



AGENDA

REGENERATION AND ECONOMIC DEVELOPMENT POLICY OVERVIEW COMMITTEE

Thursday, 30th July, 2009, at 2.00 pm Ask for: Theresa Grayell
Darent Room, Sessions House, County Hall, Telephone 01622 694277
Maidstone

Tea/Coffee will be available 15 minutes before the meeting

Membership (12)

Conservative (11): Mr M C Dance (Chairman), Mr K A Ferrin, MBE, Mr P J Homewood,
Mr J A Kite, Mrs J Law, Mr J R Bullock, MBE, Mr R W Bayford,
Mr K Pugh, Mr M V Snelling, Mr B J Sweetland and Mrs E M Tweed

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 Interest by Members relating to items on the Agenda for this meeting
- A4 Minutes of the Environment and Regeneration Policy Overview Committee, 31 March 2009 (Pages 1 - 8)
- A5 Minutes of the Regeneration and Economic Development Policy Overview Committee, 25 June 2009 (Pages 9 - 10)
- A6 Dates of Meetings, 2009 & 2010

The Committee is asked to note its meeting dates for the remainder of 2009 and 2010.

Thursday 24 September 2009

Thursday 5 November 2009

Tuesday 19 January 2010

Wednesday 24 March 2010

Thursday 8 July 2010

Thursday 23 September 2010
Wednesday 17 November 2010

All Meetings will start at 10.00 and may run into the afternoon if the weight of business dictates.

- A7 Suggested areas of Scrutiny from which the Committee can later develop its Terms of Reference

B. ITEMS FOR DISCUSSION

- B1 Kent Spatial Vision (Pages 11 - 14)
B2 Unlocking Kent's Potential - Kent County Council's Approach to Regeneration
B3 Update on Major Projects (Pages 15 - 20)
B4 Regeneration and Economy Unit Financial Outturn and Unit Operating Plan Outturn for 2008/09 (Pages 21 - 42)
B5 Regeneration Fund (Pages 43 - 46)
B6 A Summary of Plans to Review the Kent Partnership's Environment Strategy (Pages 47 - 52)
B7 Data Quality Audit 2007/08 (Pages 53 - 66)
B8 Living Later Life to the Full: A Policy Framework (Pages 67 - 152)

C. SELECT COMMITTEE UPDATE

- C1 Select Committee Update (Pages 153 - 154)

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

Wednesday, 22 July 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

**ENVIRONMENT AND REGENERATION POLICY OVERVIEW
COMMITTEE**

MINUTES of a meeting of the Environment and Regeneration Policy Overview Committee held in the Darent Room, Sessions House, County Hall, Maidstone on Tuesday, 31 March 2009.

PRESENT: Mr R Truelove (Vice-Chairman), Mr M J Angell, Ms S J Carey, Mr D S Daley, Mr M J Harrison, Mr R E King, Mr R F Manning, Mr J I Muckle, Mr R J E Parker, Mr A R Poole, Mrs P A V Stockell, Mrs E M Tweed and Mr R A Pascoe (Chairman)

ALSO PRESENT: Mr K A Ferrin, MBE and Mr K G Lynes

IN ATTENDANCE: Mr M Austerberry (Interim Executive Director, Environment, Highways and Waste), Mr D Cockburn (Executive Director, Strategy, Economic Development & ICT), Dr L Davies (Director, Environment & Waste), Mr R Hallett (Directorate Finance Manager), Ms C McKenzie (Greener Kent Manager), Mr D Oxlade (Head Of Policy), Mr N Smith (Head of Development Investment), Mr D Thomas (Business Improvement Manager) and Mrs C A Singh (Democratic Services Officer)

UNRESTRICTED ITEMS

120. Minutes - 20 January 2009

(Item A3)

RESOLVED that the Minutes of the meeting held on 20 January 2009 are correctly recorded and that they be signed by the Chairman.

121. Portfolio Holders' and Executive Directors' Updates

(Item B1)

Portfolio for Regeneration and Supporting Independence

Port of Ramsgate/London Array Windfarm

(1) Mr Lynes advised that there had been progress with the construction of the Thanet Offshore Windfarm. The dredging works and the installation of the offshore cables were due to be completed by November 2009. The full programme of works would be completed at the end of 2013.

Manston Eurokent

(2) The Committee noted that the East Kent Opportunities Board had received and agreed upon an overall strategy to encourage regeneration at Manston and the pursuit of the planning application at Eurokent. Mr D Evans would be heading this project.

"No Use Empty"

(3) Mr Lynes advised that this initiative continued to receive media attention especially in Thanet. The Committee noted that the media attention included discussions around a pilot TV programme on empty homes for the BBC as well as ITV's "Tonight with Trevor McDonald" being on location in Thanet in late February filming for a potential showing in March 2009 as part of their programme focusing on empty homes.

(4) Members of the Committee were given the opportunity to ask questions and make comments which included the following:-

(5) Mr Lynes in response to Mr Harrison agreed to report back to him outside the meeting on windfarms that appeared to have ceased working near Ramsgate.

Portfolio for Environment, Highways and Waste

(6) Mr Ferrin explained that a decision had been reached corporately to advertise Mr Austerberry's interim post as a permanent post of Executive Director, Environment, Highways and Waste, which would be open for competition prior to the County Council elections. The post would be responsible for environment highways, waste and the county planning function including housing. Mr Austerberry in his interim appointment would be responsible for these functions. The Director post would be advertised both externally and internally and would be interviewed by a cross-party Member panel.

Highways

(7) Mr Ferrin advised that the number of calls on highways issues had gone through the roof in February 2009. There had been 1800 separate jobs scheduled due to the amount of water on the road surface that produced cracks and became holes. This increase in calls did not seem to be easing despite the weather conditions improving. Members noted that more gangs had been appointed to carry out the work, 73 compared to 22 in 2008. Additional gangs could not be managed sensibly.

(8) Members were given the opportunity to make comments and ask questions which included the following:-

(9) In response to a question from Mr Parker, Mr Ferrin said that he did not have statistics to hand on the number of potholes that came apart and needed to be refilled. He explained that the permanence of the pothole repairs was doubtful. The options at the time were to either leave the holes in the road or carry out temporary repairs.

(10) In response to a question by Mr Harrison, Mr Ferrin advised that the nature of the problems on the road surfaces was due to water going into the cracks, many were due to various works not by Utilities alone undertaken throughout the year.

(11) RESOLVED that the updates be noted.

122. Financial Monitoring Update 2008/09

(Item B2)

(1) Mr Hallett introduced the report and highlighted key pressures and savings. Issues arising from discussion included the following:-

(2) Mr Ferrin explained to Mr Daley that it was too early to give an answer on the elderly persons travel passes countywide system as the Government's guidance was still awaited. The current system could not be sustainable for the Borough and District Councils, that were having to fund the system.

(3) In response to a question, Mr Ferrin advised Mr Daley that £100k had been allocated for the replacement of trees in the Budget for 2009/10, which should be sufficient. This figure would be reviewed in the following financial year.

(4) Mr Ferrin responded to a question by Mr Poole advising that the underspend on the Freedom Pass was due to assumptions that the South East Trains would be covered as well as buses. This was expected to be £2m, this did not arise as South East Trains did not wish to be included.

(5) In response to a question from Mr Manning, Mr Ferrin explained that KCC in answer to "Kent Jobs for Kent People" had produced an apprenticeship programme. There were current negotiations for different types of work packages to include training with £½m budget to begin with.

(6) In response to concerns raised by Mr Angell, regarding heavy transport creating damage on country roads, Mr Ferrin sympathised, advising that this came under basic law, which says "if you need access, you can have access", legally KCC cannot stop them using the country roads.

(7) In response to three questions from Mr Parker, Mr Ferrin advised that he would consider the possibility of transport links to country parks to encourage visits. He said that the main reasons for the reduction in Cubit income was due to the scrap value in cars, fewer cars were now abandoned. This would be closely monitored for any changes. Mr Ferrin advised Mr Parker that he had been unable to find a budget for tree replacement in the absence of an available figure for tree replacement, £100k had been agreed.

(8) In response to a request by Mr Harrison, Mr Ferrin advised that he could not give an assurance of underspend being put into the maintenance of country parks at this stage of the budgetary year. Mr Hallett reassured Mr Harrison that within the Medium Term Plan £800k was allocated for country parks.

(9) Mrs Tweed highlighted an exercise conducted by Leicestershire County Council to divert heavy lorries and sought assurances that KCC would look into this. Mr Ferrin said that he was aware of the exercise and questioned that this involved paying local police to enforce restrictions, a role that the police should be carrying out regardless. Mr Ferrin advised that this issue would form part of the work undertaken by Mr A Mee, Director of Integrated Transport Strategy on the KCC Integrated Transport Strategy, that would be completed this year.

(10) RESOLVED that the report and the comments made by Members be noted.

123. Development Contributions and Future Community Infrastructure Provision

(Item B3)

(Mr N Smith, Head of Development Investment was present for this item)

(1) Mr Smith introduced the report highlighting the significant effects of the current economic climate on developments and the effects of the potential changes in the planning system, in particular the effects of delivering community infrastructure in the future.

(2) Mr King expressed concerns regarding the changes with the planning legislation. He felt that planning was now driven by the driver was now development and that the wider issues are not being dealt with, or managed, on a County-wide basis.

(3) In response to Mr Daley, Mr Smith explained that there had been a cumulative success rate of around 80% for KCC. In some cases, across the country it was related to County Councils left wanting rather than District Councils as LPAs. There was now a standard methodology which ensures that developers know exactly where they stand.

(4) Mr Muckle expressed his concerns on the developers appealing against the levy and the changes to the planning system creating more challenges by developers, in particular, the Thameside development of 10k houses would mean no infrastructure. Mr Lynes agreed advising that there was a need to lobby Government to ensure the planning inspectorate look at additional supplements in the levy. Developers need to be encouraged not to build houses, but to build communities with the supporting infrastructure.

(5) RESOLVED that (subject to ongoing discussions with Cabinet Members and Budget IMG):-

- (a) approval be given to the guiding principles;
- (b) the Development Investment Team and Finance co-ordinating the development of the infrastructure and finance model to deliver the objectives outlined in paragraph 8.1 subject to allocation of resources be noted;
- (c) where required the use of mitigation measures outlined in paragraph 8.2 of the report and concluded negotiations subject to approval by the Director of Finance and Executive Director, Strategy, Economic Development and ICT and permit the Director of Law and Governance to complete documentation as required be noted;
- (d) consultation with other authorities with a view to making a joint representation, or an individual KCC response if a joint one cannot be agreed, to CLG and Treasury in respect of CIL proposals, additional mainstream and gap funding be noted; and
- (e) the report and the comments made by Members of this Committee be noted.

124. Implications of the Local Democracy, Economic Development and Construction Bill

(Item B4)

(Mr D Oxlade, Head of Policy was present for this item)

(1) The Committee considered a report, which outlined the Government proposals for economic development and regeneration at the regional and sub-regional levels.

(2) Mr Oxlade introduced the report highlighting two major areas; the future of regional planning and economic regeneration.

