

**COMMUNITIES POLICY OVERVIEW AND SCRUTINY
COMMITTEE**

Thursday, 16th September, 2010

10.00 am

**Council Chamber, Sessions House, County Hall,
Maidstone**





AGENDA

COMMUNITIES POLICY OVERVIEW AND SCRUTINY COMMITTEE

Thursday, 16 September 2010 at 10.00 am Ask for: Denise Fitch
Council Chamber, Sessions House, County Telephone: 01622 694269
Hall, Maidstone

Tea/Coffee will be available 15 minutes before the meeting

Membership (12)

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

Liberal Democrat (1): Mr I S Chittenden

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UNRESTRICTED ITEMS

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

Item No

A. COMMITTEE BUSINESS

- A1 Substitutes
- A2 Declarations of Interests by Members in items on the Agenda for this meeting
- A3 Minutes (Pages 1 - 8)
- A4 Feedback from the Informal Members Group to assist with development of the budget

B. ITEMS FOR CONSIDERATION

- B1 Portfolio Holder and Managing Director's Update (Pages 9 - 10)
- B2 Financial Monitoring 2010/11 (Pages 11 - 24)
- B3 Kent Apprenticeships (Pages 25 - 34)
- B4 Developing a new Children and Young People's Plan (CYPP) 2011-2014 (Pages 35 - 38)
- B5 Community Safety - Presentation
- B6 Communities Directorate Consultation, Involvement and Complaints report 2009/10 (Pages 39 - 52)
- B7 Draft Towards 2010 annual report (Pages 53 - 128)
- B8 Bold Steps for Kent - Update (Pages 129 - 134)
- B9 Draft Annual Performance report 2009 -10 (Pages 135 - 174)
- B10 Core Monitoring Report (Pages 175 - 192)
- B11 Informal Adult Learning: Lead Accountable Body role (Pages 193 - 196)

C. SELECT COMMITTEE WORK

- C1 Select Committees - update (Pages 197 - 218)

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, 8 September 2010

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

KENT COUNTY COUNCIL

**COMMUNITIES POLICY OVERVIEW AND SCRUTINY
COMMITTEE**

MINUTES of a meeting of the Communities Policy Overview and Scrutiny Committee held in the Council Chamber, Sessions House, County Hall, Maidstone on Friday, 9 July 2010.

PRESENT: Mrs E M Tweed (Chairman), Mr I S Chittenden, Mr D A Hirst, Mr J M Ozog, Mr R Tolputt, Mr C T Wells, Mr M A Wickham, Mrs P T Cole (Substitute for Mr K Smith) and Mr M J Northey (Substitute for Mrs J P Law)

ALSO PRESENT: Mr P M Hill, OBE

IN ATTENDANCE: Ms C Anley (Head of Libraries), Mr S Bligh (Archive And Local History Services Manager), Mr D Crilley (Director of Community Cultural Services), Ms J Edwards (Director of Policy and Resources, Communities Directorate), Ms D Fitch (Assistant Democratic Services Manager (Policy Overview)), Mrs C Kincaid (County Co-ordinator Kent Volunteers), Ms C McKenzie (Greener Kent Manager), Mr M Scrivener (Business Information Manager), Ms A Slaven (Director Youth Services and KDAAT), Ms L Spencer (Strategic Manager, Projects), Ms S Staples (Head of Kent Arts Development Unit), Mr K Tilson (Head of Finance for Policy and Resources) and Ms J Tonkin (KDAAT Young Persons Manager)

UNRESTRICTED ITEMS

57. Minutes - 6 April 2010

(Item A3)

(1) The Chairman thanked Mr Gardner and colleagues at the Canterbury Archaeological Trust for exhibiting some of the finds from the Beaney site in Canterbury prior to the meeting.

(2) RESOLVED that the minutes of the meeting held on 6 April 2010 are correctly recorded and that they be signed as a correct record.

58. Meeting dates - 2011

(Item A4)

The Committee noted the dates of its meetings for 2011 as follows:-

Tues, 11 January 2011

Tues, 5 April 2011

Fri, 8 July 2011

Thurs, 15 September 2011

Friday, 11 November 2011

It was noted that all meetings will start at 10.00am and may go on into the afternoon.

(post meeting note the LGA conference in 2011 will be held on 28-30 June and therefore will not affect the July meeting).

59. Portfolio Holder and Managing Director's Update
(Item B1)

(1) Mr Hill and Ms Edwards updated Members on the following issues:-

Events

(2) Mr Hill set out highlights from the Communities events that he had attended.

(3) In response to a question from a Member Mr Hill explained that a decision on where the Olympic Torch would enter the UK would be made early next year but he assured the Committee that he took every opportunity to put the case for Dover.

Kent School Games

(4) The Kent School Games had been very successful and the finals had been held the previous week. Ms Edwards reported that a team from the Department of Culture, Media and Sport, who would be involved with planning the national school games, had come look at the logistics of organising the games.

(5) The Committee congratulated Mr Hespe and his team on the success of the Kent School Games

Youth Justice Capability and Capacity Audit

(6) Ms Edwards informed the Committee that the Youth Justice Board had found the Youth Offending Service to have performed well in accordance with National indicators and to have good capacity to sustain performance. The Committee recorded their thanks to Angela Slaven and her team in achieving a successful outcome from their Youth Justice Capability Audit.

Thematic Inspection of the Youth Offending Service (YOS) Court Work

(7) Ms Slaven stated that although the findings of this pilot inspection would not be publically available until later in July the initial indications were that the YOS Court Work was of a high standard.

Margate Task Force Update

(8) Ms Edwards reported that the Task Force had been led by Communities Directorate and the work to join up staff and resources in two deprived wards in Thanet was now coming to fruition. This would be one of 4 pilot sites to be visited by the top 200 civil servants who would be briefed about the project.

Libraries achieving Customer Service Excellence Standard

(9) Ms Edwards referred to the success of the Libraries Service in achieving the Customer Service Excellence Standard. The Committee recorded their thanks to Ms Anley and her team for achieving this Standard.

Coalition Agreement & Communities

(10) Ms Edwards referred to the Appendix that had been circulated which set out the parts of the Coalitions programme for Government, published on 20 May 2010, which related to the work of the Directorate. A number of grants had been withdrawn and these had been reported to the Cabinet Scrutiny Committee.

Alcohol strategy

(11) Ms Edwards explained that the Alcohol Strategy, which built on the work of the Select Committee on Alcohol Misuse, had now been to Cabinet and had been well received.

Apprenticeships

(12) It was confirmed that there would be an item on Apprenticeships at the September meeting of the Committee. Ms Edwards informed the Committee that Ms Smith, County Manager - Supporting Independence Programme, would be leaving KCC after 24 years service. The Committee expressed their thanks to Ms Smith for the contribution she had made to the work of the County Council.

(13) RESOLVED that the update be noted.

60. Financial Monitoring 2010/11

(Item B4)

(1) Mr Tilson presented a report on the initial budget monitoring exception report for 2010/11 which was due to be reported to Cabinet on 12 July 2010.

(2) In response to a question on approaches that had been made to get the coroners budget removed from the County Council, Mr Hill explained that there had been support from the previous government to appoint a Chief Coroner for the United Kingdom, however the Coalition Government were not proceeding with this. This meant that there was still no single point of contact for issues relating to the coroners service.

(3) Mr Hill explained that as much as possible was being done to ensure that organisations that KCC supported with revenue or capital funding were not so reliant on KCC in the future. He gave the example of the Museum of Kent Life which had been transferred to a commercial enterprise to run. Regarding the Turner Contemporary, although there was an ongoing revenue responsibility the Trust were encouraged to raise funds themselves so that they were ultimately not reliant on Local Government funding.

(4) Mr Hill stated that, depending on what happened in October 2010 with the Comprehensive Spending Review, there may be a significant reduction in revenue funding

bearing in mind that the Directorate drew a large amount of funding from external grants. This would be discussed further by this Committee's IMG on the budget.

(7) Mr Tilson explained that approximately 50% of the Directorate's income came from external grants and any reduction could have a direct impact on services. Each unit was looking at its fixed and variable cost element to try to ensure that there was the ability to reduce expenditure in line with funding.

(8) RESOLVED that the budget variations and comments for the Communities Portfolio for 2010/11, based on the first exception monitoring report to Cabinet be noted.

61. 2009/10 Budget Outturn Report

(Item B2)

(1) Mr Tilson introduced a report which summarised the end of year position and outturn for the Communities Portfolio, including both the revenue and capital budgets.

(2) The Chairman informed the Committee that a meeting had been arranged of an Informal Members Group to contribute to the development of the budget which would be held on 29 July 2010. This would be followed by a further meeting in September 2010.

(3) Mr Hill stated that the completion date for the Turner Contemporary was 8 December 2010. The project was still on time and within budget. The Beaney project was slightly delayed but the costs had reduced the contingency sum to 2% which was too low so therefore more money had to be found from the Capital programme.

(4) In response to a question on KDAAT Ms Slaven explained that it was anticipated that there would be a shift in the treatment model which was likely to be more flexible to enable treatment money to be used for Alcohol issues. She acknowledged that the NHS paper on devolving funding to GPs would be a significant factor in relation to funding for substance misuse.

(5) A copy of the Kent History and Library Centre Newsletter was circulated. Ms Spencer explained that this was only the second newsletter and was designed for neighbours of the site. She undertook to check the distribution of the newsletter and to ensure that it was sent to appropriate District and County Councillors.

RESOLVED that the revenue and capital financial outturn for 2009/10 including rollovers for committed projects and changes to capital programme be noted.

62. Performance Outturn Report for the Communities Directorate - 2009-2010

(Item B3)

(1) Ms Edwards and Mr Scrivener presented a report which gave an overview of progress against objectives during 2009/10 as set out in individual service unit plans for that year. It also highlighted some of the main achievements across the Directorate during the year. Ms McKenzie provided an update on the Directorate's performance on climate change and environmental management.

(2) The use of BT Meetme as an effective tool in saving time travelling to meetings was highlighted.

(3) In response to a question on what happened to the saving made by reducing business miles, Mr Tilson explained that as this was a target set corporately the savings would go back to the corporate centre.

(4) RESOLVED that:

(a) the directorate's performance and achievements during 2009/10 be noted.

(b) the progress against KCC's environment policy as set out in Appendix 2 and the priorities identified in section 5 of the report including the suggested changes to KCC Environment Policy be noted.

63. Unlocking Kent's Cultural Potential: A Cultural Strategy for Kent

(Item B5)

(1) Ms Staples introduced a report on the draft Cultural Strategy for Kent which had been developed by KCC's Arts Development Unit following a consultation process that had involved members of this Committee, officers and members of all Kent local authorities, other partners and stakeholders. It would form one of the delivery mechanisms for Kent's Regeneration Framework and was attached for members comment and endorsement.

(2) Mrs Tweed stated that this document had been well received at the Cabinet Members meeting. As regeneration was an important part of this strategy it would be helpful if this report was circulated to the Members of that POSC.

(3) Members highlighted the importance of supporting the cultural sector as it made a large contribution to the economy of Kent as well as providing a positive outlet for people in difficult times.

(4) RESOLVED that the draft Cultural Strategy be endorsed for approval at Cabinet and subsequently the Kent Partnership.

64. Archives and Local History Service

(Item B6)

(1) Mr Crilley and Ms Anley presented a report which updated Communities Policy Overview and Scrutiny Committee Members on progress with the planning for service transformation, including the vision for the service, the staff structure needed to deliver the service and the future relationships with depositors. A number of interesting documents from the archive, which illustrated the importance and diversity of the collections, were available for Members to view at the meeting.

(2) In response to a question on whether private depositors, who subsequently sold their items, would be charged for storage, Ms Anley stated that this had been considered and currently options were being kept open. The services were moving towards a more formal relationship with depositors. Another option being explored

was obtaining permission to produce merchandise for articles that KCC did not own but which it stored in the archive.

(3) Ms Anley confirmed that the services were working with Visit Kent to attract history tourists and were working with other bodies such as District Councils and other centres.

(4) RESOLVED that the progress towards the delivery of the History and Library Centre, and the developing plans for transformation of Archive and Local History services be noted.

65. A Hidden Harm Strategy for Kent

(Item B7)

(1) Ms Slaven and Ms Tonkin introduced a report which presented the final draft of the Hidden Harm Strategy with a focus on delivering improvements in outcomes for children and young people who were affected by their parent or carers drug and alcohol misuse. The Strategy had been developed by the multi agency Hidden Harm Working Group and had been subject to extensive consultation. The Hidden Harm Strategy would impact positively on outcomes for children and families through coordinated interagency partnerships and joined up front line delivery as required by the National Drugs Strategy and Think Family approach.

(2) Ms Tonkin confirmed that there had been extensive multi-agency consultation including work with directorates across KCC.

(3) RESOLVED that the draft Kent Hidden Harm Strategy be endorsed and it be noted that reports on progress will be submitted to future meetings of the Committee.

66. Volunteering

(Item B8)

(1) Mrs Kincaid presented a report which outlined the significance of volunteering in Kent and the activity sponsored by KCC to promote this. The contribution made by volunteers and volunteer managers in KCC services was also highlighted and the report concluded with a section on the employee volunteering scheme in the council. Circulated at the meeting was information on progress to date with the Kent Youth Community Action Pilot.

(2) A Member referred to an article in his local press which suggested that volunteers were taking the place of paid employees at a local theatre. Mrs Kincaid stated that volunteers should not be used instead of paid employees, it was important that volunteers knew their rights and were not exploited. Mrs Kincaid undertook to look into this case.

(3) In response to a question on the Criminal Records Bureau (CRB) checks and the Kent Youth Community Action Pilot, Mrs Kincaid replied that she was very conscious that young people should not be put into vulnerable situations. She stated that a barrier to volunteering was people feeling undermined by police checks. CRB checks for volunteers were free, and the cost was in the administration. Umbrella

organisations for CRB checking are available across the county and can process checks for small voluntary bodies.

(4) Mrs Kincaid explained that the Youth Offending Service involved volunteers both in the first court appearance (Referral Order Volunteers) and were keen to get young people in custody involved in something that would benefit them and the community prior to their release. However, in order for the young person to be motivated this should be voluntary, not mandatory, and they should be supported to gain maximum benefit.

(5) RESOLVED that the activity outlined in this report be noted and Members be kept informed of the progress with the Kent Youth Action Pilot.

67. Select Committees - update

(Item C1)

(1) The Committee received a report which updated them on the progress with the Select Committee on Extended Services and requested suggestions for items for future topic reviews.

(2) It was noted that the feedback on progress with the recommendations of the Select Committee on provision of Activities for Young People would be submitted to the September meeting of the Committee

(3) RESOLVED that the update on the Extended Services Select Committee be noted and that any suggestions for Select Committee topic reviews be submitted to the Democratic Services Officer.

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To: Communities Policy Overview & Scrutiny Committee

By: Mike Hill, Cabinet Member for Community Services and Amanda Honey, Managing Director – Communities Directorate

Date: 16th September 2010

Subject: Portfolio Holder and Managing Director's update

Classification: Unrestricted

Summary: This will be an oral update to members of the committee on recent developments within the Directorate.

FOR INFORMATION AND COMMENT

Events

- 28 July - Top 200 Visit to Margate
- 14 September - Review of Prisons in Kent and its impact on Public Services
- Euro-Camp
- YOS ISS Arts Council Awards

Other Topics for Consideration

- Open Golf 2011
- Planning for the 2012 Olympic Games
- Turner Practical completion
- KDAAT Performance
- Update on Capital Schemes
- The Launch of Communities Resilience Scheme
- Ofsted Inspection of Adult Education
- Trading Standards legal cases

Recommendations

Members of the POSC are invited to note and comment on the updates from the Cabinet Member and Managing Director.

Contact Officer: Margaret Harkup

Title: Executive Officer to Cabinet Member for Communities Services

Contact Number: 01622 221883

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Contact Officer: Serine Annan-Veitch

Title: Staff Officer to Managing Director, Communities

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To: Communities Policy Overview and Scrutiny Committee
By: Mike Hill, Cabinet Member and Amanda Honey, Managing Director
Date: 16th September 2010
Subject: Financial Monitoring 2010/11
Classification: Unrestricted

FOR INFORMATION

1. Introduction

- 1.1 This is a regular report to this Committee on the forecast outturn against budget for the Communities portfolio.

2. Background

- 2.1 Policy Overview and Scrutiny Committees (POSCs) consider priorities for the Medium Term Plan (MTP) at their November meetings and the draft MTP and annual budget at their January meetings. To inform discussion, three reports are presented to the Committee on a regular basis:

a) Budget Monitoring reports

A quarterly budget monitoring report is presented to Cabinet, usually in September, December and March and the Communities' annex to those reports is on the agenda of this Committee at the next available meeting. This keeps Members informed about current trends, pressures and management actions in advance of the next year's budget setting.

b) Performance reports

Reports are also brought to POSCs throughout the year advising Members of performance against national indicators, the Local Area Agreement and Towards 2010 targets, operational business activity and any external inspection reports.

c) Outturn report

The outturn report in July summarises financial and performance information for the preceding year.

3 Quarterly monitoring report

3.1 Attached is the monitoring report for the first quarter in 2010/11 for the Communities portfolio. The main points are highlighted below.

3.2 Revenue

The latest forecast outturn for Communities, based on June's outturn, is a forecast underspend of £0.055m, as reported in September's monitoring report to Cabinet.

At our previous POSC we had forecast a balanced position. The main components of the movement to this net £0.055m underspend position are set out below:

3.2.1 Coroners: + £0.095m

The main pressures prevalent in prior years have continued into the current year, with further pressures on long inquests and mortuary costs due to an increase in the number of deaths that require investigation.

As reported to previous POSCs, it is becoming increasingly difficult to influence or control expenditure in the Coroner service. The current situation is being further exacerbated by the reluctance of one coroner – for Quarter 1 of 2010/11 – to use the in-house Kent Scientific Services for its tissue testing, instead choosing to employ the services of an external provider.

3.2.2 Community Safety Partnership: - £0.046m

The service is forecasting an underspend with regard to staffing costs as a small number of Community Wardens left their post in-year and the service is not expecting to recruit for the remainder of the year given the financial pressures that are being faced. Normal service will continue however as "floating support" wardens, as an interim measure, will take on the duties of the departed wardens.

3.2.3 Trading Standards: - £0.052m

A forecast underspend is being reported by the unit, due to the anticipation that vacancies will be held for the remainder of the year.

3.2.4 Registration: - £0.028m

An underspend is being forecast in respect of reduced spend on staff pay and premises costs as part of the recent management restructure.

3.2.5 Kent Scientific Services: + £0.018m

The pressure is in relation to the service's prediction of its inability to meet the income targets established in the previous MTP, given the current outlook in the economy. This is being offset by reduced spend on staff and premises costs.

3.2.6 Youth Service - £0.022m

The forecast underspend can be attributed, in the main, to reduced staff costs which have been achieved by bringing forward a small restructuring programme.

3.3 **Capital**

3.3.1 The portfolio forecasts an underlying budget variance of nil. There are, however, a few variances of note:

3.3.2 Modernisation of Assets: +£24k (2010-2011)

An overspend is predicted but this had been fully funded from revenue contributions and is therefore more of a revision to the programme of expenditure as opposed to spending beyond the budget's means.

3.3.3 Edenbridge Centre: + £830k (2011-2012)

The increase in gross expenditure from that previously included within the capital programme is due to a revision and enhancement of the project specifications.

These variations are as a result of more partner agencies becoming involved with the project and the additional costs are fully funded by these partners. They are derived from a variety of sources including developer and partner contributions, as well as contributions from Libraries and Youth Service units.

3.3.4 The remaining projects underway, such as Ashford Gateway Plus, Turner Contemporary, Kent History & Library Centre and Gravesend Library are all progressing well and are on budget.

4 **Recommendations**

4.1 Members of the POSC are asked to note the projected outturn figures for the directorate for 2010/11 based on the first quarterly monitoring report to Cabinet.

*Contact Officer: Kevin Tilson
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Appendix:

The Communities annex to the 2010/11 quarter one budget monitoring report to Cabinet on 13 September 2010

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COMMUNITIES DIRECTORATE SUMMARY JULY 2010-11 FULL MONITORING REPORT

1. FINANCE

1.1 REVENUE

1.1.1 All changes to cash limits are in accordance with the virement rules contained within the constitution, with the exception of those cash limit adjustments which are considered "technical adjustments" ie where there is no change in policy, including:

- Allocation of grants and previously unallocated budgets where further information regarding allocations and spending plans has become available since the budget setting process.
- Cash limits have been adjusted since the budget was set to reflect the adjustments required as a result of the in year grant reductions as reported to Cabinet in July, the addition of £0.126m of roll forward from 2009-10, as approved by Cabinet on 14 June 2010 and a number of technical adjustments to budget including the transfer of the Stronger Safer Communities Area Based Grant from the Finance portfolio.
- The inclusion of a number of 100% grants (ie grants which fully fund the additional costs) awarded since the budget was set. These are detailed in Appendix 2 of the executive summary.

1.1.2 **Table 1** below details the revenue position by Service Unit:

Budget Book Heading	Cash Limit			Variance			Comment
	G	I	N	G	I	N	
	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s	
Communities portfolio							
Kent Drug & Alcohol Action Team	17,172	-14,933	2,239	0	0	0	
Youth Offending Service	6,757	-3,012	3,745	1	-1	0	
Youth Services	12,059	-5,205	6,854	-19	-3	-22	
Supporting People	32,314	-220	32,094	0	0	0	
Adult Education (incl KEY)	17,072	-17,172	-100	0	0	0	
Arts Unit	2,277	-285	1,992	-107	95	-12	Variance relates to the finalisation and repayment of an Interreg grant, gross and income effect.
Libraries, Archives & Museums	22,602	-3,045	19,557	-62	62	0	Gross costs have been reduced by enhanced vacancy management with AV income forecasts reduced in line with Qtr 1 activity.
Sports, Leisure & Olympics	3,002	-1,373	1,629	-8	8	0	
Supporting Independence	4,937	-4,160	777	0	0	0	
Kent Community Safety Partnership	5,296	-382	4,914	33	-79	-46	Reduced staff costs mainly due to part year Community Warden vacancies offset by contribution towards directorate vacancy savings target. Additional income from Future Jobs Fund.
Coroners	2,702	-475	2,227	95	0	95	Continuation of pressure reported in 2009-10, regarding long inquests and Body removal contract.

Budget Book Heading	Cash Limit			Variance			Comment
	G	I	N	G	I	N	
	£'000s	£'000s	£'000s	£'000s	£'000s	£'000s	
Emergency Planning	828	-199	629	-9	9	0	
Kent Scientific Services	1,271	-780	491	-40	58	18	Reduced staff costs arising from vacancy management, offset by higher than anticipated price increases of chemical and safety equipment. Income variance relates to an income target, which at present is deemed as not achievable.
Registration	3,895	-3,027	868	-28	0	-28	Reduced staff and premises costs.
Trading Standards	3,655	-322	3,333	-63	11	-52	Reduced staff costs due to vacancies being held, where possible, for duration of year; reduced spend on staff related, premises and transport costs. Reduced fees income
Policy & Resources	1,669	-361	1,308	0	0	0	
Business Development & Support	579	-228	351	-16	16	0	
Strategic Management	929		929	-1	0	-1	
Centrally Managed directorate budgets	1,296	-1,228	68	46	-53	-7	
Support Services purchased from CED	4,760		4,760	0	0	0	
Total Communities controllable	145,072	-56,407	88,665	-177	122	-55	
Assumed Management Action						0	
Forecast after Mgmt Action				-177	122	-55	

1.1.3 Major Reasons for Variance: *[provides an explanation of the 'headings' in table 2]*

Table 2, at the end of this section, details all forecast revenue variances over £100k. Each of these variances is explained further below:

1.1.3.1 Coroners: +£95k Net (Gross +£95k)

The pressures affecting the service, and our inability to control Coroners' expenditure has been fully documented over the past years.

Despite additional funding in each of the last three years to address the issue of long inquests and increasing pressures on Mortuary costs, the service continues to experience pressures, due to a rise in the number of deaths that are deemed suspicious.

The main pressure arises from long inquests payments (£39k on staff pay, £47k premises and £43k fees with private sector). As an example, two long inquests in the North West Kent area are forecast in the region of £49k, with another significant inquest scheduled later in the year, estimated at a further cost of £20k.

The pressure is being exacerbated by one of the coroners continuing to use, in the first quarter, an external provider for toxicology and other laboratory services, instead of using Kent Scientific Services, which contributes £20k towards the forecast overspend.

These pressures are being partially offset because late invoices relating to 2009-10 have come in at less than the estimated creditor provisions set up at the end of the year.

1.1.3.2 Libraries: -£62k Gross and +£62k Income

The service has made savings on gross expenditure, mainly through vacancy management (-£65k), and on premises costs (-£134k) which have been achieved from one-off rates rebates for three of their libraries.

This is being offset by higher than anticipated running costs (£89k) and increased internal recharges (£39k).

Libraries are forecasting a reduction in their Audio Visual and merchandising income streams of £155k and reduced fines income of £50k, due to reduced activity in Quarter 1. The budget was set at a lower level than in the prior year but even then; revised targets have not been met. Therefore, the forecast for the year has been reduced accordingly.

This is being offset by various one-off income contributions from internal and external partners totalling £146k.

1.1.3.3 Community Learning & Skills (AE &KEY)

Subsequent to the preparation of the 2010-2011 budget, the service was notified of a variation in grant funding of £469k, for the 2010-2011 academic year from the Skill Funding Agency (formerly the Learning & Skills Council).

The service has responded to this ever changing and volatile market by revising its budget plans to take into account the net loss of grant income, amended the enrolment targets set, and put in place management action designed to reduce expenditure in line with current funding levels and to mitigate against the loss of income.

Cash limits have been adjusted to reflect this grant reduction, as highlighted in Appendix 3, Reconciliation of Gross and Income Cash Limits to the Budget Book, to the executive summary report.

1.1.3.3 Supporting People

Commitments are in place that will result in gross expenditure being close to £2,796k in excess of the agreed cash limit for floating support. This is a demand led service provided by the unit, to assist customers within their homes. Demand currently exceeds the resources allocated and, therefore, additional support has been provided to cope with the increase in demand. These costs will be met by a drawdown from the existing supporting people earmarked reserve and, therefore, a balanced position is being forecast with regard to the main grant.

As a result of the 10 June Government savings announcement, the service was notified of a reduction in the Area Based Grant for supporting people administration of £736k. Cabinet, at its meeting in July, agreed that this reduction could be met by a drawdown from the supporting people earmarked reserve and the cash limit has been reduced accordingly to reflect this drawdown. However, the current forecast for supporting people administration indicates a modest underspend of -£73k, therefore the estimated drawdown from the reserve will be reduced accordingly.

Overall therefore, the current estimated drawdown from the reserve is £2,723k (£2,796k - £73k) above the budgeted drawdown of £736k.

Table 2: REVENUE VARIANCES OVER £100K IN SIZE ORDER

(shading denotes that a pressure has an offsetting saving, which is directly related, or vice versa)

Pressures (+)			Underspends (-)		
portfolio		£000's	portfolio		£000's
CMY	Supporting People: planned increase in the level of Floating Support and small underspend on administration	+2,723	CMY	Drawdown from Supporting People reserve.	-2,723
CMY	Libraries: reduced forecast on audio visual income stream due to reduction in activity compared with Q1 in 09-10 and anticipated shortfall in merchandising income.	+155	CMY	Libraries: one-off income contributions from internal and external partners.	-146
CMY	Coroners: long inquest costs	+129	CMY	Libraries: Reduced spend on utilities and one off rates rebates.	-134
		+3,007			-3,003

1.1.4 Actions required to achieve this position:

eg Management Action achieved to date including vacancy freeze, changes to assessment criteria etc. This section should provide details of the management action already achieved, reflected in the net position before assumed management action reported in table 1.

Community Learning & Skills

In order to mitigate against the grant reduction from the Skills Funding Agency of £469k, the service has enacted management action devised to deliver a balanced budget.

