot scheme. It delivered such early successes that numbers were increased within six months and in March 2005, a new training centre – the first of its kind in the UK – as opened to help bring the team of wardens up to 100. Community wardens aim to help the people of Kent to live safely and independently in their neighbourhoods and communities. They provide a visible uniformed presence to tackle anti-social behaviour. Many wardens are regarded as the focal point for the communities they serve and their mobile telephone number is accessible to them all. To date they have been involved in over 38,000 activities, incidents, queries or interactions with the public, spend 71.3% of their time providing advice, reassurance, visits, surgeries or a visible presence in their communities and were engaged with 28,986 instances of partnership working. 90% of those surveyed who had dealings with a KCC community warden were satisfied with the assistance they received.

“They are a trusted friend to our community” – Kent resident

Case Study: Staying Put, Swale's Home Improvement Agency

Mrs C was a 75-year-old lady living on her own. She was admitted to hospital after a heart attack and prior to her discharge, her son had visited her property and realised the terrible conditions Mrs C was living in. He contacted the Staying Put scheme for help.



Mrs C had lived in the property for 75 years and had inherited it from her parents. As she only received a small weekly pension, she found it very hard to keep the house maintained and as a result it had become unfit for human habitation. In recent years, the family had only been in the front room and had not realised the deteriorating condition of the property. The electrics were no longer working, there was no bathroom, the property had considerable damp, the roof was leaking and doors and windows were all rotten. Mrs C's son decided she would live with him until he could ensure her house was comfortable for her to live in.

Staying Put visited with a Technical Officer and a schedule of works was prepared. Despite having had a heart attack, Mrs C was a very fit lady and could cope with stairs, so it was decided that the bathroom would be relocated upstairs to replace the back bedroom. Discussions were held with Mrs C to agree the work to be done, and decide (after receiving estimates) on the contractor. Mrs C was very excited about the prospect of Staying Put helping her with the repairs and even tried to save money out of her pension to buy other items to help. During the work, several other issues were discovered. The back wall of the property was only four and half-inch brick so had to be upgraded, ceilings and floors had to be repaired and the drains had to be renewed. The family got together and helped her with decorating the property.

When the work was completed Mrs C moved back into her property and was extremely pleased with what had been done. She is now taking great pride in her home and her health has much improved. We hope she will continue enjoy her home for many years to come.



Priority 2: To improve transport and accessibility

Transport and accessibility have a huge impact on people's lives. Throughout the consultations transport issues were consistently highlighted as a major concern. More broadly, many non-drivers spoke eloquently about how difficult it was to access the leisure and social activities that they wanted to, let alone visit someone in hospital. With the trend towards out of town shopping centres and more emphasis on internet based communication, there is a danger that some older and more vulnerable individuals can become socially isolated. There should be a focus on providing safe, reliable and affordable transport options that are easily accessible for all. People acknowledged that this would not be easy, but felt very strongly that improvement was needed in Kent.

"There's no point in having a bus pass if you don't have access to a bus" Kent Resident

Transport

The accessibility and availability of public transport is critically important as many older people are more reliant than the majority of working-age people on public transport. Indeed, 67.9% of those over 85 do not have a car. Local authorities are required by the Transport Act 2000 to produce a Local Transport Plan considering how the transport needs of various groups will be addressed. The current Local Transport Plan (2006-2011) addresses the issue of accessibility and particularly social exclusion and its impact on quality of life.

Approximately 80% of bus services in Kent are provided by private, commercial bus companies, for example Arriva and Stagecoach. Kent County Council spends around £7 million a year from the transport budget to offer the remaining 20% of bus services that are not "commercially viable", in other words, services where the running costs are more than the money received from passengers fares. These resources pay for rural bus services in Kent, which provide links to villages and country areas. This budget also provides journeys that are early morning, late evening and at weekends. Priority for funding 'socially necessary' bus services in Kent is based upon the Government's social inclusion model using access to health care, food shopping, learning and employment as the key considerations.

Access to Healthcare

A number of people in the consultations explained that transport after hospital discharge is a particular issue. It is hugely important that people have good access to healthcare if they are to stay fit and healthy. This is not just about access to hospitals but also to GP surgeries and pharmacies. People should also be able to visit friends and relatives in hospital; something which current transport service provision often does not allow for. Public services in Kent have a role, collectively, to ensure that people have adequate and equitable access to healthcare.

Transport Options and Accessibility

It was also highlighted by many people we spoke to that more flexible approaches to transport are needed. This includes more choice about the type of transport available and greater access to dial-a-ride schemes and taxi vouchers. There is also a need to make

sure that taxis themselves are accessible, with drivers sympathetic to those with mobility problems. It was also felt that the timings of buses and trains made it difficult for people to engage in social activity. The reliability and frequency of public transport is important for those who are dependent upon it to travel. For many older people, particularly in rural areas, there may only be one bus a day, meaning that opportunities for socialising and shopping are severely limited. Older people should be able to visit their local town to complete their shopping as well as spend time meeting friends. However, bus times can often restrict this and force a choice between one and the other. Often the destinations to which transport options travel are also limiting, taking choice and control away from the individual. Some older people also expressed concern that they found using buses difficult. They explained that buses would pull away before they had time to find a seat, causing them to fall or trip. This is an issue that can easily be resolved through better education and training of drivers to make them sympathetic to the issues facing older people. Additionally, there were worries about the reliability of buses, particular when there is only one or two a day. If a bus does not turn up or is very late, this can cause people to be left stranded.

There are a number of alternatives for those who have no public transport links, or have mobility problems. The Kent Karrier scheme is one such example; however, it is currently limited in what it can offer as a solution. Journeys are restricted within district boundaries, and the service only operates at a specific time on a specific day of the week. By far the most successful solution to the transport issues has been volunteer driver initiatives led by the voluntary sector. These allow much greater flexibility in journey time, and provide a far wider choice of destination to the individual. Often volunteer drivers are older people themselves, and this offers a great opportunity for social interaction. Such initiatives do much to tackle isolation and help older people to access services and facilities that they might not otherwise have been able to. Across Kent there are 35 volunteer car schemes, ranging in size from 2 to 50 volunteer drivers. Most schemes need more drivers or larger vehicles to meet demand. We should support the voluntary sector in providing services such as these, and help to expand them as far as possible. For example, by supplying vehicles that can be used to provide the service and adequate insurance.

Disabled Access

Only 17% of disabled people are born with a disability, therefore the majority of people develop a disability later on in life. Accessibility is therefore a key issue when considering the needs of older people. Of course this is a requirement under the Disability Discrimination Acts 1995 and 2005 - local authorities, shops, cafes and leisure centres have a duty not to discriminate against disabled people. Where physical features make it impossible or unreasonably difficult for disabled people to make use of a service, the service provider must either remove the feature or alter it so that the disabled person can make use of it. Examples might be ticket machines at stations, a step leading up to a shop or a toilet that isn't wide enough to manoeuvre a wheelchair into. Such changes are part of the physical infrastructure covered in Priority 1.

Transport providers such as those who run buses and trains are also required to ensure that they do not discriminate against disabled people. This could be by ensuring staff are trained in disability awareness, ensuring that new vehicles are made fully accessible, and

that existing vehicles are amended to ensure they are accessible for disabled people. Making a vehicle accessible means things like step free access, colour contrast within the vehicle and audible/visual information systems. These facilities can assist many older people who might not be registered disabled but nonetheless have restricted mobility or sight and hearing difficulties. Whilst work is already underway to improve disabled access by transport providers, people felt it should be given a higher priority than it currently has.

Information

As for most priorities within this Strategy, providing better information is key to improving use of transport and increasing accessibility. Within the consultations, older people felt that better access to bus timetables was needed. It was also suggested that timetables should show where disabled bus access is available to make it easier for those with disabilities to travel. Many simply wanted to be better informed about what transport options are available to them.

Key strategic targets:

We will improve transport and accessibility by:

- Increasing transport options, including services for those who are disabled or live in rural areas
- Making people more aware of the transport options already available to them

Priority 3: To enable people to lead healthier lives and have better access to healthcare.

To 'live later life to the full', it is vital that people of all ages take action to keep fit and healthy as far as possible. Health is crucial to people's quality of life and without it participation and engagement in society can be inhibited. Keeping fit requires active exercise which can become increasingly difficult to achieve as people get older. It is vital that barriers to accessing leisure facilities, such as transport and financial difficulties, are removed or minimised so that all older people have the ability to be active.

Good health

During the consultation, the majority of people commented on how important it was to have good health. Whilst some poor health cannot be avoided, there is a lot that individuals can do themselves to stay healthy. Health promotion was therefore seen as very important, as was access to healthy activities such as sports facilities, walking, dancing and so on. Few older people are actively engaged in sport and so initiatives are needed to encourage this. It was also seen as important to provide support and services for people that prevent further deterioration of existing conditions, and enable them to remain independent for longer.

Prevention

The drive to promote good health as a way to prevent avoidable ill health problems in later life needs to be a major priority. As they say, 'prevention is better than the cure'. We need to build upon and use the experiences of successful smoking cessation initiatives to begin tackling other issues such as obesity and diabetes. People should be encouraged to take charge of their own health, going for regular check-ups and eating healthily. It is important that people understand that the things they do and choices they make can impact on their ability to live a full later life. Particularly in youth, people feel that they are invincible. It is vital that we educate people to take good care of themselves and make sure that they are aware of the consequences if they do not. This is not just about younger people, though. For those who have unhealthy lifestyles, it is never too late to get fitter. Improving diet and exercise, stopping drinking too much, and stopping smoking will have a positive impact at any age. There are many health and lifestyle benefits of physical activity for older people. People with an active lifestyle feel healthier and have an improved sense of wellbeing. Physical activity also reduces the risk of heart disease, stroke diabetes and high blood pressure. Staying mentally active is also vital to help prevent the onset of mental health problems.

Maintaining health and Independence

As far as possible, older people should be assisted in managing their health problems so that they are able to remain in their own homes and communities for as long as possible. It is vital that we develop services in the community and at home to enable this to happen and to assist early discharge back home for those that are admitted to hospital or care. We also need to ensure that those people who do have long term conditions are prevented from being admitted to hospital or residential care unnecessarily. For example, harnessing the benefits of new technology to support people in their homes is increasing through such schemes as Tele-health and Tele-care. Priority 5 goes into more detail on this.

Healthcare Improvement

The Kent Public Health Strategy sets out priorities for improving public health and the Annual Public Health Report has a specific chapter relating to older people, with priorities for action. Older people living in the poorer areas of Kent may suffer from significant inequalities in health that require targeted actions to address. In the consultation, people felt that there should be better integrated health and social care with more of a 'seamless' service. Better communication between KCC, NHS, District and Borough Councils and other agencies is needed to make this a reality.

One of the key targets in Kent's Public Health Strategy is 'more adults living healthier lives and preventing more disease'. A key principle for caring for frail older people is timely intervention. This will be achieved through 'joined up care', allowing early identification of problems, and early treatment. This will prevent crisis and avoid emergency hospital admissions. Helping people achieve good health is the responsibility of the whole community. It is vital that different agencies work in partnership with one another if good quality integrated services are to be provided.

Key strategic targets;

We will enable people to live healthier lives and have better access to healthcare by;

- Focussing on the prevention of health problems
- Enabling older residents to participate in regular exercise and live an active life
- Developing better integrated health and social care services
- Addressing health inequalities for older people
- Assisting people to manage their own health and independence in order to keep living in the community for a long as possible

What is already being done to...

....enable people to lead healthier lives and have better access to healthcare

Brighter Futures Group & INVOKE



The **Brighter Futures Group** is a partnership between KCC, Primary Care Trusts, and voluntary and community organisations. It aims to increase the independence of older people, by supporting people aged 75 and over who are living in poor housing and on a low income. By providing a range of community services, mainly delivered by volunteers, the programme helps people stay independent in the community and reduces avoidable admissions into hospitals and care homes. As some of the projects have evolved,

they have expanded to include internet cafes, exercise classes and healthy lifestyle sessions. The programme runs in the Ashford, Maidstone, Tunbridge Wells, Tonbridge & Malling and Sevenoaks areas.

INVOKE is a project running in East Kent that is designed to give older people independence through the delivery of local services to the community and increasing choice and control. It supports older people in their own homes by increasing community services and aims to reduce the number of emergency hospital admissions. The three services provided are Community Matron Support Workers, Community Information and Liaison Assistants and Care Navigators.

Fit as a Fiddle

Fit as a fiddle is a major new programme funded by the Big Lottery Fund and delivered by Age Concern and its partners. It aims to make a difference to older people's health and wellbeing, by encouraging them to take more physical exercise and eat the right kinds of foods. Fit as a fiddle will help older people to access safe physical activity sessions designed to meet their needs. The programme provides a wide range of activities including nutritional advice targeted at older people to encourage them to eat a varied, balanced diet, community based initiatives to reduce isolation and social support for older people who have, or are at risk of developing mental health problems.



Most of the projects being developed will focus on engaging older people in activities that are fun and where they have the opportunity for social interaction. Many of the projects will be developed using trained older volunteers. Older people will be enhancing their cooking skills, doing yoga, line dancing, gardening, doing seated exercises, socialising with others and doing everything to enable them to be 'fit as fiddles!'.

The GRAND - Gravesham

The GRAND Project was set up in 2001 through a joint funded initiative that included the Health Action Gravesham Regeneration Partnership and the New Opportunities Fund (now known as the Big Lottery Fund). The project is based upon listening to what people want and developing and delivering health related programmes that meet these needs.

There are a number of services provide by the GRAND project, both in the community and at the GR@ND, a town-centre cyber-café. The GR@ND provides service such as;

- Fast public access to the Internet (free in many cases).
- Guided Internet access for people wanting to learn about how to get information from the World Wide Web.
- A healthy food café.
- A meeting space for community groups to use.
- Special programmes and activities for young people.
- Advice and information on a wide range of health issues for everyone

The GR@ND centre also delivers a Silver Surfers programme, which over 700 older people have attended since 2002.



The GRAND project supports other community-based activities for older people across Gravesham including weekly activity and exercise sessions for those in residential or sheltered accommodation. In addition, it also supports activities that help people identify how they can improve their health, including community cooking sessions to improve diet and nutrition and smoking cessation programmes.



Priority 4: To support people’s citizenship, learning and participation in community life.