(3) Mr King expressed his concerns suggesting that KCC needed to be proactive in safeguarding the interest of Kent communities biggest assets, e.g. the countryside and guard against issues falling through the net. Mr Lynes responded saying that the Local Democracy, Economic Development and Construction (LDEDC) Bill would enable the County Council to take forward its Community Leadership role.

(4) RESOLVED that the contents in particular the key actions detailed in paragraph 6 "Next Steps" of the report and comments made by Members be noted.

125. Unlocking Kent's Potential - verbal report by Mr K Lynes, Cabinet Member

(Item B5)

(1) The Committee received a presentation (attached to the Minutes as Appendix 1) setting out in detail the Regeneration Governance Framework, which was launched on 20 January 2009. Mr Lynes made the following points during his presentation:-

- The Framework was currently out for consultation, which would conclude on 17 April 2009. The consultation would include; individual meetings with District Chief Executives and Leaders, [10 out of the 12 District Councils had already been met], meetings with Kent Partnership, Kent Economic Board, Kent Leaders Group and Kent Developers Group.
- Mr Lynes highlighted that "Backing Kent Business" had emerged since the launch event and a lot of activities were taking place including the Kent Business Support Centre that was now up and running. The Kent Messenger newspaper had agreed to a column in Kent Business News and over 130 new contractors were currently being assessed for the KCC approved list of contractors.

(2) Mr Truelove welcomed the momentum to this now, following a period of hiatus where perhaps there wasn't the commitment that we ought to have had. He welcomed the work with Districts where the view is that this is engagement, which is positive, rather than micro-management and that KCC has a strategic role. Mr Lynes noted, Mr Truelove's suggestion to adding an additional theme to cover investing in Arts and Sports "Improving quality of life" to increase the themes to seven.

(3) Mr King stated that he was very impressed with what Mr Lynes has said, especially regarding how we deliver this and its links to localism. in response to a

question by Mr King, Mr Lynes felt that the relationship between KCC business and other authorities needed to be enhanced. There was a need to look at ways of information sharing between local authorities to prevent duplication in spending and time wasting in repetition. There was a move towards Business in Kent having a database.

(4) Mr Angell congratulated Mr Lynes, and his team, for working up a successful document, which has been long-awaited. In response to a question by Mr Angell, Mr Lynes advised that he would be looking to set up regular sector meetings eg., Legal and Arts.

(5) RESOLVED that the report be noted.

126. A Summary of Progress in Delivery of KCC's Environment Policy, including Climate Change and an overview of next steps for KCC and Environment and Regeneration
(Item B6)

(Ms C McKenzie, Greener Kent Manager was present for this item)

(1) The Committee considered a report that highlighted what significant progress had been made to date on delivering the Environment Policy (including climate change) and the priorities for 2009-2012, together with the specific role and contribution of the Environment and Regeneration Directorate.

(2) Ms McKenzie gave a short presentation (attached to these Minutes as Appendix 2) highlighting the strategic priorities for KCC for the next 3 years together with an indication of the specific role of Environment and Regeneration Directorate and potential changes needed to the existing KCC Environment Policy.

(3) Members were given the opportunity to ask questions and make comments which included the following:-

(4) In response to a question by Mr Truelove on the issue of school transport causing congestion and whether any thought had been given to the site of schools to reduce this, Ms McKenzie advised that the directorate worked closely with Mr G Ward, Director of Resources, Children, Families and Education Directorate on the Eco Schools and Sustainable Schools Programme.

(5) In response to a question by Mr Harrison, Ms McKenzie advised that there was a £75k funding bid by the Police and Fire Authorities that were working on their carbon footprint.

(6) In response to Mr King, Ms McKenzie explained that all KCC buildings achieved a good standard at work with Kent Design to include private properties too. Ms McKenzie explained that much of the work for climate change was not visible, other than campaigns and signage. Work had been undertaken for example to look at solar panelling but at a cost of £250k was felt too costly.

(7) RESOLVED that:-

- (a) the progress to date and the general shape of the “Sustainability and Climate Change Action Plan” going forward be noted;
- (b) the proposed next steps for Environment and Regeneration directorate be noted; and
- (c) the comments made by Members and the report be noted.

127. Kent Highways Services - Performance Management Measuring Success
(Item B7)

(Mr D Thomas, Business Improvement Manager was present for this item)

(1) The Committee received a report it had requested that detailed the current levels of performance in Kent Highway Services (KHS).

(2) Mr Thomas advised that the current performance remained below standard although positive progress had been made on a number of the performance indicators and the recently published Highway Tracker survey indicated year on year improvement in public satisfaction.

(3) Mr Thomas then sought Members comments and suggestions on what performance reporting measures they would wish to see different in the 2009/10 model. No comments were received during the meeting but Mr Thomas said he was happy to discuss any ideas outside of the POC meeting.

(4) In response to a question by Mr Harrison, Mr Ferrin reflected that the content of the letter from Mr Bateman received by Members of the Highways Advisory Board related to contractual promises by EDF and that this would be monitored.

(5) RESOLVED that the Members comments and the report be noted.

128. Establishment of KCC Flood Risk Management Group
(Item C1)

(1) The Committee received a report that recommended that a Flood Risk Management Group of Members be established which would report to the responsible Portfolio Holder or to the Cabinet direct supported by the new Flood Risk Management Officer.

(2) RESOLVED that:-

- (a) the proposal to establish a Flood Risk Management Member Group following the County Council elections in June be noted;
- (b) a meeting of the Chairman and Spokesmen of the County Council Flood Risk Select Committee be convened to develop some proposed Terms of Reference for this Flood Risk Management Member Group be noted; and
- (c) officers would take necessary steps to appoint a dedicated officer.

129. Select Committees - Update
(Item C2)

(1) The Committee considered a report on the progress of the Select Committee on Passenger Rail Services in Kent and the opportunity for Members to suggest items for the Select Committee Topic Review Work Programme for 2009/10.

(2) RESOLVED that:-

- (a) the update on the Select Committee on Passenger Rail Services in Kent be noted; and
- (b) Members of the Committee agreed to forward suggestions for potential Select Committee Topic Reviews for consideration by the Policy Overview Co-ordinating Committee to the Overview, Scrutiny & Localism Manager.

KENT COUNTY COUNCIL

**REGENERATION AND ECONOMIC DEVELOPMENT POLICY
OVERVIEW COMMITTEE**

MINUTES of a meeting of the Regeneration and Economic Development Policy Overview Committee held at on Thursday, 25 June 2009.

PRESENT: Mr I S Chittenden, Mr M C Dance, Mr K A Ferrin, MBE,
Mr P J Homewood, Mr J A Kite, Mrs J Law, Mr R W Bayford, Mr K Pugh,
Mr J E Scholes (Substitute for Mr J R Bullock, MBE), Mr M V Snelling,
Mr B J Sweetland and Mrs E M Tweed

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

UNRESTRICTED ITEMS

1. Membership

(Item. 1)

The Committee noted its membership as set out above.

2. Election of Chairman

(Item. 3)

RESOLVED that Mr M C Dance be elected Chairman of the Committee.

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BY: Kevin Lynes, Cabinet Member Regeneration
David Cockburn, Executive Director Strategy, Economic
Development & ICT

TO: Regeneration & Economic Development Policy Overview
Committee – 30th July 2009

SUBJECT: Kent Spatial Vision

Classification: Unrestricted

Summary

This paper outlines the work currently underway in conjunction with consultants Terry Farrell and Partners to develop a Spatial Vision for Kent.

The purpose of the report is to inform Members of progress and to invite comments to inform the further development of this work.

1. Introduction

- 1.1 This paper outlines the work currently underway in conjunction with consultants Terry Farrell and Partners to develop a Spatial Vision for Kent.
- 1.2 The purpose of the report is to inform Members of progress and to invite comments to inform the further development of this work.
- 1.3 This report will be supplemented by a presentation at POC by the Farrells team.

2. Background

- 2.1 Building on their work in the Thames Gateway, and for Medway Council, Sir Terry Farrell's consultancy (Farrells) has been commissioned to develop a county-wide spatial vision for Kent.
- 2.2 The Vision will build on the County's identity, character and strengths, to articulate the County Council's ambitions for the Kent of around 2050.
- 2.3 Following introductory sessions with the Leader, Chief Executive and others, Farrells have developed their ideas and produced an inception report which proposes that the spatial vision be developed under three main themes:

- Connected County;
- The Coastline – Ports & Resorts;
- 21st Century Garden of England.

- 2.4 The purpose of the Vision is to develop a Prospectus that will provide guidance and direction; to help future decisions around investments and priorities, and attract inward investment. It will not replace existing policies, but will complement local planning and other documents.
- 2.5 The Vision will guide and support the delivery of an integrated spatial, economic and environmental development programme; addressing a range of key issues including the impacts of climate change, transport, growth, landscape and natural environment, improving design, moving to a low carbon economy, and the changes required to achieve some of the resulting challenging goals.
- 2.6 The Vision will also be guided by and operate alongside existing plans of the County Council, and in particular its Regeneration Framework, the Integrated Transport Strategy and the emerging Housing Strategy.

3. Next steps

- 3.1 A number of workshops have been held across the County during June and July under the three themes. The purpose of the workshops was to bring together a range of stakeholders to examine Farrells' current proposals, to help inform the next stages of this work by exploring the issues and challenges currently facing the county, and discussing approaches and aspirations for the future.
- 3.2 Invited participants have included all the Kent Districts and Borough Councils, plus Medway Council, Essex, Surrey and East Sussex County Councils.
- 3.3 The workshops covered a range of issues within the themes, including coastal issues, transport, landscape, growth, heritage and culture, learning, economic development and investment.
- 3.4 Following these events a Vision event is to be held on the 22nd July, integrating all the themes and drawing out the key conclusions that are to be included in the final report itself that is due for submission by the end of the summer. **A report from this event and the earlier workshops will be tabled at the meeting.**
- 3.5 A programme of wider consultation on the proposals will follow later in the year to include groupings of interested organisations, developers, house-builders, and the community sector.
- 3.6 It is anticipated that the Vision will generate national and regional interest as the first expression of spatial planning at the county level in

the south-east since the adoption of the SE Plan and the abolition of the Structure Plan. To this end opportunities are being explored to promote the vision at appropriate national events.

4. Recommendations

Members of the Regeneration & Economic Development Policy Overview Committee are asked to:

- a. note the progress of this work
- b. comment on the progress to inform the further developments of this work.

Lead Contact Officers:

Mike Bodkin
Head of Urban Regeneration
01622 221960

Val Hyland
Regeneration & Projects Manager
01622 221373

Background documents

Kent Spatial Vision Inception Report by Farrells consultants

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BY: Kevin Lynes, Cabinet Member Regeneration
David Cockburn, Executive Director Strategy, Economic
Development & ICT

TO: Regeneration & Economic Development Policy Overview
Committee – 30th July 2009

SUBJECT: Update on Major Projects

Classification: Unrestricted

Summary:

This report provides an update to Members on the progress of major Regeneration Projects.