Vacancy management

Due to the current financial climate and volatility regarding grant funding, the directorate has informed units to maintain and extend vacancies wherever possible, but on the basis that front line provision should not be adversely affected. In addition, services have also been asked to monitor and reduce all non essential expenditure.

Grant Reductions

A few directorate units have recently been notified of reduced grant income from internal and external partners. In all cases, management actions has been enacted to contain expenditure and to deliver a balanced budget position.

Supporting People

The service expects to drawdown £3.459m from its reserve to address costs required to service their contracts. The level of drawdown required, has been exacerbated by the removal of the Admin grant.

1.1.5 Implications for MTP:

The base budget implications of issues identified in this monitoring report will be a call on the amounts identified in the 2010/13 MTP as emerging pressures in 2011/12 and 2012/13. The details of individual amounts will be included when the revised plan is published for consultation in January 2011 together with any new pressures forecast for 2011/12 and 2012/13. There are no significant issues for the Communities portfolio arising from 2010/11 budget monitoring.

The revised MTP will include proposals on how the in-year cuts in Government grants will be accommodated in base budgets once it has been confirmed that these reductions are permanent, following the announcement of the provisional local government finance settlement for 2011/12 which we anticipate will be in late November/Early December. The revised plan will also include the strategy to address the likely reductions in funding over the lifetime of the current parliament following the Chancellor's emergency budget statement on 22nd June in which he outlined his plans to address the national budget deficit.

1.1.6 Details of re-phasing of revenue projects:

None

1.1.7 Details of proposals for residual variance: *[eg roll forward proposals; mgmt action outstanding]*

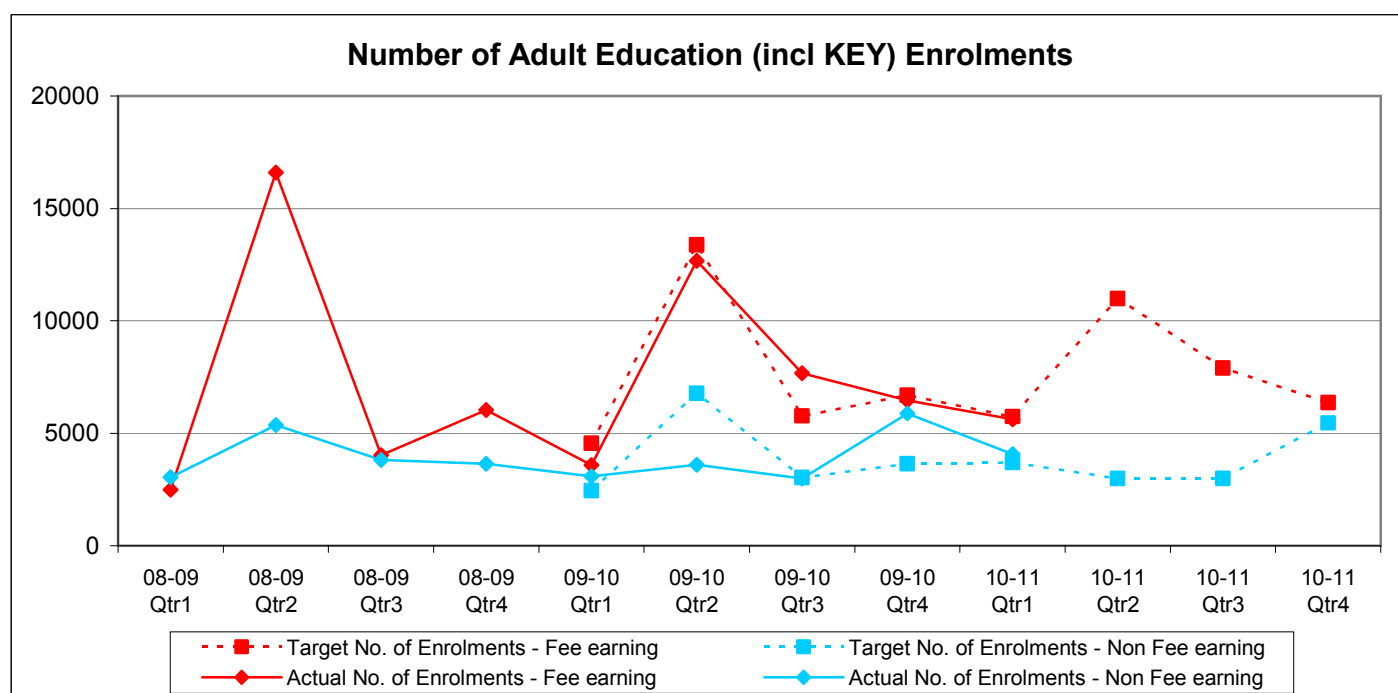
N/A

2. KEY ACTIVITY INDICATORS AND BUDGET RISK ASSESSMENT MONITORING

2.1 Number of Adult Education & KEY enrolments:

	2008-09			2009-10					
	ACTUALS			TARGET			ACTUALS		
	Fee earning	Non fee earning	TOTAL	Fee earning	Non fee earning	TOTAL	Fee earning	Non fee earning	TOTAL
Apr - Jun	2,496	3,049	5,545	4,560	2,456	7,016	3,589	3,087	6,676
Jul - Sept	16,590	5,360	21,950	13,377	6,774	20,151	12,667	3,598	16,265
Oct - Dec	4,024	3,816	7,840	5,776	3,029	8,805	7,680	2,986	10,666
Jan - Mar	6,039	3,639	9,678	6,689	3,651	10,340	6,474	5,880	12,354
TOTAL	29,149	15,864	45,013	30,402	15,910	46,312	30,410	15,551	45,961

	2010-11					
	TARGET			ACTUALS		
	Fee earning	Non fee earning	TOTAL	Fee earning	Non fee earning	TOTAL
Apr - Jun	5,750	3,700	9,450	5,619	4,075	9,694
Jul - Sept	11,000	3,000	14,000			
Oct - Dec	7,900	3,000	10,900			
Jan - Mar	6,368	5,462	11,830			
TOTAL	31,018	15,162	46,180	5,619	4,075	9,694



Comments:

- The Skills Funding Agency (SFA) grants depend partly on enrolments to courses and are subject to a contract agreement with SFA. Students taking courses leading to a qualification are funded via Further Education (FE) grant based upon the course type and qualification. However, students taking non-vocational courses not leading to a formal qualification are funded via a block allocation not related to enrolments, referred to as Adult and Community Learning Grant (ACL) grant. Student enrolments are gathered via a census at three points during the academic year. Students pay a fee to contribute towards costs of tuition and examinations. There is a concession on ACL tuition fees for those aged under 19, those in receipt of benefits and those over 60. FE courses are free for those aged under 19 or in receipt of benefits undertaking Basic Skills or Skills for Life Courses.
- All enrolments (fee and non fee paying) have exceeded the target by 2.6% for the periods April – June. Enrolments on fee paying courses have increased by 56.6% over that achieved for similar

period last year, but are below target by 2.2%. Enrolments for courses where fees are not payable have increased by 32% over that achieved for similar period in 2009-10, and are 10.1% above target enrolments for 2010-2011.

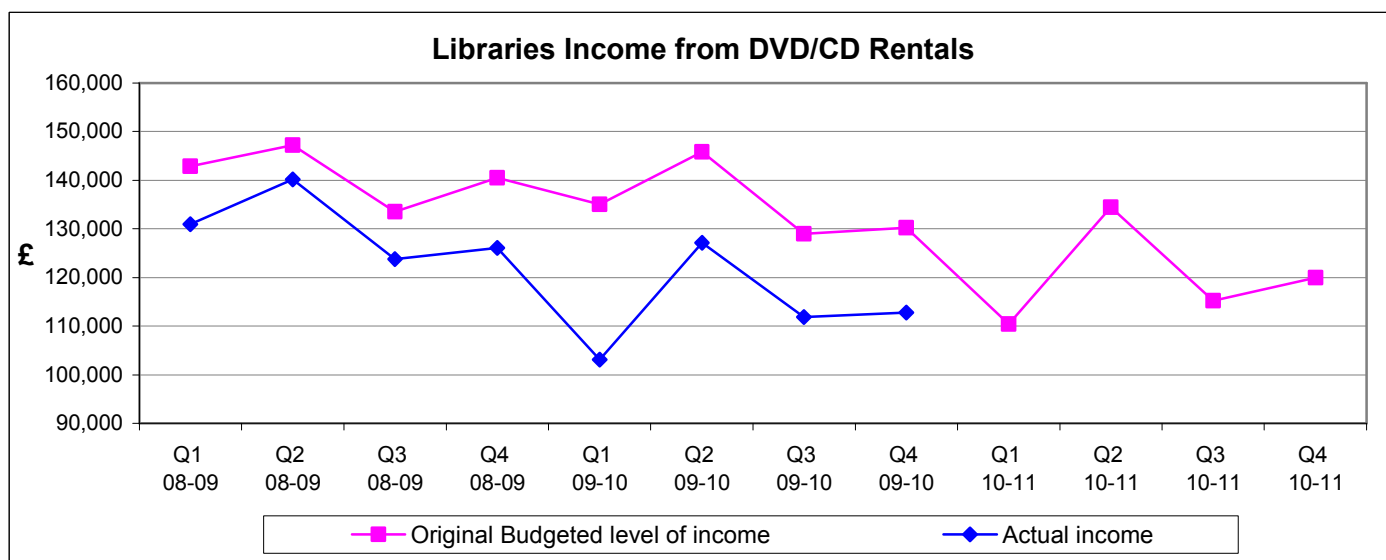
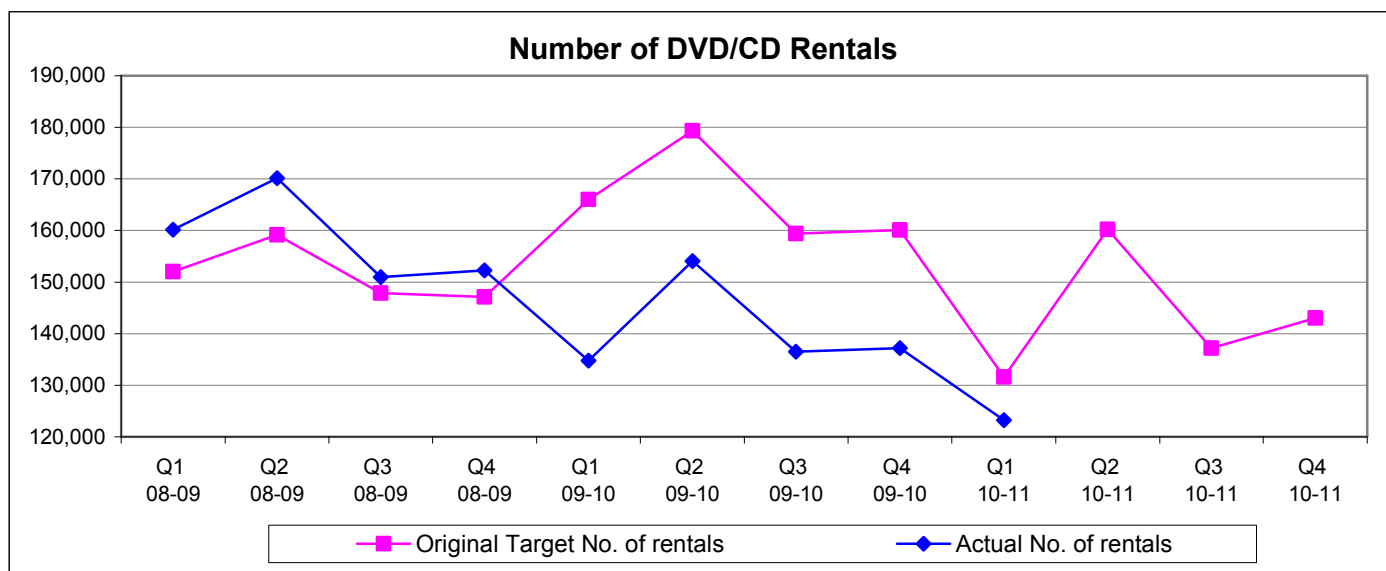
The majority of these enrolments are for family learning and skills for life programmes, which are wholly funded by Skills Funding Agency (SFA) contracts. Performance on the contracts is regularly monitored to ensure the services will drawdown the total contract values for the academic year.

- The estimated profile of 2010-11 enrolment targets provided in the 2009-10 outturn report has been adjusted as the unit moves towards 'continual' curriculum planning. The 2010-2011 brochure was published 3-4 weeks earlier than 2009-10 (2% down against target - peak enrolment period Qtr 2 & Qtr 3). The increase in enrolments for courses without fees is due to a profile of enrolments on Family Learning courses. Generally, enrolment targets have been revised to reflect changes in the minimum contract value.

2.2 Number of Library DVD/CD rentals together with income raised:

	2008-09				2009-10			
	No of rentals		Income (£)		No of rentals		Income (£)	
	Budgeted target	actual	budget	actual	Budgeted target	actual	Budget	actual
April – Jun	152,059	160,162	142,865	130,920	166,000	134,781	135,000	103,135
July – Sep	159,149	170,180	147,232	140,163	179,300	154,044	145,800	127,156
Oct – Dec	147,859	150,968	133,505	123,812	159,400	136,516	129,000	111,827
Jan – Mar	147,156	152,249	140,533	126,058	160,100	137,172	130,200	112,775
TOTAL	606,223	633,559	564,135	520,953	664,800	562,513	540,000	454,893

	2010-11			
	No of rentals		Income (£)	
	Budgeted target	actual	Budget	actual
April – Jun	131,600	123,201	110,400	89,866
July – Sep	160,200		134,400	
Oct – Dec	137,200		115,200	
Jan – Mar	143,000		120,000	
TOTAL	572,000	123,201	480,000	89,866



Comments:

- Rentals of audio visual materials (especially videos and CDs) continue to decline as videos become more obsolete and alternative sources for music become more widely available, which has resulted in a reduction in AV income of £111k. Demand for spoken word materials and DVDs has remained reasonably stable.
- Research undertaken by the service in order to mitigate this actual and forecast decline, indicates issues can be increased if loans are offered for longer periods at a reduced fee. The service has also identified that it has a niche market for certain genres where demand can be sustained and there is little competition e.g. old TV shows.
- The service has reviewed its marketing strategy and set more realistic levels of rentals both in terms of volume and value. The service increased income budgets from other merchandising to offset the loss of income from AV issues, but is also now falling short on this. Issues and income achieved in 2009-10 were below target, partly due to the impact on loans in the first quarter as the new computer system was being rolled-out, and visitor numbers declined; as customers stayed away, wary that things may go wrong with the new system. The position was exacerbated further by half day closures, the unavailability of the web catalogue and the facility to renew items, which resulted in a loss of income as DVD's could not be renewed.
- The service is currently working on an exit strategy for the audio visual rental service, in acknowledgment of the continual decline in demand and that merchandising income is no longer sufficient to plug the gap. It is expected that the outcomes of this will be reflected in the 2011-14 MTP.
- The actual number of rentals includes those from visits to lending libraries, postal loans and reference materials.
- To enable better comparison of AV issues and income data, the actual income reported for the previous quarter is changed from the figure previously reported, to reflect the late banking of income which has taken place during the current quarter but relates to rentals issued within the previous quarter. The number of rentals reported previously remains unchanged. It is likely that this adjustment will be required in each report.

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To: Communities Policy Overview & Scrutiny Committee

From: Mike Hill, Cabinet Member, Amanda Honey, Managing Director, Communities

Date: 16th September 2010

Subject: Kent Apprenticeships

Classification: Unrestricted

Summary To update members of the committee of the latest position regarding the development of the Apprenticeship offer in Kent

FOR INFORMATION AND COMMENT

1. Introduction

- 1.1 Kent County Council is committed to delivering opportunities for young people, and ensuring that they are able to develop their skills. This is an area where our work has been recognised as being innovative, and where a number of public sector organisations have come to us for advice¹.
- 1.2 As part of our strategy for delivering on this commitment, KCC has developed an Apprenticeship Scheme that will provide a blueprint for public and private sector recruitment, whilst reducing the skills shortage facing the nation; and tackling the effects of youth unemployment: both on the young person and on the state.
- 1.3 This paper provides an outline of a complex and evolving situation which is reliant on clarity over funding streams and government policy. Members will be updated on developments and future plans as the landscape becomes clearer.

2. Background

2.1 What is an Apprenticeship?

Apprentices learn through a combination of on the job training acquiring practical skills, knowledge and understanding of the workplace, while theoretical underpinning knowledge is provided off the job and will be delivered by either a training provider or college.

Apprenticeships offer employers a way of tackling skills shortages, reducing staff turnover and providing young people with the opportunity to train, learn and earn on the job. There are a wide range of Apprenticeships available so the right Apprentice can be found for any organisation.

¹ East Sussex County Council, Maidstone Borough Council, Kent Police and Kent Fire and Rescue have consulted the Supporting Independence Team regarding apprenticeship programmes.

The Apprenticeship qualification is made up of 3 main elements:

- NVQs – National Vocational Qualifications
- Key Skills – transferable skills
- Technical Certificate – to underpin the knowledge of the NVQ

The time it takes to complete the qualification varies depending on the young person and the Apprenticeship they are completing but typically lasts for around a year.

Apprenticeships are designed by Sector Skills Councils for their relevant sector or industry and they decide on the Apprenticeship content. This means Apprenticeships offer the organisation relevant, recognised qualifications because they have been developed by people who genuinely understand what the organisation does.

2.2 How is an Apprenticeship funded?

Apprenticeship funding is available from the National Apprenticeship Service. The size of the contribution varies depending on the sector and the age of the candidate. If the apprentice is aged 16–18 years old, employers will receive 100 per cent of the cost of the training; if they are 19-24 years old, employers will receive up to 50 per cent; if they are 25 years old or over employers may get a contribution depending on the sector and area in which the organisation operates.

This funding is paid directly to the organisation that provides and supports the Apprenticeship; in most cases this will be a learning provider.

The employer is required to cover the costs of the salary of the Apprentice. The national minimum for Apprentices is £95 per week and from October 2010 a National Minimum Wage of £2.50 per hour will be introduced.

3. **National Picture**

- 3.1 In April 2009, the National Apprenticeship Service (NAS) was established. It has “end to end” responsibility for Apprenticeships in England. The NAS has been designed to increase the number of Apprenticeship opportunities and provide a dedicated, responsive service for both employers and learners. They are simplifying the process of recruiting an Apprentice through Apprenticeship vacancies, an online web-based matching service.
- 3.2 No decision has been made as yet on the future for the Apprenticeship entitlement, for raising the participation age, or programme -led Apprenticeships. The Coalition has, nevertheless, made it clear in general terms that increased participation 16-19 and Apprenticeships (particularly level 3) are worthwhile. Due to the Parliamentary recess and with the upcoming Comprehensive Spending Review, it may be a while until clear direction emerges at the national level.

4. Kent Picture

Kent Success

- 4.1 Kent Success is the name given to the part of the Kent Apprenticeship Programme that has been developed within KCC since October 2006; this is now established across the Council. The Programme is aimed at 16 to 19 year olds who would like to start their career within local government; the target is to provide at least 250 Apprenticeship opportunities within KCC and placements are being offered across all Directorates in departments including Legal & Democratic Services, Waste Management, the Youth Service, Kent Adult Social Services as well as placements within KCC schools and nurseries.
- 4.2 KEY Training Services currently deliver the training aspects of these Apprenticeships in the following skill areas;
- Business & Administration
 - Customer Service
 - Child Care
 - Health & Social Care
 - Warehousing
 - IT
 - Teaching Assistants
- 4.3 The Kent Success Programme has been developed to provide much more than just the formal work based learning placement. A support package for the Apprentices has been designed, providing them with structured training in confidence building, assertiveness, CV writing, KCC application forms and interview techniques. Peer Group Meetings take place once a quarter and provide personal development opportunities. Placement Managers are also provided with support and receive a Manager's Guidance booklet when they take on an Apprentice that outlines the roles and responsibilities within the Programme.
- 4.4 The Personnel function within the Council has supported the Programme from the start and has developed an Apprenticeship Contract, ensured guaranteed interviews for apprentices who meet the minimum criteria when applying for roles within KCC, offer personalised support to apprentices in the last 3 months of their contract and have removed the need for experience for lower grade roles. KCC pays the Apprentices £105 per week which is above the national minimum of £95 per week.
- 4.5 Since October 2006, 343 young people have undertaken Apprenticeships within Kent County Council, with 95 still in training across a variety of departments. The Apprentices have come from a range of backgrounds, some have just finished school and come straight onto the Programme, others have worked in a different job for a while but decided that this is a more positive route for them. Their educational background is also varied, some have 5 A-C grade GCSEs and others may have one or two A-G grade GCSEs.

All young people undertake numeracy and literacy assessments to ensure that they will be able to achieve their qualification and so that an individual learning plan can be developed for them.

4.6 Kent Success has an overall completion rate of 75% which is above the national average for Apprenticeships (70%). Of the 187 young people who have completed their Apprenticeship within Kent County Council, 73% have gone on to gain full time, permanent employment within KCC or the wider public sector. A further 25% of those who have completed their Apprenticeship have moved into employment within the private sector. 61 young people have not achieved their full Apprenticeship qualification. They have left for a variety of reasons including continuing with further study or moving into permanent employment elsewhere. Only 6 young people have been dismissed as not suitable to work within KCC.

4.7 Kent Success Case Studies

Below are some case studies from young people and managers who have been part of Kent Success:

4.7.1 Apprentice Case Studies

Aimee Sutton

“Before I started my apprenticeship I was working as an office junior in a small property lawyers. Unfortunately when the recession struck I was made redundant, after 3 months of looking for permanent work things weren't looking good until I saw the Kent Success Apprentice scheme and within a week of applying I was in a job doing an Apprenticeship in Customer Service.

The apprenticeship for me was the best thing to happen to me in my life so far, I gained new skills, on the job experience, a qualification all whilst earning a wage to enjoy myself in my spare time, also I was nominated for Apprentice of the year at the LSC Awards and won highly commended award which really boosted my confidence, if I had not taken this opportunity I would still be struggling to find a job.

I now work full time as a Support Service Officer in KCC Exchequer Services and am due to start an AAT accountancy course in September.”

4.7.2 Manager Case Studies

Dawn Byde, Legal & Democratic Services

“We have had some very positive experiences with Kent Success Apprentices. The very first Apprentice we took on (7 years ago) is still with us and is now a Legal Secretary. We have another who also stayed with our team after completing his qualification and is now training to be a Legal Executive. More recently, we had an apprentice who was with us for 8 months and has just recently moved to a permanent position with a team

that is also at Clover House. We have just taken on our fourth apprentice and they are settling in well. All our apprentices have been very diligent, eager to learn and have integrated very well into our legal office.”

4.8 Kent Apprenticeships

In addition to providing opportunities within the Authority itself, KCC also works with the rest of the public and private sector to encourage employers to take on Apprentices. Working in partnership with the National Apprenticeship Service, the Kent Association of Training Organisations, KCC has established the Kent Apprenticeships Partnership.

The Partnership acts as an information, advice and guidance service, providing excellent information to young people, and their parents/carers and employers in Kent. Kent Apprenticeships is working across the County to create a stimulating learning journey for young people in Kent, developing the necessary employability skills fit for the 21st century by giving them real choice and diversity of provision appropriate to meet their ambitions, aspirations and ability.

4.9 Thanet Pilot

In Thanet, as part of Kent Apprenticeships, KCC have partnered with Beyond Excellence to support young people and Small and Medium sized Enterprises (SMEs) to better engage with Apprenticeships. A scheme has been piloted where employers receive a subsidy from KCC to pay just over half of the Apprentice salary whilst they cover the remaining £50. Apprentices have been supported through Beyond Excellence developing their confidence, self esteem and work ready skills.

Employers have also been supported in the recruitment of Apprentices by supplying CVs and arranging interviews and acting as a point of contact in reference to any questions, concerns or disciplinary issues. To further support the employer Kent Apprenticeships write and administer the apprentice's contract and pay the apprentice through Kent Top Temps payroll and invoice on a monthly basis. Feedback from employers has shown that they find the process of recruiting and employing an apprentice very simple.

Evaluation of the project has found that the majority of the employers feel that the financial subsidy was an essential part of why they took part in the scheme, particularly in the current economic climate. The subsidy enabled them to make recruitment savings while increasing their business' competitiveness and productivity. Only a small number of employers stated that they would have taken on an apprentice if the subsidy was not in place.

4.10 KCC Procurement

Within the KCC Apprenticeship strategy, it was identified that public sector procurement is an area that could be developed to increase the number of Apprenticeships in Kent. Discussions have taken place with procurement managers across all KCC Directorates and it is clear that there is a genuine will to develop young people, and to achieve this through our procurement.

Detailed guidance for procurement managers is being developed to ensure that apprenticeships are considered at every stage of procurement, and will be developing ways to assist suppliers to meet their obligations under these clauses, including the development of the South East Apprenticeship Company as a way to ensure even short term (less than 6 months) contracts can produce apprenticeships.

KCC, through the Public Service Board will be encouraging the rest of the Public Sector in Kent to develop Apprenticeships through their procurement activities.

4.11 South East Apprenticeship Company (SEAC)

SEAC is a one-stop shop for Apprentices and employers that was launched by the Labour Government in the Spring 2010. It is one of 10 new Apprenticeship Training Agencies set up throughout England. It brings together key training providers across the South East of England to create 1,600 Apprenticeships by 2013.

SEAC will support Apprentices by assessing existing skills and offering careers guidance, prepare them for interviews, offer a variety of work experiences and offer a safety net if things don't work out with one business then they will find an alternative placement. The support offered to employers is from initial advice to placements. They will help employers screen and interview candidates, remove bureaucracy by employing the apprentice on their behalf and act as a link between employers, apprentices and training providers.

KCC will be working with SEAC on a number of initiatives and have a seat on the SEAC Board to ensure that there are linkages between the two organisations.

5. **Marketing**

5.1 KCC has led, in partnership with NAS and Kent Association of Training Organisations (KATO), the implementation of a Kent Apprenticeships "button" on Kent Choices for you and Your Choice in Medway allowing young people to access generic information on Apprenticeships and register their interest online for the first time. This website targets 16 to 19 year olds who are in full time education or who are not in education, employment or training (NEET).

5.2 Apprenticeships are promoted through the Kent Apprenticeships website that provides information, advice and guidance for young people and employers who are interested in finding out more about how to access them. Please see www.kentapprenticeships.com for further information.

5.3 Members of the Supporting Independence (SIP) team also attend countywide Chamber and Business Network breakfasts engaging with employers and

encouraging them to take on Apprentices, highlighting the benefits for them and also offering support to develop their programmes.

- 5.4 Promotion has also been carried out within schools, with KCC officers attending year 11 career briefings to provide information on Apprenticeships as an alternative route post 16. A series of events were held in April and May where young people and their parents could come along and find out more about the Apprenticeship offer in Kent and register their interest.
- 5.5 A “Kent Apprenticeships bus” has been commissioned by SIP and is being sent out and about in Kent to tell employers and young people how apprenticeships can develop talent, be a real benefit to businesses and open up a route to success. The bus will be primarily used to promote Apprenticeships to employers and will be taken to business events, large industrial estates and retail parks. It will also be positioned in town centres to attract employers, young people and their parents to provide the most up to date information about Apprenticeships in Kent.

6. Role of Schools

6.1 Delivering Apprenticeships

Kent Schools have been running the Young Apprenticeship (YA) (14-16) programme for a number of years; the programme (cohort) is run over a two year period which includes 50 days work placement over the period. Cohort 6 (248 learners) is currently running in its second year and Cohort 7 starts from September 2010. The planned number of apprentices in Cohort 7 is 360 following a number of sectors including Construction, Motor Vehicle, Hairdressing, Sports Leadership and Art & Design. Kent also has within the South East region the largest YA programme. Also within the 14-19 Vocational Centres and Schools over twelve thousand young people in years 9-11 are following vocational courses and the strategic aim will be to ensure that these young people access Apprenticeships post 16.