Learning is an essential part of adapting to the challenges that life brings at different stages. People need excellent information to enable them to stay healthy, be involved in community life and get the support they need. New technology can provide opportunities to increase information and awareness, but can also pose difficulties for those who struggle to keep up with the pace of new developments. To make sure older people are engaged in community life, it is vital they are aware of the opportunities available and that they are able to participate in lifelong learning.

“The internet is becoming the town square for the global village of tomorrow” Bill Gates

Volunteering

Within Kent, a large number of older people are volunteers or care for people who need support. Voluntary work is important in its own right, providing community support and activities that would otherwise be unaffordable as well as enabling knowledge, experience and expertise to be put to good use. Older people often provide unpaid care, and Priority 5 includes consideration of carers’ needs. Unpaid care may involve looking after a spouse, family member or friend but can also be providing childcare for grandchildren. It is estimated that 60% of childcare across the country is provided by grandparents, saving the UK economy £4bn per year. In total, unpaid contributions in the form of both caring and volunteering are worth £24bn nationally. There are also benefits for the volunteers in terms of the “feel good” factor from contributing to community life, which brings good self-esteem and mental wellbeing. People should be encouraged to get involved in voluntary or community activity where possible, and it is vital there is a strategic relationship between the public and voluntary sector to achieve this.

In Kent we are fortunate to have a thriving voluntary and community sector. Central government and local public services alike see the need to expand and enhance the voluntary and community sector. Voluntary agencies were keen to emphasise that a strategic approach is needed to ensure their sustainability and to enable them to maintain their ethos, which is distinct from that of the public sector. Considerable action is already underway, reflected by the fact that the current Local Area Agreement includes a target to increase volunteering, and by the establishment of the Kent-wide Voluntary Sector Compact which sets out the relationship between the public and voluntary sectors in Kent.

Employment

Increasingly, people are electing to carry on in paid work, sometimes on a part-time basis, beyond the traditional retirement age, and Government has introduced legislative changes to encourage this over time. The demographic changes mean that it is in our interests as a society for people to work for longer. Older workers may need upskilling and retraining, particularly in new technologies, but they bring continuity, knowledge and perspective to the workplace and can be invaluable mentors to younger staff members. Whilst the element of choice needs to remain for those people who are eager to retire, we will work with Kent employers across all sectors to identify any specific actions needed to increase employment of older people. This includes looking at flexible retirement options, such as a

gradual reduction in hours in a way that does not affect pensions, particularly for those on final salary pension schemes. We also need to be better at managing the transition from full time employment into retirement. Many people still wish to contribute to both the economy and society after they retire; we should make it easier for people to volunteer or embark on a second career.

Citizenship

It is vitally important that people are involved in their local communities and are engaged in matters that affect them. This involves not just inclusion in community activity but also greater advocacy and influence over policy-making. To some extent people do already have a voice through pensioners' forums and similar groups. However, the links between these forums and the policymakers themselves need to be formalised. There also needs to be coverage across all of Kent, and this is now happening. Within communities, older people should be supported to develop the activities they themselves want. The Smarden Good Neighbours scheme and Aylesham Neighbourhood Project are excellent examples of community-led action that has widespread benefits and there are many other such projects taking place across the county. We should facilitate other local communities to adopt similar actions, and find new models to suit different kinds of communities.

Learning

In the consultation, people were keen to embrace life-long learning and often for learning's sake alone. There is a key link between staying mentally active and reducing the risk of mental illnesses. However, many older people have very few formal qualifications and some lack the confidence to seek education later in life. Enrolment in adult education courses should be, and is, actively encouraged. The University of the Third Age is also a great opportunity for Older People, allowing those no longer in paid employment to share their knowledge, experience and skills with other members. Self managed learning should also be encouraged through local community groups. This can help people develop life skills including money and financial management that will help them prepare for a secure later life. Conversely, older people often have a wealth of knowledge and experience that they are able to share with others. This sharing of expertise should also be inter-generational to allow older and younger people to interact. This can have many spill-over benefits including greater respect between age groups. For the older people themselves, much can be learnt, with younger people teaching skills such as use of the internet and technology (for example, digital photography) in return.

Innovations

The pace at which new ideas and technologies develop gets faster all the time. Some people in the consultations were anxious about new technology and felt left behind and excluded. A lot of people did not have internet access, and this is something we must address. Broadband is expensive for people on limited, fixed incomes and we must explore how it can be made more affordable for those who could most benefit. In terms of learning how to use computers, there are courses specifically targeted at older people but perhaps even more are needed. This is a potential virtuous circle because the more confident older people become with new technology, the easier it is for them to access information, support and social interaction, producing a positive impact on their health and wellbeing. Webcams, telecare and telehealth are not a complete substitute for personal

contact, but can be a tremendous supplement to it, enabling people to have virtual face-to-face contact with relatives, friends and professionals on a regular basis and as needed. Kent TV is another great source of information. A focus on the provision of access to new technology as well as the ability to use it would therefore have numerous spill-over benefits.

Key strategic targets:

We will support people's citizenship, learning and participation in community life by;

- Encouraging people's participation and inclusion in community activity, raising social capital
- Ensuring people are able to exert their influence over policy making
- Enabling people to have the opportunity and ability to participate in life-long learning
- Making sure older people in Kent have employment opportunities if they want them.
- Encouraging people to take part in voluntary activity
- Helping people have access to new technology as well as the ability to use it

What is already being done to.....

....support people's citizenship, learning and participation in community life

The Smarden Good Neighbour Scheme

The Smarden Good Neighbour Scheme is designed to support older people in the village of Smarden. It helps older members of the community to remain in their own homes and overcome the transport difficulties of rural isolation. The scheme provides;



- A volunteer car scheme to enable older people to get to the doctor, dentist and shops
- A 'Meals on Wheels' service from the village school and local pub
- Information on a range of services and facilities from health to social services in a 'red folder' available from the Post Office

Smarden is the 9th most isolated Parish in Kent with limited transport links. Previously many senior citizens had been forced to leave Smarden; however, the Good Neighbour Scheme is allowing many older residents to stay in their own homes. The Meals on Wheels service alone has enabled at least five people to stay in their own home when recovering from operations or growing frail and up to sixteen meals are delivered each day by volunteers. The scheme is not means tested as the service provides daily personal contact for older citizens who may be lonely or depressed.



The scheme also provides an Afternoon Club for people aged 50 and over. It offers activities, services and guest speakers and provides a channel through which residents can be consulted on developments within the village. The scheme focuses on involving older people in village life. Many use the IT Centre to develop new skills and the local school invites members of the Afternoon Club to join children for Christmas lunch.

Smarden was awarded first prize in the National Association of Local Council's Community Empowerment Awards Older People section in 2007 for the Good Neighbour Scheme and was judged Kent Village of the Year 2007-2008.

The Aylesham Neighbourhood Project

The Aylesham Neighbourhood Project was established in 1997 as part of work to regenerate the former coalfield communities of East Kent. The project provides a wide range of services and support for the local community and is managed by local residents. It is an excellent example of a community led scheme that enables all members of the community to participate in community life.



As part of the project, the community has reclaimed and transformed the derelict school into a sustainable social enterprise including workspace and training facilities. The project also offers a valuable neighbourhood programme to support families through improving childcare, family support and adult education

Some of the services provided by the project include;

- **The Relativity Project**

This project aims to engage families from the Aylesham community in a variety of fun and creative activities. There is an emphasis on the enjoyment of shared learning and providing 'quality time' together to broaden skills and provide opportunities for all family members to be involved. The learning activities encourage children, parents, grandparents, carers, uncles and aunts to come together to engage in innovative activities and workshops

- **Café on the Square**

The Café provides a pleasant environment in which to meet with friends

- **Counselling**

The counselling service is subsidised for those on benefits or a low income, and appointments with childcare are available for parents with young children

- **Children's Centres**

- **Room Hire**

- **Young Chefs**

This scheme aims to get children interested in cooking, trying new foods and learning new skills

More information on the Aylesham Neighbourhood project can be found at;
www.aylesham-np.org.uk

CASE STUDY: Time2Give, Kent Libraries and Archives

Time2Give is an exciting volunteering programme managed by Community Service Volunteers (CSV) for Kent Libraries and Archives. It offers enjoyable and worthwhile volunteering opportunities across the county's libraries. Some of the more popular activities for Time2Give volunteers include;

- Computer buddies – helping customers who are using library based computers
- Researching, collating and indexing local studies resources
- Helping staff with activities to encourage family use of libraries like rhyme-time or study help.
- Assisting with functions and events including publicity and displays, or helping out in a practical way, such as the library garden
- Helping people across the community access library services, taking services into the community, such as delivering books to customers who are homebound.

There are a vast number of examples of brilliant individuals who give up their time to volunteer within the county's libraries. One of these is highlighted below;

Time2Give Volunteer – Carol Johnson



Carol Johnson (centre) was Kent Libraries and Archive's Volunteer of the Year in 2008. A Baby Rhyme Time host at Ashford Library since 2005, she also helps with a wide variety of other library activities. Carol came to volunteering as part of her recovery following a stroke. Getting involved in a community activity was important to keep in touch with people.

"I get a tremendous buzz helping with Baby Rhyme Time. I enjoy the singing and the actions have health benefits for me too. Actions help me move my weaker arm, so it is good exercise for me singing 'Dingle Dangle Scarecrow' and the 'Grand Old Duke of York.'"

Ashford's Customer Services Officer Angie Van Zeller highlighted the benefits to the library and its customers. "Carol's contribution is exceptional. She is a lovely individual, reliable, steadfast and friendly.

She is always cheerful and helpful and knows the public she helps very well. She chats easily with parents, carers and children. She is brilliant!"

Priority 5: To ensure those people who need support to live independently have choice, control and good quality care

People want to retain their independence for as long as possible, and need the community to support them in doing so. This is the major objective in 'Active Lives', KCC's ten year vision for adult social care, supported by the District and Borough Councils, Health, Police and Fire and Rescue Services, which sets out a number of commitments for public services to deliver.

"The aim is to empower people to identify, choose and control the support or care they need to live life as they want." Active Lives

Although this Strategy emphasises the positive aspects of the ageing population, there is no getting away from the fact that the demographic changes will result in more people with long-term conditions such as dementia, arthritis, cardio-vascular problems, or who have had strokes. Medical advances mean that people with some kinds of learning disabilities who in previous generations would have died young are now living long lives, so we are starting to see more older people with learning disabilities such as dementia, for example. We therefore need to plan to support more people with long-term conditions or disabilities in Kent, and much is happening on this front, underpinned by Kent's Joint Strategic Needs Assessment for Adults. It is also critically important to ensure that vulnerable older people are protected from abuse and neglect. Whilst the statutory services have a responsibility here, the community as a whole also has a role to play.

Person-centred approach

Increasingly people have moved away from the 'one size fits all' model of service delivery. Today people rightly expect services to be flexible and targeted at their individual needs rather than expecting people to fit around the service. Over time this is becoming more of a reality through such mechanisms as:

- Direct control of resources – direct payments and individualised budgets
- Involving people directly in the planning and development of future services
- Planning support in a way which focuses on the needs of people

The challenge is to enable the person-centred approach to become universal, and to be applied across different agencies.

Reduce isolation

The demographic projections for the future strongly indicate that there will be a far greater percentage of people living alone in Kent in later life than there has ever been in the past, and it is particularly important for people living alone to be involved in the local community. There is plenty of evidence to show that social isolation leads to poor mental health, physical deterioration and generally a poorer quality of life and prognosis for the future. People have a fundamental need to be engaged in society. It is important to look at what action can and should be taken to reduce social isolation. This is not just the responsibility of KCC and its partners; it is also a community responsibility.

There is a need for more attractive housing options for older people across all types of tenure, which better meet their needs and reduce social isolation (as covered in Priority 1). It is vital that we support people to live in their own homes, but there are ways of doing this that will allow the individual greater independence. For example, helping an older person find a ground floor flat or bungalow with easy access rather than having stairs to climb.

Choice and Control

Having independence is about having choice and control. This also includes having access to 'joined' up information so that informed decisions can be made. People making use of services want to see a seamless provision. Often they are not concerned with who provides the service, but rather the quality of service they receive. It is vital therefore that KCC, its partners, District and Borough Councils, and the voluntary sector all work together to provide consistency in service and care.

It is also crucial to involve older people directly in the planning and development of future services through consultations and older people's forums, and this is happening more and more extensively. For many older people, a number of barriers exist that impair their quality of life. This can range from a simple lack of information through to disability or lack of support. It is vital that we work to remove any barriers that exist and help older people to help themselves. There will be a number of older people that do not want to have control over their own social care. Their choice would be to have KCC arrange things on their behalf. What is vital is that individuals are allowed this choice and therefore feel that they have control over matters affecting their lives.

Although in the consultation people agreed strongly with the principle of choice and control, there were very real fears about how this was being offered in practice in relation to social care. People were nervous that Kent Adult Social Services would relinquish responsibility and expect individuals to sort everything out themselves, which was not generally what older people wanted (and is not what is happening – people can choose for Kent Adult Social Services to organise things on their behalf). There were also concerns about the effectiveness of contract monitoring of service providers, and about service quality in some cases. Although Kent has operated for many years with a "mixed economy" of social care provision (i.e. mostly contracted out to private and voluntary providers, with only around 15% of the social care budget spent on local authority services), some people were still uncomfortable with private sector provision, feeling that it is not right to make a profit out of social care. "Active Lives" clearly sets a direction which strengthens the mixed economy, particularly in relation to the voluntary sector but also the private sector, because it should not matter who provides the service as long as the quality and value for money is good, and there are excellent private providers. There is clearly a need to communicate better the underpinning rationale for the way in which social care provision is evolving in Kent, and constantly ensure that people's anxieties about future changes do not come to pass.

Information

Access to information was discussed as a key priority at all the workshops. People said that they do not know how to find information about services, facilities or support at the point they need it. This is disappointing, given the effort that has gone into improved

information provision. It is important that we enable people to be well informed without bombarding them with information when they do not need it, and much work has already been done but people did not seem to know about it. For example, Kent's Library Service is now so much broader than simply book lending. The "Ask a Kent Librarian" scheme is fantastic and could be more widely used. All static Kent Libraries have free internet access so people without their own computer can access the web from their library. It was suggested that information should be located at places where people regularly visit, for example GP surgeries and supermarkets. As more new Gateways open, based in retail centres where people frequently visit, they will be a valuable source of information. Kent TV also has a wealth of information for those who have access to the internet. Many parts of Kent also have booklets or guides full of useful contacts and information. Because access to information came out as such a high priority in the consultation, it is vital that the strategy seeks ways to improve this in all areas of service provision. Each of the Priorities in this Policy Framework in some way reflect the need to improve information on what services are provided and how people can access them. As a broader initiative, an Older People's Handbook will be produced to highlight what help and support is already available to older people.