FOR INFORMATION

1. Introduction:

1.1 Below is an update on the progress of the major Regeneration Projects currently underway.

Project Title : **Backing Kent Business**
Lead Officer : Jim McKenzie
Progress: A wide programme of activity has been completed/underway

- Westminster briefing set out the key challenges facing Kent business, how KCC was responding and what additional support is required from government.
- Olympics business breakfast held to raise profile of procurement opportunities of the Olympics with Kent business.
- Social Care Expo attended to understand better the challenges facing the sector and how KCC can respond.
- Kent Ambassadors briefed on BKB and how KCC is engaging with the business community as part of developing a new relationship with business
- BKB stand at the Invicta Chamber of Commerce business exhibition – 120 stands, around 40 businesses engaged with.

- Kent Messenger monthly BKB column published focusing most recently on the Westminster event and on Locate in Kent achieving the 'Best Regional Agency Worldwide' in a recent benchmarking report of investment promotion agencies
- Work ongoing through consultants to ensure that KCC procurement is "small business friendly". Pilot being run through Kent Highways Services and discussions have been held with two main contractors. Looking at consortium development opportunities of small business and workshops with business being planned
- FSB 'South East Local Authority Small Business Awards' application submitted focusing on BKB
- Kent Excellence in Business Awards (KEIBA's) achieved record entries and a sell out Awards evening at Leeds Castle on 2nd July. First year of KCC/Kent Messenger run awards.

Project Title: Port of Ramsgate/Offshore Wind Farms

Lead officer: Theresa Bruton (Neil Hilkene)

Progress:

Thanet Offshore Windfarm

- More than 40 of the 100 foundation monopiles are now in place for the Thanet Offshore Wind Farm.
- Project developer Vattenfall will shortly be tendering for the construction of a new operations and maintenance base at Port of Ramsgate with construction planned to start around September.
- Vattenfall are sponsoring the yacht racing week in Ramsgate which takes place in August.

London Array

- Following the improvements to financing reported last month, the London Array consortium has announced that it is to proceed with phase 1 of the development. Phase 1 comprises 175 turbines (630MW) out of a planned total of 271. Alongside this Siemens have confirmed the supply of turbines to phase 1. A start on the project is now imminent with the first works being the construction of the onshore substation at Graveney.
- The first works on the construction of the onshore substation at Graveney start this month. The offshore construction works do not start until early 2011 following a years ecological and environmental survey work.
- The start of works triggers payment of the community benefits package which includes a £300k sum for local community projects.
- There is a further fund for local nature conservation which will be implemented by the Kent Wildlife Trust.

- Work to determine skills development and supply chain issue is being progressed by officers and partners.

Project Title: Manston/Eurokent JV

Lead officer: Theresa Bruton

Progress:

- East Kent Opportunities, the joint venture LLP between KCC and TDC, agreed a strategy which reflects judicious land sales to encourage regeneration at Manston and the pursuit of a planning application at the Westwood site.
- Two offers to purchase land have now been received from existing occupiers at Manston and will be considered by the Committee. A response to interest expressed by an adjoining owner will also be considered.
- In respect of the Westwood site the preparation of a planning application remains on schedule and ongoing relationships with key stakeholders remain positive.

Project Title: No Use Empty

Lead officer: Theresa Bruton (Steve Grimshaw)

Progress:

- Following the achievement of the Towards 2010 target nearly one year ahead of schedule (728 have been recorded versus a target of 650), a revised target is being considered as well as exploring how the initiative could become more innovative within the overall budget available.
- £3M of potential loans have been identified since the beginning of last year. Whilst not all will come to fruition it is a sign that the scheme is very much needed and continues to generate much interest from a variety of sources.
- A wide range of projects continue to be progressed, ranging from advice to enforcement to a recent CPO of a Margate Hotel.
- Since expansion of the scheme from East Kent to County wide, all 12 District Councils have joined the initiative and Thanet, Dover, Sevenoaks and Dartford have embraced the loan scheme, others are in the pipeline.

Project Title: Ashford's Future

Lead officer: Mike Bodkin

Progress:

- Ashford's Future Company and Partnership Boards met in June and agreed capital and revenue spend for the period to March 2011.

- Decision pending on bid for Regional Infrastructure Funding to forward fund cost of redeveloping M20 Junction 9 and nearby Drivers Roundabout.
- Promotional activities linked to launch of HS1 Services being planned. Refurbishment of existing Domestic Station Concourse now underway.
- £16.7m Community Infrastructure Funding awarded for construction of Victoria Way, town centre relief road.

Project Title: **Dover Pride**
Lead officer: Dave Hughes
Progress:

Town Centre Regeneration partnership chaired by KCC. Current key projects include:-

- Dover Priory Station environmental Improvement. (R&E, KCC).
- Sea Change programme. Dover's waterfront and Dover Castle. (R&E, KCC).
- Building Schools for the Future (BSF). (CFE, KCC).
- Dover Growth Point status. (Dover DC).
- Sea Sports Centre. (Lead by local Development Trust).
- Western Docks expansion. (Dover Harbour Board)
- Wellington Docks regeneration. (SEEDA)
- Connaught Barracks. (HCA).
- Buckland Mill. (SEEDA/Dover DC).
- Coombe Valley regeneration. (HCA with East Kent PCT overseeing relocation of hospital).

Project Title: **Kent Thameside Regeneration Partnership**
Lead officer: Mike Bodkin
Progress:

Multi agency partnership for the Dartford/Gravesham, part of the Thames Gateway Growth Area chaired by KCC. Current key projects include:-

- Fastrack
- Kent Thameside Strategic Transport Programme (Homes & Roads)
- Employ Kent Thameside
- Ebbsfleet Valley (including Eastern Quarry)

Project Title: Margate Renewal Partnership
Lead officer: Keith MacKenney
Progress:

Multi agency partnership for Margate town. Chaired by SEEDA. Current key projects include:-

- Turner Contemporary Gallery. (Communities, KCC).
- Rendezvous site development. (R&E, KCC).
- Fort Road development. (R&E, KCC/TDC working with private sector owners).
- Dreamland Heritage Amusement Park and cinema refurbishment. (TDC).
- Exploration of potential development of Winter Gardens. (TDC).
- Delivery of Margate Parking, Access and Movement Plan. (R&E, KCC).
- Development of Arlington site and refurbishment of the tower. (Private sector).
- For the central area, Housing Renewal Programme. (TDC) and multi-agency task force (Communities, KCC).

Project Title: Swale Forward
Lead officer: Mike Bodkin (Hilary Coleman)
Progress:

Multi agency partnership for the Swale Borough part of the Thames Gateway. Current key projects include:-

- Sittingbourne Town Centre (Swale BC/KCC re NRR).
- Queenborough – Rushenden (SEEDA/KCC re RRR).
- Sheerness/Sheppey (Swale BC).
- Swale Parklands (HCA/KCC)

4. Recommendations

- 4.1 Members of the Regeneration & Economic Development POC are asked to note the progress on the major Regeneration Projects.

Lead contact officer:

Theresa Bruton
Interim Head of Regeneration Projects
01622 221957

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By: Kevin Lynes, Cabinet Member for Regeneration
David Cockburn, Executive Director, Strategy, Economic
Development & ICT

To: Regeneration and Economic Development Policy Overview
Committee – 30th July 2009

Subject: Regeneration & Economy Unit Financial Outturn and Unit
Operating Plan Outturn for 2008/09

Classification: Unrestricted

Summary:

This report summarises the 2008/09 financial outturn, together with annual operating plan outturn information, for the Regeneration & Economy Unit within the Chief Executive's Department. The report brings together financial and key activity and performance outcome information in the same place.

FOR INFORMATION

1. Introduction:

- 1.1 Last year each directorate prepared a combined unit level budget and performance outturn report for the September cycle of service POC meetings (Corporate Services was piloted in June). Following this exercise it was recommended that outturn reports need to be included in July cycle of POC meetings, even though in some instances finalising the data represents a challenge.

2. Regeneration & Economy 2008/09 Financial Outturn

The tables below show the full budget lines for the old Regeneration and Supporting Independence portfolio. The Regeneration line in the table includes Supporting Independence (which had underspends and rephased projects of £0.463m). In the figures quoted in the paragraph below, in order to isolate just the Regeneration and Economic Development elements of the table, the outturn position for Supporting Independence has been removed – hence the figures quoted do not match those in the table.

2.1 Regeneration & Economy Outturn - Revenue

The net revenue outturn for just Regeneration and Economic Development was £5.903m against a cash limit of £6.168m, giving an underspend of £0.265m. This underspend was caused by two issues. Firstly, there was rephasing of the bio-fuels project, with £0.075m transferred into 2009-10. Secondly, we took the opportunity of applying some HCA grant to the A2 linear park project, thus releasing £0.19k of KCC money into the new financial year. Apart from these two phasing issues, there was basically a balanced budget, which was an excellent achievement in a difficult year.

RSI Revenue

Service Unit	Director	Original budget £000s (net)	Approved cash limit £000s (net)	Final outturn £000s (net)	Variance from cash limit £000s (net)
Regeneration Projects Group (including Supporting Independence)	DC	4,602	5,424	4,698	-726
Economic Development Group	DC	2,156	2,160	2,158	-2
Planning and Development Group	MA	884	1,054	995	-59
Planning Applications Group	MA	739	1,009	769	-240
Total Regeneration and Supporting Independence		8,381	9,647	8,620	-1,027

Rephased projects

Bio-fuels	75
A2 linear park	190
Shaw Grange remedial work	240
Waste and mineral local development framework	59
Supporting independence	228
Net real underspend	-235

2.2 Regeneration & Economy Outturn - Capital

There was a significant rephasing of Regeneration capital projects, with £1.639m being transferred into the new financial year.

The empty property initiative did not use £0.510m of its original allocation for 2008-09, as a result of the general down turn in property development

Some costs of Phase 1 and 2 of the Gravesend Old Town Hall project slipped into the new financial year, leaving £0.382m unspent in 2008-09

Dover Priory station approach road project slipped slightly with £0.093m being rephased into the new year and the Dover Sea Change project also had rephasing of £0.35m

There was also a rephasing of £0.266m on the Eurokent spine road project as we were unable to carry out traffic calming work as time was needed to assess the traffic impact on the existing road.

RSI Capital

	2008/09 Spend				Total Scheme Cost		
	Original Budget £000s	Approved Cash Limit £000s	Final Outturn £000s	Variance from Cash Limit £000s	Approved Cash Limit £000s	Forecast Spending £000s	Variance from Cash Limit £000s
Schemes with Approval to Spend							
Kent Thameside Major Works Delivery board	480	610	513	-97	3,950	3,853	-97
Swale Forward Board (Major Works Delivery)	255	0	0	0	0	0	0
Arts & Business Centre at Folkestone Academy	800	2,223	2,223	0	3,500	3,500	0
Empty Property Initiative	2,000	1,000	490	-510	6,625	6,625	0
Dover Priory Station Approach Road	0	300	206	-94	1,710	1,710	0
Total Approval to Spend	3,535	4,133	3,431	-701	15,785	15,688	-97
Schemes with Approval to Plan							
De-dualling Fort Hill Road	450	1,553	1,614	61	1,630	1,691	61
Euro Kent (East Kent)	4,304	4,634	4,368	-266	6,605	6,605	0
Gravesend Community Arts Complex	850	1,485	1,102	-383	2,047	2,047	0
Capital Regeneration Fund	2,500	0	0	0	11,874	11,874	0
Dover Sea Change	0	350	0	-350	750	750	0
Total Approval to Plan	8,104	8,022	7,085	-937	22,906	22,967	61
TOTAL	11,639	12,155	10,516	-1,638	38,691	38,655	-36

3. Regeneration & Economy 2008/09 Unit Business Plan Outturn

A detailed performance return has been made by the Head of Service for the Regeneration & Economy Unit within the Chief Executive's Department. This return is appended to this report (Appendix one).