6.2 As an employer

The 14 -19 Entitlement Unit, in conjunction with SIP, have been working directly with schools and explaining and demonstrating the benefits of the apprenticeship programme, and schools in the main have embraced the concept and employed apprenticeships into their workforce. To date, there have been 55 young people who have undertaken Kent Success Apprenticeships in schools and nurseries.

The 14 -19 Entitlement Unit is also hoping to scope a plan to encourage schools to employ apprentices by offering six pilots to help Head Teachers/Principals develop their workforce by piloting a Laboratory Technician Apprenticeship through the Sittingbourne Science Park facility, ICT through a National leader in the field and Ground Staff through a local Horticulture provider. Ideally six to ten schools will employ young people in each of these areas and have a target of 50 apprenticeship starts by March 2012.

6.3 Information, Advice & Guidance (IAG)

Working with the National Apprenticeship Service, KCC has issued guidance to all schools about apprenticeships through a dedicated resource pack. The resource pack has been developed to be used with a range of audiences. Material includes fact sheets, teacher resource sheets and activity sheets. These can be used as appropriate with each audience.

Through the online prospectus process pupils also have access to IAG via a dedicated Apprenticeship website. Kent's online prospectus, Kentchoices4u.com, contains details of almost all learning opportunities for 14-19 year olds and has a prominent link to Kent Apprenticeships. In September there will also be an IAG portal sitting in front of the prospectus which will have a section on apprenticeships, linking to NAS and other relevant organisations.

7. **Next Steps**

7.1 Kent Success Apprenticeship Pool

From September 2010, KCC is extending the Kent Success Apprenticeship Programme. Changes to recruitment procedures agreed by the Corporate Management Team (CMT) mean that Managers will be required to appoint Apprentices to any KR2 - KR4 roles, which have been agreed as suitable and if there are no redeployees.

Apprentices will continue to be placed around the organisation in supernumerary positions but as and when vacancies arise they will be put forward for interview and will be appointed where appropriate. This could happen at any point during their Apprenticeship placement. When the Apprentice is appointed against a vacancy, they will continue to be paid an Apprenticeship salary until they complete their qualification and are deemed to be able to carry out the full duties of the role. Managers and Apprentices will receive ongoing support from the Kent Success Support Officers and also from the KEY Training tutors.

The Apprentice, whether in a placement or appointed against a post, is fully employed by KCC on an Apprenticeship contract. As an employee they are subject to the same terms and conditions and procedures as all other employees.

The enhanced Kent Success programme will give young people undertaking an Apprenticeship within KCC a greater opportunity to gain permanent employment with the organisation and therefore enhance the age profile and inject new ideas and enthusiasm into KCC.

7.2 Supporting Vulnerable Learners into Apprenticeships

KCC has a major role to play in tackling worklessness and is already managing "Future Jobs" funding enabling young people in long term unemployment to access work. Through the current apprenticeship programme we are providing new opportunities for young people to gain the right skills to enter full time employment. However, there is more that can be done. For this reason, from September 2010, KCC is leading a pilot scheme

that will increase the employment potential of vulnerable young people by supporting them into Apprenticeships.

The following four groups have been chosen for this scheme due to the high possibility that they will become, or already are, NEET (not in education, employment or training). They are potentially disengaged from learning and skills and are currently finding it difficult to access Apprenticeship opportunities.

The target groups are;

- Teenage Parents
- Young Offenders
- Care Leavers
- Young people with learning or physical disabilities or mental health problems

We will be working with 20 young people from each target group. Those taking part in the scheme will have a range of needs, for example young offenders may have committed low level offences; others may be leaving Cookham Wood Young Offender Institution. The development of this Apprenticeship Scheme will link to KCC's Employment Strategy for Socially Excluded Adults and 20 of the vulnerable young people will be employed by KCC as part of the Kent Success Programme. The remaining 60 young people will be employed by SEAC and placed with employers across the County.

The scheme will be closely evaluated from the start to ensure that we are able to evidence the value of employing these young people into Apprenticeships and to identify the barriers for them in participating in this type of training. Young people will be placed with employers who have real jobs to offer these young people to ensure that each is given the best opportunity to stay in permanent employment.

8. Conclusion

- 8.1 Excellent work is being carried out in Kent to promote Apprenticeships to young people and employers ensuring that both understand the benefits. Partnership work has been vital to the developments outlined above, both internally between SIP, CFE and Personnel & Development and with external partners such as the National Apprenticeship Service and the Kent Association of Training Providers. Kent is leading the way nationally with the Kent Apprenticeships Partnership.
- 8.2 It will be a challenge to move the Apprenticeship agenda forward both due to the current economic climate and the uncertainty of the future direction of the

Coalition Government. However, Kent is in a prime position to do this and to shape the Apprenticeship offer.

9. Recommendations

- 9.1 Members of the POSC are asked to note the latest developments of the Kent Apprenticeship Programme
- 9.2 Members of the POSC are asked to let officers know if any further information is required to enable them to become Ambassadors or Champions for Apprenticeships.

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By: Rosalind Turner, Managing Director, Children, Families & Education Directorate
Amanda Honey, Managing Director, Communities Directorate
Sarah Hohler, Cabinet Member for Children, Families & Education
Mike Hill, Cabinet Member, Communities Services

To: Communities Policy Overview & Scrutiny Committee

Date: 16th September 2010

Subject: Developing a new Children and Young People's Plan (CYPP) 2011-2014

Classification: Unrestricted

Summary: This paper sets out progress on the development of the next Kent CYPP 2011-2014

FOR INFORMATION AND COMMENT

1. Introduction

The Children and Young People's Plan (CYPP) sets out the strategic priorities of Kent Children's Trust (KCT) partners to improve outcomes for Kent children, young people and families. A new plan is being developed to cover the period from April 2011-2014 building on the progress of the current plan: 'Positive about our future 2008 -2011'. This paper is being discussed at the Communities Policy Overview and Scrutiny Committee meeting of 16th September and the meeting of CFE Policy Overview Committees on 17th September.

2. Political Context

The Government recognises that strong local partnerships are crucial to meeting the needs of all children, and is freeing them to address local issues with innovative solutions.

The Secretary of State has indicated that it is intended to remove much of the bureaucracy surrounding Children's Trusts including the duty to

prepare and publish a new CYPP by April 2011, unless the local area wishes to do so.

From discussions, there is huge enthusiasm in Kent for moving forward together to gain the benefits of shared planning, commissioning and delivery around local schools, children's centres and communities.

In the context of political and economic uncertainties, it is vital that we have a clear sense of direction and understanding of the challenges we face together across our communities and services. The Kent CYPP 2011-2014 will provide that strong direction, and will ensure that, despite external factors, we continue to improve outcomes for Kent's children, young people and their families.

3. Key stages in developing a new CYPP

3.1 Needs assessment

Key to the development of the new CYPP is a comprehensive and detailed needs assessment drawing on an extensive analysis of multi agency data and intelligence including the Joint Strategic Needs Assessment (JSNA) of children's health; the poverty needs assessment and most importantly the views of children, young people and their families.

3.2 Emerging Areas of Need

Seven areas of greatest need (below) have been identified from the needs assessment. Evidence suggests there is significant unmet need for Kent children and young people in regard to:-

- Emotional and Mental Health
- Healthy start in life
- Safeguarding
- Primary aged children's learning
- Adolescent engagement
- Housing /accommodation
- Family Poverty

In order to achieve greater understand of the emerging areas of need and to support prioritisation, the driving factors that have the greatest effect on the agreed areas of need were also investigated.

3.3 CYPP Drafting Process

Using the findings from the needs assessment, work has now commenced on the drafting of the new CYPP for 2011.

During 2010, the Kent Community Strategy will also be reviewed and the new CYPP will both inform and be informed by work running concurrently across these areas of work.

4. Developing a 'total place' approach at local level

The CYPP will provide a framework for local integrated delivery across the 12 Local Children's Trust District areas. The new CYPP will set out the county-wide strategy and priorities, followed by 12 District sections setting out the key needs of children and young people and families in that area, and the key targets to improve outcomes. This is consistent with the approach being proposed by the Kent Partnership for the new Sustainable Communities Plan and supports a total place approach at the local level.

5. Consultation and Engagement

A CYPP engagement framework, draft programme and planned activities for involvement and participation in the development of the Children and Young People's Plan have been agreed. Formal consultation will run for 8 weeks commencing September 2010 during which time the new chairs of the Local Children's Trusts will be developing and consulting on their local District plans.

In addition to the formal consultation period there will be continuing engagement and involvement with children, young people and families throughout the whole process.

Copies of the consultation draft plan will be circulated to members for comments in due course.

6. CYPP Development and Approval Processes

Once approved by the KCT, the CYPP will be taken through the formal approval routes of each agency. All partners will need to ensure through their governance and budget processes that the resources to deliver the CYPP priorities are included within their budgetary cycles.

A final draft will be submitted to POSCs in November 2010 and Cabinet in January 2011.

7. Recommendations:

Members of the Communities Policy Overview and Scrutiny Committee are asked to:

Note the current position on the development of the new CYPP 2001-2014

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Background Documents:

CYPP 2008-2011
<https://shareweb.kent.gov.uk/Documents/education-and-learning/plans-and-consultations/strategic-plans/cfe-cypp-09.pdf>

Other Useful Information

CYPP 2011-2014 – Development page
http://www.kenttrustweb.org.uk/children/kct_cypp_2011_14.cfm

To: Communities Policy Overview and Scrutiny Committee

From: Mike Hill, Cabinet Member
Amanda Honey, Managing Director, Communities

Date: 16th September 2010

Subject: Communities Directorate Consultation, Involvement and Complaints report 2009/10

Classification: Unrestricted

Summary:

This report updates Members on the activities that took place across the Directorate (2009/10) to engage and listen to the views of all those who are interested in or involved with our services. It also includes the Directorate's annual complaints monitoring report.

FOR INFORMATION AND COMMENT

1 INTRODUCTION

- 1.1 In its vision document "Together We're Better", the Directorate articulated three core principles which underpin our work. Involvement is one of these principles¹ and commits the Directorate to putting the customer at the heart of what we do and to enable anybody who is affected by or interested in our work to help shape it.
- 1.2 The Duty to Inform² came into effect on 1st April 2009. This placed a statutory duty on the Authority to consider, as a matter of course, the possibilities for: "provision of information to, consultation with and involvement of representatives of local persons across all authority functions".

2 A DIVERSE DIRECTORATE

- 2.1 The Communities Directorate includes a wide range of services as shown in the diagram below and their links with the people of Kent are both rewarding and complex.

¹ "Improvement" and "Impact" are the other two.

² Section 138 of the Local Government and Public Involvement in Health Act 2007



2.2 Some services are “universal” such as Kent Libraries and Archives, consumer advice and registering births, marriages and deaths. Some are more directly targeted towards particular client groups who are vulnerable or require particular support services, for example, the Youth Offending Service (YOS). Some manage both of these relationships, for example the Youth Service, Community Wardens and the Adult Education Service. Others such as Trading Standards and YOS also have a regulatory role and, whilst working on behalf of everyone in the county, their day-to-day relationships include offenders and their victims.

2.3 There are also teams whose roles are strategic or involve commissioning external providers, for example, Emergency Planning; Sport, Leisure and Olympics; Arts Development and KDAAT. Their direct day-to-day contact with residents and end-users in the county is therefore limited but they nevertheless ensure that the views and aspirations of residents and service users are well understood.

2.4 The Directorate’s approach to consultation and involvement reflects this diverse mix of businesses and involves contact with:

- Service Users (adults and young people)
- Residents and local communities
- Organisational stakeholders and partners
- Businesses and employers
- Equality groups (such as disabled people)
- Special-interest / targeted groups
- Non-users

3 OBJECTIVES AND METHODOLOGIES

3.1 There are a number of different opportunities for residents, service users and other interested groups to influence decision-making and service delivery across all our functions. The main objectives for these consultation and involvement activities are:

- To find out what customers think about the services they have received or want to receive
- To find out what particular groups or audiences think about a given theme
- To find out what interested or affected people think about a particular proposal, policy or plan
- To include groups of interested or affected people in a decision-making or policy-making process
- To include groups of interested or affected people in service design and delivery, in order to improve those services
- To include groups of interested or affected people in the assessment or evaluation of services

3.2 There are also a variety of methods and tools that are used to meet these objectives, as shown below:-

Satisfaction Surveys: As well as measuring satisfaction levels and monitoring them over time, surveys often include other questions which enable the services to act on the information provided to fix problems or take opportunities. The surveys are usually carried out using questionnaires (paper, email or online) or are done over the phone. They target service users and tend to be carried out by units with high levels of frontline customer contact.

Forums, groups and panels: The purpose of this sort of activity is to examine issues in greater depth and begin to explore solutions to problems or to identify new opportunities. They are 'qualitative' methods and the forums, groups and panels we run are generally groups which meet regularly to talk about a particular service. They typically involve around 5 to 15 people per group, and may be organised around a particular service, location or issue.

Participative events and processes: The main purpose of this sort of activity is to exchange views, opinions and ideas, and often making decisions together.

Market research: Main purpose of this sort of activity tends to be to generate actionable information about people, communities and groups who are, or who could be, using a service which we provide. We use it to identify opportunities for developing certain areas of our businesses.

4 FEEDBACK DURING 2009/10

A detailed synopsis of all Communities consultation and involvement activity during 2009/10 is available on request and copies will also be brought to the meeting. Examples are highlighted in the boxes below in particular to show how feedback has been used to influence decision making.

Collaborative working

Cultural Strategy: The stakeholder consultation for the Kent Cultural Strategy was undertaken via a group of selected delegates who attended three Cultural Summits over the course of a year. These Delegates were selected to reflect the range of partners who the strategy is aimed at – i.e. those with the strategic authority to influence decision making. The first Summit (February 2009) aimed to win support for the development of a strategy and this was achieved by a simple show of hands.

The second Summit (September 2009) introduced areas for debate and feedback was captured through notes taken at facilitated breakout groups, Twitter social media and broader feedback forms for those wishing to provide more considered feedback after the event. The text of some “tweets” was used to influence the first draft of the Cultural Strategy. For example, “Kent should be known for the cultivation of new talent and creativity as well as historical relevance.” and “Build on Kent’s cultural and heritage strengths. Use cultural geographic hotspots and key themes. Celebrate Creativity”.

At the third Summit (April 2010) we presented the draft strategy and delegates debated the content led by key cultural leaders. One of the participants proposed altering “Intention 2” of the draft to a commitment to stewardship (and not custodianship) . The change was supported by all delegates and adopted. Delegates were then given an on-line consultation tool to feedback in detail. Some feedback was used verbatim in the strategy document.

All those who fed back are or will be given the opportunity for a one to one session with the author to discuss how their comments were used and to explore their contribution to the emerging action plan. Finally, the action plan is to remain a live e-document to allow for an ongoing consultation with partners on the delivery of the strategy.

Full reports are available from www.kent.gov.uk/culture



Avtar Sandhu MBE, Deputy
Cabinet Member for Communities,
Kent County Council, during one
of the breakout sessions

Involving service users in strategic decisions

The latest **Supporting People Strategy** (2010-15) provides a framework for future planning and delivery of housing-related support in partnership with local housing, health, social care, probation services, service providers and service users.

To ensure that the strategy is fit for purpose the team consulted with all statutory partners to gain a thorough understanding of their priorities. Consultations employed a range of mechanisms:

- Face to face meetings with officers and elected members of all districts / boroughs, and representatives of Kent Adult Social Services, PCTs in east and west Kent and 26 providers
- 14 focus groups involving 72 service users
- Electronic surveys submitted by 250 service users and 6 providers
- Workshop for members of the Commissioning Body
- Consultation conference for members of the Commissioning Body, Core Strategy Development Group, Executive Board of Providers, and service user panel.

The consultation process involved asking some critical questions about the services, the way the Programme had been shaped and the potential challenges for the future.

A Service User Day (*photos below*) took place at the end of 2009. Through their own experiences panel members are able to help identify ways that the Programme can be improved and gave valuable insight into how effective the support they have received has been.

The material gained through all these processes and activities were analysed and fed into the strategy development process. Details of views and suggestions provided were included in the strategy document as an Appendix.



Planning with partners



Sport and Olympics: Throughout the year, staff within the Sport, Leisure & Olympics Service supported and attended a wide range of networks and groups involved in sport and Olympic/Paralympic work in the county, regionally and in some cases nationally. Locally, this included Kent Association of Leisure & Cultural Officers, Kent Association of Sports Development Officers, Kent School Sport Networks, County Governing Body of Sport Networks, Physical Activity and Health Networks and the 8 sectoral task groups related to the Olympic and Paralympic work.

Regular contact with groups and organisations at local, regional and national level enables the service to be aware of developments in policy as well as gaining invaluable ongoing feedback on partner requirements. In September 2009, staff in the service began to identify potential future priority areas of work for the following year (2010-11) at a Planning Day, based on the knowledge gained through these networks.

Between October and December 2009, Senior Managers then held a series of individual meetings with district councils (as these are key partners). This enabled the Service to "profile" each of the districts and to discuss both their priorities and the future priorities that the Service had identified.

Districts informed us that the priorities that the Service had identified were appropriate and that, they complemented and supported their own local priorities, whilst not duplicating work. This enabled the service to develop the business plan for 2010-11 with confidence and the draft Plan was shared with the Policy Team and Senior Managers and the Cabinet Member for Communities as part of the Business Planning process.

The information enabled us to develop a plan that would complement and support local partners' plans while recognising other local partners' priorities and resources. The individual district meetings on the overall direction of work were felt to be extremely valuable by the district councils and it has been decided that these should take place on an annual basis at the same time of year to assist both ourselves and the Districts to understand each other's priorities and to review the district "profiles".

Design and delivery by service users

The Kent Drug and Alcohol Action Team's **Hidden Harm Focus Group** involves people who have been affected by substance misuse.

Their aim is to raise awareness amongst service users, health professionals, social services and the criminal justice system of the harms to children and young people caused by a parent's substance misuse.

To help achieve this they have developed and implemented a public information campaign: "*You Use – Your Children Lose?*" It aims to encourage parents to question the effect of their substance misuse on their children.

Three posters were developed (shown below). Two depict hard-hitting images, which will be displayed where parents have already identified their misuse. The third depicts an iceberg, showing how the effects on children are largely hidden from view, and is for display in general health and community settings.

The group will be presenting at the launch of the Hidden Harm Strategy and are planning to continue this project by producing information leaflets and hosting workshops aimed at both service users and professionals to champion the Hidden Harm agenda.



Campaign posters designed by the KDAAT Hidden Harms Focus Group

Youth participation: young offenders and employment, training and education (ETE)

A focus group of young people within a secure estate (Cookham Wood) was set up in order to obtain their views and listen to previous experiences of Employment, Training and Education (ETE) and expectations upon leaving the secure estate. The working group was set up by the Supporting Independence Programme (SIP) following a discussion at the main New Skills New Lives meeting, and follows on from the participation work carried out by the Youth Offending Service (YOS).

KCC staff visited Cedar House which houses young people in the final weeks of their sentence so the emphasis is on their progression route upon leaving and to try and reduce the chances of them reoffending. Messages from the Focus Group included:

- Prison staff receive limited training on working with young people and therefore are often not qualified or experienced enough to provide the necessary support.
- The young people actively engaged and appeared pleased that they had been asked their opinions and were able to voice their opinions.
- Most talked of feeling judged and stereotyped by being labelled an offender. They also believed employers would be quick to dismiss their applications for employment upon seeing they have a criminal record.
- Most of the young people felt their options were very limited and often that going to college was the only option. Gaining an apprenticeship or employment had proved extremely difficult.
- Some admitted they only agreed to apply to college in order to satisfy their Youth Offending Team worker.
- When about what an Apprenticeship involves most young people agreed that they would make the most of this opportunity if they were given the chance to access it.
- Depending on which area they had come from there appeared to be limited knowledge on the options and career guidance/support that was available to them.
- Accommodation and a fixed address upon leaving a secure environment also presented a lot of problems for the young people, making it more difficult to secure employment. Quite often arrangements are only finalised at the last minute prior to release therefore prior planning is not always easy.

Following the focus group, KCC representatives met and agreed on future developments and outcomes. These outcomes were fed back to the institution, in particular the key staff who work in Cedar House. Due to the young people being in the final stages of their sentence, many have now left the secure unit so it has not been possible to feedback to the group again. However several of the young people involved have secured Apprenticeships to progress into upon completing their sentence.

KDAAT service users give feedback on accessibility

In March 2010, Kent Drug And Alcohol Team's (KDAAT) service user expert panel members were asked to visit a number of the Gateway centres to explore how accessible to the public they are, what potential there may be for signposting to drug and alcohol services and how helpful they are in providing information and signposting in all aspects of supporting their needs (not just substance misuse). The main themes emerging were:

Access and facilities:

- Convenient , central locations alongside other services such as libraries
- Supervised childcare preferred, but children's areas welcomed
- Good access for the disabled
- Internet availability an important facility for this client group
- much more efficient than before i.e. the previous council offices system
- open until 6pm - which is very helpful

Information

- Only one leaflet available concerning substance misuse (KCC's care management leaflet). There should be leaflets on display representing other substance misuse agencies and in a more prominent place
- There was more information on housing and benefits
- Limited material on display but if you are prepared to ask someone will access information and they are knowledgeable

Assistance from staff

- staff are very good / really helpful though some gaps in knowledge (e.g. identifying a PCSO contact)
- one particular service user visited to find out careers advice and the member of staff was very helpful and gave him a lot of advice on requirements and qualifications needed to become a social worker. The member of staff encouraged him to return if he needed more info
- overall his visit was a positive experience.

The main stumbling block for KDAAT clients seems to be that they have to know what they are looking for or must be prepared to ask - which is often a struggle for those dealing with drug and alcohol problems.

Another observation was on the need to promote the service better. One suggestion made was to make promotional material available to agencies who are working with people with drug and alcohol problems so they can find it in places they are already going to. This has all been fed back to Gateway staff and they will use it alongside other customer feedback they have collected.



Customer satisfaction shaping service improvements

The Registration Service undertakes a series of surveys at all their area offices and other locations where they register births and deaths. Analysis of the results show generally very positive findings across all area offices on all counts. Some negative feedback was recorded due to lack of privacy in some locations when recording deaths and this is now being actively addressed.

The results of surveys are posted in waiting areas for customers to see (*see example below*).



Customer feedback leading to service improvements

“Managers and teachers listen to what learners have to say about specific courses and use this to make appropriate changes”



(Kent Community Learning and Skills Inspection Report, Ofsted, June 2010, page 3)

Folkestone Adult Education Centre

After moving premises from a site that had plenty of free parking to a refurbished building with less parking students who were not able to obtain a parking space had to park in a Pay and Display car park. Following feedback from students, the service approached The Creative Foundation who organised for students to park at The Harbour pay and display car park for only £1.00, when attending a course. Students were informed in writing and in person when the parking permit was introduced and passes were issued at enrolment.

Ashford Adult Education Centre

- Responding to learner's complaints Dancing classes were moved from a school venue to purpose built (air-conditioned) dance studio and silversmithing classes from one school venue to another
- A number of new or additional courses have been set up in response to fee-paying learner requests and these include bee keeping; craft courses; Maths, English and languages.
- Tai Chi students requested that they can use CLS facilities to consolidate their practice independently during the summer months and this is currently being put into action

Maidstone Adult Education Centre

- Set up a “French Extra” course in response to learner demand. This has run with four students who were nevertheless happy to pay a bit more for this course to cover the costs.
- A Spanish course has been reinstated in 2010 in response to learner demand for a daytime course.
- An Advanced Photography course was set up in response to demand from current students for a progression course.

“Kent Community Learning and Skills offers an extensive range of courses responding well to the needs of local communities”

(Kent Community Learning and Skills Inspection Report, Ofsted, June 2010, page 25)

5 COMPLAINTS, COMPLIMENTS AND COMMENTS

- 5.1 The Communities Directorate adopted the revised and unified KCC Complaints Procedure in April 2009, and 2009/10 is the first full year that all Units have operated their complaints procedures under the same set of standards.

- 5.2 Several briefing sessions were held early in the year to communicate the changes and new tools and templates were created to help our units implement the standards locally while giving them enough flexibility to introduce the procedures in a way that will be meaningful and useful to them and their service users.
- 5.3 The Directorate continued with its Equalities Monitoring process, which was also adopted as the corporate standard for all KCC directorates last year. A total of 143 equalities monitoring forms were received during 2009/10 (nearly 17% of all complainants responded).
- 5.4 The total number of complaints was 863 (up from 799 in 2008/09 and 521, 2007/08) and the most significant contributing factors to the increase are likely to be the continued improvements to the understanding amongst staff about what constitutes a complaint that should be recorded, and the increased visibility of the complaints procedure to customers and service users.
- 5.5 The high number of compliments received (1,247) is encouraging, with Libraries & Archives and the Registration Services, in particular, receiving high numbers of positive comments from customers. In addition to this there were an estimated 5,000 compliments for the "House" project involving the Youth Service and KDAAT.
- 5.6 A more detailed report updating Members on complaints (as well as compliments and comments) received by the Directorate's business units is included as Appendix One.

6 CUSTOMER INSIGHT AND MOSIAC

- 6.1 Some services are now using sophisticated segmentation and profiling tools, especially MOSIAC to increase their understanding of customers, and how they can adapt services to better meet the needs of those who could be benefiting from them. The Libraries Service and the Adult Education Service (now Community Learning and Skills) have been at the forefront of this activity in Communities.
- 6.2 Several district based reports have been created for **Community Learning and Skills** which will be used to influence future business planning decisions. It will ensure local needs are met by looking at "profiles" of the current customer base and what courses they enrol on. The Libraries Service has also been using MOSAIC to gain a deeper understanding of customer need, and they have focused their work around selected target groups: for example lapsed users, NEETS (people not in education, employment or training) and children of deprived families.

7 CONCLUSIONS

- 7.1 The above examples, together with the detailed synopsis available as a background document indicates the extent to which the Directorate's managers and staff are using information from service users and other interested groups to influence its decision making. This is in keeping with the statutory Duty to Involve, and with the culture being fostered across the Directorate, stemming from the Directorate's Vision³.
- 7.2 This work will continue during 2010-11 and two particular priorities will be:-

Exploring how digital technologies could be better deployed to make engagement work, cheaper, quicker, more responsive, more relevant and more convenient for residents and businesses.

Use every opportunity to keep down the costs of consultation exercises; minimise duplication and to make best use of the analysis and information that is collected.

8 RECOMMENDATIONS

- 8.1 Members of the Policy Overview and Scrutiny Committee are asked to **NOTE** the contents of this report and comment on the priorities identified in section 7 above.

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Background documents and appendices

Appendix 1. Annual complaints, compliments and comments report for Communities 2009/10.

Background document: Detailed synopsis of Communities consultation and engagement activity 2009/10.

³ Together We're Better", Vision Document for the Communities Directorate, 2007

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

To: Communities POSC

Date: 16th September 2010

Subject: *Towards 2010* – Fourth Annual Report

Classification: Unrestricted

SUMMARY

This report sets out the process for finalising the fourth and final *Towards 2010* Annual Report prior to approval by County Council on 14 October and attaches a draft of the report (concerning the 17 targets led by the Communities Directorate) for Members' comment.

FOR INFORMATION AND COMMENT

1. Introduction

Towards 2010 was formally launched in September 2006 and annual reports on progress against the 63 targets are discussed and approved by County Council each autumn.

The Communities directorate has made excellent progress against the 17 targets on which it has led over the past four years, and its services have contributed to achievements in many more. The reports attached in Appendix One contain numerous examples of where services within the directorate make a difference to local communities, with Trading Standards Officers, Community Wardens, Librarians, Youth Workers and other staff often working together to achieve outcomes. As well as outcomes achieved since 2006, many targets leave a legacy for the future.