Better support for carers

At some point, in most people's lives, there will be a need to either give or receive care. Caring is something that touches all of us, and while most people would not deem themselves 'carers' in a formal sense, it is vital that we offer support to those who provide this essential role. The majority of community care is undertaken by carers who are relatives, friends or neighbours of the person in need. Many of these individuals will need to both work and care. It is important that carers gain the support of employers to give them the flexibility they need in order to provide care, and that we ensure carers are able to have a life apart from caring.

According to the 2001 census, there are already 127,848 carers in Kent, representing 12.6% of the population. As the population ages, this percentage will increase significantly, particularly given the focus on supporting people to live in their own homes for as long as possible. Many of the carers will be older people themselves, caring for partners, but some will be younger – children or even grandchildren. In view of this, Kent Adult Social Services and NHS are working together to develop a Kent Adult Carers Strategy which will ensure that there is multi-agency commitment and action to meet the needs of carers, including Young Carers.

End of Life Care

This Policy Framework has emphasised that people are living longer, healthier lives. However, most people do need a great deal of medical and social care at the very end of their lives. With end of life care, as with other forms of support, it is essential that people are given choice about where they would like to live and die. The Government published an End of Life Care Strategy in July 2008, and we are working to implement this in Kent.

Key strategic targets

We will ensure those people who need support to live independently have choice, control and good quality care by:

- Ensuring service provision is based upon a person-centred approach
- Working to remove the barriers that can impair the quality of people's lives
- Making sure individuals have access to 'joined up' information when they need it
- Supporting carers in having a life apart from caring

What is already being done to...

...ensure those people who need support to live independently have choice, control and good quality care

Online Self Assessment

Kent Adult Social Services has developed a software platform that enables assessments for social care to be carried out online via the KCC website.

This service allows people to complete an assessment of their needs and find out immediately if they may be eligible for support. It is aimed at adults who are finding it difficult to manage everyday activities or for people who care for someone on a regular basis and want to find out what support KCC can provide for them as a carer.



This forms part of the 'Active Lives for Adults' programme that will help KASS change the way services are provided, placing greater choice and control in the hands of the people that use them.

Kent Card

The Kent card is an innovative new payment method from KCC, which enables service users to have greater control over their own lives and make their own lifestyle choices.



Service users are offered cash, known as a direct payment, as an alternative to having services provided for them. This allows them to determine for themselves when they get assistance, how and from whom. The Kent Card allows payments to be paid directly to individuals without the need for a bank account or complicated record keeping. The card comes pre-loaded with the amount agreed to meet the service users need. Any additional top-up funding can also be loaded onto the card by the service user. The Kent card gives service users

choice and control over the services they receive. It also gives them flexibility when they need support at short notice as it allows them to arrange alternative agencies independently of Kent Adult Social Services.

Priority 6: To encourage people to plan for a secure later life.

Preparing for later life needs to be a lifetime quest. However, it becomes particularly important for people in their middle years, or beyond, to plan for their future if they have not already started to do so.

“It’s never too late to take charge of your finances - even if you’re in your 50s, and even if you’ve never got your head round them before. The older you are, the more important it is to start planning. And if you take action now, you’ll be well set up for the long life ahead of you” Help the Aged, 2008

Financial Security

A key consideration in planning for the future is financial security. Economic well-being was a major concern within the consultation groups despite the proportion of pensioners in poverty having fallen. Many thought there should be greater support and assistance to help them manage their finances. Others thought that there was not enough information on how to collect benefits to which they are entitled or services from which they can benefit. Fuel poverty, defined as a household in which greater than 10% of income is spent on warmth, is also a particular issue for many older people. There will always be people who do not earn enough to save or pay into a pension, and who will be reliant upon the State Pension. In the consultation, people felt strongly that the level of the State Pension needs to be sufficient to enable people to have a reasonable quality of life.

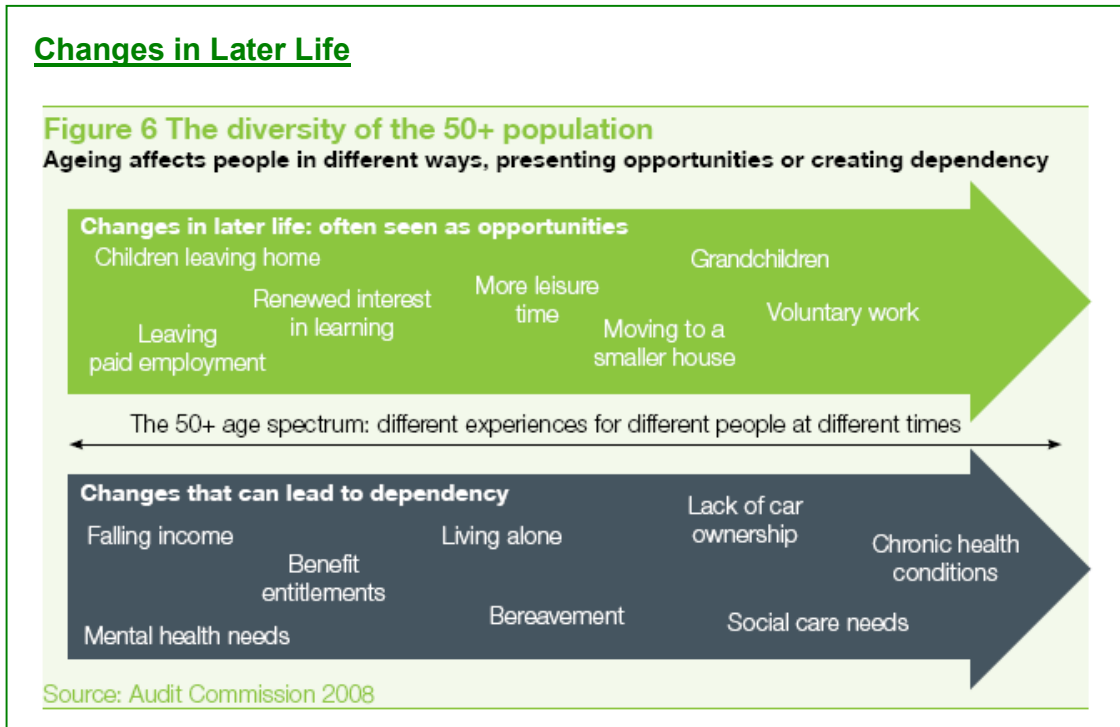
Information and advice

A big issue emerging from the consultation was that some people do not know how to plan for financial security, and often leave it too late. They felt they needed more advice and support to plan for later life. This Policy Framework aims to encourage this forward planning. Through the provision of better quality information and advice as well as improving access to it, people will be better informed to make financial decisions. It is also important that we encourage people to start planning for their later life much earlier. We should help people understand the importance of entering a pension scheme or making sure they make financial preparations for when they retire. The increase in the number of Gateways will increase people’s ability to access joined up information, as will the Access Kent Project. Kent TV is another good information source and covers a variety of topics that can help people prepare for later life.

Preparing for Change

There are a number of significant changes that happen in people’s lives as they enter retirement and beyond. These changes can often be confusing and difficult. Some of the changes are beneficial, for example, increased leisure time and having grandchildren. However, some changes will be negative. Most older people will face bereavement, and there can be losses associated with leaving paid employment. Some changes can lead to increased dependency, such as living alone and ill health. The diagram, below, produced by the Audit Commission highlights the key ways that ageing can affect people. For some, ageing will be a pleasant experience most of the time, but age does bring challenges for everyone and some people have particularly difficult circumstances to cope with. Different people will age at different times and at different rates. The Older People’s handbook will

seek to signpost people to help and advice that can guide them through the various stages of their later life.



Key strategic targets

We will encourage people to plan for a secure later life by:

- Making people in Kent more aware of the services and support available including access to financial information and advice.
- Reducing fuel poverty by increasing the take-up of energy saving initiatives and increasing awareness of affordable warmth.
- Improving the economic well-being of older people within Kent

What is already being done to...

... Make people in Kent more aware of the services and support available, including access to financial information and advice.

Gateways

The concept of Gateways is to provide 'council and community services under one roof'. Gateways offer a convenient public service point and are based in modern retail settings. Residents are able to physically access frontline customer advisors from a wide range of public services including KCC, borough and district councils, Kent Police, the voluntary sector and Health. Gateways unite services under a neutral brand, removing the confusion that having lots of public service organisations can bring, and are designed to meet the needs of the whole community.



Each Gateway offers the latest innovative technologies and a wide range of services, including;

- information and self help, including free internet, service directory, payment kiosk
- routine advice and transactions, including bus passes, refuse, parking, licensing
- surgeries by agencies such as Hi Kent, Connexions, NHS and registrars
- cross agency services, including council tax, benefits, planning, housing, library, adult education and occupational therapy

There are plans to extend services to include private sector partners such as pharmacies, to support the public health agenda. The focus is on shaping services to fit around customer need, providing face to face contact and joining up services.

"Gateway is about creating a better experience for people and improving their quality of life by joining public services and making them more accessible in a friendly and attractive way." Peter Gilroy, KCC Chief Executive



There are currently Gateways in Thanet, Maidstone, Tenterden, Ashford and Tunbridge Wells, along with a Mobile Gateway that operates from Ashford. A number of these Gateways incorporate library services and the Tenterden Gateway includes the local post office.

Gateways are an invaluable way for people to directly access services and to seek information on services and benefits to which they are entitled. The expansion and promotion of these will be key to ensuring older people have improved access to services.

Priority 7: To promote a positive image of later life and dignity and respect for older people.

In the consultations many people raised the fact that old age is so often perceived very negatively. It was felt that too often older people are seen as a 'burden on society' particularly due to the changing demographics and the increasing pressures on services. It is crucial that this negative image is dispelled and a more balanced, realistic picture of older people is promoted. Taking positive actions to address this priority is harder than for the other priorities because of the "soft" nature of the issues concerned. However, these issues came out strongly in the consultations and it is important to discuss them even if the solutions are not straightforward.

"The way older people are perceived needs to be altered so that they are seen not only as users of community services, but also as providers" Kent Resident

Valuing Later life

In the media, all too often old people are either invisible and overlooked, or portrayed negatively. Whilst old age can indeed bring disability, poverty and isolation, the balance needs to shift. Older people contribute a vast amount to the communities in Kent, indeed, most volunteering and unpaid caring is carried out by older people. Many people felt that in Kent we do not make the most of the wealth of experience and knowledge available amongst older people.

Respect

Respect is a two-way process; people should have respect for each other and in this way will gain respect for themselves. Older people recognised that they needed to respect young people, but also felt that there was a lack of respect towards older people as a group. Part of respect is treating people as individuals, not a homogenous group, and this is an inherent part of treating people with dignity.

Towards a more caring and compassionate society

People need companionship and friendship, and communities need to tackle social isolation which can affect all age groups, but particularly very old people. People need to be educated to look out for each other. They also need to be educated about ageing – if younger people had a better understanding of ageing perhaps they would be more tolerant, considerate and respectful of older people.

Key strategic targets;

We will promote a positive image of later life and dignity and respect for older people by:

- Promoting the value of later life and changing attitudes towards older members of society
- Encouraging inter-generational activities and community cohesion

What is already being done to...

.... *promote a positive image of later life and dignity and respect for older people*

Sing United!



An established partnership with Kent County Council (KCC) has enabled another year of intergenerational arts projects that connect older people with younger members of their community. The projects, collectively entitled 'SingUnited', use a range of creative arts as a catalyst for meaningful and sustainable community engagement. SingUnited 2008 provided nine projects, involving over 200 primary and secondary aged children and more than 120 older people. The projects culminated in a exhibition and performing arts Festival.

Projects included:

- A textile curtain of over 100 hand painted panels each illustrating an element of healthy living, produced by children at Kingsdown Primary School and Sir Roger Manwood's School in collaboration with Kingsdown Women's Institute.
- In 'Colours of the Rainbow', children from Eastry Primary School and adult members of Canterbury's Rainbow Centre produced thirty beautifully composed poems and prose pieces which were musically and photographically illustrated.
- Children from Sandwich Primary School joined members of Deal Centre for Retired in drama workshops to write, produce and act in their own play, 'The Wedding'.
- Community members in Lydden, near Dover, and children from the local primary school produced a musical play centred entirely on the real-life experiences of older members of the community.
- Members of a number of dance clubs in Dover, Deal and Sandwich joined forces with children at Whitfield and Aspen Primary School for two events, 'Tea-time and Song', in which the children provided home-made sandwiches and cakes to accompany an afternoon of shared singing, and DanceUnited, in which children and adult dancers socialised, swapped dancing experiences and shared afternoon tea.

SingUnited 2009 is currently gathering pace with two dance projects connecting older and younger people, a music remix project involving the Deal Centre for the Retired choir and students from Castle Community College, a Tai Chi project and connected ambient music-writing music project for people with enduring mental health problems and children from local primary and secondary schools. A partnership with Kent County Council's Extended Schools, the Creative Foundation, Folkestone and Youth Music has enabled a new project, which is due to start in Shepway later this year.



For more information about this year's SingUnited or schools training programmes, please contact Trish at musicdotcircus@care2.com or telephone 07790 263762.

What is already being done to...

.... *promote a positive image of later life and dignity and respect for older people*

Skills Swap

Health and Social Care students from the Marsh Academy together with the Shepway Extended Schools Team and volunteers from the Marsh Youth Support Network Group have been working together to develop a project which will integrate young people with the local retired community of the Romney Marsh, with an aim to set up a Skills Swapping Club.

On the 31st March local retired residents from across the Marsh were collected by minibus and welcomed into the School by the students to see how they can develop this idea further and discuss skills they feel they could learn from one another. As part of the morning the students and their guests watched a theatre performance on bogus callers and the impact this can have on people's lives. A representative from the local Police Neighbourhood Watch Team also joined us to answer any concerns raised about bogus callers and staying safe.