4 Recommendations

4.1 Members of the Regeneration & Economic Development POC are asked to:

- a) NOTE the revenue and capital financial outturn for 2008/09
- b) NOTE the performance outturn for 2008/09
- c) COMMENT on the evolving process of reporting financial and performance outturn together and delivery against Unit business plans.

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Regeneration & Economy

Executive Director's Summary

The past year has been one of significant change for the Regeneration and Economy Unit. In October 2008 they transferred to the Corporate Centre, within the Chief Executives Department, reporting to the Executive Director Strategy, Economic Development & ICT. Filling key posts in the new structure of this unit is proving to be a key issue that will be resolved during the coming weeks. Despite this change, staff have continued to deliver a high level of service to stakeholders and customers, and there have been notable successes, including:

- Publication of the 'Kent Regeneration Framework: Unlocking Kent's Potential';
- Launch of the Backing Kent Business campaign;
- Reinvigorating the Kent Design Initiative;
- Rolled out the 'No Use Empty' initiative across all Kent districts;
- Secured multi-million pounds of external funding to support and deliver long-term regeneration programmes across the County.

2008/09 has seen an increasingly challenging external environment for the Regeneration and Economy division. In the year to March 2009, the UK economy contracted by 4.1% and output continues to fall. Within Kent, after fifteen years of falling or static unemployment, numbers claiming Jobseekers' Allowance more than doubled in 2008/09, with particularly high increases among young adults. Delivery of regeneration schemes around the county has also slowed as a result of falling residential and commercial demand. The division has sought to respond to the challenges of recession, for example through our work through the Backing Kent Business campaign.

Recession is also impacting on the availability of public sector funds for regeneration. With private sector activity at record lows, the regional development agency, SEEDA, announced significant budget cuts and a reprioritisation of investment plans. Similar reductions in funding have been announced by other central government agencies, and further cuts are likely over the coming year.

At the same time, the national policy environment for the work of the division has continued to change rapidly as a result of the Government's review of sub-national economic development activity. This is likely to lead to an enhanced role for the County Council, and new legislation is currently going through Parliament that will bring new statutory duties for economic development to the Authority. In 2008/09, the Government also created the national Homes and Communities Agency (HCA), integrating housing and regeneration funding. The HCA wishes to create with local authorities local investment plans to prioritise their investment, and the division has engaged in dialogue and planning with the HCA to maximise the opportunities for Kent.

Business Plan Performance 2008-09 Regeneration & Economy

Directors Summary

Performance against planned outcomes:

At the end of 2008/09 the division was involved in 68 live projects with a combined total of 211 planned outcomes of which 74% were fully completed. Where outcomes were not achieved, this has been mainly due to economic downturn affecting partners and funding availability. The majority of incomplete outcomes are being taken forward with either a revised timetable or a revised approach to reflect current circumstances.

Overall:

Despite the economic turbulence of the past year, the Division has delivered some remarkable achievements including securing multi-million pounds of external funding to support and deliver long-term regeneration programmes across the County including £7.75m for Dover, £1.7m for North Kent A2 Activity Park and £2m directly supporting rural communities to enable business enterprise development and improve access to services for rural residents. Additionally, as the accountable body for Kent Thameside, the division has levered in multi-million pounds of funding supporting homes and job creation in the area.

Regeneration Framework

The Division supported the development of the Kent Regeneration Framework and has assisted in establishing the Regeneration Board and co-ordinated reporting to Cabinet Terms of Reference of the framework's supporting strategies. Additionally, the Division has led the Backing Business Campaign launched in December 2008.

Other highlights

Other specific highlights include:

- Opening of the Performing Arts and Business Centre in Folkestone which includes business incubator space
- Completion of Elwick Road, shared space scheme in Ashford
- Launch of new Kent Excellence in Business Awards
- Overcame funding and legal issues relating to public realm improvements to Dover Priority Station approach to ensure project will complete in 2009/10
- Completed public realm improvements at Margate's Rendezvous Site to enable development of Turner Contemporary
- De-Dualling of Fort Hill, Margate, to overcome the physical and psychological separation between the Seafront and the Old Town
- Completed phase 1 refurbishment works for Gravesend Old Town Hall and secured funding to enable completion of phase 2 in 2009/10
- Assisted delivery of a range of community-led projects in rural areas including Wealdon Wheels (access to services) and Funding Buddies (access to funding)

<p>opportunities). The latter has successfully generated an additional £1m of funding for rural communities</p> <ul style="list-style-type: none"> • A cultural tourism initiative supporting Folkestone, Whitstable and Turner Contemporary generated £929k through day trips and short breaks to the area • The “Greeters Programme” initiated in Kent has attracted interest from other UK and EU based tourism organisations and the division has developed a consultancy package which it is hoped will protect the brand and ensure Kent is the sole source of advice and training in the UK for this initiative • Exceeded its target figure for 2008/09 and rolled out the No Use Empty initiative across all Kent districts • Agreed £9.8m developer contributions from all development sites coming forward during the year • Reinvigorated the Kent Design Initiative • Launch of the Backing Kent Business campaign and on-line business support centre • Successful Kent 2020 Business Expo.
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Summary Business Plan details

The Division has a key role in delivering regeneration aspirations of the growth agenda for Kent and specifically leads on several T2010 targets focused on the economy, regeneration and sustainable housing. The economic slow down has impacted on the Division’s activities and has caused delays in its ability to deliver on some planned outcomes though many continue to be pursued for resolution in 2009/10 financial year. Overall though, despite the more difficult climate in which the Division is operating, the majority of outcomes have been delivered and in many cases exceeded. A full report of performance against all outcomes is available on request.

Key Performance Indicators & Activity Levels

Indicator	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual/ Est	Trend ▲ (Better) ► (Same) ▼ (Worse)
Number of jobs created/safeguarded in Kent (excludes Medway) cumulative since 2005/06	5,729	9,068	12,208	12,854	▲
Number of new companies investing in Kent (excludes Medway) cumulative since 2006/07	111	177	247	247	▲
Value of on-line bookings made on the Destination Management System	New system	£305,503	£500K	£285,168	3yrs Data not available

Explanation for above Target not being met:

Appendix 1

Indicator	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual/Est	Trend ▲ (Better) ▶ (Same) ▼ (Worse)
Target has not been met due to the economic slow down which has seen both a reduced number of accommodations bookings overall and a reduction in the number of days for bookings. Also a number of commercial operators have now entered this market. During 2009/10 a review will be undertaken to see where KCC can add value and from this determine its future role in this area.					
Number of jobs in the visitor economy in Kent (full time equivalents)	49,555 (2003 data)	50,669 (2006 data)	50,185	Not available until 2010	3yrs Data not available
Number of visits to the Visit Kent website	975,000	977,473	1,325,000	1,260,964	▲
<u>Explanation for above Target not being met:</u> Although there is an upward trend in visits, the target was set prior to the economic down turn impacting on holiday bookings.					
Number of long-term empty properties brought back into use in Kent (cumulative since 2006/07)	172	339	511	728*	▲
* Final confirmation due May 09					
Percentage of developer contributions sought to agreed (minor sites under 500 units)	82%	82%	80%	85.7%	▲
Developer contributions secured from minor sites	£4.8m	£3.7m	£3m	£6.1m*	▲
Cumulative developer contributions secured from major sites over 500 units	£43.80	£170.2m	£174.7m	£173.9m**	▲

* Of note are two developments. In Ashford, contributions of £1.1m are deferred and will only be released if certain sales triggers are met. In Sevenoaks, contributions of £1.1m were agreed for the proposed development of the West Kent Cold Store.

** Although actual performance against the target is lower this is due to the overall number of housing units agreed being lower than originally expected. KCC secured agreement for 100% of contributions for services.

Benchmarking Information

Any service comparison related to national or local Performance Indicators, cost of services provided

N/A

Performance Against Projects/Developments / Key Actions

Year end monitoring		
Task Complete Number / (%)	Part complete and being carried forward Number / (%)	Red Tasks Number / (%)
155 (74%)	36 (17%)	20 (9%)

Performance against planned outcomes:

At the end of 2008/09 the division was involved in 68 live projects with a combined total of 211 planned outcomes of which 74% were fully completed. Where outcomes were not achieved, this has been mainly due to economic downturn affecting partners and funding availability. The majority of incomplete outcomes are being taken forward with either a revised timetable or a revised approach to reflect current circumstances.

Explanation for incomplete developments being carried forward, or those not started.

Project/ development/ key action	Planned outcome/ deliverable as per unit business plan	Reason(s) why and actions to rectify
Coastal		
Redevelopment of former coalfields	Lead KCC input to master plan for Snowdon	English Partnerships not willing to fund work on grounds of commercial viability. Now planning intervention at Aylesham village via provision of business and training facility
Margate renewal – town centre action plan	Selection of a development partner	SEEDA –led project which they have put on hold due to downturn in market
Margate parking access and movement	Consultation on specific parking projects	Consultation on hold allowing progress on higher priority projects.
Margate Lower high Street pedestrian improvements	Development of outline design for public realm improvements	Thanet District Council withdrew support for work to be undertaken
Folkestone Tontine Street public realm improvements	Produce tender documents for appointment of contractors	Studies by Jacobs showed schemes were not technically feasible to go ahead
Natural East Kent	Area action plan from Lydden and Pegwell Bay	Local group that were involved in process withdrew
Growth Areas		
Sheppey area	Site on site with Rushenden Relief Road	Processes are in place but cannot commit to contract until resolution of SEEDA funding gap for scheme
Kent Thameside Strategic Programme	Appointment of programme manager	CLG funding cannot be drawn down due to ongoing appraisal work
Economy and Skills		

Project/ development/ key action	Planned outcome/ deliverable as per unit business plan	Reason(s) why and actions to rectify
Enterprise skills/ start-up business support	Work with Property to identify four potential opportunities to develop new workspace provision facilities including Manston Park	Though space is being provided at Gravesend Old Town Hall and at the Marlowe Innovation Centre other sites have not come forward partly as a consequence of KCC property strategy to realise capital assets for funding of other mainstream priority actions
Rural Regeneration		
Non food crops centre	<ol style="list-style-type: none"> 1. Establish a charitable trust and secure first phase international funding 2. Attract additional UK and international non-food crop partners 	<p>Need to assess future of project and whether to continue</p> <p>As above</p>
Partnership based delivery programmes	Secure and set up 3 new rural funding streams and their respective administrative structures through Leader 2008 -2013 Programme	Only 2 secured
Post Office closures	Undertake research and report on impacts on post office closures on Kent's rural communities	Post Office have refused to disclose key information pertinent to research despite FOI challenge
Produced in Kent	Increase membership revenue by 10%	Only 5% increase secured as a result of economic down turn affecting membership rates
Kent Wide		
Kent Foresight projects – Sustainable Future Industries Centres	Completion of stage 3 SusCon centre for construction excellence and urban renaissance in Kent Thameside	Funding to complete not secured – project is being transferred to CFE to link to 14 – 24 vocational training offer
Regional Eco-innovation action programme	Subject to funding, investigate potential for INTERREG funding for pilot programme and	Funding was re-prioritised and therefore not forthcoming for this project