A summary of key achievements and outcomes is given below:

Culture and Sport

- Established and staged the inaugural Kent School Games in 2008 and followed it with another successful event in 2010, involving more schools and increasing cultural input. Each Games involved approximately 30,000 young people. The coalition Government has announced plans for a schools "Olympics" based on the Kent model.
- Kent's reputation has been enhanced in relation to the Olympics preparation work, with KCC one of only five local authorities to achieve Beacon status in this area.
- Over 900 talented sports performers have been supported through dedicated programmes, funding and other initiatives.
- Increased the level of PE, school sport and competitive school sport in Kent with nearly 90% of pupils now participating in two hours of high quality PE and school sport per week, compared to 64% 3 years before.

- 187 new or enhanced out-of-school activities for young people have been funded and delivered both after-school and during the school holidays
- Helped create more opportunities for Kent's young people to get involved in youth theatre activity, with over 7,200 young people reported to have attending youth theatre activity in 2009/10.
- Delivered two Youth Theatre Festivals, engaging approximately 250 young people each time, and improved the Youth Theatre delivery infrastructure in the county.
- Developed a KCC Cultural Strategy for Kent with stakeholders that will support KCC's Regeneration Framework. Two Cultural Strategy Summits secured engagement of 80 key influencers and decision makers across Kent.
- Continued to lever in external funding into the arts in Kent, with £6.7m inward investment achieved in 2009/10.
- Re-focused the Arts Development Unit as a strategic development Unit.
- During 2009/10 the Arts Development Unit's support and financial investment resulted in 2,175 performances, screenings and exhibition days, involving 1,598 professional creative workers and 1,027 educational events and workshops.
- Provided proactive support to the Kent 2012 campaign, including commissioning of the Kent Cultural Baton, a portable art commission to tour Kent up to 2012 whereby local groups and communities can host it.
- Fifteen libraries will have been modernised by the end of the Towards 2010 period, with improved "footfall" being experienced in them. The modernisation programme has included finding new ways of working including co-location; over 80% of Kent libraries now host sessions delivered by partners or are co-located with other public service providers.
- The introduction of a new Library Management System resulted in an improved IT service for customers and saved over £1m.
- Free eBooks and eAudiobooks downloads have been launched and are available on the Service's online library catalogue as well as on its providers' interfaces - and access to Kent library card holders will be completely free.
- Early Years activities have increased since 2007/8 – Baby Bounce and Rhyme sessions increased from 1,500 sessions in 2007/8 to over 3,000 in 2009/10. Children of all ages are borrowing more items.
- Work on major capital projects (Kent Library & History Centre, Ashford Gateway Plus, Gravesend Library and the Beaney in Canterbury) is moving forward.
- Excellent progress made on the development of the Turner Contemporary. Building to be completed in December 2010, with planned opening to the public in spring 2011.
- Regeneration impacts associated with the Turner Programme include major improvements to the whole of the eastern seafront area, while a number of new shops, cafes and creative spaces have opened in Margate in anticipation of the opening of the gallery.
- Operational responsibility for the Turner Contemporary transferred to the independent Operating Trust on 1st April 2010
- Provided practical help for hundreds of sports clubs across the county, e.g. administering small revenue and capital grants and helping organisations secure funding.

- Created a network of volunteers to help at sports and leisure events – over 1,000 volunteers have signed up to the Kent EventTeam and this will grow to 2,500 by 2012.

Stronger and Safer Communities

- The 'Volunteer Your Skills' targeted media campaign has encouraged people with specialist and professional skills to volunteer.
- Small grants have been given to 50 local voluntary groups to enable them to recruit, improve good practice and retain volunteers, while a 'train the trainers' programme has been taken up by 70 voluntary organisations.
- KCC Community Wardens:
 - have developed a broader remit and play an important role within Neighbourhood Policing teams.
 - have facilitated activities and events within their communities to engage with local residents, including 3 annual countywide 7-a-side football tournaments, involving over 2,000 'hard to engage' young people.
 - have provided awareness training to over 15,000 people since 2006 against the dangers of bogus callers, helping the elderly and vulnerable to remain safe in their own homes.
 - have been involved in almost 200,000 activities, incidents, queries or interactions with the public and over 145,000 instances of partnership working between April 2006 and March 2010.
 - were recognised at the National Employers Forum on Age / Belief Awards Ceremony in July 2010 for the Support Warden Programme (emanating from the Future Jobs Fund scheme).
- The Kent Community Safety Training Partnership has provided or delivered training to in excess of 3,500 people during the Towards 2010 period.
- Domestic burglary and car crime in the KCC area have reduced by 24% and 39% respectively since 2006/7.
- The fear of crime has also reduced, with the percentage of people worried about burglary decreasing from 56% in 2006/7 to 36% in 2008/9. The fear of four specific crimes (domestic burglary, car theft, mugging / robbery & physical attack) in Kent has reduced from 44% in 2006/7 to 28% in 2008/9.
- There has been a reduction in the number of first time entrants to the youth justice system. This success was highlighted in a national Youth Justice Board review in 2010.
- There has also been a 45% increase in the number of community organisations in Kent now receiving alerts about the activities of rogue traders.
- Since 2008 Trading Standards has made over 90 Rapid Action Team interventions, supporting 320 victims of rogue traders.
- In partnership with district councils and Community Safety Partnerships across the county, 18 Cold Calling Control Zones have been established, with a further 8 planned.
- A "Buy with Confidence" fair trader scheme has now been established and has 175 approved traders in Kent.
- The HandyVan's range of services has been expanded to include additional safety items such as hand rails and minor adaptations. The target of 10,800 safety checks / installations was met.

- Handyvan has helped older people feel safer in their homes, with 89% of clients feeling very safe after receiving the Handyvan service compared to just 11% beforehand.
- A fifth handyvan with additional fitter was introduced and deployed in North Kent to support partners such as the Police to reduce domestic burglary. This was successful, with Gravesham seeing a reduction in domestic burglary of 53.8% between 2006/7 and 2009/10.

Employment and Skills

- KCC won the £6.5m contract for Future Jobs Fund, leading to job opportunities for hundreds of 18-24 unemployed 18-24 year olds
- Over 100 individuals secured full time employment and moved off incapacity benefit as part of the Kent NOW initiative between 2006 and 2008.
- Working with *Tomorrow's People*, the national employment charity, to tackle intergenerational worklessness and get families ready for work in Maidstone.
- Data sharing pilot with Job Centre Plus is leading to better targeting of people on benefits needing support.
- Kent Success Apprenticeship Scheme is now a fully established employment route of entry into KCC. Well over 300 young people have entered the scheme in KCC since 2006/7, with several hundred placements found in other public and private sector organisations.
- A new Apprenticeship bus is being sent out in Kent to tell employers and young people how apprenticeships can develop talent, be a real benefit to businesses and open up a route to success. It has been designed to transform the way apprenticeships are promoted by taking the information directly to businesses and young people in town centres, industrial estates, shopping areas, schools and colleges.
- The Kent Community Programme has been introduced, offering practical support, guidance and positive engagement to 250 young people not in education, employment or training.

2. Format

Separate reports for each target led by Communities are attached as Appendix 1 and include the following elements:

- Status of the target (either 'Completed', 'Good Progress' or 'Done and ongoing');
- List of partners with whom we are delivering this target;
- Outcomes delivered;
- What more are we going to do post September 2010
- Measurable indicators (where relevant – as agreed at County Council in December 2007).

3. Summary

The Towards 2010 targets relevant to this Committee are shown in the table below together with the relevant status. Sixteen of the seventeen CMY-led targets are listed as 'completed', with one having made 'good progress' but not achieved.

Towards 2010 Target	Status
Target 9: Through our Kent Supporting Independence Programme, work towards reducing the number of people dependent on welfare benefits	Good Progress
Target 18: Introduce a Kent Apprenticeship Scheme, offering at least 1,000 apprenticeship opportunities across the private and public sectors	Completed
Target 19: Introduce the Kent Community Programme, building teams of apprentices to participate in community projects	Completed
Target 20: Build strong business-education partnerships that benefit both employers and schools	Completed
Target 57: 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 the police presence in problem areas	Completed
Target 58: Help maintain Kent's low levels of burglary and car theft and work with off-licence, pub and club owners to reduce alcohol-fuelled crime and disorder, anti-social behaviour and domestic abuse.	Completed
Target 61: 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	Completed
Target 62: Expand the Kent 'HandyVan' scheme, making the homes of older and vulnerable people more secure.	Completed
Target 60: Support young people to reduce the risk of them offending	Completed
Target 22: Establish a biennial Kent School Games and support Kent sports men and women to compete in the 2012 London Olympics and Paralympics (joint with CFE).	Completed
Target 47: Create and launch initiatives that facilitate more competitive sport in schools, support after-school sports clubs and sponsor more	Completed

inter-school competitions and holiday sports programmes. (joint with CFE).	
Target 28: Support and encourage the large number of local and voluntary groups and sports clubs in Kent	Completed
Target 63. Promote the Kent Volunteers Programme and work with other partners to attract more volunteers	Completed
Target 23: Facilitate and enhance the development of Kent Youth Theatre activities	Completed
Target 25: Promote Kent as a centre for the arts, encouraging the development of a network of music and cultural venues across the county	Completed
Target 26: Modernise the library service so it also acts as a focal point for KCC services and widens access to Kent's rich culture.	Completed
Target 27: Open the Turner Contemporary gallery, Margate, in 2010	Completed (building work/fitting out will be complete in late 2010, public opening due Spring 2011)

4. Approval process

Extracts from draft Annual Report will be discussed at the September meetings of all Policy Overview Committees to enable Members to comment prior to its finalisation for Cabinet and County Council meetings on 11th October and 14th October respectively. They are attached as appendix One.

5. Recommendation

Members are asked to NOTE and COMMENT on reports attached at Appendix ONE.

Director: Judy Edwards
Director of Policy & Resources

Contact Officer: Mark Scrivener
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Appendix One

**Towards 2010:
Final Report**

DRAFT AS AT 2nd SEPTEMBER

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Target 9: Through our Kent Supporting Independence Programme, work towards reducing the number of people dependent on welfare benefits		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officer: Pauline Smith

Status: Good Progress

List the partners with whom we are working to deliver this target:

Department of Work & Pensions (DWP), Jobcentre Plus (JCP), Primary Care Trusts, Royal British Legion Industries, Learning and Skills Council (LSC), central government departments, employers, Kent Economic Board, KCC directorates, Slivers-of-Time, Kent Top Temps, Connexions Kent, Kent Public Service Board, Kent Partnership and the private/business sector.

Outcomes delivered:

This Towards 2010 target has been directly affected by the economic downturn. Nevertheless, some significant areas of work have been delivered to try to reduce the number of people on welfare benefits which is described below. It is for this reason that the status of good progress has been allocated to this target.

Provide practical help for people who need it, helping individuals to move off benefits and into secure employment:

- KCC successfully tendered and won a contract to manage the Future Jobs Fund (FJF) initiative across Kent. FJF (value £6.5 million over 18 months from October 2009 to March 2011) is providing funding to cover the salary costs of 18-24 year olds currently unemployed and claiming Job Seekers Allowance. The scheme, will provide job opportunities for a maximum of 1,000 young people for a minimum of six months in a variety of job roles, with posts being paid at the national minimum wage
- After a slow set up of national arrangements for FJF there has been a steady flow of interest from employers, with a wide range of job opportunities identified. Interest and engagement by young people was slow to start but has gained momentum with a high daily referral number now being enjoyed as young people are actively applying for the widespread job opportunities on offer
- Over 100 individuals secured full time employment and moved off Incapacity Benefit as part of the Kent NOW initiative run between 2006 and 2008. The potential financial saving to the public purse could amount to £5.8m (as per PSA2 Kent NOW Incapacity Benefit report and findings)
- Through a variety of strategies, personalised support was provided to assist individual Incapacity Benefit claimants with very complex needs. Many of these individuals had been out of work for over five years and had lost all hope of ever returning to work
- An innovative Health, Happiness and Wellbeing Programme was developed, targeting support for long term ill-health welfare benefit claimants, which focuses on strategies to empower individuals to return to work and liaises with employers to provide a range of flexible work opportunities to assist those on the edges of the labour market back into work. The programme started in spring 2008 and is being revised to include a web-based element
- Version 2 of the Health and Wellbeing programme has been developed and is being rolled out early in 2010. The revised and improved modules will enable a wider roll out of the programme and assist the Supporting Independence Programme to use the resource

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with a range of individuals and groups. These will include FJF clients, apprentices, NEETs and vulnerable young people requiring focused intervention and support

- ‘Slivers of Time’ - a new, flexible way of getting people into work, launched in Maidstone in March 2008. The scheme has been described as being based on the eBay model of an online market place. Through the scheme, people can offer to work at times to suit them by registering and noting the times they are available. Employers enter details of work they need completing and the Slivers of Time database matches these two requirements. It was developed as part of the Supporting Independence Programme (SIP) and is now managed by Kent Top Temps
- Folkestone Forward delivered projects through sport and culture within the four most deprived wards in east Folkestone during 2009/10. It was project managed by a dedicated SIP resource and specific projects targeted three of the SIP Archetypes - young people with low attainment and aspiration, welfare benefit claimants and vulnerable older people
- Motivational interviewing workshops were organised to help advisors engage more effectively with their clients. Participants included staff from Sure Start, Kent Supported Employment (KSE) and other KCC directorates. Due to the success and impact of this event we are now developing a variety of themed events to support other organisations such as Flexible New Deal (FND) providers. Training will be offered to FJF team to support them in working with JCP clients across Kent
- SIP and partners supported and advised the development of the content of the ‘Backing Kent People’ website (see Towards 2010 targets 1, 2, and 29) which was launched in April 2009
- Continued development of the KCC Employability group and local employer engagement forums, in addition to the JCP Local Employment Partnership (LEP) initiative, has enabled the sharing of radical and innovative ideas and solutions to tackle local issues of unemployment as well as working with employers to review workforce development opportunities for the wider take up of unemployed clients countywide
- Continued support and partnership opportunities have been developed through KCC’s ‘Backing Kent Business’ campaign and support and collaboration with colleagues within KCC to review and inform the Regeneration Strategy as well as compilation of the worklessness and skills assessment
- Continued success in the engagement of the partnership with Swale BC in introducing an innovative employment engagement project for Swale
- A range of initiatives with Youth Offending and Probation to increase engagement and involvement of ex or current benefit claimants in SIP welfare reform activities and strategy is leading to more effective job opportunities and sustainable long term employment. SIP is a key contributor to the *New Skills New Lives* Initiative.

Influence policy and strategy at national and local levels:

- SIP leads and co-ordinates a range of innovative strategies to embrace and support all aspects of key welfare reform. Support and advice given to the KCC Leader, Chief Executive, Cabinet and Chief Officer Group, internal and external partners and stakeholders to strengthen the effectiveness and impact of associated service delivery to support the welfare reform agenda is a fundamental aspect of the SIP strategic priorities and accountabilities
- High-level discussions and engagement with government departments have taken place to try to tackle the challenges and barriers encountered with the delivery of effective welfare reform initiatives. These include LGA work on devolution of welfare reform to local authorities, data sharing and local freedoms and flexibilities

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- KCC was selected as one of only three local authorities to explore the potential release and sharing of a range of DWP and Jobcentre Plus (JCP) data. The impact of having personalized data has already resulted in us being able to reach out to a significantly higher number of clients through a range of marketing materials and engagement of benefit claimants at a number of very successful events. Clients are now being supported and sign-posted to move into positive training and employment opportunities. The ongoing challenge to DWP to secure data sharing as a principle is an ongoing policy decision
- We contributed to the early exploration of opportunities related to regional partnerships across the Thames Gateway and north Kent and Swale, which were submitted to central government
- We support JCP as the lead partner for the outcomes on Kent Agreement 2 (KA2), working with other key partners, to co-ordinate preventative strategies which stop people moving into a life of dependency with responsive work to support those already on benefits into more independent lifestyles
- Through our work with JCP we continue to ensure that individuals and employers are unencumbered by bureaucracy to make the transition to the workplace easier.

Develop a deeper understanding of the issues, through focus groups, consultation events and data gathering:

- SIP continues to conduct a number of focus groups with people from all over Kent to help identify the barriers they face in gaining employment. The focus groups are carried out with lone parents, people with learning disabilities, people with drug or alcohol issues, carers and incapacity benefit claimants. Views, opinions and insights are collected which are shared with the organisations who deal directly with them. Plans are underway to co-ordinate focus groups to gain information used in the setting up of the Kent Credit Union (see Towards 2010 targets 1, 2 and 61)
- SIP compiles evidenced-based data and information relating to welfare benefit spend, and welfare reform policy and strategy across Kent and the UK
- SIP managed and co-ordinated a wide range of consultation events to explore the views of benefit claimants and the submission of all feedback into the corporate response to the Department of Work and Pensions (DWP) welfare reform consultation
- SIP co-ordinated a high profile seminar to highlight the specific needs and challenges faced by the long term unemployed and long term ill health individuals for a wide delegate list of employers, partners and stakeholders (DVD produced and procedures designed).

Share best practice:

- A detailed report and case studies were produced to evidence the positive outcomes and strategies to develop when working with the Incapacity Benefits client group
- SIP's strategic contribution, vision and influence was specifically highlighted as exceptional practice within the Authority's CPA corporate assessment in 2008
- The high profile publication of a booklet by the NLGN 'The Local Journey to Work – Localism, Welfare and Worklessness' highlighting the wide range of welfare reform, innovation and strategy was managed by SIP across Kent
- We have been a key contributor to the NLGN "We can work it Out" report on Local employment and skills for economic recovery published in January 2010

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- A high number of visits/meetings from central government (Cabinet and Shadow Cabinet), LGA, IDeA, NGLN have provided a platform for the Supporting Independence Team to share KCC's vision and the wide range of initiatives developed to increase the support and opportunities available to individuals who are dependant on benefits. SIP presentations have also been made at national conferences and workshops and articles have been published in a wide range of national publications and journals.

What more are we going to do?

- Continue to bring together local agencies and target initiatives in particular areas of the county such as the work on inter-generational dependency that we are launching with the charity *Tomorrow's People* in focused areas of Maidstone and also a refreshed focus and vision for Sherwood ward in Tunbridge Wells. All this activity is underpinned by the very best research and analysis to ensure targeting is at the most appropriate level and in the areas most in need to ensure the greatest impact
- In partnership with JCP, tackle the current impact of the economic recession and identify local solutions. Active response teams and other initiatives to support individuals and organisations are already being explored
- KCC's SIP team will continue to co-ordinate the FJF programme, matching job opportunities within employer settings to suitable young people. Particular focus will be given to developing sustainable job opportunities after the initial 6 month DWP funded period and building better linkages with other Government priorities such as Apprenticeships
- All national and local JCP commissioned programmes are performing well below agreed targets and the impact on individuals and partners is under review and scrutiny. SIP will be chairing a new board to bring together all associated agencies to improve effectiveness and outcomes for benefit claimants countywide
- Continue to support and co-ordinate KCC's ongoing priority for devolved responsibilities and accountabilities relating to DWP freedoms, flexibilities and commissioning
- Manage the roll out of the DWP data sharing pilot, findings and evaluation with central government (Thanet)
- Support the high profile awareness of the range of JCP financial incentives and benefits established to support employers to provide opportunities for benefit claimants
- Work alongside colleagues in Kent's Integrated Workforce Planning Group (public sector) promoting good practice and strategy relating to workforce development
- Provide greater engagement of Kent Public Service Board and Kent Partnership in all aspects of welfare reform and benefit spend in Kent
- Work closely with the health authority, other associated agencies and GPs to review how they can help to get people back into work and liaise with employers to provide a range of flexible work opportunities to assist those on the edges of the labour market back into work. The SIP Health and Wellbeing project commenced summer 2009 and will be rolled out this autumn
- Co-ordinate and manage a high level group of stakeholders to agree and develop a Kent Employment Engagement Strategy which will bring about a strategic, joined-up approach for Kent employers. This will enable them to engage more successfully with programmes and initiatives to bring most benefit to people who are furthest away from the labour market

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- Continue to strengthen and improve the outcomes and associated sustainable employment opportunities as highlighted within the Total Place submission to Government for the Margate and Cliftonville wards. We will work alongside Thanet Works and other partners to embrace an improved strategy of engagement and a vision of radically improving the life opportunities and employment outcomes for individuals across the area.

Measurable Indicator (s)	Aug 2006 Actual	Aug 2007 Actual	Aug 2008 Actual	Aug 2009 Target	Aug 2009 Actual	Feb 2010 Actual
Average weekly benefit spend in Kent on working age benefits at 2006/07 prices (Incapacity Benefit, Income Support)	£5.31m	£5.20m	£5.10m	To reduce	*	*
Number of claimants on key working age benefits (Incapacity Benefit, Income Support, Job Seekers Allowance and others on income-related benefits)	83,040	79,900	80,400	To reduce	94,390	96,510
Claimants in statistical category of incapacity, lone parent or other	66,100	66,450	66,230	To reduce	67,670	67,790
Claimants in statistical category of job seekers	16,930	13,450	14,170	To reduce	26,720	28,720

* Data no longer comparable due to introduction of Employment and Support Allowance (ESA) which replaced Incapacity Benefit and Income Support for clients with incapacity from October 2008.

Monitoring completed by: Pauline Smith

Date: 14 July 2010

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Target 18: Introduce a Kent Apprenticeship scheme, offering at least 1,000 Apprenticeship opportunities across the private and public sectors		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officers: Wayne Gough

Status: Completed

List the partners with whom we are working to deliver this target:

National Apprenticeship Service (NAS), Connexions, KATO (Kent Association of Training Organisations), district councils, Kent Police, Chamber of Commerce, Train to Gain, Business Link, public and private sector employers.

Outcomes delivered:

Developed a popular high quality Apprenticeship scheme within KCC:

- Kent Success, KCC's innovative Apprenticeship Programme, is now a fully established and formalised employment route of entry into KCC. Apprenticeship placements are being offered across all directorates and departments and young people are undertaking Apprenticeships in a variety of different vocational areas. Kent Success provides much more than just an Apprenticeship qualification. The apprentices are provided with structured training in confidence building, assertiveness, CV writing, KCC application forms and interview techniques. They are brought together for quarterly peer group meetings offering personal development opportunities and a chance for them to support each other and share their experiences.
- Young people are initially employed on a KCC Apprenticeship contract and are paid £105 per week (increased from £80 in January 2009). Young people are supported and encouraged to secure full time permanent contracts of employment at all stages of their training in addition to the successful completion of the Apprenticeship qualification
- Placement managers play a vital role in the development of the apprentices and the successful integration of the programme. A manager's guidance booklet and other supporting documentation were produced to support and outline their roles and responsibilities within the programme
- To date 344 young people have started a Kent Success Apprenticeship. Kent Success has an overall completion rate of 75% which is above the national average for Apprenticeships which sits at 70%. Of the 187 young people who have completed their Apprenticeship within Kent County Council, 73% have gone on to gain full time, permanent employment within KCC or the wider public sector. A further 25% of those who have completed their Apprenticeship have moved into employment within the private sector. 61 young people have not achieved their full Apprenticeship qualification. They have left for a variety of reasons including continuing with further study or moving into permanent employment elsewhere. Only 6 young people have been dismissed as not suitable to work within KCC.
- The impact and positive difference made to all apprentices, and the staff and businesses involved in the Apprenticeship programme, is clearly demonstrated by the feedback, evaluation and personal statements and case studies. Indicative of our success is the measurement of the ongoing interest and increasing participation and engagement of young people and employers.

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Developed the Kent Apprenticeships Brand:

- In addition to providing opportunities within the Authority itself, KCC also works with the rest of the public and private sector to encourage employers to take on Apprentices. Working in partnership with the National Apprenticeship Service, the Kent Association of Training Organisations, KCC has established Kent Apprenticeships.
- The Kent Apprenticeships partnership acts as an information, advice and guidance service, providing excellent information to young people, and their parents/carers and employers in Kent. Kent Apprenticeships is working across the County to create a stimulating learning journey for young people in Kent, developing the necessary employability skills fit for the 21st century by giving them real choice and diversity of provision appropriate to meet their ambitions, aspirations and ability.
- Apprenticeships are promoted through the Kent Apprenticeships website that provides information, advice and guidance for young people and employers who are interested in finding out more about how to access them. Please see www.kentapprenticeships.com for further information
- The Kent Apprenticeships bus has been commissioned by SIP and is being sent out in Kent to tell employers and young people how Apprenticeships can develop talent, be a real benefit to businesses and open up a route to success. The bus will be primarily used to promote Apprenticeships to employers and will be taken to business events, large industrial estates and retail parks. It will also be positioned in town centres to attract employers, young people and their parents to provide the most up to date information about Apprenticeships in Kent.

Established a strong partnership, focused on shared goals:

- KCC is one of the only local authorities in the country to have already established a high level strategic partnership with the agencies responsible for all aspects of the Apprenticeship programme
- The Kent Public Service Board has championed the commitment to Apprenticeships and work is well underway to develop Apprenticeship schemes amongst public sector organisations in Kent
- The Kent Apprenticeship partnership is an exciting development enabling Kent to strategically lead the way in building Apprenticeships and changing the landscape of opportunity for young people, adults and employers countywide
- In addition to the highest quality roll-out of provision, the partnership will be the strategic platform in which Kent can continue to influence, inform and challenge national strategy and policies
- In June 2008, KCC established an innovative strategic partnership with the two fundamental players in the delivery of Apprenticeships in Kent, namely LSC Kent and Medway (National Apprenticeship Service (NAS) from April 2009) and KATO (Kent Association of Training Organisations). The main priorities for the partnership are to:
- Apply leverage to the new NAS, LSC and other key agencies to secure funding and operational flexibilities and a strong strategic influence to work with central government
- Address the real and perceived barriers to growth by developing and promoting an easily understandable approach

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- Support employers and employees in the current economic climate and train managers of the future ensuring employers remain productive and competitive
- Ensure that Apprenticeship opportunities are reflective of the local economy and the skills gap where one exists
- Define roles and responsibilities of all partners to maximise funding, eradicate duplication and bureaucracy and develop a first class Apprenticeship service.

Embedded the Apprenticeships programme in KCC's workforce development strategy:

- The Kent Success Apprenticeship programme is now an integral element of KCC's wider workforce development strategy and the Supporting Independence Programme (SIP) has been working closely with KCC Personnel and Development to ensure that the Apprenticeship scheme embraces and influences other strategic priorities and targets. A wide range of procedures/processes have been reviewed, developed and changed to enhance the effectiveness and positive targeted outcomes of recruitment and selection and wider workforce development initiatives. One example is the recent work on the age profile of the workforce and the implications for succession planning
- From September 2010, KCC is extending the Kent Success Apprenticeship Programme. Due to the changes to recruitment procedures agreed by CMT on 2nd August, Managers will be required to appoint Apprentices to any KR2 - KR4 roles, which have been agreed as suitable and if there are no redeployees.
- Apprentices will continue to be placed around the organisation in supernumerary positions but as and when vacancies arise they will be put forward for interview and will be appointed where appropriate. This could happen at any point during their Apprenticeship placement. When the Apprentice is appointed against a vacancy, they will continue to be paid an Apprenticeship salary until they complete their qualification and are deemed to be able to carry out the full duties of the role. Managers and Apprentices will receive ongoing support from the Kent Success Support Officers and also from the KEY Training tutors.
- The enhanced Kent Success programme will give young people undertaking an Apprenticeship within KCC a greater opportunity to gain permanent employment with the organisation and therefore enhance the age profile and inject new ideas and enthusiasm into KCC.

Enhanced the reputation of Kent – the KCC Kent Success model has success rates that are amongst the highest in the country:

- KCC were awarded "green flag status" in the recent Audit Commission review in recognition of its ground breaking work developing, promoting and establishing Apprenticeships across Kent.
- All Kent and Medway training providers are above the national benchmark for quality of Apprenticeship provision and performance and the success rates are above the national average and highest in the south east region
- Following a comprehensive tendering process, a marketing and PR contract was awarded in November 2008 (ZERO51) and a marketing and PR strategy and campaign has been developed in partnership with KATO and LSC (NAS) ensuring a consistent Kent approach to our shared vision and delivery of the Kent Apprenticeship Programme. A series of events to promote and highlight Kent's strategy, vision, developments and progress ran alongside the national campaign (headed by Sir Alan Sugar) throughout February and March 2009.