After the production the students and their retired guests exchanged stories and discussed skills. The students also gave demonstrations on the Wii and Wii fit, with many of the retired guests joining in and having a go for the first time. From their discussions, the following opportunities for inter-generational activity were identified:



- Computer Skills
- Knitting
- Lunch Club/Afternoon Tea
- Arts and Crafts/Card Making
- Tai Chi
- Cooking
- Playing Cards/Board Games
- Wii
- Drama Productions
- Reminiscing
- Film Club

From this event the Extended Schools team and the Marsh Academy will be working together to develop these ideas further and put them into practice.

Have your say

Do you agree or disagree with the priorities and strategic targets set out in this Strategy, or have further comments to make? Do you want to contribute to the development of the detailed action plan? If so, please contact Tim Woolmer on 01622 694027, **Tim.Woolmer@kent.gov.uk** or write to him at:

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Who are the Older People of Kent?

Government has suggested that older people's strategies should be targeted at those aged 50 and above because of the importance of planning for later life. However, in the consultation people felt that this was ridiculously young (it would encompass a third of the total Kent population) and the big challenges were generally faced by much older people. Also, chronological age is not very helpful in considering some of the issues as everyone's experience of old age is different and people vary hugely in their particular circumstances. So within this strategy we have done our best to avoid references to chronological age. However, if we are to provide statistical information about older people in Kent this does need to categorise people by age group.

....Some broad features of a diverse group

Below we set out some statistics drawn from 'The Older People of Kent'¹. Whilst some of the statistics may not apply to all, they help to build up a picture of who the older people in Kent are.

I. Demographics

In 2007 there were 508,200 people aged 50 and over in Kent, accounting for 36% of the total population. Within the next 20 years this 50+ population is forecast to increase by 30.7%, meaning that by 2026, people aged 50+ will represent 44% of the population.

The older population is growing at a much greater rate than the "traditional working age" population. In 2001 there were 3.1 people of working age for every person of state pension age. By 2026 this will have fallen to 2, unless (and we anticipate that this is what will happen in practice) more people in their 60s and 70s carry on with some level of paid work.

The group of those aged 50 and above can be sub-divided as below;

Age Group	Number	Percentage	Percentage by 2026
50-64	266,100	52.4%	45.9%
65-74	123,900	24.4%	25.4%
75-84	84,600	16.6%	20.1%
85+	33,700	6.6%	8.6%

¹ The Older People of Kent report can be found at <http://www.kent.gov.uk/publications/community-and-living/the-older-people-of-kent-report.htm>

By region, Thanet has the highest proportion of 75-80 year olds at 19.1%. It also has the highest proportion of those aged 85 and above, at 8%.

At the time of the 2001 Census, 1.3% of all of those aged 50+ were categorised as Black or Minority Ethnic (BME). However, there are pockets of higher concentration, for example in Gravesham 5.4% of residents aged 50+ are BME.

II. Health

Based upon data obtained from the 2001 Census, 49% of residents aged 50+ said they were in good health and 35% said they were in fairly good health. 16% said they were not in good health, which is better than the England and Wales average of 19%. Generally, health deteriorates with age, and 31.4% of those aged over 85 are not in good health compared to 11.9% of 50-64 year olds.

74.2% of those aged 85 and over identified themselves as having a limiting long-term illness, compared to 22.5% of 50-64 year olds. As the older population grows, the number of people with mental health problems such as dementia will also grow.

III. Housing

52% of people in Kent aged over 85 live in owner occupied accommodation. This compares to 78% of Kent's 50+ population, suggesting that the percentage will rise over time.

22.5% of those aged over 50 live alone. Thanet has the largest proportion (27%).

According to the 2001 census, 9% of those aged over 85 lived in accommodation with no central heating. This decreases to 6.5% for those over 50.

IV. Economic Activity

48% of 50-74 year olds are economically active and make up 27% of those who are economically active in Kent.

10% of 65-74 year olds continue to work.

18% of Kent's 60+ year olds are claiming some form of pension credit.

People aged 50+ account for approximately 1/3 of all people receiving carer's allowance.

V. Leisure and Learning

Those aged 50 and above account for 42.1% of those enrolled on a course provided by the Kent Adult Education Service in 2007/08. Only 11% of this group were aged over 85.

16% of active library users are aged 60 and above, 9% of these rely on the mobile library service. 60+ year olds account for 30.3% of all mobile library users.

Of those aged 85+ only 12% have access to the internet. 91% of people under 50 have access to the internet compared to 50% of those aged 50 and above.

93.2% of those aged 50+ who use the internet access it from home.

68% of 50+ year olds are inactive (zero days of 30 minutes moderate participation in last 4 weeks). 12.8% are regularly active (3 days a week of 30 minute moderate participation).

The top sporting activities for 50+ year olds are walking, swimming and golf.

VI. Transport

67.9% of people aged 85+ have no car compared to 9.5% of people aged 50-64.

13.4% of those aged 50+ in rural areas have no car compared to 24.5% in urban areas.

78.5% of people aged over 60 had a free bus pass up to Nov 2007, this equates to 260,000 bus passes. In April 2008, the local boundaries to travelling on a concessionary fare were removed, meaning over 60's could travel nationwide on their bus pass. This led to a further 21,569 residents of Kent applying for a bus pass between 01/04/08 and 20/06/2008.

VII. Communities

31.5% of 75+ year olds and 25% of those aged 65-74 said that their fear of crime has a moderate to high impact on their quality of life. This is lower than the proportion of 36% for all adults.

56% of 75+ and 51% of 65-74 year olds felt that the local police are doing a good/excellent job, compared to 53% for all adults.

Only 4% of 75+ and 10% of 65-74 year olds have a high perception of anti-social behaviour, compared to 16% for all adults.

Strategic Context

Vision for Kent (Kent Partnership, 2006)

Vision for Kent is the community strategy for the county. It sets the aims for all the key players working to improve the quality of life for everybody in Kent. The ageing population is identified as a priority within this document, as is promoting independence and engaging communities.

Towards 2010 (KCC, 2006)

Towards 2010 sets out how KCC plans to achieve its goals in 7 key areas. These are; increased prosperity for Kent through business growth and job creation; transformation in education; reduced traffic congestion; improved health and quality of life; quality homes in a well-managed environment; a safer Kent and continued improvements in services while keeping council tax down.

Kent Public Health Strategy (Partnership Document, 2007)

This strategy brings together the public health plans and activities of Primary Care Trusts and Local Authorities and is a joint commitment from them to the public, to improve the health of Kent residents. It clarifies what is meant by public health, explains why it is so important to address health inequalities and identifies the top priorities.

Kent Health Inequalities Action Plan (Partnership Document, 2008)

This details the many initiatives and activities being delivered by KCC and the District Councils of Kent to address Health Inequalities

Regeneration Framework (KCC 2009)

This consultation document sets out KCC's view of the strategic issues which face Kent in relation to economic development and business, skills, the demographic changes, transport, strategic planning of housing and infrastructure, and climate change.

Joint Older People's Commissioning Strategy for Health and Social Care in West Kent (2009 – 2013)

This is the first joint commissioning strategy for West Kent focused on older people. This sets out a vision and guiding principles for the next five years and aims to strengthen commissioning for health and well-being undertaken by Kent Adult Social Services and NHS West Kent.

Promoting Health and Active Living in Older Age in Eastern Coastal Kent (Eastern and Coastal Kent Primary Care Trust, March 2008)

This strategy seeks to inform and influence both the public and also public, private and voluntary organisations that contribute whether directly or indirectly, to the promotion and maintenance of healthy living for older people in East Kent.

Older People of Kent (KCC, 2008)

The Older People of Kent is a statistical document that presents some of the key features of the older population in Kent. It is designed as a tool to aid policymakers in designing policy for the future.

Active Lives, the 10 year vision for social care in Kent (KCC, 2007)

Active Lives sets out the KCC's aspirations for social care in Kent, looking forward to 2016. It reflects the direction of travel set out in the Government White Paper 'Our Health, Our Care, Our Say'.

Local Transport Plan (2006 – 2011) (KCC, 2006)

This is the second Local Transport Plan (LTP) for Kent. It sets out the transport vision for the County for 2025 as developed with partners and the community during the last eighteen months and, in the shorter term, the Plan sets out a strategy to take the County towards this vision. This LTP also explains how KCC intends to invest the money the Government has indicated will be available for the period from 2006 to 2011 and how extra resources from KCC and its partners will be added to this to maximise the value of the overall investment.

ASK - Accessibility Strategy in Kent (KCC, 2006-2011)

Improving accessibility is recognised as an important issue at national and local levels and is amongst the shared priority objectives for Kent. Accessibility planning is designed to deliver benefits for all residents, although an emphasis is given to groups in the community which are socially excluded and need help to improve access to key life opportunities.

Kent Supporting People Five Year Strategy 2005 – 2010

The Supporting People Programme aims to improve the quality of life for vulnerable people by enabling them to live more independent lives in their communities, or maintaining their capacity to do so. The Five Year Strategy sets out the aspirations for the future of Kent's Supporting People programme.

Cultural Development Strategy

This aims to reap the benefits that arts can deliver in creating places in which people choose to live and want to visit, in building a modern, knowledge based economy, and in enriching the quality of everyday life for individuals and communities across Kent.

Local Context

Ashford Housing, Care and Support Strategy (2004 – 2014)

Ashford Housing Strategy (2008 – 2011)

Canterbury Community Development Strategy (2008 – 2012)

Canterbury Housing Strategy (2010 – 2015)

Canterbury Corporate Plan (2008 – 2012)

Canterbury Strategy (a vision for 2030)

Dartford Housing Strategy (Available September 2009)

Dartford Older Person's Strategy (Available May 2009)

Gravesham Review of Social Housing Provision for Older People (September 2008)

Maidstone Housing Strategy (including Older People Supplement) (2005 – 2009)

Maidstone Sustainable Community Strategy (2009 – 2013)

Maidstone Homelessness Strategy (2008 – 2013)

Sevenoaks Sustainable Community Plan (2007 – 2010)

Sevenoaks Community Safety Strategy and Action Plan (2008 – 2011)

Tonbridge & Malling Sustainable Community Strategy (2006 – 2009)

Tunbridge Wells Sustainable Community Plan (2007-2011)

Tunbridge Wells Housing Strategy and sub-strategies (including Older People's Housing Strategy) (2006-2011)

Thanet Community Safety Partnership Plan (2008 – 2011)

Thanet District Council Housing Strategy (2006 – 2010)

Thanet Private Sector Housing Strategy (2007 – 2011)

Thanet District Council Travel Plan (2005 – 2011)

Background Papers

A Sure Start to Later Life (Dept Communities and Local Government, 2006)

Our Health, Our Care, Our Say (Dept Health, 2006)

Travel, Access and Older People – A review of local transport accessibility planning
(Help the Aged, 2006)

Lifetime Homes, Lifetime Neighbourhoods (Dept Communities and Local Government, 2008)

Global Age-friendly Cities: A Guide (World Health Organization, 2007)

‘Don’t Stop Me Now’ – Preparing for an Ageing Population (Audit Commission, 2008)

Voice – A Briefing Paper (Help the Aged & ILC, 2008)

Growing Old in a Changing Climate (Stockholm Environment Institute, 2008)

Travel, Access and Older People (Help the Aged, 2006)

Towards Lifetime Neighbourhoods (ILC, November 2007)

Nowhere to Go – Public Toilet Provision in the UK (Help the Aged, 2007)

Community Transport Provision in Rural Kent and Medway (Action with Communities in Rural Kent)

Glossary of Terms

Ask a Kent Librarian – This service allows you to have your questions answered by a specialist team, without having to visit your local library. The service promises to answer or acknowledge queries within 48 hours and operates directly by phone, fax, mail, web form and email 6 days a week.

Commissioning – This is the means by which best value is secured for local people, by specifying and procuring services to meet their aspirations and needs.

Extra Care Housing - This is housing to rent or to buy, designed with the needs of frailer older people in mind and with varying levels of care and support available on site. People who live in extra care housing have their own self contained homes, their own front doors and a legal right to occupy the property.

Gerontology - is the study of the social, psychological and biological aspects of ageing

Handyvan Service – The Handyvan is a home support service for older people. Handyvan fitters work to ensure that people's homes are safe and secure. They aim to reduce the risk of burglary by fitting security equipment such as door chains and viewers, window locks and installing safety features such as smoke and carbon monoxide detectors.

Home Improvement Agency – Home Improvement Agencies (HIAs) help older and vulnerable people to maintain their independence. Their focus is to help repair and adapt a client's home to meet their individual need, and may also provide a range of services to support this, depending on local needs and circumstances

Kent Partnership – The Kent Partnership is the countywide local strategic partnership that was formed in 2002 as a result of the Local Government Act 2000. It is made up of representatives from the private, public, voluntary and community sectors and oversees the Kent Agreement.

Lifetime Homes – A lifetime home is the incorporation of 16 design features that create a flexible template for accessible and adaptable housing.

Older People's Champion – The role of an older people's champion is to represent the voice of older people within an organisation. They should ensure that older people are involved in developing services and should challenge age discrimination where it exists.

University of the Third Age (U3A) – this is a learning cooperative for people no longer in full time employment. It consists of local U3As all over the UK, which are charities in their own right and are run entirely by volunteers. Between them, U3As offer the chance to study over 300 different subjects. A typical U3A has about 250 members but could be as small as 12 and as large as 2000. The U3A approach to learning is learning for pleasure.

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DRAFT ACTION PLAN FOR KENT'S POLICY FRAMEWORK FOR LATER LIFE 'LIVING LATER LIFE TO THE FULL'

June 2009



Mike Angell, KCC's Older People's Champion

This draft Action Plan sets out what KCC is already doing to help achieve the strategic priorities established within 'Living Later Life to the Full' – Kent's Policy Framework for Later Life. It is essentially a mapping exercise that captures what we are doing for older people at this snapshot in time. This process has been particularly important in raising awareness of the issues at stake and gathering evidence of the vast amounts of work we are doing to enable people to live later life as they would wish. In collecting these actions, and comparing them with those of our partner organisations, it has also been possible to evaluate where there may be gaps in addressing issues and what new actions need to be taken, collectively, in moving forwards. This draft action plan will be developed into a KCC Strategy for Later Life which will underpin the Kent Policy Framework and deliver the older people's workstream within KCC's Regeneration Framework.

This work demonstrates that KCC relies upon cross-directorate and indeed cross-agency working to address the issues important to Kent residents. Critically, though, this is about giving older residents a stronger voice in influencing strategic and local decision-making that impacts on their lives, and we will continue to work with them in developing and implementing future actions.