Appendix 1

Project/ development/ key action	Planned outcome/ deliverable as per unit business plan	Reason(s) why and actions to rectify
	implement if successful	
Kent Design	Plan for a major design related conference in the North Kent area in 2009	Priority of this planned deliverable is being re-examined.
KCC Regeneration Strategy (now Framework)	Delivering 2008/09 actions in the KCC Regeneration Strategy	Delays in producing framework document meant no actions agreed for 2008/09

Towards 2010

Target 1: Substantially increase the number of new jobs by increasing the number of companies investing in Kent and the number of businesses starting up or expanding	On course
Target 2: Concentrate on the regeneration of Kent's deprived areas and support business growth in these areas, seeking maximum funding from Government and the EU to support the necessary infrastructure, including roads, utilities, telecoms and other services	On course
Target 3: Support a programme of town centre regeneration	On course
Target 4: Support rural businesses and communities to build a strong entrepreneurial culture	On course
Target 7: Fulfil Kent's potential as a premier tourist destination	On course
Target 39: Bring back into use the large number of empty homes in Kent	On course
Target 40: Ensure that new housing developments include the right infrastructure and local facilities and cater for a mix of age groups and incomes	More progress needed
Target 44: Establish a Global Centre in Kent that will lead the world in developing crops to provide energy, medicines and other products	More progress needed
Target 46: Lobby Government, the water companies and developers to ensure that house building programmes do not threaten Kent's water supplies	On course

External Evaluation

N/A

2008/09 Monitoring Report - Regeneration and Economy

ENVIRONMENTAL PERFORMANCE AND CLIMATE CHANGE

IS014001

Objective/target	Progress (R/A/G)	Supporting performance data
Commitment to support revised KCC Environment Policy and implementation plans	Green	<ul style="list-style-type: none"> Project plans now include requirement to show direct and wider policy fit including sustainability and environmental
Reduce energy and water use within E&R occupied buildings to support achievement of T2010 target 42	Amber	<ul style="list-style-type: none"> Corporate target which overall is being met but progress outside KCC main office buildings is not clear
A 20% reduction in the amount of print and copy paper used	Green	<ul style="list-style-type: none"> Systems devised to recycle paper at printers Directorate target for recycling paper is being met
All external and internal documents to be produced on recycled paper, with ISO 14001 logo displayed	Red	<ul style="list-style-type: none"> Not all publications suitable for recycled paper
All staff to have individual environmental targets or an environmental behaviour as part of TCP	Red	<ul style="list-style-type: none"> Reminders have been sent to staff at appraisal times but no system to measure compliance
All new printers to have double sided capability. All existing printers to defaulted, where possible, to double-sided	Green	<ul style="list-style-type: none"> All new purchases / leases include requirement for double-sided printing and eco-tone functionality
Reduction in business mileage within the	Green	<ul style="list-style-type: none"> Promotion of car sharing options

Objective/target	Progress (R/A/G)	Supporting performance data
division		<ul style="list-style-type: none"> • CEPG have set up systems to record and monitor mileage and results are reported to the Leadership Team • All mileage (casual, essential and lease has reduced compared to 2007/08)
Develop action plan following “Green Office Benchmarking Audits”	Green	<ul style="list-style-type: none"> • Report received with priority actions and how these will be met

CLIMATE CHANGE ADAPTATION

Objective/target	Progress (R/A/G)	Supporting performance data
<p>Partnership working / policy influencing – all regeneration areas</p> <ul style="list-style-type: none"> • Follow up work on mapping exercises carried out in 2007/08 to identify specific actions for business activity / project development identified as having a major impact on climate change (recommendation 2) • Develop a Climate Change Action Plan for the Division including identification of lead officers and timescale for delivery (recommendations 9 and 11) • Review business continuity plan to ensure it adequately covers climate change impacts on business activities / objectives (recommendation 2) • Increased focus on masterplanning to reduce reliance on cars to travel around 	<p>Red</p> <p>Red</p> <p>Green</p> <p>Green</p>	<p>All project plans are now required to consider wider policy fit including environmental impacts</p> <p>As above</p> <p>Included as an appendix to Divisional Continuity Manual and forms part of annual update process</p> <p>Support for sustainable public transport schemes at major developments, <i>Fastrack</i> in Dartford and Smartlink in Ashford. Road</p>

Objective/target	Progress (R/A/G)	Supporting performance data
<p>town centres (recommendation 7)</p> <ul style="list-style-type: none"> • Make sustainability standards part of selection criteria in selection process for developer partners (recommendation 6) • Influence and negotiate with partners to take forward recommendations on sustainable energy provision (recommendation 4) • Advocacy of Kent Design with housing builders to consider impacts of climate change on housing design particularly in relation to PPS25 on flood risk assessment (recommendation 3) 	<p>Amber</p> <p>Green</p> <p>Green</p>	<p>and public realm improvements to increase pedestrian areas within town centres, for example, dedualling of Fort Hill, Margate, Dover Priory Station Approach, Tontine Street, Folkestone</p> <p>Currently, it is the responsibility of individual project managers to include sustainability within selection processes. More work is needed to promote objective</p> <p>Progress made with partners in development of wind farm. Planning permission for the sub-station at Graveney for the largest planned off shore windfarm in the Thames Estuary has been granted. The sub-station is an essential element of infrastructure needed for the project. All other consents are in place. Also completed Ashford Energy Study. Queenborough and Rushenden regeneration projects incorporate energy efficiency solutions. Building schools for the future incorporates energy efficiency and renewable technologies in schools design</p> <p>As per specific outcomes in the business plan (detailed above)</p>
<p>Project Delivery</p> <ul style="list-style-type: none"> • Further develop and advocate water 	<p>Green</p>	<p>See actions taken under Towards 2010 target 46</p>

Objective/target	Progress (R/A/G)	Supporting performance data
<p>saving projects in areas of high demand. Monitor and report on performance of projects (recommendation 3)</p> <ul style="list-style-type: none"> As part of Empty Property Initiative roll out, link property renovation/improvement work to KCC actions on water and energy efficiency to reduce carbon impact of properties brought back into use via the project (recommendation 3) Provide KCC lead on response to Government proposals on Eco-Towns / Eco Region 	<p>Green</p> <p>N/A</p>	<p>No Kent town bids were successful</p>
<p>Management (workforce development)</p> <ul style="list-style-type: none"> Research, develop and disseminate information to staff on impacts of regeneration activity on climate change so that it is better integrated in business cases for project development (recommendations 1 and 2) Greater focus on ISO 14001 objectives to raise staff awareness and meet 	<p>Red</p> <p>Green</p>	<p>All project plans are now required to consider wider policy fit including environmental impacts</p> <p>New systems in place for recycling and being developed to monitor mileage. General continued support and reminders to all staff on</p>

Objective/target	Progress (R/A/G)	Supporting performance data
directorate targets		environmental impacts of office working.

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BY: Kevin Lynes, Cabinet Member Regeneration
David Cockburn, Executive Director Strategy, Economic
Development & ICT

TO: Regeneration & Economic Development Policy Overview
Committee – 30th July 2009

SUBJECT: Regeneration Fund

Classification: Unrestricted

Summary:

This report outlines the governance arrangements for the Regeneration Fund, the commissioning and evaluation process for assessing and recommending future project bids against the regeneration fund and the proposed criteria for the fund.

FOR INFORMATION

1. Introduction:

- 1.1 The Kent Regeneration Fund was established in 2003 as part of a wider financial strategy to secure economic growth and social infrastructure alongside the planned housing growth in Kent. It consists of income derived from the Kings Hill Business Park, and has both revenue and capital streams

2. Governance Arrangements

- 2.1 The Regeneration Board is responsible for approving bids to the Regeneration Fund to ensure appropriate allocation of resources. Project progress will also be regularly reported to the Board, in addition to existing Council reporting channels.
- 2.2 The application criteria for the fund have been reviewed to strengthen their alignment with the Regeneration Framework's objectives. The approach and criteria are outlined below.

3. Commissioning and Assessment Process including fund Criteria

- 3.1 The regeneration fund will be used to support delivery of the objectives and priorities of the Regeneration Framework including pump prime investment from other agencies and sectors, invest in key catalytic projects, unblock progress on key projects, develop innovative new ways to implement strategic priorities and promote Kent as a destination for inward investment. Managers bringing forward funding bids will produce a summary business case that would cover pre-determined elements for assessment. Initial checking and assessment of projects against weighted pre-determined criteria will be undertaken by the Regeneration and Economy Division's Programme Office who will provide scored summary reports for each bid for presentation to Regeneration Board for final funding recommendations to the Leader. The criteria cover:
- Ensuring delivery of Regeneration Framework objectives
 - Financial leverage
 - Financial management
- 3.2 Ensuring Delivery of Regeneration Framework Objectives. Projects must demonstrate strong links to KCC strategic policy priorities and show how they will impact on and deliver against specific policy objectives. Projects will therefore clearly detail outputs and outcomes that will be delivered through the project with indicative timeframes. Additionally, a risk assessment is also required.
- 3.3 Financial leverage. Projects must demonstrate value for money, leverage (internal and external) and wider support from partners. Consideration will also be given to proposals attracting national pilots or demonstration projects to Kent which secure additional benefits, financial or otherwise to Kent.
- 3.4 Financial Management. The Kent Regeneration Fund can be used for time-limited expenditure only, with no ongoing adverse financial implications for KCC base budgets therefore successful project proposals will need to include clear timeframe for delivery, an implementation strategy and an exit strategy. All project under spends will be returned to the Kent Regeneration Fund for allocation to new projects.
- 3.5 The Kent Regeneration Fund can be used to make upfront investment in a scheme only where the cost can be recovered from others subsequently so that the Fund is reimbursed for the original investment.

- 3.6 To ensure maximum impact, no more than 15% of the Kent Regeneration Fund in any one year can be used for small-scale projects (those of £20k or less).

4. Recommendations

- 4.1 Members of the Regeneration & Economic Development Policy Overview Committee are asked to:

Note the commissioning and evaluation process and criteria set out in this report.

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By: Kevin Lynes, Cabinet Member for Regeneration
Nick Chard, Cabinet Member for Environment, Highways
and Waste
Linda Davies, Director Environment & Waste

To: Regeneration and Economic Development Policy Overview
Committee – 30th July 2009

Subject: A Summary of plans to review the Kent Partnership's
Environment Strategy

Classification: Unrestricted

Summary:

The Kent Environment Strategy was first produced in 2003 and a review process has begun. This is an opportunity to produce a focussed document which enables the Kent Partnership and its stakeholders to concentrate on a small number of priorities to achieve real change for Kent. This report summarises the review timetable and the key themes which will shape the new Strategy. A copy of this report has also been discussed by the Environment, Highways and Waste Policy Overview Committee.