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- Paul Carter met with Simon Waugh, Chief Executive of NAS to confirm the strong relationships between the two partners. Simon commented that the work being done in Kent was exemplary.

Implementation of the South East Apprenticeship Company launched in April 2010:

- SEAC is an innovative one-stop shop for apprentices and employers and is one of ten Apprenticeship Training Agencies (ATAs) to be set up throughout England.
- Bid was won by KATO/KEITs and supported by KCC in October 2009.
- SEAC will support Apprentices by assessing existing skills and offering careers guidance, prepare them for interviews, offer a variety of work experiences and offer a safety net if things don't work out with one business then they will find an alternative placement. The support offered to employers is from initial advice to placements. They will help employers screen and interview candidates, remove bureaucracy by employing the apprentice on their behalf and act as a link between employers, apprentices and training providers.
- KCC will be working with SEAC on a number of initiatives and have a seat on the SEAC Board to ensure that there are linkages between the two organisations.

Offered support in Developing Public Sector Apprenticeships:

- The Kent public sector accounts for 20% of all employment but provides fewer than 10% of all Apprenticeship places.
- In July 2009 SIP worked with Personnel and Development and ran a Public Service Apprenticeship workshop. Representation from all public service organisations in Kent attended this meeting where best practice was shared and next steps agreed.
- The SIP team met each of these organisations on a one to one basis from July to September 2009. Although numbers need to be increased to meet our challenging targets, all are committing to developing apprentice schemes and embedding them into workforce strategy. Sip remain in contact with these organisations making regular contact and requesting updates.
- The picture across public sector employers in Kent is patchy. Other public sector organisations do not seem as keen as KCC to implement specific Apprenticeship targets, strategies and policies. However there are some notable exceptions where significant numbers of apprentices have been appointed and are still planned.
- In general the numbers being taken on are relatively small. Discussion with the individual organisations suggests that this is due to the economic climate, recruitment freezes, redundancies and budget reductions impacting plans. Although organisations are saying they are committed to the programme they are not in a position to provide firm targets, most saying that apprentices will be taken on as and when vacancies arise that are suitable or apprentices or when managers request *supernumerary* support.

Ensured that all young people in Kent have access to high quality, impartial information advice and guidance and that pathways to Apprenticeships are made simple and clear:

- Identified that a clear application process needed to be implemented so that young people applying for Apprenticeships was recorded for the September Guarantee.
- Partnerships established with "Kent Choices for You" and "Your Choice in Medway"

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- KCC has led the implementation of Kent Apprenticeships “button” on Kent Choices for you and Your Choice in Medway allowing young people to access generic information on Apprenticeships and register their interest online for the first time. This website targets 16 to 19 year olds who are in full time education or are NEET.
- Specific Kent Apprenticeship information page and registration form developed for online prospectus students
- To date over 900 young people have registered interest in undertaking an Apprenticeship when they leave school Summer 2010.

Actively promote Apprenticeships to encourage schools to employ Apprenticeships as part of their workforce development

- In November 2009 the Kent Apprenticeship team presented at the head teachers conference.
- Since then have had a good response and interest from schools with a number looking to appoint apprentices for both the forthcoming spring and autumn terms. A target of 90 Secondary schools and 150 Primary schools offering Apprenticeships has been set for 2010/11.
- A cluster web bulletin went out from Rosalind Turner in May 2010 to all headteachers.
- Very few schools are engaging with Apprenticeships, saying that current budgets mean they can not afford the wages.
- Schools now being provided with up to date Apprenticeship marketing materials and inviting KATO/KCC into the schools to present Apprenticeships to year 11, 12 and 13 students.

Work in partnership with Thanet Works to develop a subsidiary and brokerage scheme for Small and Medium Enterprises in Thanet

- As part of Kent Apprenticeships, KCC have partnered with Beyond Excellence and Thanet Works to support young people and SMEs in Thanet to better engage with Apprenticeships. A scheme has been piloted where employers receive a subsidy from KCC to pay just over half of the Apprentice salary whilst they cover the remaining £50.
- Employers have also been supported in the recruitment of Apprentices, by the SIP team supplying CVs and arranging interviews. To further support the employer Kent Apprenticeships write and administer the apprentice’s contract and pay the apprentice through Kent Top Temps payroll and invoice on a monthly basis. Feedback from employers has shown that they find the process of recruiting and employing an apprentice very simple.
- The pilot supported the young people to find Apprenticeship placements and to become “work ready” before they begin the interview process. Beyond Excellence ran a three day “Brand You Start” programme for the young people at the Marlowe Innovation Centre in Thanet. This program addressed the young people’s aspirations and goals as well as giving help and support in writing a CV, preparing them for interview and the work place. Beyond Excellence then acted as a support for the

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young people during their Apprenticeship, holding quarterly master classes to further build their employability skills.

- To date 35 apprentices have been employed on the scheme, 25 are currently still in training. Of those that have left, one was employed permanently with his employer and another gained permanent employment as a site supervisor.
- Evaluation of the project has found that the majority of the employers feel that the financial subsidy was an essential part of why they took part in the scheme, particularly in the current economic climate. The subsidy enabled them to make recruitment savings while increasing their business' competitiveness and productivity. Only a small number of employers stated that they would have taken on an apprentice if the subsidiary was not in place.

Developed a Procurement Strategy to increase the number of Apprenticeships in Kent:

- Within the KCC Apprenticeship strategy, it was identified that public sector procurement is an area that could be developed to increase the number of Apprenticeships in Kent. Discussions have taken place with procurement managers across all KCC Directorates and it is clear that there is a genuine will to develop young people, and to achieve this through our procurement.
- Detailed guidance for procurement managers is being developed to ensure that Apprenticeships are considered at every stage of procurement, and will be developing ways to assist suppliers to meet their obligations under these clauses, including the development of the South East Apprenticeship Company as a way to ensure even short term (less than 6 months) contracts can produce apprenticeships.
- In KCC, procurement is as varied as the services covered, therefore it will not be possible to develop a one size fits all approach to delivering apprenticeships through procurement. The approach will be split into two; clauses will be included in large scale contracts to require apprenticeships to be delivered by the supplier or framework contracts where it will be necessary to use influence rather than clauses.
- KCC, through the Public Service Board is also encouraging the rest of the Public Sector in Kent to develop Apprenticeships through their procurement activities.

Support KASS in developing an Adult Services Kent Apprenticeship Scheme:

- SIP have worked in partnership with the adult services personnel team and health and social care service providers to develop a bespoke Health and Social Care Apprenticeship scheme in Kent. This scheme will act as a pilot, allowing apprentices to work with a number of different organisations during their apprenticeship. This is intended to help develop experience of some of the different types of work that is available in the social care sector so that people completing the scheme will be able to choose where in the sector they would like to work. In order to attract more employers to this offer KASS have secured funding to pay half of the apprentices' salary.
- There are currently around 100 job offers from a range of employers. The scheme will be based in a geographical patch which will be agreed once the application process has closed and we can see where the greatest demand from young people has been. All interested employers who are not selected for the pilot will be passed onto the Kent Apprenticeships team to follow up.

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- The pilot will begin in September/October 2010. KASS are currently advertising for young people to apply. The apprenticeship will be completed over a short 9 month period. To achieve this tight timescale we need to recruit the most enthusiastic and passionate young people that are committed to following their career in social care. The apprentices will be paid and employed with SEAC.

From September 2010, subject to Cabinet Approval, implement a pilot scheme that will increase the employment potential of vulnerable young people by supporting them into Apprenticeships:

- Four groups (teenage parents, young offenders, care leavers and young people with learning, physical or mental disabilities) have been chosen for this scheme due to the high possibility that they will become, or already are, NEET (not in education, employment or training). They are potentially disengaged from learning and skills and are currently finding it difficult to access Apprenticeship opportunities.
- We will be working with 20 young people from each target group. Those taking part in the scheme will have a range of needs. The development of this Apprenticeship Scheme will link to KCC's Employment Strategy for Socially Excluded Adults. Twenty of the vulnerable young people will be employed by KCC as part of the Kent Success Programme. The remaining sixty young people will be employed by SEAC and placed with employers across the County.
- The scheme will be closely evaluated from the start to ensure that we are able to evidence the value of employing these young people into Apprenticeships and to identify the barriers for them in participating in this type of training. Young people will be placed with employers who have real jobs to offer these young people to ensure that each is given the best opportunity stay in permanent employment.

What more are we going to do?

- High level co-ordination and facilitation of all activities to radically deliver on Step change in numbers of learners and employers engaging in Apprenticeships.
- Continue focus, review and detailed monitoring on the impact nationally and locally on the take up of Apprenticeships within the current economic climate
- Work with the key strategic partners to establish a pre-Apprenticeship programme for more vulnerable groups of young people, such as those leaving care and young offenders, to ensure that they are able to fully access and explore opportunities open to them
- Ongoing promotion of Apprenticeships with schools, parents and young people in a campaign managed by the Kent Apprenticeship Partnership.
- Continue the review and development of the possibilities to develop new protocols and targets in the wide landscape of public sector procurement
- Review and explore awaited government decisions relating to employer incentive payments and identify the impact and processes required for Kent employers

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Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Update (Aug10)
Number of Kent Apprenticeships taken on by KCC (since October 2006)	60	128	228	250	344
Number of Kent Apprenticeships taken on by other public and private organisations (since September 2006, includes confirmed starts for September 2010)	0	0	438	750	1108

Monitoring completed by: Wayne Gough

Date: August 2010

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Target 19: Introduce the Kent Community Programme, building teams of apprentices to participate in community projects		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officers: Pauline Smith

Status: Completed

List the partners with whom we are working to deliver this target:

Kent Safe Schools, Pipeline, CADET, Connexions, Youth Offending Service, KCA, Health, Learning and Skills Council (LSC), Catch22 (Looked after Children), the public and private business sectors.

Outcomes delivered:

Introduce the Kent Community Programme (KCP) specifically designed and established for young people aged 16-19 who are Not in Education, Employment or Training (NEET):

- We provided practical support, guidance and positive engagement to 258 young people not in education, employment or training (NEET) in a wide range of community focused activities and programmes. The young people accessing the programme displayed varying levels of vulnerability and/or wide range of personal barriers that were preventing them from accessing mainstream education and employment pathways. The programme successfully supported 65% into further education, employment, apprenticeships and extended work placements:
 - The Kent Community Programme, co-ordinated by SIP, is delivered by Kent Safe Schools and equips young people with the practical skills that they need to continue along a positive path of engagement whilst also addressing their individual needs and providing support to enable them to make the next step in their lives whether that be employment, further education or an apprenticeship. The significant focus on the importance of understanding and embracing the very personal and differing needs of each young person ensured that we fully maximised the impact, effectiveness and positive outcomes for each individual on the programme. This individualised approach helps to support young people in raising their confidence and empowers them to re-engage, re-motivate themselves and helps develop the skills and tools they need to succeed further
 - Groups of 8 to 10 young people are enrolled on the programme for a three month period for three days a week working on community-focused projects learning a wide range of practical, hands on skills whilst simultaneously gaining industry recognised qualifications. The overall average attendance of the young people is 80%, with a number of the young people averaging over 90%. This emphasises the positive impact of the programme; historically the client group is one of the hardest to reach and work with successfully. These figures show a positive trend where the young people who are becoming involved and inducted onto KCP are becoming successfully motivated and fully engaged to complete the course and then moving into positive routes of progression at the end of the programme
 - The positive routes of progression for the young people are a priority for the KCP project teams. So far, 65% of the young people involved have been guided and supported into further education, employment or an apprenticeship. The breakdown of where they moved onto are as follows:
 - College – 40%
 - Employment – 46%
 - Apprenticeship – 14%

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- The main routes of referral have come through extensive partnership working to ensure we are reaching the targets and making a significant impact to the NEET and Towards 2010 agendas where possible. 76% of referrals have come from Connexions; 13% from the Youth offending Service and the remainder from other partners such as Social Services and the NHS
- Following a comprehensive feasibility study into the setting up of a social enterprise an exciting new collaboration with *Catch 22* was established early 2009. The ongoing development and establishment of the exciting Social Enterprise model in motor car servicing and repair in Gravesend is now well underway
- A KCP webpage has been added to the KCC website and new marketing materials are in the process of being printed to ensure increased awareness of the project amongst professionals and young people.

Develop a more positive profile for young people in their local communities:

- KCP helps raise the positive profile of the young people in their local communities ensuring a strong community presence during the projects and maximising the opportunities for positive progression routes for the young people are key priorities within the programme
- All the community projects are developed and designed closely with residents, partners and local stakeholders and all KCP participants are engaged in all aspects of the project design, planned outcomes and the evaluation and assessment of positive impact and benefit to the community.

Complete a range of valued community projects across the county:

- The success and very positive outcomes of KCP have proved extremely significant for both the young people participating on the programme, and the local projects and communities that continue to benefit enormously from the completed projects delivered by the young people. The specific community projects completed to date have been funded by KCC and include the following since 2007:

2007/08 projects:

- Maidstone (Boughton Mount Horticultural Project)
- Thanet (Community Bus - Mechanics and Community Involvement)
- Dover (repair, maintenance and water safety)
- Sittingbourne (design and build of a community centre garden)
- Ashford (construction based project where young people learn practical construction skills and then put them into practice in a community project in their local community)

2008/09 projects:

- Murston (renovation of garden and communal areas in Community Centre)
- Whitfield, Dover (barn project assisting the builder in constructing the stables/barn)
- Dover (improve the look and usability of the garden at Ashen Tree House, a community mental health support centre)
- Ashford (improve the look and usability of the garden for the clients and staff at Southfields, a community respite and residential centre for adults with severe learning and/or physical disabilities)

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- Ashford (improve the look and usability of the garden for the service users and staff at Braethorpe community mental health support centre)
- Dover (Porchlight Allotment Project)
- Dover (Nu-Steps centre - improve the appearance of local public areas and to basic training and qualification in construction and tool use).

2009/10 projects:

- Allotment Project, Dover
- Chilham Sports Centre (renovating an area of the local sports centre)
- Ashleigh Gardens Care Centre (building a pergola in the garden of the centre)
- Braethorpe centre (repairing paths and walls and laying of new pathways)
- Folkestone Sports Project (planning sports event)
- Oakwood House (maintenance around the grounds)
- Several short courses (3 days that include one day community work and 2 days training/qualification).

What more are we going to do?

- KCP is now an established programme of positive engagement and is embedded within the 14 -24 Innovation Unit. Further links will be made in 2010 to establish KCP within Kent's NEET strategy and address its sustainability and potential to develop into 16 plus mainstream provision
- KCP will look to further develop the current projects at Oakwood House in order to maximise the profile of the project and to offer genuine cost savings for KCC. At present KCP are laying a pathway in the grounds at Oakwood that would otherwise have to be done by contractors
- Access and participation in KCP is of particular benefit and interest to vulnerable young people and work is underway to increase participation and engagement of young people with additional barriers and challenges. Links are well established with the Youth Offending Service, 16 plus teams, the Teenage Pregnancy Partnership and the Kent Apprenticeship Programme and these will be developed further to ensure that a higher number of young people can access and engage on to KCP and move positively into more sustainable and long-term opportunities and outcomes
- The exciting opportunities which can be achieved by the roll-out and mainstreaming of KCP will support, address and embrace a wide range of targets and indicators reflected in a number of local and national strategies and policies
- Work will continue with the LSC and other relevant stakeholders to identify freedoms and flexibilities that are required to improve support and provision for this very targeted and vulnerable group of young people
- Further development and support of the *Catch 22* Social Enterprise in Gravesend with KCC support to promote the project countywide
- Targeted approaches enhanced and promoted across the Community Programme and Social Enterprise to embrace a greater take up and engagement of Apprenticeships by the cohort of young people who are ex offenders or care leavers (both client groups who statistically find it more difficult to access, participate and achieve apprenticeship qualifications)

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Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Number of young people completing the Kent Community Programme	0	45	116	250	258

The target for March 2011 is 320

Monitoring completed by: Pauline Smith

Date: 14 July 2010

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Target 20: Build strong business-education partnerships that benefit both employers and schools		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officers: Pauline Smith

Status: Completed

List the partners with whom we are working to deliver this target:

80 secondary schools in Kent including the Alternative Curriculum Programme and Special Educational Needs, employers in Kent engaged to deliver work experience and work related learning activity, Local Strategic Planning Forums across Kent, Connexions, Kent Association of Training Organisations (KATO); FE sector, Learning and Skills Council (LSC), Enterprise Kent, Canterbury Christchurch University, University of Kent, University of Greenwich; local district councils; Medway Education Business Partnership; Creative Foundation; Canterbury4Business; Gateway Knowledge Alliance; Employ Kent Thameside; University of Creative Arts; Aim Higher; Kent NHS Trust Kent Vocational Training Programme (KVTP), Industrial Trust.

Outcomes delivered:

Establish a strong partnership between educational organisations and the business sector:

- Kent Works, established by KCC, was awarded the Learning and Skills Council (LSC) contract to deliver quality Education Business Links (EBL) across Kent. The contract has proved positive in laying the foundations and framework for the ongoing development of business-education links within the county and year on year Kent Works staff have exceeded the profiled contract targets set by the LSC
- Excellent progress was made to develop, nurture and sustain relationships and partnerships between education establishments and the business sector which has provided a wide range of high quality work-related learning and work experience opportunities across the county.

Facilitate thousands of work-related learning and work experience placements:

- During the course of the 2007/08 academic year, Kent Works facilitated work-related learning activity for over 7,000 young people across the county. This type of activity included interview days, career awareness activity and preparation for work experience and enterprise. Work experience targets for 2008/09 were similar to 2007/08, at 8,000, but work-related learning targets increased significantly to 11,000
- Employers and schools were supported in the development of a wide range of activities which include offering work experience placements, giving talks to schools, hosting school visits, assisting with school-based projects and working with education to develop the curriculum to match and reflect the skills required in the marketplace. Focused activities have provided exciting and motivational opportunities for students to develop their understanding of the world of work.

Introduce other new programmes to help young people get into work, including innovative programmes based away from school sites:

- Specific focus in 2008/09 was dedicated to developing new and innovative work-related learning activity in line with the requirements of the updated government framework and the Kent Work-Related Learning Strategy. New enterprise, employability and risk activities have been developed to assist schools in meeting the student entitlement.

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Demand from schools for support with work-related learning activities has increased year on year and it is likely that the target will be exceeded

- In addition to work-related learning events/activities held in schools, an increasing number of innovative programmes that involve students working away from school sites and into the realm of the employer are now commonplace. Construction site visits and visits to other employer premises, walk-about with local authority environmental teams, work shadowing and hospital visits are just some of the outcomes of strong business-education partnerships facilitated by Kent Works
- The EBL contract for 2009/10 built on the excellent standards already established progressing and supporting schools in delivering a re-energised and re-focused relationship with the business sector. Another significant aspect of work included the delivery of sector-related events, developed in partnership with 14 to 19 planning forums linked to the regeneration and skills needs of each area
- Kent Works was actively involved with each of the county's 14 to 19 strategic planning forums and made contributions to the Diploma Gateway bids submitted by each of them. It worked with schools involved with Diploma delivery on work experience placements, extended projects, professional development and other employer engagement activities
- Partnerships were established with sectors embraced within the roll-out of diplomas. In particular, the Industry Champions programme which raised the profile of EBL activity and highlighted the changing needs of schools and students through the 14 to 19 education reform.

Influence strategy and policy:

- A comprehensive Kent Work-Related Learning Strategy along with a plethora of guidance and good practice tools were designed and distributed to ensure that national indicators and guidelines are understood by schools and other stakeholders and that all strategic indicators, guidelines and outcomes are embraced consistently countywide
- Kent Works worked closely with the established infrastructure of local partnerships (14 to 19 Strategic Partnership, 14 to 19 Planning Forums, Local Children's Services Partnerships, Local Strategic Partnerships, Business Link etc) to define areas of responsibilities, accountabilities, and explore strengths, identify challenges, reduce bureaucracy, improve efficiency and maximise opportunities
- The EBL contract held by KCC was integrated into the commissioned Connexions Service and all aspects of the transfer of Kent Works personnel from KCC to the Connexions Service including all transitional arrangements was successfully achieved in April 2010.

What more are we going to do?

- The direction of our plans in Kent will continue to be influenced by changes arising from ongoing national review of work-related learning and EBL
- The majority of the financial resource identified to deliver and promote EBL and work related-learning activities is already delegated to schools. An exercise to review the funding streams and potentially 'marshal the funding' will be an important role for KCC in the future to support the EBL vision and delivery commissioned within the Connexions contract
- We will further explore and enhance the workforce development initiatives and relevant EBL links with the public and private sector employers

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- There will be greater synergy between work experience and progression onto apprenticeship pathways post-16.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Percentage satisfaction rate of pupils	75%	80%	87%	90%*	90%
Percentage satisfaction rates of businesses	56%	68%	70%	75%	77%

* Target increased from original 85%

Monitoring completed by: Pauline Smith

Date: 14 July 2010

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Target 22: Establish a biennial Kent School Games and support Kent sports men and women to compete in the 2012 London Olympics and Paralympics		
Lead Cabinet Members: Mike Hill/Sarah Hohler	Lead Managing Directors: Amanda Honey/Rosalind Turner	Lead Officers: Chris Hesse/Danny O'Donovan

Status: Completed

List the partners with whom we are working to deliver this target:

Kent School Games: 15 x School Sport Partnerships, 15 x Specialist Sports Colleges, Governing Bodies of Sport, Competition Managers, Facilities (including Julie Rose Stadium, University of Kent, Kingsmead Sports Centre, Canterbury High School, Polo Farm Sports Club, Aylesford Rugby Club, Sevenoaks School), Canterbury City Council, KCC Procurement Services (Management Contractor), individual schools, professional performance specialists, Performing Arts College network and others.

Supporting Talented Performers: Over 50 sports facilities across Kent, all local authorities, the three Kent-based Universities, Clubs, Governing Bodies of Sport, Kent County Supplies (and Maudesport), Kent Reliance Building Society, P&O Ferries, the Denne Group.

Outcomes delivered:

We established and staged the Kent School Games in 2008 and held it again in 2010, acting as a catalyst for additional competitive sport in the county:

- The inaugural Kent School Games, with sponsorship from P&O Ferries, was run from autumn 2007 with finals events in June 2008. 529 schools were involved in these first Games with 30,000 young people participating. The finals involved 23 different sports, over 50 events, seven venues and were organised across several days. These culminated in approximately 1,200 medallists
- From the launch event through to the Kent School Games Celebration event, Olympic and Paralympic performers, including Dame Kelly Holmes, Dame Tanni Grey-Thompson, Danny Crates and Ian Wynne were involved and supported the Games
- Locally, several School Sport Partnerships organised competitive activity in summer 2009, a non-Kent School Games Finals year, in order to build on the momentum from the first year
- The 2010 Kent School Games was launched in schools at the end of September 2009 through a pack of posters and DVD for every school to use in assemblies and at other relevant events in the schools. A high profile launch event was also organised on 1 October 2009 with Dame Kelly Holmes. The launch was designed to encourage even more of Kent's schools to become involved and to generate maximum media interest. There were over 550 schools competing in this year's Games, more than in 2008, with more than 30,000 young people participating. Area competitions and trials were organised by the 13 School Sport Partnerships, governing bodies of sport and their clubs, 15 Sports Colleges and seven competition managers, throughout the Autumn 2009 and Spring 2010 terms, which lead to schools and teams qualifying for the finals in June/July 2010
- The organisers of the Kent Tag Rugby festivals (which are 'badged' events within the Kent School Games) have reported that the Games have added significant value to their event, in terms of the welfare structures and plans implemented in 2008

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- The Disability Archery Event benefited from the School Games and is now organised on an area 'hub' basis prior to the finals events, providing an improved structure for the event. Due to the success and growth of the Disability School Games the Archery and Football events for 2010 were integrated into a day of other Finals events alongside non-disabled participants
- The Opening Ceremony for the 2010 Finals was held at Maidstone Leisure Centre on 23 June 2010. The evening was a highly successful and memorable artistic and cultural event, involving hundreds of young people providing dance, music and singing performances to an audience of over 500 people
- The 2010 Finals events were bigger than in 2008 and involved 38 sports and activities with approximately 6,400 young people competing for 1,500 medals. The Finals events ran over 11 separate days and made use of 13 separate venues. They were enhanced with an increased cultural input, using a steel band, music and cheerleading demonstrations to create a vibrant atmosphere
- Importantly, the initial national interest in the Kent School Games model has developed further with the new Coalition Government announcing in July that there would be increased competitive school sport and a schools "Olympics" based on the Kent model as part of its Sports Policy.

We have supported over 900 talented sports performers through dedicated programmes, funding and other initiatives:

- District councils have continued to work with KCC in supporting talented performers through the Kent FANS (Free Access to National-level Sportspeople) scheme. This provides over 50 facilities in the county for training, preparation and rehabilitation purposes. Over the last four years this scheme has supported over 900 national level sportspeople to access free facilities and these people can obtain discounts on equipment, clothing and physiotherapy services (as at June 2010)
- Good links have been established with the three Kent-based universities, which have supported sports science workshops for over 140 coaches, performers and parents
- Funding for talented performers (including disabled performers) has been secured through a variety of sources, including SportsAid, P&O Ferries, the Denne Group, the Kent Reliance Building Society and Pfizer
- We have also developed an enhanced tier of support for 24 talented performers, nominated through their Governing Bodies of Sport, including direct funding, dedicated sports science provision and branded clothing. In addition, a 'Rising Stars' webpage has been developed to raise their profile and links have been established with the Dame Kelly Holmes Legacy Trust to provide a "Backing Talent in Kent" programme of support for these performers during 2010
- Top performers receiving funding via KCC, P&O Ferries and SportsAid have been "mapped" in order to identify the spread of performers across Kent. These initial maps can be added to with other top performers receiving scholarships at the three Kent based Universities
- A Coaches and Officials Scholarship scheme has also provided funding for 20 coaches who either already coach at a high level or are recognised through their Governing Bodies of Sport as having the potential to coach high levels thereby enhancing the number of top performers in the county
- Several major events, which can inspire future Olympians and Paralympians, have been supported or will be coming to Kent. These include the Tour de France, the UK and World Handcycling events in 2007 and 2010 respectively, the World Cup Archery event

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in 2007, the Margate Masters Beach Volleyball event in 2009 and 2010, International Sitting Volleyball in 2009 and 2010 and the Open Golf Championships in 2011.

- The following achievements have been made by a number of the talented performers referred to above:

Kezia Gore: (Gymnastics - Rhythmic) - Represented GB at the Youth Olympic Festival in Australia in January 2009 winning team bronze and individual silver medal Selected to represent England at the World Schools Championships in Qatar in Dec 2009. Achieved 4 golds in the national individual apparatus competition 2009. Achieved silver medal overall in her age group, and in the individuals achieved gold in ball and clubs, silver in rope and bronze in hoop at the 2009 British Championships.

Nicholas Boylan: (Swimming) - Selected to represent GB at the 2009 INAS Global Games, Czech Republic & IPC Europeans, Iceland. Achieved silver medal in the 100m breaststroke at DSE national short course swimming championships. INAS-FID World Record Holders, Global Games Champions and World Champions in the 4x 100m Medley Relay. Also achieved Bronze in the 4 x 50m Medley Relay. 2009 IPC Europeans, Iceland achieved silver medal in 100m breaststroke. South East Regional Championships: 5 Gold medals & one silver. Kent County Championships: Won gold in 5 events.

Alexandra Adams: (Swimming) - Won six gold medals in DSE Junior Nationals 2009 Achieved 3 gold medals & 1 silver medal at DSE national short course swimming championships 2009.