NB: CMY Actions highlighted in **bold**.

KENT COUNTY COUNCIL

Priority 1 – To ensure communities are designed to be “age proof”, stronger, safer and sustainable

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
1A – Ensure all new developments are sustainable and age-proof	Influence new housing for older people through the planning process to aim to improve accessibility to transport/services.	KHS Richard Feasey		
	Aim to influence the implementation of a bespoke housing needs assessment for older people. Consider sheltered housing needs in negotiating provision of affordable housing.	Richard Feasey (Planning Policy team)		
	Provision of extra care Sheltered Housing Schemes specifically for older people to have alternative choice to residential care.	2009 / 2010 David Weiss /	PFI Orbit RSL	Purpose built to provide accommodation to enable vulnerable older people to live in their own homes as an alternative to residential / nursing care.
	Lifetime homes/Developer Contributions for Community Infrastructure and input to LDF process and community strategies. For all new housing developments Kent Adult Social Services (KASS) works with District Councils to promote the development of Lifetime homes and Wheelchair Accessible Housing. KASS also seek developer contributions to help provide facilities in the community that are fully accessible, e.g. Adult Changing Places.	Ongoing: East Kent: Maria Coates / Rocío Arias-Dumeige West Kent : Nicola McLeish (Sustainable Communities Project Officers)	Local Development Frameworks & Core strategies	Ensure new housing is adaptable in accordance with Lifetime Home standards. Ensure there is involvement of older people in the planning of future community facilities.

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>In Partnership with Eastern and Coastal Kent PCT, KASS was successful in bidding for the Partnerships for Older People Project. Out of this has come the INVOKE (Independence through the Voluntary Action of Kent Elders) project. There are three significant strands to INVOKE; the care navigator service, Information and Liaison assistants and the Community Matron Support workers. The project is designed to give older people greater independence, enhance self-management through choice and control and reduce hospital admissions.</p> <p>INVOKE early intervention services support the location of information that is accessible to the community via selected 'community hubs' – areas that are established as accessible to the public. Provide a District specific Directory that enhances choice and control.</p> <p>Ensure that the Arts Development Unit services and operations are aligned with KCC's Equalities and Diversities policy.</p> <p>Support key capital projects, to ensure the creation of new facilities and networks that can support accessible arts programming and audience development.</p>	<p>Contracted to March 2010- Dawn Woodward -Project Manager</p> <p>Sally Staples, Kent Arts Development Unit (KADU)</p> <p>Gail Brown, KADU</p>	<p>Staff time</p> <p>Staff time</p>	<p>Person centred planning that supports early intervention services to people who fall outside set KASS Eligibility criteria as well as ongoing clients.</p>
<p>1B - Develop existing communities to make sure that they are age friendly</p>	<p>Collections of books and Audio Visual items delivered to residential and nursing homes, sheltered housing, day centres and hospitals. Poetry & Prose sessions for residents of the above are currently delivered by staff. Reading Group book boxes for Homes etc.</p>	<p>Sue Fordham, Open Access Manager</p>		<p>A volunteering role to deliver Poetry & Prose sessions is being considered. Longer term aim to offer Time2Give volunteering opportunities to manage collections and promote use in Homes.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Collections of materials for Reminiscence sessions.</p> <p>Local staff have made contact with some groups e.g. Maidstone, Stepping Out at Sevenoaks.</p> <p>Investment in voluntary and community sector to deliver range of preventative services; providing information, advice and guidance. Thanet Island Guide recently re-launched and West Kent Older Persons Handbook being developed.</p> <p>Voluntary & Community Sector financial support/Transforming Social Care Grant money for early intervention and prevention services. Voluntary action assisted shopping, Age Concern Malling lunch club, Age Concern Sevenoaks postural stability classes.</p> <p>Develop Kent's national and international position as an innovative and pioneering platform for festivals and combined arts. KADU is assisting key independent arts festivals to work as a cluster in East Kent to widen audiences at local, regional and national level. The cluster will ensure more groups in Kent interact with each other through the arts, paying particular attention to younger and older segments. The cluster's outreach programme will cross fertilise audiences to start formulating a tailor-made events programme in 2010.</p>	<p>Tricia Fincher, Service Development librarian (Health & Older People)</p> <p>2009 – 2010 KASS/PCTs/Districts</p> <p>Ongoing</p> <p>Gail Brown, Michael Sanchez, and Sarah Wren KADU</p>	<p>Base Budget - Grants</p> <p>Services funded by Direct Payments</p> <p>Staff time SEEDA cluster funding</p>	<p>Training in Reminiscence work for staff in Homes is being developed.</p> <p>Brighter Futures Group (BFG) is just starting so further opportunities to promote our services and develop partnerships with BFG groups.</p> <p>Increased community resources for older people.</p> <p>Increased community resources for older people to minimise social isolation.</p> <p>Enabling festivals to prosper by widening and increasing their consumer base. It is envisaged that hidden audiences like older groups will interact with other age groups throughout the programme. Festivals would aspire for older groups to be seen as pillars of local communities.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>INVOKE - Community Action Network Group created to support increased understanding of existing community networks includes mapping of communities within each of the EK Districts.</p> <p>Lead arts input on Folkestone Forward programme, supporting innovative ways for joined-up cultural services to have a positive impact on hard-to-reach groups.</p> <p>Pensioner Forums established in each District in East Kent, and being established in West Kent.</p>	<p>Ongoing - Dawn Woodward -Project Manager</p> <p>Sally Staples and Sarah Wren, KADU</p> <p>KASS supporting Age Concern on this.</p>	<p>Community Action Network Group-EK</p> <p>Staff time and KADU budget</p>	<p>Stronger voice for older people.</p>
<p>1C - Actively tackle housing disrepair and support older people in caring for their own homes.</p>	<p>Facilitate events such as Higham Community Day, publicising partners services including Kent Fire and Rescue Service, HandyPerson, Crime Prevention Bus, Police, PCSOs and Community Wardens.</p> <p>The Supporting People Programme is contributing £682,856 to Kent's Home Improvement Agencies, co-funded by Districts/Boroughs and Health. The Supporting People Programme is also contributing £447,572 towards HandyPerson services.</p> <p>The HandyVan service provides minor repairs and safety equipment to vulnerable people e.g. locks and smoke detectors, to ensure that people feel safe in their own home. Community Technicians provide minor equipment to people e.g. grab rails and raised toilet seats. They are also qualified assessors.</p>	<p>Sue Fordham / Christel Pobgee</p> <p>Kent Supporting People Claire Martin/Ute Vann</p> <p>Home Improvement Agencies/District Councils/Supporting People/KASS/PCTs</p>		<p>Use made of libraries and Home Library Service (HLS) volunteers (currently delivering sets of books to mainly older homebound people) to advertise/distribute relevant information.</p> <p>Sustainability of supporting people funding beyond the next Comprehensive spending review, and the introduction of area based grant from April 2010.</p> <p>Robust, viable services that can respond effectively to identified need.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Community Safety Strategy.</p> <p>Early warning email messaging system alerting local communities to bogus trading practices. Target to increase the number of community organisations in Kent receiving alerts about the activities of rogue traders by 25% in 2009/10.</p> <p>The Community Safety Training Unit runs events and trains people about Bogus Caller Distraction Burglary. When Kent Trading Standards receives information and the rogue trader is still on the premises, the Rapid Action Team responds immediately.</p> <p>Cold Calling Control Zones - These are now fairly well established across the county and we are currently supporting the expansion of schemes in Maidstone, Tunbridge Wells, Dover and Swale. The scheme is being relaunched in Gravesham and Dartford where at least two areas have been identified which will benefit from becoming Cold Calling Control Zones. Kent Trading Standards will continue to assist local partnerships establish Cold Calling Control Zones.</p> <p>Kent Trading Standards will continue to promote its good trader scheme, 'Buy With Confidence'.</p> <p>INVOKE –provision of local community information (Who can help me? information directory) that enables key services / contacts to be identified. Also available on website: www.kent.gov.uk/invoke</p>	<p>Stuart Beaumont / CFE part of delivery</p> <p>Kent Trading Standards Ian Treacher/Sue Edmunds</p> <p>Kent Trading Standards Ian Treacher/Sue Edmunds</p> <p>Kent Trading Standards Ian Treacher/Sue Edmunds</p> <p>Kent Trading Standards Ian Treacher/Sue Edmunds</p> <p>Ongoing Dawn Woodward -Project Manager</p>		

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Build on the successful Kent Community Warden scheme, supporting Kent Police in their visible Neighbourhood Policing programme and working with them and the CDRPs to strengthen police presence in problem areas.</p> <p>‘Restorative Neighbourhoods’ address issues identified by the local community as their priority concerns (e.g. PaCT Priorities) by bringing victims, offenders and communities together to resolve problems before formal entry into the criminal justice system. Two pathfinder sites have been established in Shepway (Cheriton/ Morehall/Lydd and Hawkinge) and Maidstone (Shepway/Staplehurst and East) which will last for 12 months and has full backing from the districts/borough councils and CDRPs.</p> <p>The Community Warden service will be providing information to the public via their WebPages about when and where members of the public can drop in and be assured of meeting up with either their warden or PCSO.</p> <p>Bogus caller buttons are one of the Telecare devices being offered within WSD. These enable users to summon help if they are worried by unwanted callers. Other sensors such as Gas and Smoke detectors also help contribute towards keeping an individual safe and secure at home.</p> <p>Deliver targeted Handyvan services to areas of high burglary or fear of burglary.</p>	<p>Stuart Beaumont</p> <p>Stuart Beaumont</p> <p>Stuart Beaumont</p> <p>Ongoing</p> <p>Ongoing</p>	<p></p> <p></p> <p></p> <p>Government Grant</p> <p></p>	<p></p> <p></p> <p></p> <p>To mainstream the service countywide.</p> <p>Delivery of targeted service to all high risk areas.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Work with partners on Crime Reduction Partnerships to ensure that the views/concerns of the older community are fully reflected in the strategic assessments carried out at District level.</p>	Ongoing		<p>To ensure that the concerns of the older population are fully embraced in the plans of CDRP's.</p>
	<p>Provide mechanisms for the vulnerable elderly to report local community safety concerns to statutory bodies via their interface with home carers.</p>	Ongoing		<p>Equip officers who visit the homes of the vulnerable elderly with the necessary skills to report community safety issues/concerns on behalf of their clients. Improvement in the perception of crime as measured by the KCVS.</p>
	<p>Work with CDRP partners to improve the presentation of media reporting of community safety issues and therefore improve the perception of crime in local areas.</p>	Ongoing		
	<p>Embrace the PACT (Partners and Communities Together) approach in conjunction with Neighbourhood Policing to ensure that identified local concerns are dealt with.</p>	Ongoing		<p>Engage KCC service units in the delivery of PACT priorities.</p>
	<p>Work with the Clean Kent initiative to deliver a targeted approach to problem areas to improve the public perception of community safety.</p>	Ongoing		<p>Clean Kent will assist the visual improvement of areas and help improve public perception.</p>
	<p>KCC Community Wardens will be equipped as part of their training to have an understanding and engagement with Adult Protection, Dealing with Vulnerable Persons, Care in the Community, and Mental Health.</p>	Ongoing		

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>KCC Community Wardens will be provided with the necessary skills to make referrals on issues relating to Drugs, Alcohol and Trading Standards.</p> <p>UK Cultural Festival Kent: Establish street arts toolkit. KADU is supporting the development of an online resource being developed by the University of Kent. COPOR (Celebratory and Outdoor Performance Online Resource) is a platform for street theatre artists and community groups to network with each other and develop / deliver projects during the Cultural Olympiad and beyond. These projects will allow all age groups and local communities to interact and obtain information / advice from COPOR and its help-desk.</p> <p>UK Cultural Festival Kent: Commission and roll out Cultural Baton.</p>	<p>Ongoing</p> <p>Sally Staples and Michael Sanchez, KADU</p> <p>Sally Staples, KADU</p>	<p>Staff time</p> <p>Staff Time</p>	<p>COPOR aspires to develop a strong network of street artists and local communities so that projects can be delivered more effectively. Older people will welcome and enjoy working with younger people who themselves are perceived negatively (troublesome, loud) rather than positively (fresh, energetic, etc.).</p>
<p>1E - Prepare for changes in the environment and climate-proof communities to make them sustainable for the future</p>	<p>Working with the Kent Partnership to determine key opportunities and threats relating to climate change with a view to take necessary adaptation actions across the county where required.</p> <p>Undertaking a Local Climate Impacts Profile across the Kent Partnership to determine current vulnerability to severe weather events to inform future adaptation actions (e.g., heat wave impacts on health).</p> <p>Building adaptation capacity through increasing awareness of the impacts of climate change across the Kent Partnership. Carrying out climate change adaptation workshops across KCC services (and the wider partnership where required) with a view to develop climate change adaptation action plans.</p>	<p>On-going</p> <p>Wendy Lockton-Goddard</p> <p>Carolyn McKenzie</p>		<p>To ensure that older people and the services they use are well prepared for the future impacts of climate change.</p>

Priority 2 – To improve transport and accessibility

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
2A - Increase transport options for older people, including services for those who are disabled or live in rural areas.	Provide funding to extend concessionary fare period from 09:00 to 09:30 for 60+.	Kenneth Cobb		(difficult to assess due to potential shortfall in grant funding from government to support the scheme).
	Increase percentage of buses with low floor access in Quality Bus Partnership (QBP) areas by 35% to reach 79% by 2010/11.	Local Transport Plan for Kent 2006-11	KCC £100K 2009/10	A Kickstart bid to the Department for Transport is being prepared which, if successful, will deliver a regular 10-minute frequency during the day on Mondays to Saturdays.
	KCC has already commenced a programme of improvements to the Canterbury 'Triangle' routes 4/4A/4X and 6/6A/6X to deliver raised boarders for easy access in conjunction with low-floor buses, bus stop clearways with clearway plates and new bus stop poles. Stagecoach in East Kent is also providing new bus stop flags and timetable displays to compliment this programme.		KCC £100K 2010/11 (if Kickstart bid successful)	
	Better publicise low floor bus services and routes. Symbols are already used on public transport maps and Traveline to indicate services running low floor buses.	KHS	N/A	
	Kent Karrier is a fully accessible dial-a-ride service which takes its members directly from their door to the nearest town centre. Membership is £5 per year, with a small fee payable for each journey. KCC financially supports 10 Kent Karrier services across the County. KCC also funds the provision of minibuses for local community groups (Lenham and Stockbury) not already covered by Kent Karrier.	Kenneth Cobb	£860k pa (2008/09 figures)	KCC is keen to utilise the growing potential of active retirees in supporting community bus services, especially in rural areas.