1. Introduction

- 1.1 The Kent Environment Strategy (KES) was first produced in 2003 under the sponsorship of the Kent Partnership. The new KES will build on the previous Strategy and continue to be a Kent Partnership owned and led document. However, given the lapse of time and the changing policy environment since 2003, it is appropriate for the new Strategy to be a very different document to its predecessor.
- 1.2 Progress reports on the 2003 strategy were produced in 2005 and 2007. These highlighted that, whilst there had been a lot of activity to deliver environmental enhancements, we have not yet achieved our vision. Crucially the reports identified that Kent is living well outside its environmental limits and needs to take significant action.
- 1.3 The Kent Regeneration Framework identified a suite of 8 documents, including an Environment Strategy, which would support and deliver the Vision for Kent. These documents are all running to a timetable that will see them finalised by December 2009.

- 1.4 The purpose of this report is to seek the Policy Overview Committee's views on the structure proposed for the Kent Environment Strategy and thoughts on what priorities they would like the Kent Partnership to use the Strategy to address.

2. An Outline of Kent Environment Strategy 2009

- 2.1 It is proposed to produce a streamlined KES which identifies a 20 year vision for Kent's environment and for Kent's impact on the global environment. This would be underpinned by a small collection of shorter term, high priority objectives which would be revised regularly (3 to 5 years) to ensure that Kent maintained momentum towards delivering the vision. Simple, focussed delivery plans could then be adjusted year on year.
- 2.2 This approach would be in contrast to the current Environment Strategy which has 11 themes and 41 objectives.
- 2.3 The new KES would be developed to drive delivery of meaningful, achievable and innovative environmental outcomes in Kent, have strong synergies with other strategies in the Kent Partnership suite and focus on benefits to communities, businesses and individuals. We will also ensure that an appropriate framework for monitoring delivery and performance is established.
- 2.4 Early analysis of the environmental issues to be tackled across Kent has led to the development of three strategic themes:
- a. Combating the climate change challenge – Working towards a low carbon Kent which is prepared for climate change. Using less energy more wisely and ensuring that our urban design, rural land use, natural habitats, rivers and coasts are all able to adapt in the face of increased temperatures and more extreme weather events. This theme would dovetail with the Kent Local Area Agreement (LAA) indicators 186, 187, 188 and 189¹ also 175².
 - b. Valuing our natural and living environments – Valuing the real economic benefits of environmental services while protecting and enhancing the unique natural and built character of Kent. Being smarter about regeneration and service delivery by recognising that

¹ Indicator 186 Per capita CO₂ emissions in the local authority area

187 Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating

188 Planning to Adapt to Climate Change

189 Flood and coastal erosion risk management

² Indicator 175 Access to services and facilities by public transport, walking and cycling

the environment can provide us with highly cost effective solutions to some of the issues we face in Kent. For instance there is irrefutable evidence that green space in an urban environment can improve life expectancy and decrease physical and mental health complaints, thus avoiding the provision of costly medical intervention. Another example is good watershed management which can be much cheaper than cleaning pollutants out of our rivers and coastal waters. We must also continue to recognise that the environment of Kent is unique and precious and fulfil our role as guardians of this resource. This theme relates directly to LAA indicators 197 and 195³ as well as making a contribution to, 3, 6, 8, 55, 110 .

- c. Living within our environmental limits – Reducing the resources we consume as a community in relation to our share of what is available globally, our ecological footprint. Leading Kent towards more efficient use of resources by supporting reduced consumption and reducing waste makes good economic as well as environmental sense. Kent is part of a global community that is depleting natural resources at a faster rate than they can be regenerated; $\frac{3}{4}$ of the world’s fisheries are facing commercial extinction, $\frac{1}{4}$ of the birds and mammals on earth are in danger of extinction, and we are losing 2% of the worlds’ forests every year. If everyone in the world consumed at the same rate as the residents of Kent we would need 3.3. planets. This links to LAA indicator 191⁴

2.5 These themes have a high degree of fit with the Regional Economic Strategy, the Vision for Kent and KCC’s Regeneration Framework as well as its own environment policy (Annex 1). They have been tested with the Kent Economic Board’s Environment Task Group who were supportive of them.

2.6 For each theme we will set out a 20 year vision supported by 3 or 4 medium term priority objectives (a total of 12 for the whole Strategy). The priority objectives will describe the first steps Kent Partnership should take towards delivering the vision. These should be deliverable within 3 to 5 years and would be reviewed as they are delivered in order to set the next steps on the path to the vision. It is proposed that, while we do want a long

³ Indicator 197 Improved local biodiversity – proportion of local sites where positive conservation management has been or is being implemented

195 Improved street and environmental cleanliness

3 Civic participation in the local area

6 Participation in regular volunteering

8 Adult participation in sport and active recreation

110 Young people’s participation in positive activities

55 Obesity in primary school age children in reception

⁴ Indicator 191 Residual household waste per household

term vision for the future, setting objectives longer than 5 years ahead is unrealistic as the policy background, economic situation and delivery mechanisms will change over this time.

- 2.7 The delivery of the Strategy would then be supported by action plans, which would focus on key mechanisms and projects and which could be tweaked on a yearly basis. Of course, much of the delivery of the KES vision will lie with other emerging Kent and KCC strategies under the KCC Regeneration Framework, particularly the Environmental Technologies Sector Strategy, the Integrated Transport Strategy and the Housing Strategy.

3. Review process for Kent Environment Strategy 2009

- 3.1 Early consultation with members of the Kent Partnership, including district council representatives and other key stakeholders, in the form of 3 theme based working groups, is currently underway. These small working groups are identifying the elements for a vision and priority objectives which will inform the first draft of the Strategy.
- 3.2 A consultation draft of the Strategy will be ready by end of July, which would include a description of progress in Kent, the challenges we are facing and our thematic visions for the future. It would also include a long draft list of priority objectives.
- 3.3 Consultation will be carried out with district and borough councils and other interested and knowledgeable stakeholders in August and September. The draft Strategy will also be available for comment on Kent County Council's website.
- 3.4 The next draft of the Strategy will be written in October and this will refine the visions and reduce the long list of priorities to 3 or 4 per theme. It will also include an action plan of key activities to deliver the priorities.
- 3.5 Future versions of the draft Strategy will be brought back for discussion and approval by the County Council.
- 3.6 The whole process is steered by a Project Board chaired by Linda Davies, KCC Director, Environment and Waste, and with members from the Kent Partnership Environment Task Group.

4. Conclusion

- 4.1 This is an opportunity to produce a focussed document which enables Kent Partnership and its stakeholders to concentrate on a small number of priorities to achieve real change for Kent. The three challenging and

overarching themes -Combating the climate change challenge; Valuing our natural and living environments; and Living within our environmental limits - can act as the basis by which everyone working in Kent can test and verify the contribution their organisation is making to the achievement of a sustainable county.

5. Recommendations

5.1 That Members:

- a. Comment on and approve the plans to review the Environment Strategy
- b. Debate and inform the future direction of the Strategy

Lead officer contact:
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By: Kevin Lynes, Cabinet Member for Regeneration
David Cockburn, Executive Director, Strategy, Economic
Development & ICT

To: Regeneration and Economic Development Policy Overview
Committee – 30th July 2009

Subject: Data Quality Audit 2007/08

Classification: Unrestricted

Summary:

The report from the 2007/08 Data Quality audit and associated action plan are attached. These were presented to the Governance and Audit Committee in March and it was recommended that all Policy Overview Committees also receive the report for information.

FOR INFORMATION

1. Introduction

1.1 Data quality and the strength of management arrangements to secure it within public bodies have been the subject of increasing concern and focus by government, the Audit Commission and other regulators.

1.2 As part of the Audit Commission's Audit Code of Practice, local authorities are subject to an annual audit of the strength of management arrangements for securing data quality. The Data Quality audit report for 2007/08 was received earlier in the year and an action plan was drafted.

2. The 2007/08 Data Quality Audit

2.1 Earlier in the year the Audit Commission provided KCC with a report on the audit of the council's management arrangements to secure data quality in 2007/08. The full report is attached.

2.2 The overall finding was that the council's arrangements are consistently above minimum standards, which is a good rating.

2.3 Areas where the council should consider improvements were provided through a series of five recommendations. Improvements in relation to these recommendations were found to be in hand in most cases although most were in the early stages of development and not yet consistently applied across all service directorates.

2.4 A number of recommendations were in relation to enhancing the role of councillors with respect to data quality. It is proposed that these recommendations be

taken forward within the context of Policy Overview Committees, in order to engage members more fully with data quality issues.

3. Data Quality Action Plan

3.1 A summary of the recommendations and the associated action plan (the full detail is in Appendix 1 of the audit report) is shown below:

Recommendation	Action
The role of all councillors should be specified in the data quality strategy.	Update to Policy
Councillors should have data quality training provided commensurate with their role in data quality.	To be addressed through Policy Overview Committees
That the Council at a strategic level formalises protocols and standards on data quality received from outside bodies to ensure that all data used by the Council is sound.	To be developed through the Kent Partnership
The Council should report on the effectiveness of the various levels of data quality training provided so that it can assure itself that any data quality gaps in staff are being met.	Review to be undertaken
Ensure that the profile of data quality is raised by reporting the results of spot-checks of data systems to councillors.	To be addressed through Policy Overview Committees

4. Recommendation

4.1 Members are asked to NOTE the data quality action plan in Appendix 1 of the audit report.

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Data Quality

Kent County Council

Audit 2007/08

November 2008

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Status of our reports

The Statement of Responsibilities of Auditors and Audited Bodies issued by the Audit Commission explains the respective responsibilities of auditors and of the audited body. Reports prepared by appointed auditors are addressed to non-executive directors/members or officers. They are prepared for the sole use of the audited body. Auditors accept no responsibility to:

- any director/member or officer in their individual capacity; or
- any third party.

Introduction

- 1 The purpose of this report is to summarise the findings from our work on data quality for 2007/08.
- 2 Auditors' work on data quality and performance information supports the Commission's reliance on performance indicators (PI) in its service assessments for comprehensive performance assessment (CPA).
- 3 Our work on data quality is complemented by the Audit Commission's paper, 'Improving information to support decision making: standards for better quality data'. This paper sets out standards, for adoption on a voluntary basis, to support improvement in data quality. The expected impact of the Audit Commission's work on data quality is that it will drive improvement in the quality of local government performance information, leading to greater confidence in the supporting data on which performance assessments are based.

Scope of our work

- 4 We have followed the Audit Commission's three-stage approach to the review of data quality as set out in Table 1.