Will Bayley: (Table Tennis) - Participated in Beijing Paralympic Games 2008. Progressed World Ranking from 10th to 3rd in 2009

Liam Baldwin: (Athletics - Race walking) - Achieved third place at the UK Europeans which were also GB trials for the European Cup

Candy Hawkins: (Athletics) - Achieved qualifying time for Deaflympics 5000m in Taipei in September 2009 - came 4th in 5000m with new Personal Best time.

Kirsty Wilson (Table Tennis) - Won bronze medal at the UK School Games 2009

Dwyte Smith (Athletics) - England Athletics u20 indoor long jump champion. Achieved 3rd place in Jumps International GB v NED.

Nathan Milgate: (Shooting) - Achieved gold in the R1 10m air rifle standing SH1 in Poland. Achieved gold at the Canadian Airgun Grand Prix. Achieved team gold medal and individual bronze medal at the IPC Shooting Open Championships Jikji Cup in Korea. Achieved gold in the Falling Target Rifle SH1 mixed competition and silver in the R1 10m air rifle standing SH1 in the Turkish Cup. Achieved Gold in the Wheelpower National Shooting Championships at Stoke Mandeville. Achieved bronze in the R6 50m Small-bore Rifle 60 shot prone SH1 at the International Hessain Trophy in Germany. Achieved a team gold medal and three individual bronze medals in the Alicante Cup

Vicky Silk: (Athletics) - Selected by UKA to compete in Switzerland in the IWAS Junior World Games in July 2009 and achieved Gold in the Discus & Shot Putt. Selected by UKA to join the Development Squad of the World Class Performance Programme. World Dwarf Champs, Belfast achieved two gold medals (discus and javelin) and a silver medal (shot).

Lewis Gray: (Table Tennis) - Won the 2009 English National Cadet (Under 15) Masters competition. Selected to represent England at the European Youth Championships in Prague, July 2009. Ranked England number 1, National Cadet Boys and 4th in England Juniors (u18s).

Kent's reputation has been enhanced, especially in connection with the London 2012 Games – KCC was one of only five local authorities to achieve Beacon status in this area:

- The Kent School Games formed an integral part of Kent's successful Beacon application for Olympic & Paralympic Legacy (designated as "Outstanding")

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- Several other counties have expressed interest in finding out about the Kent School Games and it has been promoted at national events such as the LGA conference, as well as a feature on the Games being written for a national leisure industry magazine
- The Kent School Games was part of a presentation to a Sports Caucus made up of MPs and Non-Departmental Public Bodies and there has been national political interest in seeing similar County School Games across the country – including reference to the Kent School Games by Dame Kelly Holmes at the Conservative Party Conference in autumn 2009, and the subsequent recent announcement of Sports Policy by the new Coalition Government (see above)
- 38 of the county’s facilities feature as potential Pre-Games Training Camps in the official London 2012 brochure produced for Olympic and Paralympic Associations, including seven specifically designated as Paralympic pre-Games Training Camps - more than any county in England. The Dartford Judo Centre has already attracted teams from Canada, USA, Iceland, New Zealand and France to use its facilities for training, Pegasus Gymnastics Club hosted the Slovenian national Gymnastics team, culminating in agreement for the Slovenians to train at the club in the run-up to 2012 and Meapa Gymnastics club in Gravesend hosted the Ukrainians. These teams trained alongside and inspired young Kent gymnasts. Saudi Arabian and Latvian Sitting Volleyball teams also trained in Kent in 2008 and the Chinese, Hungarian and Dutch Sitting Volleyball teams were involved in an event in the county in 2009, with the Chinese returning in 2010. Ukraine and Belarus Judo Federations have been “signed” up to run Pre Games Training Camps in Kent leading up to 2012 and negotiations are underway with other nations, facilitated by the development and distribution of sport-specific Pre-Games Training Camp DVDs.

What more are we going to do?

- Plan for future Kent School Games whilst seeking to influence and taking into account any future Government announcement regarding the implementation of its own plans across the country
- Continue to support existing and newly identified talented performers with enhanced funding and services in the lead up to 2012
- Hold a “Backing Talent” event with the Dame Kelly Holmes Legacy Trust to provide mentoring and specialist information for the County’s best athletes, their parents and coaches
- Track those performers provided with enhanced support to ascertain their levels of improvement, hopefully leading into world class programmes and squads, as well as success at major national and international events.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Number of schools participating in the Kent Schools Games (Academic year)	New indicator	529	No Games	550	552 *
Number of athletes supported to compete at a national level in the run-up to 2012 Olympics and Paralympics (cumulative since 2006/07)	360	526	732	740	907**

* Provisional

** As at June 2010 – figure to March 2010 cannot be disaggregated

Monitoring completed by: Chris Hespe / Danny O’Donovan

Date: 9 July 2010

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Target 23: Facilitate and enhance the development of Kent Youth Theatre activities		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officer: Sally Staples

Status: Completed

List the partners with whom we are working to deliver this target:

Academies and Specialist Arts Colleges (Performing Arts), Advisory Service Kent (ASK), Applause Rural Touring, Arts Council England, South East (ACE), Borough and District Councils, Dada- South, ENYAN, Extended schools, Future Creative/Find Your Talent, Kent TV, Kent Youth County Council, Kent Youth Service, Libraries, Media organisations, National Association of Youth Theatres (NAYT), National Student Drama Festival, National Youth Theatre, Schools, Sports Leisure and Olympics Unit, Surrey Arts, Theatre leaders, Theatre practitioners and freelancers, Venues and theatres, Young people, Youth theatre organizations: Valley Park Community School, Theatre Royal Margate Youth Theatre, Inspiration Inclusive Youth Theatre, Dover Youth Theatre, Hazlitt Youth Theatre, Square Pegs Drama Club, Trinity Youth Theatre, River Drama, Walk Tall Youth Theatre, Wildwings Sevenoaks Youth Theatre, Wildwings Edenbridge Youth Theatre, Orchard Youth Theatre, Chilham Youth Theatre, Marlowe Youth Theatre, Hillview Youth Theatre, Astor Youth Theatre. Companies and artists involved in the 2010 Festival: Chichester Festival Theatre, StopGAP (Integrated Dance Company), Propeller (Physical Theatre Company), Strangeface Mask Theatre Company, Paul Edwards (National Youth Theatre), Jo Dyer, Animate Arts, Bigfoot Arts Education, George Styles and Anthony Drew, Nicole Mollett - Cultural Baton, Sef Townsend (Storyteller), and Amani Naphtali (Artistic Director)

Outcomes delivered:

We have worked to deliver this target in two ways:

- Encourage the growth and development of youth theatre activity that is sustainable, accessible and which supports professional development
- To continue the development of a county Youth Theatre Festival that celebrates youth theatre in Kent and leads to the county having an improved reputation in this field.

The differences we've made by focusing on this target are as follows:

Help create more opportunities for Kent's young people to get involved in youth theatre with over 7,200 young people reported to have attended youth theatre activity:

- We delivered the second countywide youth theatre festival in July 2010, which engaged 250 young people as participants, performers, visual artists, musicians, technicians and hosts. An Artistic Director was commissioned, to raise standards of practice for youth theatre leaders and young people, and to introduce a culturally diverse dimension into the festival and future work. The young people played an active role in his selection
- The new inclusive Youth Theatre organisation, started by Theatre Royal Margate as part of the new development, is working with KCC towards a national model of excellence
- Square Pegs, an inclusive youth theatre group, has been supported in establishing an additional group, offering 12 more young people with disabilities the opportunity to engage in youth theatre
- Four additional new or reformed youth theatre groups have emerged and are developing with KADU support – The Stag Youth Theatre, The Orchard Youth Theatre, The Marlowe Youth Theatre and the Astor Youth theatre

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- Strangeface Mask Company have been supported in the development of their work and in engaging more young people in youth theatre activities
- A youth arts contribution was made to the Kent School Games (see Towards 2010 target 22)
- We worked with Trinity Theatre to create satellite youth theatre with one at Hillview Girls School and we worked with the new theatre in Folkestone to develop youth theatre participation and practice
- We contributed to the youth theatre concept for the New Marlowe with Canterbury City Council
- We worked in partnership with Applause Rural Touring to support the development and delivery of a Young Producers Programme

Build on the momentum of Kent Youth Theatre:

- Kent County Youth Theatre Festival: This was successfully staged for the first time in spring 2009, based on extensive prior consultation of organisations in Kent and wider research. This drew 150 participants, who enjoyed workshops on stage make-up, TV production, stage choreography, movement and new writing. The resulting energy and consensus has enabled the start-up of new initiatives to drive forward youth theatre development
Comments from the Kent Youth Theatre Festival 2010 included... "It was amazing and you created something that will live long in the memory!" - Youth Theatre Leader
"Our group had a really special time: it was truly wonderful for me to see the school transformed for the weekend, both in character and atmosphere" - Host Venue Staff Member
"The kids were great, really committed and gave us a fantastic reception in the evening after and during the show" - Propeller Theatre Company Cast Member
- Capacity building: The need for better leadership for youth arts and youth theatre was recognised specifically as part of the re-purposing of the Arts Development Unit, with the creation of a post specifically to engage with the creative needs of young people. The reach and networks created by this post, working with KCC Youth Service, mean strong contribution to National Indicators 11 (Percentage of population who say they have used/engaged in the arts in the last 12 months) and 110 (Young people's participation in positive activities)
- Advocacy and strategic leadership: Youth arts development and the needs of young people now enjoy much-improved profile in policy making and service planning. The Youth Arts Officer post is a major commitment to engagement with youth art in the long-term. It has created the long-awaited capacity to build relationships with youth theatre organisations and key development bodies based on common goals. These are valuable partnerships that will support and enable our work and future funding leverage
- Improved Youth Theatre delivery infrastructure: New initiatives such as the Youth Theatre Hub and Youth Theatre Development Network have brought a structure and strategic thinking to the work of developing youth theatre. These initiatives directly pick up and capitalise on the momentum of the Festival as fed back by a Youth Theatre leader, *"Thanks again, this was such a wonderful opportunity for similar minded people to get together and share our visions. The young people behaved impeccably and had such a good time, encouraging and congratulating each other without any competitiveness. Just shows the power of the arts on young people"*
- We also established a Kent-wide Youth Theatre Network (professional development forum), Youth Theatre Hub (creative forum) and developed a Young Arts Ambassadors Forum.

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Encourage development of high quality provision for young people in Kent, via organisations such as the National Association of Youth Theatre (NAYT):

- We have encouraged youth theatre organisations to align themselves with NAYT, which promotes quality of provision with an emphasis on access for all. The Kent Youth Theatre Festival was key to securing support for development initiatives, in order to build on this first event by developing the capacity and capability of the Kent organisations to raise and realise ambition, and increase profile and opportunity. A new Excellence and Inclusion scheme was launched by NAYT in February 2010 which KADU is using to offer additional practical support and raise standards of practice of youth theatres in Kent.

The view of Kent from NAYT was as follows... 'On behalf on NAYT many thanks for inviting us to the KCYTF2010 yesterday. I thoroughly enjoyed myself and thought that the performances by so many different groups were amazing. From the moment I arrived I was welcomed by young people who were excellent ambassadors for the event and for youth theatre and youth arts in general. I was very impressed to see such large numbers of young people participating, about 250 I was told, and impressed too at the diverse nature of participating groups. I also thought the programme of workshops and professional performances seemed very inspiring.

All of the young people I spoke to, told me that they had had a fantastic time both at the event and in the lead up to it and I think that having an artistic director who oversaw the project and visited all the groups in the months prior to the Festival obviously paid off in terms of unifying such a vast diversity of groups and giving them a shared experience which they so obviously enjoyed.

It was clear that a lot of hard work, energy and enthusiasm had gone into this event by all concerned so please pass on my congratulations to the team and of course congratulations to you too for co-ordinating and overseeing such a fantastic project. I came away feeling very inspired and was reminded just why I feel so passionate about Youth Theatre."

Establish and share a deeper understanding of issues and needs of young people and youth theatre organisations by way of research activity and consultation:

- Understanding needs: Consultation of youth theatre organisations about their aspirations, challenges and expectations fed into the design and delivery of the first-ever Kent County Youth Theatre Festival – a customer insight approach that we will continue
- Research: A mapping exercise of youth theatre activity in Kent in 2006/07 gave information on existing activity and how best to meet demand and create new and exciting opportunity. It revealed that while rural areas were well supported there was a lack of investment and diversity in events, poor accessibility to minority and excluded groups, high provision in the north of the county, coastal towns and in Canterbury, though overall the nature of activity offered limited challenge
- Young people shaping services: 'Theatre in the Square', a sounding board event for young people on the development of the Kent County Youth Theatre Festival was held.

Use arts to help communicate and engage with young people on issues that matter to them, such as bullying, smoking and drug misuse:

- Theatre roadshows were delivered by the Arts Development Unit and other arts organisations (such as Hextable Dance) on tackling issues such as bullying, smoking and drug misuse.

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Share good practice and enhance Kent's reputation by contributing to regional and national events, and creating interest in the Youth Theatre Festival model:

- New capacity with in-depth understanding of the field has enabled advocacy and networking at all levels of the potential benefits from greater youth engagement in creative activity. Kent has contributed to regional and national conferences on youth arts and youth theatre, presented overseas to international hosts (Finland) which has opened up international links for Kent youth theatre. Our excellent festival model is now being cited by Surrey as a model of good practice, with potential for roll-out in their area.

In addition we have:

- Developed international links with youth theatre groups, including an exchange project between young people from Singapore and young people from Valley Park Community School in Maidstone, facilitated by Bigfoot Theatre Arts and supported by KADU
- Staged regular youth theatre network events to broaden their reach, extend people's practice, offer Continuing Professional Development, and opportunities for collaboration
- Worked alongside youth theatre groups, practitioners, theatre companies, youth workers to extend their practice and engage more young people, particularly those who are harder to reach
- Developed our partnership with the National Youth Theatre and support their doing more community youth theatre projects in Kent, thus offering further opportunities for hard to reach young people and raising Kent's profile on the national youth theatre stage
- Set up a new forum for Young Arts Ambassadors to support and develop emerging talent. This group were involved in the planning and delivery of the Youth Theatre Festival 2010 and consequently newly engaged with youth theatre. Working with Applause Rural Touring to link this initiative with the young promoters programme
- Worked in partnership with Kent Youth Service to offer professional development opportunities for youth workers to enable them to engage more young people in youth theatre, using the Arts Award as a tool and working with Future Creative to deliver training.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Number of young people reported as attending youth theatre activity*	New Indicator	1,504	5,321**	6,500	7,281
Number of youth theatres who are members of the National Association of Youth Theatres (NAYT)	New Indicator	17	19	20***	20****

* Rolling, cumulative total, as reported by directly funded organisations, youth theatre groups and targeted schools

** Sharp increase in 2008/09 figure due partly to improved data collection systems and this information resulted from the July data collection round, after our 2009/10 operating plan targets had been set

*** This target was increased by the Arts Development service from the original target of 18

**** This has reached near-maximum figures, and in the harsh financial climate our future focus will be to encourage and support youth theatre organisations in order to maintain 2009/10 activity and membership levels

Monitoring completed by: Sally Staples

Date: 14 July 2010

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Target 25: Promote Kent as a centre for the arts, encouraging the development of a network of music and cultural venues across the county		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officer: Sally Staples

Status: Completed

List the partners with whom we are working to deliver this target include:

Arts Council England, South East (ACE, SE), Kent based arts organisations, creative businesses, Creative Margate, DaDa South (regional disability arts organisation), Digital Kent, East Kent Festivals Cluster, English Heritage, Further and Higher Education Institutions, Greening The Gateway Kent and Medway, KCC Economy and Regeneration, Kent 2012 Arts Sectoral Task Group, Kent Film Office, Kent Music, Kent Tourism Alliance, Kent and Medway local authorities, Liberty Property Trust UK, Locate in Kent, Maidstone Studios, National Trust, Performing Arts Network Kent (PANeK), professional and voluntary cultural organisations, South East England Development Agency (SEEDA), Screen South, town and local area partnerships, Turner Contemporary, Visit Kent.

Outcomes delivered:

Providing access to greater activity for residents and encouraging visitors to Kent are focal points of this target, in addition to ensuring Kent is seen by creative industries as ‘open for business’ and a good place to be located.

A Kent Cultural Strategy has been developed, which will support KCC’s Regeneration Framework for Kent. We have further helped reposition and realise Kent’s potential as a centre for the arts by:

Developing venues and cultural events across the county, working with organisations such as Turner Contemporary, Quarterhouse in Folkestone (see also Towards 2010 targets 1, 2, 3 and 6) and the Theatre Royal Margate. This includes the following:

- Redevelopment and future operating options are being explored for the Winter Gardens in Margate, which celebrates its centenary in 2011, ensuring that the project supports wider cultural regeneration plans for Margate
- We offer advice and work in partnership to broker and help lever in support and funding to realise opportunity for growth and improvement of public facilities and services. In 2009/10 this work resulted in £6.7m inward investment into the arts in Kent (five times KCC’s initial investment in ADU), including leveraging in a £3.1m Sea Change grant for the Dreamland project in Margate
- We lead for KCC on managing the relationship and monitoring the funding agreement with the independent Turner Contemporary Trust. Turner (see T2010 target 27) continues to build momentum and focus for visual arts in Kent and we work with them on targeted projects, e.g. teenagers project, visitor economy
- KCC is a key partner to the Creation Centre project in Chatham, that will give Kent capability to develop and stage large-scale outdoor events (see Cultural Olympiad in Kent)
- We monitor the building programme for the New Marlowe Theatre, in which KCC is a major capital investor, and are part of a dialogue with partners on the future programme and business plan

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- We accompanied a £100,000 KCC investment into the new St Gregory's music facilities as part of Canterbury Christchurch University, with advice and a case for artistic support
- We are advising Canterbury High School, which recently improved its facilities with European funding, on future arts use programme options
- We have successfully negotiated a joint future between Hextable Dance Trust and South East Dance, resulting in an ACE,SE award of £50,000 and an increased programme to match the successful theatre provision KADU has delivered in the last 2 years. Hextable will be a Centre of Excellence for Dance, with attendant benefits for local residents and dance professionals.
- We continue to advise the working group on future community uses for Gravesham Old Town Hall, and are inputting advice on sustainable arts and culture programmes and uses
- Other venue-based organisations with which we work include independent Beeping Bush film and media centre in Margate
- The service is promoting art and creativity as part of Kent's public spaces, including leveraging in £20,000 external funding into Artlands North Kent (part of Parklands, Greening the Gateway Kent and Medway) to create a programme that will embed culture into quality public green spaces across North Kent.
- We also support public realm projects across Kent, including esplanade work in Dover linked to Dover's cultural strategy development; Margate seafront development and Fourth Plinth; we are working with project consultants in Leysdown to identify next stage projects to implement the vision for the area; and we invested in Swale based Art @ The Centre, which includes a public realm strand within a range of projects for delivery by 2011.

Supporting arts organisations in Kent as sustainable businesses providing a mix of grant support, assistance to attract funding and helping arts organisations to help themselves:

- We run the Kent Arts Investment Fund, an annual open project fund that responds to projects that increase the arts offer (activity, performances, new audiences and visitors), allocating a lead officer to each funded project to ensure we maximise the impact of KCC monies
- Careful investment of our funds enables us to strengthen arts networks and venues in Kent by working with arts organisations on their programmes, improving their business planning, marketing and audience development, which is particularly important in a very difficult financial climate. We fund Performing Arts Network Kent (PANeK) to increase the amount of theatre and other live performances available, offering professional development, masterclasses, mentoring and business advice to ensure that companies are able to survive and thrive
- The service has worked with numerous organisations to support festivals (e.g. Canterbury Festival, Deal Festival of Music and Arts, Whitstable Biennale); performance, touring and production companies (e.g. Applause Rural Touring, Strangeface Mask Theatre Company, Theatre Royal Margate); specialist development companies (e.g. Creative Foundation, Hextable Dance, Performing Arts Network for Kent); and those involved in commissioning, development and support (e.g. Accidental Collective, Kent Music, Stour Valley Arts)
- We have supported many more organisations than those listed above, via advice and information. Over 2009/10 our support and financial investment resulted in 2,175 performances, screenings and exhibition days, involving 1,598 professional creative workers, and 1,027 educational events and workshops. Overall 144,976 people in Kent benefited from this activity

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- Information and resources are important and our web presence is improving all the time and carries material to support sector development. Details at www.kent.gov.uk/arts
- We provide a mix of grant support, development advice, assistance with attracting funding, and sign-posting/putting in place tools and material to enable the arts sector to develop itself e.g. the Celebratory Outdoor Performance Online Resource (COPOR) developed with the University of Kent
- We are working with partners to gauge demand and opportunity for workspace and production facilities to support artists and other creative businesses, recognising their importance as contributors to local communities and as incentives for graduate retention and inward relocation. A Kent-wide event with national body National Federation of Artists' Studio Providers (NFASP) is being planned for later in 2010.

Profiling major events and projects, as well as provide proactive support for the Kent 2012 campaign and the Folkestone Triennial:

- The 5th Whitstable Biennale is a key area of focus for the Kent visitor economy and this year sees an enhanced programme, which has secured national attention and press coverage. The last Biennale estimated an economic impact of £750,000
- Strange Cargo's 'Other People's Photographs' project achieved national and international recognition and a National Town Planning Award. With advice and support from KADU, the organisation is now developing its future plans and has secured a major sum of project support from Arts Council England this year
- East Kent Festivals Cluster project (Broadstairs Folk Week, Canterbury Festival, Sounds New Festival, Strange Cargo, Whitstable Biennale) levered £75,000 from ACE, SE and SEEDA to support festival development working with an international artist Mikhail Karakis, who presented work in progress at Tate Britain at http://www.mikhailmusic.com/pages_music/music_news.html
- We are supporting the organisational development of Strange Face Mask Theatre Company and SeeThrewMusic, both emerging talents in rural touring. Rural touring network Applause is recognised nationally for its astute programming, and are now exploring a future merger with PANeK
- We are developing Artists' Suppers, to develop skills, collaboration, networking, building new audiences, and engaging new spaces for events and performance
- We are directly supporting London 2012 and the Cultural Olympiad in Kent. We chair the Arts Sectoral Task Group of the Kent 2012 campaign and co-ordinate the UK Cultural Festival Kent action plan that celebrates the Olympic and Paralympic Games
- We commissioned the 'Kent Cultural Baton' with support from Arts Council, as a key Cultural Olympiad project, a portable art commission to tour Kent up to London 2012 whereby local groups and communities can host it. A growing number of organisations want to host it, including Eurotunnel. Launched at the Whitstable Biennale, image at http://gallery.me.com/katherinemay#100030/KentCulturalBaton_med_0263&bgcolor=b_lack
- LOCOG (London Organising Committee for the Olympic Games) Inspire marks for Kent: So far the Arts Development Unit has secured four Inspire marks for Kent; two for the Cultural Baton, one for the All Dancing Dover project, and one for Youth Theatre work
- We work with the arts and cultural sector to ensure Kent secures a good share of national Cultural Olympiad opportunities and good take-up by arts and cultural sector organisations, e.g. Artists Taking the Lead (Creation Centre), Bandstand Marathon. Our input levered £40,000 into Kent to realise the highly successful 2008 'Light Up, Open

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Up' event in Dover, for the launch weekend of the Cultural Olympiad in the South East cited as a good model by the SE Creative Programmer

- The Creation Centre facility, in which KCC, Medway and Arts Council are key investors, has strong potential to contribute to London 2012
- Community Celebrations – Legacy Trust: Legacy Trust is offering £500,000 to each English region toward an imaginative large-scale commission. We have collaborated with the University of Kent on a proposal to commission and stage a large-scale interactive event. At the point of reporting, this had reached a shortlist of four for this region from which one project will be chosen.

Developing strategic partnerships to increase access to the arts in Kent:

- Our work on the Kent Cultural Strategy Summit secured engagement of 80 key influencers and decision makers across Kent and the South East, and tested three broad strategy intentions: to grow the creative industry sector, to protect Kent's existing strengths, and to increase Kent's potential. The Kent Cultural Strategy will be launched later this year
- An excellent example of strategy delivery in practice is Creative Margate, a partnership of key cultural agencies focused on the culture-led regeneration of Margate. Building on ACE SE recognition of east Kent as a 'Priority Place', it levered in £500,000 from English Heritage to help realise Margate's potential through MACH, a project with a workspace and artists' live-work focus. Work is in train to deliver 'Countdown to 2011' a plan that identifies needs and opportunities in the run-up to the Turner Contemporary launch
- We work extensively with partners to advise and assist with the development of strategies, policy frameworks, project proposals and briefs/plans, to further and realise Kent's ambition as a centre of excellence for the Arts, eg, NKLAAP, Culture @ Canterbury, WKAP
- Arts and Health: We chair SEPACT (the South East Physical Activity Co-ordinating Team), a key regional forum and network to delivering the Government's vision for a healthy Britain, *Chances for Change*, with good links and opportunities for dance
- Kent is one of just 24 local authorities in England that has adopted National Indicator 11 (% of population who say they used/engaged in the arts in the last 12 months) in its Local Area Agreement, which greatly assisted the Kent Cultural Strategy Summit development work and also attracted £110,000 inward investment
- We staged two networking events and seminars on audience development (NI11), attended by 160 arts and cultural organisations in total – this is in addition to our work with local authority partners on themed networking and professional development events. Our NI11 event model was showcased at a national seminar on National Indicator 11 as an example of good practice. It has stimulated marketing and audience engagement project bids that are now being delivered, and which build a firm foundation for audience development work in future.

Incorporate the arts into Kent's tourism and visitor economy:

- Examples include Creative Margate (Public Realm, Fourth Plinth), Greening the Gateway Kent and Medway (Artlands), Ashford Strategic Park (Culture and Outdoor events), and Dover Seachange work (Seafront development and public engagement via the Cultural Audit on which we advised) and refresh of the Rouse Kent Public Art Awards

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- This work also includes our festivals focus, which based on a business cluster model secured £75,000 from SEEDA and ACE toward a pilot East Kent Festivals Cluster project to develop quality new artwork, festival marketing and branding. Visit Kent is a stakeholder. This artwork was successfully presented on a work in progress basis at Tate Britain in December
- We are building on the results of the innovative Arts Council funded (£25,000) Culture Coast project, a collaborative place marketing initiative with a focus on festivals towns.

What more are we going to do?

- The draft Kent Cultural Strategy is out for consultation and has been well received so far. Subject to approval, an action plan will be devised with partners that will accommodate a range of partner contributions to realise the three broad intentions
- Manage and monitor the funding agreement and relationship between KCC and the new Turner Contemporary Trust
- Support delivery of Turner Contemporary and the development of Margate's cultural offer to help ensure success as well as Theatre Royal Margate development, Applause Rural Touring, Strangeface, the new Marlowe Theatre in Canterbury and the programming of the Dover Live Site to ensure local content
- Contribute cultural expertise to the development work on an economically focused 'Creative and Media Sector Strategy, identifying how KCC can support the creative sector in future
- Continue to invest in the arts in Kent, lever more resources into the county and support the sector through advice, tools and information
- Continue our partnership work with Medway Council and national agency Arts Council England on the Creation Centre project to test and develop a unique, new regional facility for large-scale production and festival arts. The next phase will be to formally establish project management arrangements, and progress to an initial wave of large-scale events and productions to test the space
- Folkestone Triennial was the most significant international art event in the south east in 2008 and we are working with the partners in Folkestone to ensure its effective delivery in 2011 during a worsening financial climate
- Continue making the case with public bodies of the value and future benefits of investing in and engaging in the arts.

Measurable indicators

None: This Towards 2010 target has been formally agreed as having an 'aspirational' status and progress is measured via qualitative means.