	<p>Increase the number of dropped kerbs to make roads easier to cross. There is a countywide programme (£100K) of dropped crossings alongside local schemes in Dartford (£25K) and Gravesham (£75K).</p>	KHS	KCC £175K 2009/10 LTP	
	<p>Improve pedestrian access to town centres and cycling networks – schemes proposed for 2009/10 include an off-road cycle link between Canterbury and Chartham, a new footway in Bean High Street, a cycle route along the River Dour in Dover and pedestrian improvements in Folkestone.</p>	KHS	Approx £2m 2009/10 LTP	Ongoing walking and cycling improvements included in the LTP in future years.
	<p>Overlap with families and young people with disability? Make sure that there is a joined up approach to transport.</p>	KHS/CFE		
	<p>In East Kent older persons attending day centres that meet eligibility criteria now offered Direct payments and access to taxis and voluntary escort transport rather than sitting for long periods on mini buses.</p>	June 2008 Derek Hall Ongoing	Base budget of commission ers	Older people able to exercise choice and control over how they access services in the community.
	<p>In West Kent KASS working with partners in Districts and other KCC Directorates e.g. through Older People's Forum and in response to LDF Consultation to raise awareness of transport issues faced by older people.</p>			Create awareness of the challenges faced by older people.
	<p>KCC in partnership with Arriva is to submit DfT Kickstart bid for Routes 6 and 7, linking Maidstone, Tonbridge, Pembury Hospital and Tunbridge Wells to increase service frequencies, provide modern and accessible low-floor vehicles and upgrade bus stop infrastructure.</p>	KHS	tbc	Better public transport connections to/from Pembury Hospital and local towns.

<p>2B - Make people more aware of the transport options already available to them</p>	<p>Access to Hospital leaflets produced and jointly funded by 3 major hospitals in East Kent. 50,000 leaflets distributed via GP surgeries/hospitals/supermarkets and libraries etc. Work will be completed with West Kent shortly.</p> <p>High level agreement between hospital trusts, KCC and PCTs to work jointly on transport and health issues.</p> <p>The Traveline national number is promoted on all public transport leaflets, bus maps and other transport related publicity.</p> <p>Improved information, advice and guidance provided locally, e.g. Gateways, Care Navigators and through Co-ordination / brokerage. Work is ongoing to carry out KCC's Public Transport Information Strategy which will see the completion of a programme to upgrade all of the 560 most important bus stops in Kent, working in partnership with local operators.</p>	<p>KHS</p> <p>Martyn Ayre/ Tim Woolmer</p> <p>KHS</p> <p>From 2009</p>	<p>N/A</p> <p>£250K</p>	<p>As above use could be made of our libraries and Home Library Service volunteers to advertise/ distribute relevant information.</p>
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Priority 3 – To enable older people to lead healthier lives and have better access to healthcare

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
3A - There is greater focus on the prevention of health problems	<p>Improve access to Hospitals and GP surgeries.</p> <p>Health monitoring within Gateways – currently a pilot in Maidstone. Measures and monitors blood pressure and weight.</p> <p>Healthy Living walks delivered in partnership with local PCT Health Promotion staff and in some districts with District/Borough Councils, also Literary and Historical walks (eg in the Gravesend District in partnership with Gravesham Historical Society; Dartford with Dartford Borough Museum and Ashford with the Town Centre Partnership).</p> <p>Community Information Day at Gravesend Library.</p> <p>Healthy Eating/Living Fairs & New Years Resolutions events - in partnership with Health Promotion, Trading Standards, Kent Sports Development, Volunteer Bureau, Kent Drug and Alcohol Action Team (KDAAT), independent practitioners, Adult Education, Kent Now, Activmobs etc.</p> <p>Promote library buildings as possible suitable venues for stop smoking sessions.</p> <p>Health and wellbeing groups established in each District. Joint Strategic Needs assessments completed, identifying health inequalities and a focus on preventative services</p>	<p>LTP/KA2 Target Vicki Hubert</p> <p>Tanya Oliver</p> <p>Libraries and Archives</p> <p>Libraries</p> <p>Libraries and Archives</p> <p>Libraries and Archives</p> <p>2008 - KASS</p>		

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>In West Kent the Brighter Future Group (BFG) is an example of innovative preventative work. It is a partnership between KCC, PCT's and voluntary and community organisations aimed at helping older people remain independent. It is delivered via a range of volunteer services designed to reduce avoidable admissions into hospital or long-term care, as well as keeping older people healthy, promoting social inclusion and independence and producing other benefits to the volunteers and their communities.</p> <p>KASS working with public health colleagues to develop the Joint Strategic Needs Assessment (JSNA). This will inform future commissioning strategies and business plans. West Kent has established the Older Persons Change Board which will inform future joint initiatives. The West Kent Older Persons Forum is a multi agency meeting which aims to promote info sharing a joint working.</p> <p>INVOKE - Delivery of health promotion activities by the Community Information and Liaison Assistant (CILA) that is specifically provided to identify groups of people where the need has been recognised.</p> <p>Silver Song clubs over 600 members in East Kent alone. Delivering outcomes in terms of reducing isolation, social cohesion, reminiscence and exercise.</p> <p>As part of the WSD programme and building on the Kent pilot, Telehealth equipment is being provided to an increasing number of people with long term conditions (LTCs). This enables clinicians to pick up on changes in individuals/readings and take action so as to prevent a person ending up in hospital.</p>	<p>Ongoing - KASS</p> <p>Ongoing – Dawn Woodward, Project Manager</p> <p>2008/11 John Barnes</p> <p>Ongoing</p>	<p>PCT's Choosing health Allocation. Funded with £1.38m from HM Treasury (An Invest to Save bid).</p> <p>KASS and E&CKPCT</p> <p>Government Grant</p>	<p>Health and Wellbeing groups to feed local health issues into Strategic Commissioners for Health to promote new services. It has proved successful and is now being mainstreamed with support from the Social Care Reform Grant.</p> <p>Roll out as mainstream activity.</p> <p>To mainstream the service countywide.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	Cross-cutting projects delivered in the different localities of Kent that contribute to place-making, health, cultural tourism and cultural diversity.	All - KADU	Staff time and KADU budget	
3B - The older people of Kent participate in regular exercise and live an active life	<p>A range of discreet courses will be further developed to support older people with specific health problems to maintain an active lifestyle.</p> <p>Developing partnerships i.e. with Help the Aged (Fit as a Fiddle) to make links with wider community based groups.</p> <p>Providing Chair Based exercise sessions in care homes and training care home staff to deliver these appropriately.</p> <p>TSCG Preventative Services.</p> <p>Healthy Living walks delivered in partnership with local PCT Health Promotion staff and in some districts with local councils, also Literary/Historical walks.</p> <p>Yoga and dance classes held at Westgate Library in partnership with the Health Authority.</p> <p>Volunteer opportunities in libraries for older people in the Time2Give scheme.</p> <p>Visit Kent / Explore Kent – opportunities for older people to stay active.</p> <p>Increasing investment in preventative services made possible via Transforming Social Care Grant.</p>	<p>Kate Atterton</p> <p>Revised offer in place by September 2009</p> <p>As above</p> <p>WKASS</p> <p>Tricia Fincher</p> <p>Tricia Fincher</p> <p>Tricia Fincher</p> <p>Nicola Browne, Volunteer Development Coordinator</p> <p>KASS</p>		<p>Are there ways we can offer discounts that target older people?</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Numerous Schemes Funded via choosing health allocations via agreement at local health & Well being Subgroups many of which are dedicate to people who are 50+.</p> <p>In West Kent Seated exercise programmes delivered within Age Concern Groups as a roll out from Brighter Futures Group pilot.</p> <p>INVOKE – Delivery of health promotion activities such as one to one cooking, Chair Based Exercise, stop smoking and social opportunities that support community inclusion.</p> <p>Silver Song clubs (see 3A).</p> <p>Work with Kent RFOs and AIF supported organisations to develop innovative models for audience development.</p>	<p>Ongoing</p> <p>2008</p> <p>Ongoing- Dawn Woodward - Project Manager</p> <p>John Barnes</p> <p>Gail Brown, KADU</p>	<p>PCT's Choosing health Allocation</p> <p>Specific Grants</p> <p>Staff time KADU budget</p>	<p>Exercise programmes available for older people, improving balance and reducing risk of falls.</p>
3C - Developing better integrated health and social care services	<p>Integrated Discharge Teams using assessment beds throughout the area, assessing people in a non-acute environment.</p> <p>Integrated Care Centres at Westview, Tenterden and Westbrook House, Margate.</p> <p>End of Life Strategy being jointly developed across Kent with local implementation groups in East and West Kent.</p> <p>Joint commissioning of community and voluntary sector services – Bridging the Gap.</p>	<p>2008</p> <p>2007</p> <p>2009</p> <p>2008-9 Derek Hall</p>	<p>PCT KASS</p> <p>PFI / base budget</p> <p>PCT</p> <p>KASS / Ashford BC</p>	<p>Reduced delays in transfer of care.</p> <p>Improved care pathways.</p> <p>Integrated care pathway and jointly commissioned services.</p> <p>Improved relationships to enable competitive tendering.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Multi Agency Adult Carers strategy is being developed focusing on 5 key priorities areas. It will have local implementation and delivery plans for East/West Kent.</p> <p>Early Adopter site focussed on Customer Care and Public Involvement under DOH “Making Experiences Count”.</p> <p>As 3a also WSD project. Also as we modernise our services there is a greater emphasis of co-location and joint working.</p> <p>Development of Adult Strategic Partnerships in East Kent that support joint working. INVOKE multi-agency bid led by KASS for Partnerships for Older People Project funding to support Prevention agenda.</p> <p>INVOKE – Commissioning of health promotion training designed specifically for the CILA that enables accreditation to Understanding Health Award 2 –Royal Institute of Public Health.</p> <p>The WSD programme is a good example of integrated working and involves both PCT’s KASS and GP practices across the county. Community nursing services are now starting to respond to Telecare alerts which mean that health issues can be picked up an early stage.</p>	<p>2009</p> <p>2008 Customer Care Team</p> <p>Ongoing</p> <p>Ongoing – District Managers</p> <p>Ongoing- Dawn Woodward - Project Manager</p> <p>KASS/PCTs Ongoing</p>	<p>Carers Grant</p> <p>District Managers Adult Social Services Strategic Group</p> <p>Government Grant</p>	<p>Carers have access to range of jointly commissioned services.</p> <p>Joined up Health and Social Care complaints system.</p>

<p>3D - Assisting people to manage their own health and independence in order to keep living in the community for as long as possible</p>	<p>Adult education are developing a large range of IT courses and programmes to be delivered within sheltered housing or car home settings.</p> <p>East Kent Health Trainers are using libraries for weekly drop in/surgery sessions at Stanhope, Wood Avenue & Dover.</p> <p>Working in partnership to deliver the INVOKE project. Collaborating with CILAs (Community Information and Liaison Assistants) who are producing information resources to be held in Community Hubs which include libraries and also the mobile libraries.</p> <p>Healthy Eating/Living Fairs (see 3A).</p> <p>Books Can Help Scheme – aims to assist people with mild to moderate mental health problems through the delivery of books on prescription. Collections in 39 libraries. Also working in partnership with Macmillan Cancer Support and Kent & Medway Cancer Network to provide and promote 13 collections of cancer-related information resources (most for loan).</p> <p>Reading Groups, including those aimed at specific audiences (MIND Reading group meets monthly at Maidstone Library, Dover book listening group, visually impaired library groups meet regularly at Gravesend, Dartford and Sturry Libraries).</p> <p>Developing systems (self assessment) and supporting people to manage their own lives and to determine how they should be supported to achieve this.</p>	<p>Adult Education</p> <p>Tricia Fincher,</p> <p>Libraries and Archives</p> <p>Libraries and Archives</p> <p>2009 - KASS</p>	<p>SDS</p>	<p>Older people can exercise real choice and control over how they live fulfilled lives.</p>
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	<p>WSD/Telecare/Enablement Services/Active Care/ Day Services/ Domiciliary Services/SDS. As new facilities are developed these are planned and designed to be accessible to all groups within the community e.g. libraries and leisure centres.</p> <p>Sheltered housing, floating support, Home Improvement Agencies and Handypersons contribute to maintaining independence. The Programme is spending £7.5 million on housing related support, £682,856 on HIAs, and £447,572 on handy person.</p> <p>Provision of District specific information that supports advice ,information and guidance that is readily available within communities.</p> <p>Care Navigator service enables a one to one contact where the potential resolutions of the need /problem are explored enabling client choice and control.</p> <p>Directly accessible health promotion opportunities as organised by the CILA.</p> <p>Telecare and Teleheath contribute significantly to the maintenance of residents' independence.</p> <p>Work with Kent RFOs and AIF supported organisations to develop innovative models for audience development.</p>	<p>Ongoing</p> <p>Supporting People</p> <p>Ongoing - Dawn Woodward - Project Manager</p> <p>KASS</p> <p>KASS</p> <p>Ongoing</p> <p>Gail Brown, KADU</p>	<p>Government Grant</p> <p>Staff time and KADU budget</p>	<p>Sustainability of supporting people funding beyond the next Comprehensive spending review, and the introduction of area based grant from April 2010.</p>
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Priority 4 – To support Older People’s citizenship, learning and participation in community life