Table 1 Data quality approach

Stage 1	<p>Management arrangements</p> <p>A review using key lines of enquiry (KLOE) to determine whether proper corporate management arrangements for data quality are in place, and whether these are being applied in practice. The findings contribute to the auditor's conclusion under the Code of Audit Practice on the Council's arrangements to secure value for money (the VFM conclusion).</p>
Stage 2	<p>Analytical review</p> <p>An analytical review of 2007/08 BVPI and non-BVPI data and selection of a sample for testing based on risk assessment.</p>
Stage 3	<p>Data quality spot checks</p> <p>In-depth review of a sample of 2007/08 PIs all of which come from a list of specified BVPIs and non-BVPIs used in CPA, to determine whether arrangements to secure data quality are delivering accurate, timely and accessible information in practice. For 2007/08 PI spot checks, the Audit Commission specified that it is compulsory to review two housing benefits PIs at all single tier and district councils as a minimum.</p>

- 5 As this is the third year of applying this approach to data quality, we tailored our work to focus on the key changes and actions taken to address previously identified weaknesses and recommendations.

Summary conclusions

Stage 1 – Management arrangements

- 6 The Council's overall management arrangements for ensuring data quality are consistently above minimum requirements.
- 7 There is a good balance between corporate oversight and delegation to services, where the responsibility rests for the accuracy of data quality, including in sensitive areas like child protection. There is now a data quality policy that has encoded good practice in the organisation, as well as an effective network of data quality champions who are responsible for each directorate's delivery of the corporate policy. Training is effective, and this includes corporate modules in general training but also bespoke training if a weakness has been detected in operational procedures. Performance management systems are effective and include examples of intervention to standardise data used across different agencies. On the other hand, the involvement of councillors in data quality is limited, with no mention of their role in the data quality policy and data quality training for councillors only planned at this stage. That restricts the data quality policy and procedures being fully embedded within the organisation. There is also the need to ensure that the profile of data quality is raised by including an update on the success of data quality system spot-checks as a regular report to councillors.

Stage 2 – Analytical review

- 8 Our analytical review work at Stage 2 identified that the PI values reviewed either fell within expected ranges or were substantiated by evidence.

Stage 3 – Data quality spot checks

- 9 Our review and spot checks of BV82b (Composting performance) and BV165 (Pedestrian crossings: disabled people) found that they were both fairly stated.

Detailed findings

Management arrangements (Stage 1)

10 Overall, the Council's corporate arrangements for data quality are consistently above minimum requirements.

Governance and leadership

11 A data quality policy now exists with good leadership at officer level shown, though there is no explicit role for councillors. A data quality policy has now been created that encodes the good practice that existed in the organisation on the handling of data and responsibilities of the corporate centre and directorates for the use and improvement of data. Councillor involvement in data quality is generally lacking, although some lead members have a role in data quality for their specific areas of responsibility. Training of councillors in data quality is at an early stage.

12 There is an appropriate balance between corporate oversight and directorate responsibility for data quality. The corporate centre provides the data quality policy and framework and guidance on the information systems for the organisation and the directorates fully engage on delivering outcomes that match the corporate direction. There is also clear support at top management and councillor level for strong performance management and this strengthens commonality of a very large council to manage its business.

13 Monitoring of data quality is effective. There is corporate oversight of national and local performance indicators (PIs). Service data quality is the responsibility of those who produce the data and those who are involved with the detailed collection systems which produce the final service analyses that are reported within the Council. Directorates have their own Data Quality champions and teams. Internal audit play an important role in carrying out detailed re-calculations on a risk basis for various indicators. Data that is provided to the corporate centre has been through extensive data quality checks within directorates as well as by government departments which receive the detailed information such as on checks for vulnerable children. This gives assurance that data that is used for decision-making is accurate.

Recommendations	
R1	The role of all councillors should be specified in the data quality policy.
R2	Councillors should have data quality training provided commensurate with their role in data quality.

Policies

- 14 Data quality policies and procedures are effective in securing the accuracy and appropriate use of data. Each information system has a nominated data quality champion who oversees the production of documentation, promotes the data policies and reports and reviews on compliance with the policy.
- 15 A formal policy on data quality was adopted in March 2008, consolidating existing practice into one document. The policy has areas of responsibility assigned for all managers and staff. Directorate risk registers also include items on data quality as appropriate and operational procedures and guidance notes are available in all directorates. The Council has not set any targets on data quality corporately other than to ensure all local PIs have specific definitions to standardise internal reporting. There have been a number of officer reviews on data quality though these reviews have not resulted in a series of reports to councillors. Specific, measurable, achievable, realistic and timed (SMART) objectives on specific data streams are the responsibilities of directorates for their own information needs. However, as already noted, there remains no member involvement in data quality and that is a weakness of the policy.
- 16 The data quality champion role is effective. The directorates have nominated data quality champions who are all already engaged in such work and all are trained for this role. There is a network of such champions across the organisation supported by an officer at the corporate centre who promotes the importance of the data quality policy. There are examples of intervention by the champions when monitoring has uncovered issues for resolution. This included a reluctance of some staff to pursue sensitive data on vulnerable people when that was necessary to confirm the appropriate next steps in care and education provision. Training was given in this instance and forms altered to emphasise compliance. As such, the role of data quality champion demonstrates a strong impact on data quality.

Systems and processes

- 17 Systems and processes are effective in securing the quality of the data used by the Council.
- 18 Controls over performance information systems are subject to regular review by internal audit, the results of which are reported to the Governance and Audit Committee. There are also internal checks to validate data supplied, such as Highways checking on contractor claims for travel by verifying those claims through spot-check measuring the time claimed through the GPS system. On disaster recovery there are back-ups of systems for business for every part of the data. These include backup servers and application servers based in Canary Wharf with further servers backing up the data with a 15 minute delay, ensuring the minimal loss of data. The Information Services Group is the responsible group that manages the business continuity plans for the whole county infrastructure. This means that effective back-ups are in place to minimise any unexpected loss of data through system failure.

Detailed findings

- 19** The Council seeks to ensure that data is accurate, including that shared with partners. Data received from other public bodies are in most cases part of national collection systems. These include recorded crime statistics, hospital episode statistics, and benefit claimant counts. These data sources are subject to their own verification procedures. In addition, the Council works with local partners such as the police to give advice about the information systems and checked on the assurance of the quality in data recorded. Data validation exercises are also carried out to identify and correct errors such as on ethnicity data supplied by schools. Data is also modelled by super output areas to check that pupil addresses are correct and this information is used extensively to assist in matters such as enrolment and service planning. While the Council has identified which bodies it shares information with and has some examples of working with partners on data quality standards, it has not set formal protocols and standards on data quality requirements from these bodies. This opens the possibility that some data from partners used by the Council is not accurate.

Recommendation

- R3** That the Council at a strategic level formalises protocols and standards on data quality received from outside bodies to ensure that all data used by the Council is sound.

People and skills

- 20** The Council ensures that staff skills in data quality are appropriate.
- 21** As already mentioned, data quality champions for each directorate have been chosen for their existing knowledge of data quality and have been trained in the sound use of systems and how to ensure that data used is correct. The data quality policy makes it clear that all staff involved in producing data/information whether defining, collating, recording, extracting, analysing or reporting - have a responsibility for quality. It also emphasises that staff should be aware of how any data they record or handle is used (and its relative value to the organisation) and how their role can impact upon quality. Each directorate also trains staff using data on data quality policies and practices and corporate generic data quality training is now in place. Standards on data quality are therefore clear to staff both corporately and in directorates and this ensures that understand their roles and responsibilities in relation to data quality. There is however no corporate overview of the effectiveness of the various levels of data quality training and so the organisation does not have a single understanding of any gaps needing to be filled.
- 22** Data quality champions take action to identifying and addressing potential data quality problems. For example, the training needs of staff using data are considered when a national or local PI is introduced or altered. Back-up training is given on the altered system, then the directorates run reports to pick up any errors found in operating the new system. This was used when the addition of questions on religion by front-line staff were added by social services. The standards team ran a session about putting in

that question then ran follow up reports to check on progress. This caused a necessary change in culture.

Recommendation

R4 The Council should report on the effectiveness of the various levels of data quality training provided so that it can assure itself that any data quality gaps in staff are being met.

Data use and reporting

- 23** The Council's validation procedures ensure that data reported is accurate.
- 24** The Council has effective systems to match data for accuracy. These include Transactional Data Matching through an external company that is done to improve efficiency; a file is extracted, sent to company who match the profile against other lists for normative data and where it does not match, a report goes to care management teams to check and improve the data. Other systems like Collect point up anomalies in data on vulnerable people but the Council's intention is to be right first time in this sensitive area. There are random checks on data to clear errors and record assumptions. This reported and signed off at Director level. The 2008 Joint Area Review (JAR) commented that one of the strengths of the Council was its culture of performance management to keep the organisation on track. Another example of intervention was on issues to do with the proportion of youth offenders in education and employment showing people still on courses when they had in fact left. There were problems collecting data as it was reliant on several people to collect the data. Having identified the problem, the solution agreed was that education workers would list each month when programmes finished and the data was reflected on the appropriate databases, flagging when the person was expected to leave the programme. As a result, the latest quarterly reports show far fewer records where the earlier problem is still occurring.
- 25** The Council has learnt from earlier failures in data quality. For example, last year's failure in the library PI was found to be a lack of clarity on how long to hold paper records. While libraries collect paper records monthly for data to be entered into information systems, a check showed that some of these paper copies had been destroyed soon after data entry even though the procedures instructed staff to keep them for 3 years. Since then all libraries have received written instructions on how long to keep paperwork. The Council identified the issue during data quality spot-checks and should continue to carry out checks and report findings to members to ensure high quality data.

Recommendation

R5 Ensure that the profile of data quality is raised by reporting the results of spot-checks of data systems to councillors.

Detailed findings

Analytical review (Stage 2)

26 An analytical review of the following BVPIs and non-BVPIs was carried out. The findings, subject to the validation of a sample of PIs in stage 3 spot checks, are shown below.

Table 2 Analytical review findings

2007/08 Performance indicator	Assessment	Comment
BVPI 82a(i) - Recycling performance (%)	Variance from 2006/07 and value within Audit Commission parameters	
BVPI 82a(ii) - Recycling performance (tonnage)	Variance from 2006/07 attributable to real performance improvement	Council invested in improving tonnage sent for recycling
BVPI 82b(i) - Composting performance (%)	Variance from 2006/07 and value within Audit Commission parameters	
BVPI (82b(ii) - Composting performance (tonnage)	Variance from 2006/07 attributable to real performance improvement	Council invested in improving tonnage sent for composting
BVPI 165 - Pedestrian crossings: disabled people	Variance from 2006/07 attributable to real performance decline	Council surveyed all crossings in 2007/08 and found that a number did not meet minimum standards
Non-BVPI IPF - Cost per library visit	Variance from 2006/07 and value within Audit Commission parameters	

27 All other PIs reviewed were found to be complete and within plausible and permissible values.

Data quality spot checks (Stage 3)

28 A number of PIs were reviewed using a series of detailed spot checks and audit tests. Our findings are shown below.

Table 3 Spot check findings

Performance indicator	Assessment	Comment
Environment - BV 82b(ii)	Fairly stated	The Council made available all the records to support the PI. A sample check confirmed that PI correctly calculated.
Environment - BV 165	Fairly stated	The Council carried out a full review of the disabled pedestrian crossings in 2007/08 after the 'unfairly stated' conclusion in 2006/07. A sample check of the survey results confirmed that it had been accurately completed and the PI correctly calculated.