Monitoring completed by: Sally Staples

Date: July 2010

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Target 26: Modernise the library service so it also acts as a focal point for KCC services and widens access to Kent's rich culture		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officer: Cath Anley

Status: Completed

List the partners with whom we are working to deliver this target:

All district councils and many town and parish councils, Gateway, KCC Directorates and all units in KCC Communities, voluntary sector including CSV (Community Service Volunteers), CAB (Citizens Advice Bureaux), MIND (Mental Health charity), KAB (Kent Association for the Blind), as well as PCTs, BBC Learning, Home Office Prison Library Service, Probation Service, Early Years settings, Children's Centres, FE and HE providers, Moat Housing, Post Office, Kent Police and Next Steps.

Outcomes delivered:

Improve the experience for library customers through the modernisation of 15 libraries across Kent, leading to increased usage:

- KCC Libraries and Archives has achieved results over the past four years, both by investing in our modernisation programme and making general improvements to our service. So far we have modernised 15 libraries: Birchington, Coldharbour, East Peckham, Hadlow, Marling Cross, Thanet Gateway, Newington, Ramsgate, Sevenoaks, Staplehurst, Sherwood, Tenterden and Cranbrook. Projects underway and nearing completion include Folkestone and Stanhope, whilst work at Deal will commence in August 2010. To us, modernisation is more than simply refurbishing a building; it is about finding new ways of working, co-locating and working with other partners to deliver an improved, seamless service to our customers. Examples include the modern and accessible library at Tenterden Gateway, the relocation of Stanhope Library to the Moat Housing Neighbourhood office and the opening of the new Adult Education Skills Plus Centre in Folkestone Library

As the major capital projects and other modernisation projects start on site, we have worked closely with property colleagues to ensure that the projects were managed effectively and delivered within budget and on time

- The modernisation programme has continued to benefit customers and the library service is now reaching many more users. Our website attracts over 1.1 million visitors (2009/10). Improved footfall in recently refurbished libraries reflects an increase in issues during 2009/10, for example, by 80% at Ramsgate and 13% at East Peckham compared to 2007/08
- Early years activities involving babies and their parents/carers and primary school children have increased since 2007/08. Baby Bounce and Rhyme sessions increased from just over 1,500 sessions in 2007/08 to over 3,000 in 2009/10. Children of all ages are borrowing more items and developing a love of reading; issues from children have increased by 84% at Ramsgate, 19% at East Peckham and 28% at Tenterden compared to 2007/08
- Work on our major capital projects (Kent History and Library Centre, Ashford Gateway Plus, Gravesend Library and the Beaney in Canterbury) is moving forward, all now having planning permission, budgets secured, contractors appointed and construction work is now under way. We are working hard to expand and join up the work of local

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studies, archives and museums, as demonstrated at the Sevenoaks Kaleidoscope, the Folkestone History Resource Centre and the work that is going on in Canterbury

- In March 2009 we implemented Spydus, our new Library Management System. Alongside this we installed more energy efficient hardware, bigger screens and a faster internet connection, and as a result we can offer our customers a significantly better IT service. We have also now installed Abilitynet software onto staff and public PCs. This software aids customers with access issues to use the computers. The installation of wireless access for KCC staff use is in progress at 22 locations
- We have saved money by using online ordering and supplier selection, which means that we been able to increase our stock purchasing
- Through our investment in A2K we are enabling staff to work wirelessly and remotely saving transport costs and being more environmentally friendly
- In 2010 we made the transition to the new Customer Service Excellence Award from Charter Mark. This reflects our work to improve customer service. Despite the change we managed to achieve best practice in five criteria.

Develop services around our customers and communities through community engagement and working with partners:

- Consultation plays a large part in our modernisations by consulting users, non-users and key stakeholders using a variety of methods. We also ask for feedback when evaluating the success of our projects and this work has been recognised in the Customer Service Excellence Award
- Our consultation on the Archives and Local History Service, 'Understanding our Past, Changing our Future', was very successful and over 1,000 respondents took part. Their views will help us to make important decisions about the future of our service
- Partnership work continues to develop and make libraries a focal point within the community. All refurbished libraries such as Hadlow, Thanet Gateway, Marling Cross and Tenterden Gateway have built new partnerships with the district councils, other KCC partners, the voluntary sector and community groups. Partnership working continues at all levels within the organisation. Work to develop a Kent Approach to Literacy and Reading has enabled a number of new and innovative partnerships and multi-agency projects including work with housing in Ashford and Swale, Thanet Works and the Community Safety sector. Over 80% of our libraries now host sessions delivered by partners or are co-located with other public service providers. Deal and Whitstable libraries are providing a customer interface service for Dover District Council and Canterbury City Council respectively
- Through our work with community workers we are offering the Doorstep library in Sheerness and Margate. Parent and children under 5, where there is a need based on low literacy levels, are visited by our book workers (who work out of Children's Centres)
- Volunteering has been consolidated within the service and the Time2Give project continues to add value to the Library and Archive Service, and also benefits volunteers themselves. The project was recognised as a national example of best practice after being shortlisted for the Libraries Change Lives Award 2008. In 2009/10 the Service benefited from over 28,000 hours of volunteering. At the time of writing we have 1,193 active volunteers.

Improve access to library services with a number of new projects, some of which have gained national recognition:

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- We are continually developing new ways for customers to access our services and Virtual Homework Help is now available to Kent Schools via their Virtual Learning Environment (VLE). We have delivered Booktime to reception-age children through partnership with CFE, reaching 16,000 families in 2009 and gaining national recognition for our approach. Our involvement with the HOUSE initiative will inform the way in which we provide services to young people (see Towards 2010 target 50)
- Customers can access our services in many ways, for example, via text or email
- Consortium functionality with SELMS (South East Library Management Systems) started on 1 July 2010 enabling customers to access books across the group
- Free e-books and e-audiobooks downloads across the county was launched on 16 July 2010
- The book loans limit has been increased to 30 per person
- The pilot project working with the Registration Service at Ashford and Sevenoaks libraries started in April. Once the learning from the pilot is gathered we intend that from 2011/12 library customer service staff will be registering births and deaths, with support and training from the Registration Service who will retain the quality assurance role for the Service
- Through working closely with Adult Education we can now support customers wishing to enrol on courses via the public access computers in libraries.

What more are we going to do?

- We will work closely with partners to ensure that once the buildings are completed we are ready to deliver new ranges of service, in innovative ways, to best exploit the fabulous new facilities we have. We will be continuing to engage with local people to ensure that the buildings, once re-opened, provide tailor made services for local communities
- The ongoing Community Connections programme (Access Services Improvement Programme) will continue to explore and develop ways to improve access to customers who cannot visit our static libraries
- We will build on the great work that took place during National Year of Reading by working with a wide range of partners to develop a Kent Approach to Literacy and Reading; a strategy to engage the whole community
- We will widen access to literacy and learning by creating a school ticket, enabling all Kent schools to borrow from our libraries
- We will use the results of the archives consultation to make sure that our new plans for the archive service reflect KCC's key priority areas
- We will continue to explore ways to improve access to services by planning new services in major growth areas: Chilmington Green, Cheesemans Green, Eastern Quarry and Ebbsfleet. Building work has been completed on The Bridge Community Campus where a Library Access Point will provide access to our services
- We will continue to improve services to customers with the introduction of online payments. We will be enlarging the network of libraries with staff wireless and will be enabling access to public wireless provision at 36 sites.
- We are investigating the feasibility of installing radio frequency identification (RFID) (self service) in our larger service points.

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In these ways we will offer customers more joined-up services from single access points that help to make the most of KCC's premises and resources. It will also give the staff involved the opportunity to enhance their skills and deal with a wide range of new customers.

Measurable Indicator	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual	2010 (since April)
Number of libraries modernised* (cumulative)	5	7	12	15	12	15

*Libraries modernised:

2006/07 Birchington, Coldharbour, Newington (Marlowe Academy), Sevenoaks and Staplehurst

2007/08 Margate and Sherwood

2008/09 Ramsgate, Tenterden, Hadlow, East Peckham and Marling Cross

2010 Cranbrook, Folkestone and Stanhope

Monitoring completed by: Cath Anley

Date: 14 July 2010

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Target 27: Open the Turner Contemporary gallery, Margate, in 2010		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officer: Victoria Pomery

Status: Completed (building work/fitting out will be complete late 2010, public opening due spring 2011)

List the partners with whom we are working to deliver this target:

Arts Council England (ACE), South East England Development Agency, Thanet District Council, Tate, Margate Renewal Partnership.

Outcomes delivered:

The establishment of Turner Contemporary as a world class gallery is a vital part of the wider programme of regeneration for east Kent that will stimulate job opportunities and ensure that Margate becomes a thriving town once again. The project consists of two major strands – the building of the new gallery and a public arts programme of wide ranging exhibitions, talks and events and out-reach work. Outcomes delivered so far are as follows:

Build the Turner Contemporary Gallery:

- Work on the construction of the gallery is progressing well and a topping-out ceremony was held in December 2009 to mark the achievement of reaching the highest point on the construction of the gallery. The building will be completed by December 2010 (and marked by a ceremony to acknowledge this achievement) with planned opening to the public in spring 2011
- The gallery building was designed by 2007 Stirling Prize winner David Chipperfield Architects. Public meetings were held at Margate Winter Gardens in June and October 2007 to inform and engage the community on the plans. The planning application was approved by Thanet District Council in February 2008. Kent based contractor, R Durtnell and Sons, was appointed in October 2008 to construct the gallery and, following a groundbreaking event in November 2008, work commenced on site in December 2008
- Comprehensive funding applications were submitted to Arts Council England (ACE) and South East England Development Agency (SEEDA) resulting in £8.1m of capital funding being approved. The role of Turner Contemporary in delivering regeneration and developing the cultural infrastructure in Kent were vital in achieving the commitment of the funding partners
- In July 2008, John Kampfner, former editor of the New Statesman and an award-winning journalist and broadcaster, was appointed Chair of the Turner Contemporary trust (the Trust), which will hold the operational responsibility for the gallery. John Kampfner has energetically led the establishment of the Trust which has a full complement of trustees and had its first Board meeting in November 2008. In June 2009 the Trust was awarded charitable status (charity number 1129974) and is a Company Limited by Guarantee
- On 1 April 2010, operational responsibility for Turner Contemporary transferred to the Trust. Existing KCC staff were TUPE transferred and the ongoing relationship between KCC and the Trust will be governed through a Grant Agreement which was prepared and entered into. A lease has been prepared and will be signed upon completion of the gallery building.

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Contribute to the regeneration of Margate and east Kent (see also Towards 2010 target 3):

- The regeneration impacts associated with Turner Contemporary include major improvements to the whole of the eastern seafront area. Work on de-dualling Fort Hill began in April 2008 and was completed by autumn 2008 in advance of the commencement of the gallery building programme
- A bid entitled 'Opening up the Eastern Seafront' was successful in securing £850K from ERDF Objective 2 funding in December 2007 to match KCC's spend in the area. This bid combined development and public realm work in the vicinity of the Rendezvous site that would pave the way for the eventual development of the site
- The Turner Contemporary Project Space was operated out of the former Marks and Spencer building on Margate High Street from February 2008 until September 2009. The Project Space helped to build audience capacity and generated further interest in Turner Contemporary. The space acted as a catalyst for the regeneration of Margate High Street and brought associated benefits for local businesses and the community
- The work on the Turner Contemporary gallery building site has created greater confidence in Turner Contemporary and Margate. There have been a number of new shops, cafés and creative spaces open in Margate in addition to developments and improvements throughout Margate Old Town. Many of these developments are directly attributable to the anticipated opening of Turner Contemporary in 2011.

Deliver high quality arts programmes:

- Turner Contemporary developed and continues to deliver a wide ranging artistic programme, engaging with diverse audiences and forging relationships with a broad range of partners across the region and beyond. (See Towards 2010 target 25).

Involve and engage the local community:

- Regular events for teachers linked to the exhibition programme have been established and teachers and group leaders can now download educational packs from the website
- Participants in the public programme of workshops and events have ranged from the young to older people. A group of young people from a local school has had an input into the gallery design through our Inspiring Spaces scheme which has been supported via funding through 'enquire'. Through their participation in the scheme, the group was awarded Bronze Arts Awards, an Arts Council Qualification equivalent to half a GCSE. In addition to work within the formal education sector, a wide range of creative workshops are also provided to meet the needs of senior citizens, families and often hard to reach individuals
- Turner Contemporary worked with BBC Radio Kent and the University of Kent to deliver a programme called 'Time of Our Lives', which was funded through a successful application to the Transformation Fund. The project enabled young people and older people to work together to explore their experiences of being a teenager. 'Time of Our Lives' was a national winner of the Transformation Fund category at the Adult Learning Week awards.

Enhance Kent's reputation as a place for the arts:

- Turner Contemporary, Margate and Thanet have continued to be the recipients of positive national press, including articles in the Guardian, Observer and the Independent, as well as BBC's 'The Apprentice' that was filmed in Margate with a brief to re-brand the town. Positive PR and improved profile of Turner Contemporary and Margate help to develop and strengthen the brand, support the achievement of visitor numbers and help to deliver the desired regeneration outputs

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- Turner Contemporary has been confirmed as a partner of the Tate through the Tate Connects programme. This is a major milestone in establishing Turner Contemporary as a major national and international gallery. Tate Connects is a UK wide programme, which will seek to strengthen artistic programmes, support artists and help to attract audiences. The partnership with Tate means Turner Contemporary will have improved access to loans from the national collection of British, modern and contemporary art.

What more are we going to do?

- Turner Contemporary continues to focus on the completion and fit out of the gallery building and the development of the public realm. The building will be completed and fitted out by December 2010 and will be marked by a ceremony to acknowledge this achievement. Work on the surrounding public realm will be ongoing and will be completed prior to the public opening of the gallery in spring 2011
- The Turner Contemporary team continue to plan for the gallery opening and its ambitious programme and are working to ensure that the gallery is ready for public opening. Management plans and arrangements for the operation of the gallery building are being put in place
- Turner Contemporary will seek to develop and maximise positive public profile in the period prior to the gallery opening and surrounding the opening programme and events.

Measurable indicators:

None – Measurement of this Towards 2010 target has been formally agreed as being via task-based assessment as the action will either be done or not done in the timescale.

Monitoring completed by: Victoria Pomery

Date: 14 July 2010

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Target 28: Support and encourage the large number of local and voluntary groups and sports clubs in Kent		
Target 63: Promote the Kent Volunteers Programme and work with other partners to attract more volunteers		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officers: Chris Hespe / Carole Kincaid

Status (for both targets): Completed

List the partners with whom we are working to deliver this target:

Target 28: Sports clubs, governing bodies of sport, all district councils in Kent, Medway Council

Target 63: Local and national voluntary organisations, businesses, local authorities, the Health Services, Jobcentre plus, Kent Police, HM Prisons.

Outcomes delivered:

These two Towards 2010 targets are reported together as they are so interlinked. Particular outcomes include the following:

Provide practical help for hundreds of sports clubs and groups across the county, for example administering small revenue and capital grants and helping organisations to secure funding:

- Club Connect Card Scheme: this provides a range of discounts and benefits for sports clubs, and was developed and officially launched in October 2007 by the KCC Sport, Leisure & Olympics Service. As at June 2010, 354 sports clubs had signed up to the Club Connect Card scheme
- Clubmark Accreditation Work: we support sports clubs in gaining nationally recognised accreditation through the Clubmark programme with Clubmark clubs guaranteeing a safe and friendly environment for young people to play sport. In addition, the KCC Sport, Leisure & Olympics Service became registered in summer 2008 to run a local Clubmark Licence scheme with district councils, in order to support clubs from minority sports through the accreditation process. As at June 2010, 184 sports clubs across the county had received Clubmark Accreditation
- Development officer posts: These have continued to support a wide range of Governing Bodies of Sport with new development officers being secured to develop their sport in swimming, archery, athletics, squash and curling. Funding has been secured to appoint a golf development officer and a cycling post has now been established at Bedgebury Forest. Funding has also been secured to continue with a netball development officer post until 2013. The KCC Sport, Leisure & Olympic Service also continues to provide an administrative base for sport specific staff in Kent and across the region
- The archery development officer post has provided a 'legacy' from the Archery World Cup in Dover in 2007, through which equipment and training is being delivered to Kent's schools and community groups
- An informal Kent Bowls Partnership has been established to bring different aspects of the game together. This has resulted in a "Clash of the Bowls" event in Dartford, leading to the National Governing Body following the Kent model and establishing an "English Bowls Partnership". Due to this, work is progressing to secure a development officer and project for Bowls in Kent – one of only three potential projects across the country

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- Small Revenue and Capital Grants: the Sport, Leisure & Olympics Service has continued to administer a small revenue and capital grants programme, primarily to support local clubs and voluntary sector sport
- Training and Workforce Development: a range of training courses for clubs, coaches, volunteers and sports leaders have been organised in order to support the club and volunteer workforce. Work also includes supporting School Sport Partnerships on a 'Step into Sport' programme for young sports leaders in order to support and encourage them into volunteering within local sports clubs and organisations. Over 700 young people have registered on the 'Step into Sport' database as young sports leaders.
- Since 2006, nearly 5,000 teachers, leaders, coaches, volunteers and club officials have attended sports education opportunities, supporting the increased quality of provision in the voluntary sector
- Securing funding: Significant external funding has been secured for voluntary sports clubs from funding bodies, trusts, charities, and commercial companies. Each year the KCC Sport, Leisure & Olympics service has levered on average at least £4 of external funding for every £1 spent on the service by KCC, although with the current economic downturn this high level will be difficult to maintain
- 170 awards have been made to voluntary sports clubs and organisations which have benefitted from receiving small grants to run localised community sports projects.

Create a network of volunteers to help at sports and leisure events – Over 1,000 volunteers have signed up to the Kent eVent Team and this will grow to 2,500:

- Developed as an innovative project to build a network of people, the Kent eVent Team is focused on identifying individuals willing to volunteer for one-off sport, leisure and cultural events and so be ready and sufficiently experienced to join the official London 2012 volunteer programme or the Kent element of the UK Games Time Volunteer Programme to support the 2012 Olympic and Paralympic Games, and, most critically, to continue volunteering in their local communities after the Games have ended. It is hoped volunteers registered through the Kent eVent Team will gradually become volunteers on a regular/consistent basis within their local community, developing from these initial one-off volunteering experiences. We are on target to exceed the aim of having 2,500 volunteers registered by 2012. Kent Volunteers and KCC Sport Leisure & Olympics service launched the Kent eVent Team project in May 2008, which has been developed jointly with the volunteering networks in the county, particularly Voluntary Action Maidstone and Voluntary Action Within Kent. The Kent eVent Team has applied for a London 2012 Inspire Mark, awarded to exceptional and high quality programmes or projects directly inspired by the 2012 Games, a decision on this is expected in July. The Kent eVent Team was a cornerstone of Kent County Council's Beacon status award for delivering Olympic and Paralympic Legacy
- 92 events have been registered through the Kent eVent Team programme. An example of support already provided is for the Margate Masters Beach Volleyball event in 2009. Volleyball England were so impressed they returned to Margate for 2010, and have also hosted two further Beach Volleyball events, known as "Beachfests" in Kent in 2010.

Strengthen the voice of local sport in Kent, establishing Community Sports Networks in partnership with district councils:

- We worked with districts to establish 10 local 'Community Sports Networks' with voluntary sector sport representation, so that the local voice of sport can feed into local plans, alongside other partners.

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Work to encourage involvement in volunteering has a focus on partnerships, good practice and sustainability. This includes work to engage the public in volunteering, work to raise the standard of volunteer management including volunteers managed in KCC services, to improve the impact and retention of volunteers and work to further develop employee volunteering within KCC and advise other employers on the benefits to staff and the community. Particular outcomes include the following outcomes:

Engage with the public using the media in a number of different ways to get our messages across and enable volunteer recruitment:

- The recession has affected voluntary organisations in a number of ways and there has been an increase in demand on many voluntary services as well as a shortage of specialist volunteers to fulfil key roles such as trustees, and of skills in finance, fundraising, IT and HR. We are using a range of media in a targeted campaign, 'Volunteer Your Skills', based on local research completed in the summer of 2009, to highlight the need for people with specialist and professional skills to volunteer. We are encouraging potential volunteers with valuable professional skills to contact their local Volunteer Centre. We are working with voluntary organisations helping to ensure the opportunities they need are 'volunteer ready' and more likely to be taken up. A dedicated section on kent.gov.uk has been introduced and we have used a wide range of media including Kent TV, bus advertising, press and social networking. The campaign page on www.kent.gov.uk was viewed nearly 2,000 times during the campaign period accounting for nearly 8% of all page views and nearly 57% of people who visited the campaign page went on to view other pages within the volunteering section on the website. We have inspiring case stories of how new volunteers are using skills in a different way
- As a legacy of this campaign we are working with the Districts in promoting their recruitment campaign 'Lend a Hand', which is a flexible way of adapting recruitment materials for local use
- By awarding small grants to enable voluntary organisations to recruit, improve good practice and retain their volunteers, we have helped 50 local voluntary groups. This has benefited both the organisations and hundreds of volunteers.

Provide practical help to support the voluntary sector e.g. media training for representatives from 70 voluntary organisations:

- The focus of our programme was to increase the quality of volunteering and the capacity of volunteer using organisations to increase their sustainability through these current challenging times. Media skills have been delivered via 'training the trainers' for voluntary organisations to up skill and cascade practical ways to engage with a variety of media sources. The media training was taken into 70 voluntary organisations and was tailored for their use. Feedback showed that press releases, radio interviews and Kent TV have been used. Outcomes include increased volunteer recruitment and increased fundraising. There is a demand for further training by a range of other groups
- We have followed up the media skills training we have offered, to enable the participants to best use their learning. Outcomes have included increased volunteer recruitment and increased fundraising for the sustainability of groups and projects
- Using multimedia e.g. web, local press, radio and Kent TV we have up to date avenues to keep the public informed on information about volunteering
- We have delivered a media campaign to highlight the need for volunteers to engage with youth activities and to show how young volunteers enjoy benefit from volunteering.

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Continue to build and benefit from partnerships focused on common goals. Leading on this is the Kent Volunteers Advisory Group (KVAG):

- The partnership is chaired by the Chairman of KCC and members represent a range of influential voluntary organisations such as Volunteer Centres, Kent Council Voluntary Youth Service, Citizens Advice Bureau, Kent Wildlife Trust, & St John. With KCC officers and statutory partners, including Health and Kent Police, the network is able to identify good practice as well as barriers to volunteer engagement and see ways to work together to increase involvement. Business partners have contributed either with sponsorship or help in kind
- The members of KVAG have shown by example that by working together, efficiencies of sharing knowledge and practice can develop sustainable volunteer involvement. For instance, Kent Police worked with Kent Volunteers to develop opportunities for volunteers across their services. Now some 350 are engaged with a sizeable waiting list. Recent work with Kent Fire & Rescue Service (KFRS) & Voluntary Action Within Kent has enabled KFRS to develop a scheme to involve volunteers in a range of their services to increase community benefit and also to establish an employee volunteering scheme
- Working in partnership at events to share good practice has brought the programme to the public across the county. For instance with Jobcentre Plus at the County Show in 2009, advice was on hand to show the link between volunteering and employability. This partnership work has progressed to pilot an innovative project involving Jobcentre Plus staff and the Volunteer Centres in Maidstone & Malling areas. Jobcentre staff have been briefed on local volunteering opportunities and how involvement can be a pathway to work and are now linking their customers to appropriate organisations via the Volunteer Centres
- The Kent Volunteers Partnership is now 11 years old and while work has adapted and responded to local need across the county, the focus remains valid, bringing benefit to individuals, communities and our countryside. With volunteers and partners, we were able to showcase highlights of the work and anticipate future developments at a celebratory event in 2010
- The significance of volunteering and the valuable contribution this makes to community safety was clearly shown by statutory & voluntary partners in the January 2010 Community Safety Partnership conference. Outcomes from this aimed to strengthen existing partnerships and increase networking opportunities. We have also been able to show the value of volunteers in the personalisation agenda in a KASS event this year, and also to support the success of KCC in gaining funding for the Youth Community Action Pilot scheme. The pilot aims to engage 14-16 year olds from 13 schools across the county in community involvement. Currently 2,600 students are engaged with the target of 4,000 aimed for by March 2011
- Work with KDAAT and the Prison Service has also shown that focusing on creating volunteering opportunities in the workplace (KCC) can enable pre-release prisoners to use administrative skills and gain worthwhile experience to use on release.

Celebrate the contributions and achievements of volunteers:

- Since 2006, the Kent Volunteers Awards for Volunteering Excellence, has identified and thanked 2,000 individuals and organisations representing many more thousands of volunteers benefiting our communities and environment

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- The partnership has shown KCC's recognition of the value of volunteers and enabled business to showcase their corporate community involvement. The volunteers' stories have inspired others to get involved
- Kent Volunteers Awards for Volunteering Excellence Ceremonies have been held and thousands of volunteers have been recognised and thanked, and their stories have inspired others.

Lead on good practice in volunteering:

- The quality of volunteer management in KCC has been recognised. The Youth Offending Referral Panel Volunteers and Learning Champions in Adult Education have achieved the national Investing in Volunteers (IiV) standard
- Building on the achievement of the Youth Offending Service and Adult Education, two further KCC units have gone forward for accreditation to the Investors in Volunteers national standard. Now volunteers in KCC's Environment & Waste Division have also achieved the accreditation and Sports, Leisure & Olympics are working towards this
- KCC was the first local authority in England to develop an Employee Volunteering scheme and this continues to grow with 35% of KCC staff volunteering with many more using the encouragement we provide to volunteer in their own time. Benefits include personal and team development and evidence of making a difference to projects and the community. One example is the Kent Highway Alliance who partnered with young offenders volunteering together on a conservation project. A further outcome was that five young people were offered jobs with the Alliance on their release. Increasingly staff are developing a relationship with their chosen charity to continue the impact. We are linking this work with the 'Volunteer Your Skills' Campaign
- Excellent management of volunteers in KCC is crucial to the delivery of quality services. Led by KCC Personnel and Communities Policy & Resources, a lively staff group now share practice. This is also helpful to new volunteering activities such as in the development of volunteer roles in Children's Centres and Adult Social Services. In 2010 a conference has been held to bring these volunteer managers together, address issues of mutual interest and share good practice. This conference provided an opportunity to launch KCC's new guidance document 'Engaging Volunteers – a starter toolkit'. This is a good practice guide that can be used by statutory and voluntary groups
- Ongoing contribution to the national strategic volunteering agenda: Our County Co-ordinator is Vice Chair of Volunteering England and KCC is recognised by the LGA as a leading authority in volunteering development.

What more are we going to do?

- Support more clubs to achieve Clubmark accreditation
- Work with identified Governing Bodies of sport to encourage more clubs to sign up to the Club Connect card scheme and seek to increase the benefits
- Work with Governing Bodies of Sport to secure funding for further development officer posts and work in Kent and to continue to support existing posts with an administrative base
- Provide further small grants to clubs and voluntary sports organisations in order to develop more sports opportunities including links with schools
- Continue to promote the Kent eVent Team with a view to registering 2,500 volunteers for one-off sport, leisure and cultural events. This scheme will help Kent's volunteers prepare to volunteer for the 2012 Olympic and Paralympic Games

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- Develop the KCC Volunteer Manager's Network, involving new members and meeting identified issues and needs. Within this we will work with KCC managed volunteers to ensure good practice
- Work with Jobcentre Plus and Volunteer Centres to rollout the pilot to other areas of Kent, likely Swale and Tunbridge Wells. We will identify suitable opportunities where skills can be used and also where skills can be gained
- Contribute to events involving volunteer development and the creation of volunteering opportunities
- Work with KCC managed volunteers to ensure consistency in good practice
- Continue to grow the employee volunteering scheme encouraging more sustainable links with voluntary organisations. Develop secondments/placements within voluntary organisations as an integral option in the Graduate Development Scheme.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual	2010 (since April)
Number of sports clubs achieving Clubmark accreditation (cumulative since 2006/07)	75	90	149	175	175	184
Number of sports clubs receiving services via the ClubConnect Card (cumulative since 2006/07)	0	200	285	400	334	354
Number of volunteers managed by KCC (excludes schools)	1,500*	2,200*	2,500	3,000**	3,500*	N/A

* Based on estimates

** Original target was 1,800

Monitoring completed by: Chris Hespe / Carole Kincaid

Date: July 2010

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Target 47: Create and launch initiatives that facilitate more competitive sport in schools, support after-school sports clubs and sponsor more inter-school competitions and holiday sports programmes		
Lead Cabinet Members: Mike Hill/Sarah Hohler	Lead Managing Directors: Amanda Honey/Rosalind Turner	Lead Officers: Chris Hesse/Danny O'Donovan

Status: Completed

List the partners with whom we are working to deliver this target:

15 Kent Sports Colleges, 13 Kent School Sport Partnerships, competition managers, Kent sports clubs, Governing Bodies of Sport, Youth Sports Trust and Kent School Sports Associations.