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
4A - Encourage participation and inclusion in community activity	<p>Explore the feasibility of advertising volunteering roles on KCC website.</p> <p>Promoting libraries as social networking and learning centres at certain times of the week.</p> <p>Housing related support encourages people to access education, training, and employment opportunities.</p> <p>See Libraries and Archives activities listed under Priority 3.</p> <p>The concept of a Living Library has been piloted in Sevenoaks. People from the local community who are passionate about a subject, or an expert in their field or have a significant life experience that they are willing to share, can be ‘borrowed’ for a conversation lasting about 20 -30 minutes. It allows people to find out about other people or activities in their community in a safe environment without any need to first be introduced formally or any obligation to follow up the meeting, unless they wish to do so.</p> <p>The Time 2 Give volunteering programme in Libraries & Archives managed by CSV offers enjoyable and worthwhile volunteering across the county’s libraries. A wide variety of opportunities and activities are available for all abilities including those who are not in employment for reasons of ill health. Some volunteers are supported by their carers. Not only does volunteering help develop skills but also builds up confidence and a sense worth.</p>	<p>Nigel Fairburn</p> <p>Sheila Golden / Christel Pobgee</p> <p>Supporting People</p> <p>Libraries and Archives</p> <p>Sheila Golden, Archive staff at 3 centres in Kent and Rob Illingworth (Local Studies Development Librarian)</p> <p>Libraries and Archives</p>		<p>Living Library gives people the opportunity to gain a greater understanding of others in their community and break down barriers. It is planned to extend the pilot to other locations. We would be happy to discuss with partners how the concept can support their priorities.</p> <p>Volunteering opportunities identified for older people to read to children in libraries. Set up community history centres and groups to collect and give access to historic local material, helping to create a local identity and engage older people in intergenerational sessions.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Gateways building up links with volunteer centres and even housing them within Gateways to boost the number of volunteers.</p> <p>In East Kent support given to the Smarden Good Neighbourhood Scheme.</p> <p>Investing in early Intervention and prevention and supporting Older People Forums.</p> <p>Participation opportunities within the project included interview and tender panel membership as well as Board and other forum membership. Community Action Network group mapping to explore the ways current communities function and what they focus on.</p> <p>Forum members are being invited to get involved in the Arts in Thanet (Turner) Dover Arts Development, Silver songs Canterbury, Intergenerational work Swale.</p> <p>Lead arts input on Folkestone Forward programme, supporting innovative ways for joined-up cultural services to have a positive impact on hard-to-reach groups.</p> <p>Encourage inter-cultural arts work including the Festival of Light.</p> <p>Work with Kent RFOs and AIF supported organisations to develop innovative models for audience development.</p>	<p>Christine Beaney, District Mgr, 2008</p> <p>John Barnes</p> <p>Ongoing- Dawn Woodward – INVOKE Project Manager</p> <p>2008/9—onwards John Barnes</p> <p>Sally Staples and Sarah Wren, KADU</p> <p>Gail Brown, KADU</p> <p>Gail Brown, KADU</p>	<p>Grant</p> <p>INVOKE Project Board Community Action Network Group</p> <p>Part of core agreement</p> <p>Staff time and KADU budget</p> <p>Staff time</p> <p>Staff time</p>	<p>Encourage communities to support themselves.</p> <p>Public Involvement Network – a framework to support engagement t by providing training, induction and role descriptions that will enable selection of the right role for them by them.</p> <p>Confirm arrangements</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	UK Cultural Festival Kent: Commission and roll out Cultural Baton.	Sally Staples, KADU	Staff time	
4B - Ensure that older people have a voice and are able to exert their influence over policy making	<p>Kent TV currently shows videos relating to issues that affect the older community. We have also covered some consultations including the future of care and support from Adult Social Services regarding plans to pay for our own social care with a view to Adult Social Services collating data.</p> <p>Promoting local forums for the 50+ citizens of Kent to influence the provision of Life Long Learning as part of OFSTED overview for KAES.</p> <p>In West Kent Older Peoples Forums exist in some districts but where they are not currently in existence KASS are working with District Councils to set them up.</p> <p>Build better links with existing forums and formalise through OP champion.</p> <p>L&A have a range of user and friends groups and provide other opportunities for feedback (surveys, consultations, comments/complaint forms). The annual surveys in Open Access (10% of delivery to homes service, 5% of postal loan spoken word service and a sample of the Home Library Service customers) have two main priorities; to assess user satisfaction with all elements of the service and to inform and shape future developments.</p> <p>As part of the WSD programme there is a service support network and service users are invited to attend Board meetings in order to contribute towards the direction and development of the programme.</p>	<p>Pascale Blackburn</p> <p>Adult Education Business plans for 2009-12</p> <p>Hilary Francomb</p> <p>Tim Woolmer / Mike Angell</p> <p>Libraries and Archives</p> <p>Ongoing</p>	<p>Govt Grant</p>	<p>Kent TV will continue to cover issues and items that are of interest to this generation. Including any consultations that may affect old people.</p> <p>Older people to have a voice in their communities.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Five older persons forums established in East Kent, each constituted with bank accounts and committees, annual reports and AGM's, open days and portfolios, plus web sites and newsletters. Pan-east Kent forum established to represent views across EK boundary issues.</p> <p>The Supporting People Programme involves service users in every aspect of strategic and operational activity.</p>	<p>John Barnes</p> <p>Supporting People</p>	<p>E&CKPCT and KASSD, £5k per forum</p>	<p>Develop one in Ashford.</p>
<p>4C - Older people have the opportunity and ability to participate in life-long learning</p>	<p>Targeted concessions for older learners for range of KAES courses.</p> <p>Review programme of courses to respond to all sectors of the community including the older learner.</p> <p>Role of Voluntary Organisations e.g. Age Concerns in delivering schemes such as Silver Service.</p> <p>Range of resources available in libraries and remotely via our website. Access to information about courses. Author talks and events/activities offered as part of Adult & Family learning weeks. Past examples include Indian Head massage, salsa dancing, knittorama, CV writing, family history, creative writing, etc - working in partnership with Kent Adult Education, other education providers and community groups. All accompanied by displays and partner's information.</p> <p>Web wizards available regularly in some libraries to assist with IT issues and teach the basics.</p> <p>Talks on history and archive collections offered at Sessions House and throughout of the county.</p>	<p>Adult Education Sept 2009</p> <p>As above</p> <p>As above</p> <p>Gillian Lawrence, Lifelong Learning Manager, Libraries and Archives</p> <p>Libraries and Archives</p>		

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Hosting of Adult Education classes and sessions on local history at the Centre for Kentish Studies, Maidstone and Canterbury Cathedral Archives.</p> <p>Housing related support encourages people to access educational opportunities.</p> <p>Music as a Therapeutic Medium of Engagement for Elderly People and their Carers involves the Sidney de Haan Research Foundation and the Kent and Medway life Long Learning Network. The aim of the project is to promote:</p> <ul style="list-style-type: none"> • Active lives at the end of the life span • Support for independence for the elderly • Health promotion through increased wellbeing of carers and the care for via the medium of music and improved communication • Development for the care sector though staff development and HE qualifications <p>Increase adult engagement in the arts – work with Kent arts and cultural orgs to support targeted projects.</p>	<p>Libraries and Archives</p> <p>Supporting People</p> <p>John Barnes (2008/9) as pilot</p> <p>KADU</p>	<p>£3k-KASSD</p>	<p>Develop in other districts.</p>
<p>4D - To make sure older people in Kent have employment opportunities if they want them.</p>	<p>Work in partnership with Kent Top Temps to ensure job opportunities are available to older people.</p> <p>Engage with Kent employers on actions that will benefit both employers and older people.</p> <p>Volunteering Opportunities – KCC Policies.</p> <p>Help people find out information on second careers after retiring – Contact Kent can help here.</p>	<p>Nigel Fairburn</p> <p>Nigel Fairburn / Debra Exall</p> <p>Contact Kent</p>		

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	Housing related support encourages people to access education, training, and employment opportunities.	Supporting People		
4E - Older people have access to new technology as well as the ability to use it	<p>Schools offer community learning and access to IT (particularly in areas where no libraries). Extended services working with local groups.</p> <p>Kent TV is at the cutting edge of new technology but is keen not to exclude any age groups including older people. As such there are a variety of videos covering interests and issues that may be of interest to this generation. Kent TV is also accessible with transcribed videos and subtitling available in many cases.</p> <p>Wide range of courses to support this learning including e-mail courses specific for keeping in touch with relatives and ‘Parents’ Guide to Chatrooms and Websites particularly applicable for those looking after grandchildren.</p> <p>Free access to PCs in all KCC libraries. Silver Surfer and IT taster sessions in libraries and Web wizards sessions take place regularly in some branches.</p> <p>Older volunteers engaged on cataloguing and indexing projects at archive centres and local history centres using new technology.</p> <p>Housing related support includes funding for community alarms which enable a platform for enhanced assistive technology/telehealth opportunities to be accessed. HIAs/handy person can also facilitate.</p>	<p>CFE, Marisa White</p> <p>Pascale Blackburn</p> <p>Adult Education Current and ongoing</p> <p>Libraries and Archives</p> <p>Libraries and Archives</p> <p>Supporting People</p>		<p>Kent TV will continue to progress in making more programmes accessible and cover issues that affect the elderly.</p> <p>Many housebound older people lack access to IT in the home. Could we work together to look at solutions? Government drive to have broadband in every home by 2012. Need to find ways to help older people to engage with new technology. Masterclasses in libraries / gateways?</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	Access to the internet will be provided in the Extra care sheltered housing schemes and in some Age Concern Day Centres.	2009 – 2010 David Weiss	PFI	
	As part of the WSD programme there is a service support network and service users are invited to attend Board meetings in order to contribute towards the direction and development of the programme.	Ongoing	Govt Grant	

Priority 5 – To ensure those older people who need support to live independently have choice, control and good quality care

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
5A - Service provision is based upon a person centred approach	Self Directed Support. Supporting People Programme has consulted with older people on service delivery. The consensus largely remains with warden/scheme manager based services. Services can be changed by agreement between providers and service users. Introduction of Self Directed Support will provide new clients with a personal budget. Increase in take up of Direct Payments.	KASS Supporting People 2009	Base	Social care reform to respond to demographic changes giving people choice and control in helping them live independent fulfilled lives in their community.
	INVOKE- CN supports one to one sessions that explore with the individual the potential solutions to their need/problem enabling informed choice by the individual.	Ongoing- Dawn Woodward - Project Manager	Care Navigator	

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	Ensure that Arts Development Unit services and operations are aligned with KCC's Equalities and Diversities policy.	Fennah Podschies, KADU	Staff time	
5B - We will work to remove the barriers that can impair the quality of older people's lives	<p>Increased support for voluntary carers through voluntary organisations delivering flexible respite care.</p> <p>Free access at all libraries to talking books for people who are visually impaired or cannot access print for other reasons e.g. dyslexia or unable to hold a book.</p> <p>Postal talking book service for visually impaired people – currently delivered to 1,300 customers out of approx 10,000 people in Kent registered as visually impaired.</p> <p>Work with District Access Partnerships to make library services accessible for adults with learning disabilities. This includes consulting on modernisation of libraries and choice of collections, activities and events offered in them. Working to make signage more accessible e.g. use of Makaton and Cue cards, and there is a Symwriter at Broadstairs.</p> <p>Kent Libraries stock books in over 40 languages plus dual language books, large print, talking books, DVDs, Easy Reads.</p> <p>Lead arts input on Folkestone Forward programme, supporting innovative ways for joined-up cultural services to have a positive impact on hard-to-reach groups.</p>	<p>2009 - KASS</p> <p>Sue Fordham, Libraries & Archives</p> <p>Sue Fordham, Libraries & Archives</p> <p>Elizabeth Taylor, Service Development Librarian,</p> <p>Libraries and Archives</p> <p>Sally Staples and Sarah Wren, KADU</p>	<p>Carers Grant</p> <p>Staff time and KADU budget</p>	Range of provision that is required to be available to support carers to continue caring.

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	Increase adult engagement in the arts – work with Kent arts and cultural orgs to support targeted projects.	Gail Brown, KADU	Staff time and ACE funding	
5C - Individuals have access to 'joined up' information when they need it	<p>Kent TV has accumulated and has also filmed many videos about services and community activities that are available. The video, where possible, is accompanied with web address where they can obtain further information and/or phone numbers and addresses.</p> <p>Thanet Island Guide (3rd Re-write) Launched specifically for older people.</p> <p>Mobile Gateways bring Gateway services to rural areas for those with less mobility. Have free internet access and target services according to the needs of the local population.</p> <p>Gateways join up services and provide face to face contact for some of the more complex services people may require.</p> <p>The Access Kent programme will be joining up public sector services, removing confusion and making accessing services more convenient.</p> <p>Libraries provide local access to information and Ask a Kent Librarian provides a central point of information delivery and signposting by phone, mail, email and virtual messaging.</p> <p>Development of information, advice and guidance delivered locally, e.g. Gateways.</p>	<p>Pascale Blackburn</p> <p>2009 Kirstie Amos</p> <p>Tanya Oliver</p> <p>Tanya Oliver</p> <p>Tanya Oliver</p> <p>Christel Pobgee, Information Services Manager</p> <p>2004 (Ashford) and on-going Mike Dorman</p>		<p>Kent TV will continue to signpost to relevant websites to ensure that viewers are able to access further information.</p> <p>High quality infoin format that can be read at home.</p> <p>Access to good information locally at a time and venue that is convenient.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>KCC has a programme to roll out Gateway's as a point of contact. KASS fund Voluntary Organisations to provide advice and guidance e.g. DIAL.</p> <p>KASS have Care Managers co-located in GP Practices to improve communication.</p> <p>Directory accessible in some GP surgeries where agreement has been established as well as publicity events to support wider knowledge of INVOKE services.</p> <p>Work to ensure the arts and arts audiences' needs are reflected in the local plans and frameworks for Kent.</p> <p>One of the projects within WSD is the development of an information sharing platform. This will pilot the sharing of TH and TC data as well as the individuals care plan on an IT platform which will be accessible to both users and carers as well as health and social care professionals.</p> <p>Enhance KADU online presence to ensure it is fit for purpose and providing the service needed by stakeholders.</p>	<p>Ongoing</p> <p>KASS</p> <p>Ongoing- Dawn Woodward - Project Manager</p> <p>All staff - KADU</p> <p>Ongoing</p> <p>Gail Brown, KADU</p>	<p>Staff time</p> <p>Govt Grant</p> <p>Staff time KADU budget</p>	<p>If successful will inform the development of the common assessment framework across the county.</p>
5D - We will support carers to have a life apart from caring	<p>Offer City and Guilds certificate in Development and Learning for Unpaid Carers with free places available. Courses can be run in range of community venues.</p> <p>Suite of courses to be developed to support Carers including finance/budgeting, personal wellbeing and assertiveness and confidence building.</p> <p>Carers assessments and Carers Card. Funding delivered directly and through Voluntary Organisations.</p>	<p>Adult Education From January 2009</p> <p>Adult Education In development from Jan 09</p> <p>WKASS</p>		