Appendix 1 – Action Plan

Page no.	Recommendation	Priority 1 = Low 2 = Med 3 = High	Responsibility	Agreed	Comments	Date
5	R1 The role of all councillors should be specified in the data quality policy.	1	Richard Fitzgerald	Yes	Update to Policy	June 2009
5	R2 Councillors should have data quality training provided commensurate with their role in data quality.	1	Data Quality Champions	Yes	To be addressed through Policy Overview Committees	September 2009
7	R3 That the Council at a strategic level formalises protocols and standards on data quality received from outside bodies to ensure that all data used by the Council is sound.	2	Richard Fitzgerald	Yes	To be developed through the Kent Partnership	September 2009
8	R4 The Council should report on the effectiveness of the various levels of data quality training provided so that it can assure itself that any data quality gaps in staff are being met.	1	Data Quality Champions	Yes	Review to be undertaken	September 2009
9	R5 Ensure that the profile of data quality is raised by reporting the results of spot-checks of data systems to councillors.	2	Data Quality Champions	Yes	To be addressed through Policy Overview Committees	September 2009

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By: Kevin Lynes, Cabinet Member Regeneration
David Cockburn, Executive Director of Strategy, Economic Development and ICT

To: Regeneration and Economic Development Policy Overview Committee - 30th July 2009

Subject: Kent's Policy Framework for Later Life

Classification: Unrestricted

Summary To ask Regeneration and Economic Development 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 Policy Framework (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. The profile of Older People's Champions has been raised, spearheaded by Mike Angell who now meets regularly with representatives of older people and is establishing an Older People's Champion Board. More older people's forums are being established, particularly in the West of the county, and within KCC at officer level an Older People's Strategic Network has been created to drive the Policy Framework and KCC action plan forward.

4. Connections between the Policy Framework for Later Life and Regeneration and Economic Development

- 4.1 At Annex 3, just for reference (not for reading line by line!) is the KCC action plan which maps out actions already underway and identifies aspirations for the future. This has been included to give Members a feel for the comprehensiveness of actions already underway. Action plans to the same template are being produced by Districts, Health, Police and Fire & Rescue, to evidence how each organisation is supporting the Later Life agenda. Regeneration and Economic Development POC Members are asked to consider how we can ensure that all we do takes sufficient and proportionate account of the needs and views of the older population given the demographic changes ahead. Part of this is about setting a direction that supports individuals – whatever their age and needs – to identify how they want to lead their lives and to find their own solutions to the challenges they face. A few examples of strategic action include:

- Promote strong design principles around spatial planning, infrastructure and community development which encompasses being age friendly as set out in the World Health Organisation's 'Age-friendly Cities' projects (which are equally applicable to towns).
- Develop projects that build resilience in communities, helping people to help themselves and their community, and fostering greater levels of volunteering. Older people are a major source of 'social capital'.
- Foster mentoring schemes and other vehicles to enable older people's skills and experience to contribute to the community and the local economy, and younger people to benefit from that knowledge and skillset.
- Target tourism campaigns on older people as the 'grey pound' is very significant and Kent has much to offer older people.

- 4.2 Regeneration and Economic Development POC Members are asked to use the bullet points above and the action plan at Annex 3 as a basis for considering whether there are further strategic actions that Chief Executive's Directorate should take in order to support the delivery of the priorities set out in Annex 1.

5. Recommendations

Members of Regeneration and Economic Development 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

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Head of Strategic Policy
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Tim Woolmer
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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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DRAFT KENT COUNTY COUNCIL ACTION PLAN FOR '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.

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	<p>Influence new housing for older people through the planning process to aim to improve accessibility to transport/services.</p> <p>Aim to influence the implementation of a bespoke housing needs assessment for older people. Consider sheltered housing needs in negotiating provision of affordable housing.</p> <p>Provision of extra care Sheltered Housing Schemes specifically for older people to have alternative choice to residential care.</p> <p>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.</p>	<p>KHS Richard Feasey</p> <p>Richard Feasey (Planning Policy team)</p> <p>2009 / 2010 David Weiss /</p> <p>Ongoing: East Kent: Maria Coates / Rocío Arias-Dumeige West Kent : Nicola McLeish (Sustainable Communities Project Officers)</p>	<p>PFI Orbit RSL</p> <p>Local Development Frameworks & Core strategies</p>	<p>Purpose built to provide accommodation to enable vulnerable older people to live in their own homes as an alternative to residential / nursing care.</p> <p>Ensure new housing is adaptable in accordance with Lifetime Home standards.</p> <p>Ensure there is involvement of older people in the planning of future community facilities.</p>

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>
1B - Develop existing communities to make sure that they are age friendly	<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 young and older segments. The cluster's outreach programme in 2009 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 set up/being established (see outcome 4B for more details).</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>Expand the reach and remit of HandyVan and promote the service in partnership with KASS, KFRS, Help the Aged and Local Authority Community Safety Units in areas where historically uptake of the service has been limited.</p> <p>A Successful pilot project in Thanet to enable professionals visiting older people to log identifiable repairs on multi-agency referral form and sent to central location for action.</p>	<p>Stuart Beaumont</p> <p>Lesley Clay/Tanya Wenham Thanet District Council/KASS/EKPCT</p>		<p>Pilot adopted in each District but will require level of funding to develop a central administrative hub.</p>
<p>1D - Older people will feel safe and secure within their own homes and community</p>	<p>Encourage consideration of community safety in the design and layout of older persons accommodation to ensure residents feel confident outside their home</p> <p>Facilitate events such as Higham Community Day, and Community Warden surgeries (e.g at Higham, Coldharbour, Riverview, Meopham, Staplehurst libraries etc).</p> <p>Extend our public awareness campaign to alert people to the activities of rogue traders, particularly those involved in door-to-door sales, and increase the number of offenders prosecuted.</p>	<p>Richard Feasey (Planning Policy Team)</p> <p>Sue Fordham / Christel Pobgee</p> <p>Kent Trading Standards Ian Treacher/Sue Edmunds</p>		<p>Attempt to reach more housebound older people and promote this service to anyone who spends significant time in their homes e.g. carers, people with disabilities or mental health problems that prevent them leaving home. Could partners help us reach these people to offer these services where appropriate?</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 which alerts 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>Government Grant</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 also 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	Improve access to Hospitals and GP surgeries.	LTP/KA2 Target Vicki Hubert		
	Health monitoring within Gateways – currently a pilot in Maidstone. Measures and monitors blood pressure and weight.	Tanya Oliver		
	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).	Libraries and Archives		
	Community Information Day at Gravesend Library.	Libraries		
	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.	Libraries and Archives		
	Promote library buildings as possible suitable venues for stop smoking sessions.	Libraries and Archives		
	Health and wellbeing groups established in each District. Joint Strategic Needs assessments completed, identifying health inequalities and a focus on preventative services	2008 - KASS		

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

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.	Debt advice – look at how this is accessed via children’s centres and schools. Make sure resources are joined up.	CFE / Marisa White		
	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.	Pascale Blackburn		Kent TV will continue to provide information on issues that affect the elderly.
	Libraries provide local access to signposting.	Christel Pobgee		
	Ask a Kent Librarian (see 5c).	Christel Pobgee		Publicise via libraries, mobile libraries, HLS. Looking for partners to deliver financial literacy surgeries in libraries.
	HIAs and handyperson services provide advice and support in relation to this including maximising welfare benefits/income and financial inclusion.	Supporting People		

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 handy person 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 handy person 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 their 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>

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.

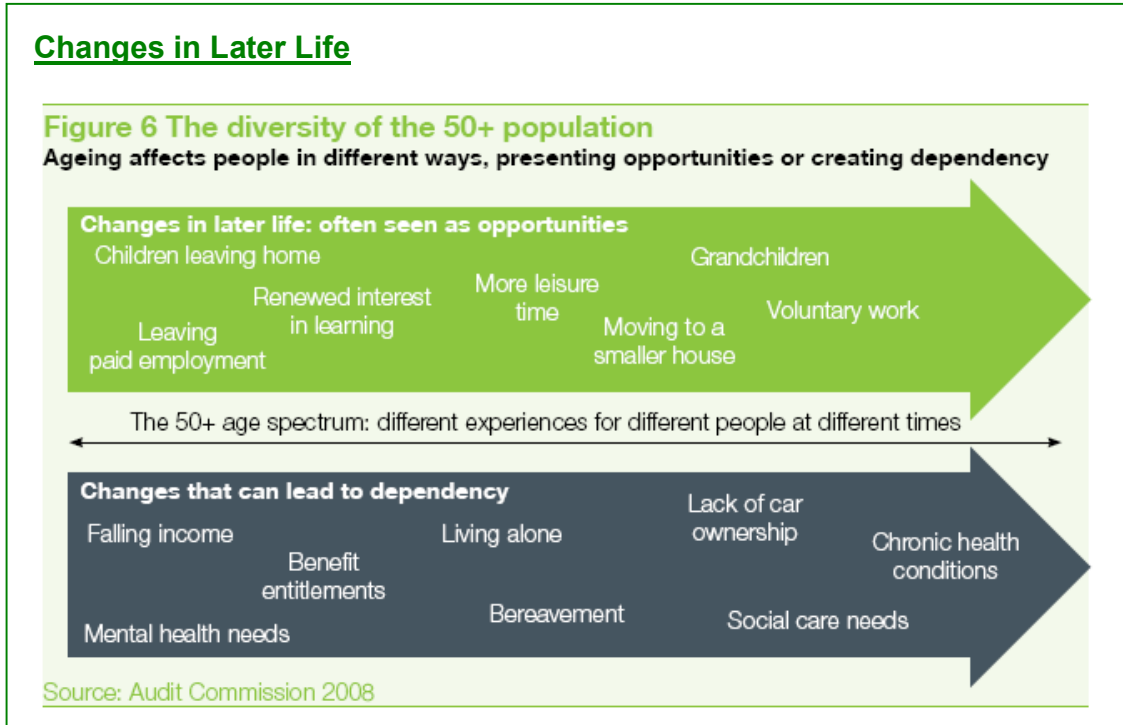
Information and advice

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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ME14 1XQ

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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By: Overview, Scrutiny and Localism Manager

To: Regeneration and Economic Development Policy Overview Committee, 30 July 2009

Subject: **SELECT COMMITTEE UPDATE**

Classification: Unrestricted

Summary: This report updates Members on the process for identifying a future work programme.

Future Select Committee Topic Review Work Programme

1 (1) Following the recent County Council Elections, it is necessary for a new two year Select Committee work programme to be established. Members are therefore requested to consider whether there are any potential topics for a Select Committee review, 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 which will include seeking the comments of the Directorate and Cabinet Member, 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 Theresa Grayell, who supports this POC.

(3) The Committee is 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 of each review will be developed by a cross-party Member Group (one from each Group) for approval by the Select Committee.

(4) Although no Select Committee Topic Reviews have come forward which relate to the remit of this new committee, a task and finish project on Quangos has been proposed. The POC will be kept informed of suggested potential topics which are within its remit.

Recommendations

2. Members are asked note the process for identifying a future work programme and put forward any suggestions for Select Committee topic reviews, either at the meeting, by email to overviewandscrutiny@kent.gov.uk, or to the Democratic Services Officer for this meeting.

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Background Information: *Nil*