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Carers reading group being piloted in Maidstone.</p> <p>In line with carers strategy a pilot scheme to undertake carers assessments by the voluntary sector underway.</p> <p>Development in voluntary sector of range of respite and training services that the voluntary Sector have identified in working with carers.</p>	<p>Tricia Fincher,</p> <p>Derek Hall East Kent and Kerry Kearney West Kent (2009)</p> <p>KASS</p>	<p>Carers Grant</p> <p>Carers Grant</p>	<p>Carers can have an assessment undertaken as an individual by appropriate voluntary sector bodies.</p> <p>Carers have access to range of services to support them in living a life away from caring.</p>

Priority 6 – To encourage people to plan for a secure later life

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
6A - Older people in Kent will be more aware of the services and support available including access to financial information and advice.	<p>Debt advice – look at how this is accessed via children’s centres and schools. Make sure resources are joined up.</p> <p>Kent TV has a number of videos demonstrating what is available and also the ‘how to’ channel offers advice on how to get help with a number of things including housing for the elderly and dealing with Rogue traders.</p> <p>Libraries provide local access to signposting.</p> <p>Ask a Kent Librarian (see 5c).</p> <p>HIAs and handyperson services provide advice and support in relation to this including maximising welfare benefits/income and financial inclusion.</p>	<p>CFE / Marisa White</p> <p>Pascale Blackburn</p> <p>Christel Pobgee</p> <p>Christel Pobgee</p> <p>Supporting People</p>		<p>Kent TV will continue to provide information on issues that affect the elderly.</p> <p>Publicise via libraries, mobile libraries, HLS. Looking for partners to deliver financial literacy surgeries in libraries.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Development of gateways will see ‘one stop shop’ approach to a range of information, advice and guidance.</p> <p>The Benefits Advice staff to provide access to financial information and advice.</p> <p>In West Kent an Older People’s Handbook is in development with Health and District Council colleagues.</p> <p>INVOKE –provision of local community information that enables key services / contacts to be identified also available on website :www.kent.gov.uk/invoke.</p> <p>The Kent Registration Service is currently putting together a booklet for the recently bereaved, which will include advice, guidance, and signposting to support services.</p> <p>Enhance KADU online presence to ensure it is fit for purpose and providing the service needed by stakeholders. Clear brand, marketing and communications improve the profile, understanding and take-up of KADU services and their impact.</p> <p>Develop messages and stories to promote the arts in Kent.</p>	<p>2009 onwards</p> <p>Margaret Howard KASS/PCT District and borough Councils</p> <p>Ongoing- Dawn Woodward - Project Manager</p> <p>Gill Bromley</p> <p>Gail Brown, KADU</p> <p>All – KADU</p>	<p>Staff time and KADU budget</p> <p>Staff time</p>	<p>Access to local information, advice and guidance at convenient times and locations.</p> <p>Convenient one stop guide to all local services. Improve access to services and support.</p>

<p>6B - Reduce Fuel poverty through increased take-up of energy saving initiatives. There will be increased awareness of affordable warmth.</p>	<p>Increase take-up of affordable warmth. Area Benefit Officer's and CM's provide advice to service users.</p> <p>Home Improvement Agencies and handyperson services provide advice and support.</p> <p>Publicise the annual central government 'Keep warm, keep well' campaign.</p>	<p>Area Benefit Officer's</p> <p>Supporting People - Ongoing</p> <p>Christel Pobgee</p>		<p>Promote initiatives via libraries, mobile libraries, HLS if publicity/ stands available.</p>
<p>6C - Improved economic well-being for older people within Kent</p>	<p>Work on creation of a Kent-wide Credit Union.</p> <p>Benefits Advice Staff (see 6A).</p> <p>HIAs and handyperson services (see 6A).</p> <p>INVOKE – Localised networking by CILA's to support benefit uptake and enable clear identification as to where it has enhanced clients economic wellbeing.</p> <p>Mobilising Out Ageing Assets is a Partnership with the Chambers of Commerce who have submitted a BASIS Lotto bid with VCS to increase the wellbeing and independence of older people by developing a tailor made range of services that encourages them back into a working environment, either on a voluntary or paid basis. Once established they will then involve KCC and PCTs in delivery.</p>	<p>SILK</p> <p>On-going</p> <p>SP</p> <p>Ongoing- Dawn Woodward - Project Manager</p> <p>John Barnes</p>	<p>£5k- (2008/9) from Major lottery bid KASSD</p>	<p>Looking for partners to deliver financial literacy surgeries/ talks in libraries.</p>

Priority 7 – To promote a positive image of later life and dignity and respect for older people

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
7A - Promote the value of later life and change attitudes towards older members of society	<p>Time 2 Give (see 4A).</p> <p>Contracts for care and support include a clause that requires people to be treated with dignity and respect at all times.</p> <p>Increase volunteering opportunities and peer support schemes.</p> <p>Mobilising out aging assets (see 6C).</p> <p>Lead arts input on Folkestone Forward programme, supporting innovative ways for joined-up cultural services to have a positive impact on hard-to-reach groups.</p>	<p>L & A</p> <p>On-going</p> <p>KASS</p> <p>John Barnes</p> <p>Sally Staples and Sarah Wren, KADU</p>	<p>Staff time and KADU budget</p>	<p>Older people are valued as individuals regardless of their vulnerability and age.</p>
7B - Encourage intergenerational activity and community cohesion	<p>Schools have a duty to promote community cohesion through Extended Schools. Expand this to ensure the inclusion of older people.</p> <p>Research into the role of grandparents.</p> <p>Apprenticeships.</p> <p>Responsive provision for inter-generational learning for schools and Children’s Centres, enabling parents/grandparents and carers to work with children to explore new ways of learning- i.e. ‘Keeping up with the Children’.</p>	<p>CFE / Marisa White</p> <p>CFE / Jo Hook</p> <p>Pauline Smith / Nigel Fairburn</p> <p>Adult Education Ongoing through 2009-10</p>		

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>Youth Service running schemes where younger and older people can share skills (e.g. younger people's technology skills) and learn from one another, leading to improved relationships and promotion of positive images of young people within local communities.</p> <p>Various L & A activities in the past have involved young people collecting memories, or older people sharing their experience with groups of children. Examples of activities in Gravesham: Inter generational computer sessions at Meopham Library; Meopham Christmas entertainment of elderly by pupils of Meopham School; Action Earth at Higham & Coldharbour, young & old working on improving courtyard & garden.</p> <p>INVOKE – CILA's will be training community members to continue group activities where appropriate enabling the provision to be community run where possible.</p> <p>Flight is a programme co-ordinated by Help the Aged with the National Youth Theatre to engage with older people via drama and reminiscence. It is starting in Swale and involves the Swale Senior Citizens Forum. It is making a Lottery bid for a pilot scheme. PCT have been approached but deal not yet finalised on this.</p> <p>SingUnited: Intergenerational Projects Supporting Older People through the Arts and Music. To this end, a large-scale, intergenerational, multimedia arts and health project is proposed over a 12 month period. Talks are under way with prospective partners, Folkestone's Creative Foundation, through Shepway's <i>Find Your Talent</i> project and the national organisation, Youth Music, through east Kent's <i>Power Plus</i> initiative.</p>	<p>Ongoing- Dawn Woodward - Project Manager</p> <p>2009/10</p> <p>£17k estimated</p>	<p>KASSD £5k Folkestone creative foundation</p>	<p>Looking to develop further activities promoting inter-generational exchanges (see 4A). Potential to roll out similar activities to other communities with partner support.</p> <p>Further developments in area of deprivation.</p> <p>Initial target numbers are 300 adults and 250 younger people.</p>

Outcome	Actions that are being taken	Timescale/lead responsibility	Resource (if known)	Aspirations for the future?
	<p>A Community Cohesion questionnaire has been undertaken and the responses are to be collated into a database.</p> <p>A KCC internal Community Cohesion Steering Group has been set-up to examine the issues of Community Cohesion which KCC are or should be acting upon.</p> <p>An intergenerational workshop is being organised for Communities Directorate which will have a broad remit of Community Cohesion but focusing on all intergenerational issues. The intergenerational workshop will raise Communities Directorate staff awareness of intergenerational issues.</p> <p>Commission and roll out Cultural Baton, develop East Kent festivals cluster and network for Kent festivals. <i>Note: KADU will be strategically supporting Melas (Maidstone Mela, etc), Council led community events (e.g. Herne Bay Festival, Whitstable Oyster Festival, etc) arts independent festivals (e.g. Folkestone Triennial, Whitstable Biennale, Canterbury Festival, Broadstairs Folkweek, etc) and major arts projects (e.g. Marlowe Theatre, Turner Contemporary, etc). Melas for instance, require outreach programmes at grass-root level to reach older and younger groups to take part in various parts of the event.</i></p> <p>Increase adult engagement in the arts.</p>	<p>Ongoing / Mary Blanche</p> <p>Ongoing / Amanda Honey + Mary Blanche</p> <p>Provisional date of workshop July 2009 / Mary Blanche</p> <p>Sally Staples, Michael Sanchez and Sarah Wren, KADU</p> <p>Sally Staples and Gail Brown, KADU</p>	<p>Staff time, SEEDA cluster funding</p> <p>Staff time ACE funding</p>	<p>Increasing KCC's awareness of its own community cohesion work. The database will also aid best practice knowledge distribution.</p> <p>The steering group will provide the link between high-level buy-in and mainstreaming awareness across KCC.</p> <p>Suggestions and ideas of future actions will be looked for from both KCC staff attending and external sources including guest speaker.</p> <p>For younger and older groups to gain clearer understanding of culture in order to encourage everyone to devote more time to the arts and enjoy the outcomes, whilst strengthening communities through a more cohesive community; a major deterrent to crime and unsocial behaviour.</p>

By: Mr P M Hill – Cabinet Member for Community Services
Mr P Sass – Head of Democratic Services and Local Leadership

To: Communities Policy Overview Committee - 7 July 2009

Subject: Crime and Disorder Committee

Classification: Unrestricted

Summary: This report updates the Committee on the identification of this Committee as the County Council's "Crime and Disorder Committee" and the way forward to establish Protocols for the operation of this part of the Committee's remit.

Background

1. (1) At the meeting of the County Council on 30 April 2009 the Communities Policy Overview Committee was designated as this Council's committee to discharge the functions of scrutiny of crime and disorder strategies in accordance with Section 19 of the Police and Justice Act 2006.

(2) The Crime and Disorder Committee has the power to:-

- Review and scrutinise decisions made, or other action taken, in connection with the discharge by the authorities responsible for Crime and Disorder strategies of their Crime and Disorder functions and make recommendations.
- Consider a Councillor Call for Action relating to crime and disorder matters. (the process for this is set out in the draft Councillor Call for Action protocol)

(3) The responsible authorities for the purposes of the Committee are :-

- The Police Authority
- The Police Force
- The Fire and Rescue Authority
- Primary Care Trusts
- Local Authorities

2. In order that there can be clarity, for both Members and Officers, about the way that the Committee will operate it was agreed at County Council that a draft protocol be produced and considered by the Communities Policy Overview Committee and Policy Overview Co-ordinating Committee. It is suggested that the resulting amended draft be shared with authorities responsible for Crime and Disorder strategies and their comments sought, prior to the protocol being submitted to County Council for approval.

Way forward

3. It is suggested that the Chairman meet with representatives from the responsible authorities to discuss how this committee should exercise its new remit of being a “critical friend” to the Community Safety Partnership. The Cabinet Member will also be invited to attend this meeting.

4. Following this meeting a draft protocol will be produced which will be submitted to the September meeting of this Committee for consideration and amendment prior to being circulated to the responsible authorities as a draft for their comments.

Recommendation

5. The Committee is requested to note the report

*Enquiries: Peter Sass
Head of Democratic Services and Local Leadership
Ext: 4002*

Background documents: Nil

By: Overview, Scrutiny and Localism Manager

To: Communities Policy Overview Committee
7 July 2009

Subject: **SELECT COMMITTEE - UPDATE**

Classification: Unrestricted

Summary: This report updates Members on the successful outcome of recent Select Committee work and the process for identifying a future work programme.

Select Committee: Provision of Activities for Young People (“Somewhere to go, Someone to be”)

1. (1) The Committee’s report and recommendations were completed early in 2009 and were very well received by the County Council at its meeting on 30 April 2009. Members of the Kent Youth County Council, were present at the meeting and listened to the debate after the formal meeting had an informal discussion with Members on the relevant issues from the report. The full version is available on Kent.gov (<http://www.kent.gov.uk/council-and-democracy/democracy-and-elections/overview-and-scrutiny/select-committee-reports.htm>)

(2) In accordance with the protocol agreed at the meeting of the County Council on 23 March 2006 for monitoring of Select Committee recommendations, the Policy Overview Committee should receive an action plan from officers at their September meeting setting out how they propose to take the Select Committee’s recommendations forward. This will be followed in April/May 2010 by a re-convened meeting of the Select Committee which will receive a report detailing progress with each of the recommendations.

Future Select Committee Topic Review Work Programme

2. (1) Following the recent County Council Elections it is necessary for a new two year Select Committee work programme will be established. Members are therefore requested to consider whether there are any potential topics for a Select Committee review that fall within the remit of this Policy Overview Committee, which they would like to put forward for consideration by the Policy Overview Co-ordinating Committee (POCC).

(2) Any suggestion made for a potential topic review will be subject to an assessment process, part of will include seeking the comments of the Directorate and Cabinet Members, in order to assist the POCC in agreeing a work programme that adds value for the residents of Kent. The POCC will consider all suggestions for topic reviews and the proposer will be invited to the POCC meeting to put forward their topic review suggestion supported by officers from the Directorate and if appropriate the Cabinet Member. Any Member who wishes to have a discussion on the assessment process or requires a copy of the form should in the first instance contact Denise Fitch who supports this POC.

(3) The Committee are reminded of the recent decision of the County Council that once a Topic Review has been included in the Work Programme as agreed by the POCC the detailed terms of reference each review will be developed by a cross party Member Group (one from each Group) for approval by the Select Committee.

(4) The POC will be kept informed of potential topics which are within its remit.

Recommendations

3. Members are asked to -

- (a) Thank the Select Committee on the Provision of Activities for Young People be thanked for their work and that it be noted that an action plan to address the recommendations in the report would be submitted to the September meeting of this Committee
- (b) Put forward any suggestions for Select Committee topic reviews either at the meeting or by email to overviewandscrutiny@kent.gov.uk or to the Democratic Services Officer for this meeting.

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Background Information: *Nil*