Outcomes delivered:

We are progressively increasing the amount of PE in Kent schools as can be seen from the PI table. In addition, over 50% of pupils are involved in inter-school sport competitions, which is above the national average of 44%. Specific outcomes are as follows:

Improve access to competitive sport including after-school and during the school holidays:

- As at April 2010, 187 new or enhanced out-of-school activities for young people have been funded and delivered both after-school and during the school holidays. Examples include the following:
 - Community Volleyball Sport Unlimited Programme – This is being delivered by Maidstone School Sport Partnership this is a programme to engage semi-sporty young people in an activity that also provides a pathway for them to continue participating after the Sport Unlimited sessions. There are eight weekly, hour-long volleyball sessions running at ten different school sites using club coaches. They are offered to young people across the district, not just those attending the particular schools. 92 young people regularly attend the programme.
 - Kent Crusaders Basketball Club – This is a week long summer Day Camp aimed at boys and girls between the ages of 7 and 18, from beginners to elite basketball players. Promotional work included visiting/coaching a number of primary schools in the local area to get more children interested in the sport. Free passes were also given to a number of children from within these schools to help get more children involved. The Camp opened the eyes to many younger children in the area to basketball in general and many of the children who attended the camp are pursuing the sport either at school and/or at club level. All children who attended the camp have shown interest in attending further camps at the club and many have asked for further information on basketball i.e. where they can play it closer to home, etc. A couple of the schools visited have also shown interest in starting basketball within their school as after school clubs and possibly even PE lessons.
- KCC Sport, Leisure & Olympics Service has also worked with the school sport partnerships, local authorities and extended schools managers to co-ordinate a successful bid for over £1million from Sport England to run a 'Sport Unlimited Programme' as part of provision for young people to participate in up to 5 hours PE and sport per week. In the first year approximately 100 schemes were funded. 119 programmes have been run

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in 2009/10, and current plans for 2010/11 indicate a minimum 100 programmes seeking funding, although this is likely to increase with further funding allocations in the year

- The Sport Unlimited programme in year 1 provided opportunities for nearly 6,000 young people to regularly participate in a wide range of sports opportunities across Kent. By the end of March 2010, 12,300 young people had been involved in sports schemes funded through Sport Unlimited. This programme, allied to the work undertaken by School Sport Partnerships to increase participation in PE and school sport, will contribute to providing a five hour offer of PE and sport for young people in the county
- In 2007/08, the trials and heats associated with the Kent School Games (see Towards 2010 target 22) generated over 500 competitions and festivals with over 500 schools actively involved at a local level. The finals events in June 2008 were highly successful with 23 sports, involving over 50 events and around 1,200 medallists. The Finals events in 2010 included 38 sports, 13 venues and the inclusion of further cultural elements, including a spectacular artistic 'Opening Ceremony', involving talented young artistic performers from local Schools. Approximately 6,400 young people were involved in the Finals and 550 schools involved in the Kent School Games throughout the year. In addition, the national interest in the Kent School Games Model, as something that could potentially lead to a National Schools Olympics, if replicated in other counties, has been followed through in the recent Coalition Government's Sports Policy announcement
- The Kent School Games is becoming embedded within the schools competition structures, with the competition managers playing a key role in ensuring increased competitive opportunities for young people in schools.

Improve co-ordination of activities across the county through specialist posts and networks:

- The strategic post of County Officer for School Sport and Physical Education has been embedded into the KCC CFE staffing structure. It is anticipated that the network of Sports Colleges will undertake a key role in training and continuing professional development for teachers at a local level, as there will be no specialist PE Advisory function within the new CFE structure
- Key networking groups have been established to form a strategic forum for school sport across Kent to promote and deliver a rolling programme of sporting activities under the leadership of the new county officer
- A senior competition manager and six competition managers have been appointed since September 2007 using Youth Sport Trust funding. All managers work within the 13 School Sport Partnerships in Kent to strategically co-ordinate inter-school competition within their area to ensure there are increased opportunities for young people to compete in a wider range of activities. This network of competition managers is supporting the Kent School Games to embed the work within schools
- Six Further Education Sports Co-ordinators (FESCos) have been established in FE Colleges in Kent through Youth Sport Trust funding, aiming to provide additional sporting opportunities for 16 to 19 year olds
- A countywide website for the collation of fixtures and results of school sport competitions has been developed by the competition managers, to facilitate and promote competitive school sport across all school sport partnerships
- A BSF PE & Sport Stakeholder Group had been established to ensure the needs of PE & Community Sport are taken into account within BSF developments. However, with the recent Government announcement to halt the programme, this group will no longer continue to meet, but will re-convene if necessary in the future.

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Help increase the quality of PE and sport provision – coaching and refereeing accredited courses have been organised and 69 primary schools have had their playgrounds developed:

- Coaching and refereeing accredited courses have been organised through ‘Learning Communities’ facilitated by Advisory Service Kent, to increase the number of adults with qualifications to improve the quality of provision for competitive sport across schools
- 69 primary schools have had their playgrounds developed through a combination of Lottery and KCC Performance Reward Grant (PRG) Funding, administered through the KCC Sport, Leisure & Olympics Service.

What more are we going to do?

- Introduce new inter-school leagues and competitions, through the Competition Managers network, to fill the gaps in competition structures
- Continue to plan for future Kent School Games and to develop their format, in light of the recent Government announcement and to work with each school sport partnership area in order to seek to increase participation rates and the number of schools involved
- Maximise the opportunities of the London 2012 Games to encourage more young people to take part in sport within and beyond school hours through the organisation of a range of festivals and competitions linked to the national strategy for school sport
- Organise the School Sport celebration and awards event linked to the Kent School Games to highlight the sporting talents of young people in Kent schools
- Continue to increase opportunities for young people to access sporting opportunities through a range of providers via the Sport Unlimited Programme.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Percentage of pupils taking part in at least two hours of high quality PE and out of hours school sport per week	84%*	88%	81%**	100%	Due Nov 2010***
Percentage of pupils involved in inter-school sport competitions (academic)	New indicator	44%	50%	50%	52%****
Number of new out of school hours sports programmes (cumulative since 2007/08)	New indicator	63	121	163	187

* This figure was 66% as at July 2006 and increased rapidly in 2006/07

** Definition change to only include hours within the curriculum

** *Local records show this was 84% as at December 2009 and 87% as at July 2010

**** Estimate

Monitoring completed by: Chris Hespe/Danny O’Donovan

Date: 9 July 2010

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Target 57: 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 the police presence in problem areas

Lead Cabinet Member:

Mike Hill

Lead Director:

Amanda Honey

Lead Officer:

Stuart Beaumont

Status: Completed

List the partners with whom we are working to deliver this target:

Kent Police, district councils, parish councils, police community support officers, Kent Fire and Rescue Service, Community Safety Partnerships (formerly known as CDRPs), National Probation Service and KCC Service Units (i.e. Emergency Planning, CFE, Highways, Clean Kent, KASS, Trading Standards, Youth Service, YOT, Libraries)

Outcomes delivered:

Help communities to raise and tackle local issues:

- The 101 Kent Community Wardens have had a real and positive impact and are a vital asset in the development of their neighbourhood policing programme
- Community wardens are now embedded with Neighbourhood Policing teams including police community support officers (PCSOs) using problem identification and solving techniques and a shared tasking and co-ordination process to identify issues and target activity
- Where appropriate, wardens are part of PACT (Partners & Communities Together) panels and by working in partnership they are able to make the best use of their local knowledge and promote the use of KCC services. In Greenhill, residents can keep up-to-date via a dedicated PACT website created by the panel (www.greenhill.btik.com) in which the community warden plays an integral and highly successful role. To date the main priorities identified have been speeding, dog fouling, litter and anti-social behaviour, and as a result more dog litter bins have been provided; fixed penalty notices have been issued to dog owners, for failing to clear up after their pets; motorists have been stopped and warned about their driving; and problem families are being monitored
- Community wardens also collect information from residents about their priorities and pass the information to the PCSO/Neighbourhood Police Officer for inclusion in the joint problem solving database as part of the PACT process
- The KCC Community Safety Unit produces regular crime updates which at an operational level assist with identifying issues, making decisions and targeting work. The updates keep members and senior KCC staff informed
- In conjunction with the Kent Criminal Justice Board and Kent Police, the Community Safety Unit developed the 'Restorative Neighbourhoods' project which was launched in pathfinder sites in Shepway and Maidstone in January 2009. 'Restorative Neighbourhoods' looks to address issues identified by the local community by bringing victims, offenders and communities together to bring resolution to problems before formal entry into the criminal justice system. In November 2009, the pilot area was extended to Tunbridge Wells to include all frontline officers including the KCC Community Wardens. The Restorative approach has been rolled out across the County with all frontline Police Officers being trained by June 2010
- The Community Safety Training Partnership, working in close liaison with the Kent Safe Schools Restorative Approaches Co-ordinator, has jointly set up a 'Restorative

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Approaches Practitioner Forum for Kent', to encourage better partnership working and the sharing of good practice. The Forum is attended by various agencies and organisations from across the county. The Community Safety Training Partnership has provided Restorative Approaches Training Support for several schools and a college in the Kent area and has also assisted Kent Police with the delivery of training to Police and Community Support personnel

- The community wardens have developed a new scheme called 'Bluff the Bogeyman' designed to help protect elderly or vulnerable people from opportunist criminals and distraction burglars. Educational material has been produced for all Community Wardens including a DVD, workbook and PowerPoint presentation.

Enhance the ways they help and build relationships with local communities:

- Kent community wardens, although originally envisaged as a visible uniformed presence to tackle anti-social behaviour, have developed a much broader remit, working with a wide range of other authorities and services. Their operations range from walking buses through to providing intelligence to the police which has led to a variety of arrests
- The wardens work closely with many KCC services either signposting their service or providing information direct to members of the public. Examples include collation of intelligence for Trading Standards; referrals to Social Services; school talks about road safety and 'stranger danger'; assisting Emergency Planning with events and working alongside them and Trading Standards in emergency situations
- The wardens facilitate a number of activities and events within their communities, both big and small to engage with the local residents, the largest of which has been the countywide 7 a-side football tournaments. Kent community wardens work in partnership with Charlton Athletic, Kent Police, Kent Fire and Rescue and others, successfully involving more than 2,000 'hard to engage' young people, since 2007, in this positive diversionary activity. These events are helping to strengthen communities, receiving support from local residents and retailers as well as providing a positive outlet for youthful energy
- The Community Safety Unit, in conjunction with partners, established the multi-agency 'Positive Tickets' pilot scheme, aimed at rewarding young people for engaging in positive activities and/or improved behaviour with vouchers for shops or activities. The positive ticket is viewed as an ice-breaker and provides a gateway to better relationships between authority figures and young people
- Wardens have provided awareness training to over 15,000 people since 2006 against the dangers of bogus callers, helping the elderly and vulnerable to remain safe and secure in their own homes
- A successful bid was made under the government funded Future Jobs scheme for the recruitment of 30 young unemployed persons to join the Kent Community Wardens Service on a 6 month basis as Support Wardens. A bespoke two week training course was designed by the Community Safety Training Partnership, covering various aspects of the work carried out by the Community Wardens with Kent Adult Education providing Life Skills Training, to assist and enhance personal development and future employment opportunities,. The Support Wardens were deployed to work with experienced Wardens focusing in particular on environmental and youth issues. Two groups of young people have already completed the 6 month programme with the remainder due to finish in August 2010 and most have really enjoyed the experience. With new skills and a new found confidence, some of the young people have been able to find employment, whilst others are keen to become full-time wardens if the opportunity arose. It is anticipated that there will be a new intake of support wardens later in the year

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- The Kent Community Warden Service was recognised at the National Employers Forum on Age / Belief (EFA & EFB) Awards ceremony in July 2010 for the Support Warden programme. They won the category for EFA Best Public Sector Innovation Award and the judges commented that “KCC have shown a real proactive effort to engage with young people and promote community cohesion in often difficult circumstances”. In addition, the Kent Community Warden Service was shortlisted for the EFB Public Sector Award for their training and work with vulnerable diverse groups in the community
- Community wardens have been working with a variety of organisations in the Sevenoaks district to promote the need for local communities and business to involve adults with learning disabilities. As a result the wardens have received a special commendation in recognition of their service in promotion of an inclusive ‘community for all’
- Since 2006/07, the Kent Community Wardens have increased their visible presence in their communities to over 75%, spending time out and about, providing advice, reassurance, visits and surgeries
- Between April 2006 and March 2010, Kent Community Wardens were involved in almost 200,000 activities, incidents, queries or interactions with the public and over 145,000 instances of Partnership working
- Kent Community Wardens can have a real and lasting impact on the lives of the residents in their communities, as they have the time to listen to people, they can offer help and advice and are committed to finding solutions to their problems. A few examples of their work include:
 - In partnership with a local Primary School, KCC Clean Kent and the District Council, a warden arranged for a group of young volunteers (aged 14 – 16 years old) to get involved with clearing a plot of land at a nursery school to give the young children a garden. The young children at the nursery are now planting seeds and bulbs and hanging feeder boxes and nesting boxes in the trees and bushes
 - During the heavy snow in 2009/10, wardens in Shepway made deliveries of prescriptions/food to elderly vulnerable people, helped move vehicles stuck in the snow and also visited and provided a vulnerable lady in Greatstone with two heaters from the Office in Lydd as she had no heating
 - A warden received complaints from residents regarding parking around school gates with driveways being blocked and cars double parking. In addition children were also being noisy and rude, running over gardens and breaking down fences. The warden, with the local police, held a meeting for all residents to discuss the issues, which resulted in people communicating with each other, parking issues being resolved and a Neighbourhood Watch being set up
 - Looking out for incidences of litter, graffiti, dog fouling etc. is all in a day's work for Community Wardens, and the warden in the Loose area of Maidstone, recently reacted swiftly to an attack of vandalism and graffiti on a local youth shelter, documenting the incident and arranging for the site to be cleaned up. Whilst other wardens get involved in organising anti-dog fouling initiatives and litter picks in their communities
 - Wardens use tactics like community engagement, local knowledge and lateral thinking to solve problems. Dropped litter, such as discarded bottles in children's playgrounds, can indicate underage drinking. In these cases the Warden will work with partners such as Trading Standards and the police to identify retail outlets selling alcohol and cigarettes to young people.

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Extend neighbourhood policing:

- Wardens also contribute to, and assist in the Neighbourhood Policing teams' ward level quarterly newsletters which target perceptions of crime, including collation of information, delivery of newsletters and seeking feedback from residents regarding awareness of their neighbourhood policing teams and satisfaction, etc.
- The Community Safety Training Partnership continues to work with the Central Neighbourhood Policing team, Kent Police College and the Kent Partnership to develop and deliver training which will enhance neighbourhood policing in Kent. This includes Police Accreditation training for over 200 Kent County Council/ Local Authority Wardens, Parking Attendants and other Enforcement Officers in Kent and Sussex, as well as Professional Witness training
- The Community Safety Training Partnership has worked closely with the Government Office for the South East (GOSE) with regards to the design and delivery of workshops to Community Safety Partnerships (CSP) throughout the south east region. To support delivery of the 'National Standards' the Home Office provided KCC with £12,500 funding to help finance the workshops. Seventy CSP representatives across the South East Region attended at least one of the workshops provided by the training centre and feedback has been very positive
- The Kent Community Safety Training Partnership has provided or delivered training to in excess of 3,500 people during the lifetime of the 'Towards 2010' initiative. The training team have also provided consultancy support, covering a whole range of Community Safety topics, to KCC personnel and external partners/agencies
- The need for a partnership approach to training 'Prevent' was seen by the Prevent Partners Steering Group as a priority and in June 2009 the Kent Community Safety Training Partnership was identified as the most effective Unit to deliver such training. To date, awareness training has been delivered to 1800 people, including Local Authority and CSP representatives across Kent, all Kent Community Wardens and other KCC staff.

What more are we going to do?

- The community wardens will continue to work with partners to deliver the countywide football tournaments
- The objectives of 'Prevent' is to focus on dealing with violent extremism through the building of strong local partnerships that deal with anxieties and grievances and build cohesion capacity in communities. The KCC Community Safety Unit is leading on partnership engagement for this important area
- A service improvement plan is proposed to be implemented during 2010 /2011 which will formalise the wardens role with a wide range of frontline service providers such as Probation, Children and Families, and Youth Offending. As well as increasing the warden deployment locations and population coverage of the service, ensuring a much wider presence across the County
- The aim in 2010/11 is to create stronger links between street level intelligence gathering systems, the PaCT format (Partners and Communities Together) and the Localism reforms in order to improve KCC member engagement. Greater use is being made of technology (via Blackberrys) in recording the outcomes of engagement with the public and this should result in improved public participation and input to the joint problem solving database
- In 2010, it is anticipated that the Community Wardens will join Kent Police's blackberry scheme which will allow direct access to the problem solving database. This will enable

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the wardens to become more integrated with Neighbourhood Police teams and allow a greater degree of information sharing to more effectively deal with community priorities

- Community wardens already have a presence in district and borough Community Safety Units (CSU), however, they will work more closely with both CSUs and neighbourhood policing teams to jointly manage tasks, allocate resources and deal with issues on a daily basis
- In the autumn/winter of 2010/11 it is anticipated that there will be a further intake of young unemployed persons to join the Kent Community Wardens Service on a 6 month basis as Support Wardens, funded by the Future Jobs Fund.

Measurable indicators:

None – This Towards 2010 target has been formally agreed as having an ‘aspirational’ status and progress is measured via qualitative means.

Monitoring completed by: Stuart Beaumont

Date: 14 July 2010

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Target 58: Help maintain Kent's low levels of burglary and car theft and work with off-licence, pub and club owners to reduce alcohol-fuelled crime and disorder, anti-social behaviour and domestic abuse.

Lead Cabinet Member:
Mike Hill

Lead Director:
Amanda Honey

Lead Officer:
Stuart Beaumont

Status: Completed

List the partners with whom we are working to deliver this target:

Kent Police, Community Safety Partnerships (CSPs) (formerly known as CDRPs), Kent Trading Standards, town centre managers.

Outcomes delivered:

By focussing on this target we have helped to:

- Decrease crime across the KCC area by approximately 26% between 2006/07 and 2009/10 and in particular:
 - Domestic burglary which has reduced by approximately 24%
 - Car crime which has reduced by approximately 39%.
- In addition to the decrease in crime rates, peoples' perceptions of crime and anti-social behaviour has seen a general improvement across the KCC area since 2006/07 e.g:
 - The percentage of people worried about burglary has decreased from 56% in 2006/07 to 36% in 2008/09
 - Fear of four specific crimes (domestic burglary, car theft, mugging/robbery & physical attack) in Kent has reduced from 44% in 2006/07 to 28% in 2008/09
- Across the county there are a number of initiatives to help reduce burglary and help people to feel safer in their homes, including door step crime/bogus caller awareness training; which has been provided by Kent community wardens to over 15,000 residents within their communities, since 2006
- In response to the concern about anti-social behaviour (ASB), the Community Safety unit has produced an ASB strategy for KCC
- Kent community wardens support the ASB strategy by continuing to act as 'the eyes and ears' of the community with information reports being passed to Trading Standards and Kent Police as well as working with Victim Support to help residents who have been victims of crime or low level anti-social behaviour
- The percentage of Kent people who consider that one of the seven types of ASB identified in the Kent Crime and Victimization Survey – "teenagers hanging around" is a very or fairly big problem has decreased from 34% in 2006/07 to 18% in 2009/10
- The Community Safety Training Partnership has developed a toolkit, in partnership with Kent Police, Kent Probation and others, which provides a joined up approach to the identification and management of those offenders who cause the greatest harm to local communities through their criminality.

Specific developments have been are given overleaf.

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Create a safer night time economy (NTE):

Recorded NTE crime has reduced and people's feelings of safety at night have increased:

- Under the umbrella of the Safer Kent Delivery Group, statutory partners joined forces to establish a managed NTE
- Various initiatives tackling the issues of night-time disorder have been carried out by Community Safety Partnerships (CSPs) (formerly known as CDRPs) across the county including Dartford's 'Grabbacab' service. During 2007/08 the 'Grabbacab' scheme contributed to a 25% reduction in NTE crime (specific crimes occurring between the periods of 8pm and 4am between Thursday night and Sunday morning) in Dartford compared with the previous year and across the county between 2007/08 and 2008/09 NTE crime (specific crimes committed by offenders under the influence of drink or drugs between the periods of 8pm and 4am Monday to Sunday) has shown a 22.7% reduction, making Kent a safer place for its residents
- The reduction in NTE crime also linked with the results of the Kent Crime and Victimization Survey (KCVS) which showed that since 2006/07 feelings of safety at night (at home alone and walking alone at night) in Kent, have increased from 74% to 81% by the end of 2008/09. In particular feelings of safety walking alone at night are at their highest for the last four years rising from 55% in 2006/07 to 67% at the end of 2009/10.

Tackle alcohol misuse problems via campaigns linked to underage sales:

- Kent Trading Standards undertake targeted underage sales campaigns using intelligence from the KCC community wardens, local licensing officers and the public aimed at reducing the sale of age-restricted goods
- The Community Safety Training Partnership has delivered police accreditation training on behalf of Kent Police, including the provision of enforcement notice training to trading standards officers to enable them to issue penalty notice disorders
- In January 2008, KCC held an alcohol seminar to discuss ways to tackle alcohol-related problems in towns and city centres and looked at how to improve treatment and support for people with alcohol problems
- In May 2008, the Community Safety Unit worked in partnership with a number of other KCC units to help with Gravesham BC's successful week-long campaign on alcohol. The campaign has since been repeated
- In November 2008, the multi-agency Kent Community Alcohol Partnership (KCAP) which includes Kent Trading Standards and Kent Police was officially launched, aimed at changing the attitudes to drinking among young people and supporting retailers to reduce sales of alcohol to underage drinkers. The evaluation report produced by the University of Canterbury found that the project was well managed and drew together partners into a shared vision. It praised the level of communication between all partners including the retailers and publicans. The Accreditation Scheme for licensed premises was highlighted as a sensible and well-thought out move and was suggested to be of great use in future implementations of KCAP since it provides a set of clear and achievable guidelines for retailers and publicans. Other recommendations were that future projects should draw in partners from Education, Youth Work, Health and also the alcohol industry itself. Clear successes were highlighted as residents in the pilot areas reported they felt safer in the areas where they lived and the proportion who thought a number of anti-social behaviours were a problem in their area had declined. Criminal damage in the pilot areas fell during the pilots by 28% overall which is 6% higher than in the non-pilot areas of Kent. In Edenbridge, criminal damage had fallen by 43%, in Thanet by 36% and in Canterbury by 16%

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- In November 2009 KCAP was extended to include Herne Bay, Whitstable, Cliftonville, Margate, Maidstone and Swanley and results are already being seen as the following quote from a member of the Kenward Trust who is also a member of the KCAP Tactical Group shows: “Before KCAP came into Swanley the young people were very hard to engage with due to the easy accessibility of alcohol. Once KCAP came into the area, it became harder for young people to purchase alcohol. Working in partnership with Kent Trading Standards, Kent Police, Youth & Community, West Kent Extra and Refocus a lot of work is being done with young people because they are engaging more with what is being offered to them. The partnership working within KCAP is the success of some great work. I have seen two areas where there has been large underage drinking and with the support of KCAP I have noticed the difference in how young people are more acceptable to engaging with what we are doing.”
- Over the last few years the targeted underage sales campaigns undertaken by Trading Standards have resulted in a number of prosecutions, penalty notice disorders, licence reviews and cautions in respect of the sale of alcohol to young people under the age of 18 years.

Encourage domestic abuse victims to report incidents to police:

- KCC funds the majority of the Kent & Medway domestic abuse co-ordinator post, who is responsible for ensuring that actions from the ‘Kent and Medway Domestic Violence Strategy Group’ (KMDVSG) are implemented with all partners
- The inter-agency KMDVSG group established a delivery plan for 2007 to 2010 encompassing prevention, early intervention, protection, justice and victim support
- Kent Police figures demonstrate that reported incidents of domestic abuse have been increasing over recent years, which could be due to increased awareness and publicity of services; increased public confidence in reporting incidents of domestic abuse to Kent Police; enhanced training for front line practitioners to enable them to identify and refer victims of domestic abuse to the appropriate services. During 2009/10 the repeat victimisation rate (victims subject to abuse two or more times during a 12-month period) was 23.8%, which is an increase compared to 2008/09
- Multi Agency Risk Assessment Conferences (MARACs) have been running in Kent and Medway since July 2008 and were rolled out across all areas by August 2009. At MARAC, agencies share information and are asked to commit resources to those victims and families assessed at highest risk of future serious abuse/danger
- During an 18 month period, from May 2007, the independent domestic violence adviser (IDVA) at the Specialist Domestic Violence Court (SDVC) in Maidstone, received 233 referrals and supported clients at a total of 89 domestic violence trials resulting in 56 convictions. Feedback from clients has been positive with comments such as “I felt listened to and safe” and “Without the people at court I would not have been able to have gone through with the case”. A new SDVC in Margate is due to go live in July 2010
- The Domestic Violence Executive Group, which is a subgroup of Safer and Stronger Communities Group, has been established with a key priority to achieve more sustainable funding for IDVA posts across the county
- The Community Safety Training Partnership provides Domestic Abuse training for Community Safety Partners across Kent. To date, training has been delivered to all Kent Community Wardens, Primary Health Care Trust Health Visitors and Kent Police Domestic Violence Officers. One of the Community Safety Training Partnership trainers can be commissioned by the Kent and Medway Domestic Violence Co-ordinator to provide ‘train the trainer’ courses to partnership agents and organisations

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- In July 2010 a multi-agency ‘Lean’ event took place to assess whether the processes relating to dealing with domestic abuse are both efficient and effective and to also identify any cost savings and refocusing of resources which could be utilised to deliver full IDVA services across the County. The event was attended by a mixture of practitioners and managers from across a range of organisations that are involved and work with domestic abuse on a daily basis.

What more are we going to do?

- KCC’s Community Safety Unit will continue to link with partners’ ASB initiatives
- KCC will continue to lead with the establishment of an ASB multi-agency forum
- The County Strategy Group, Chief Officer Safer and Stronger Communities Group and the Chief Constable have indicated that systems and training relevant to ASB are a key priority. The Community Safety Training Partnership is therefore in the process of developing products that will positively impact on ASB across Kent. They will also provide support to highlight good practice across the county.
- The Kent and Medway Domestic Violence Strategy Group (KMDVSG) will develop a new domestic abuse strategy and delivery plan for 2010 onwards
- We will work with partners to closely monitor and react to changes due to the current economic climate
- Trading Standards will continue to undertake test purchasing and review of licences
- Following on from a positive evaluation of the KCAP pilot, the Partnership will roll out the initiative to additional areas of Kent and will continue with the accreditation scheme for retailers
- The KCC community wardens will initiate a pilot project in the Canterbury area, subject to funding, to set up a series of workshops aimed at adults to raise awareness about the amount of alcohol in the home and how easily it may be accessed by children
- KMDVSG set up a steering group in August 2009 to develop a Specialist Domestic Violence Court in East Kent, this is due to go live in July 2010 and work is underway to try and establish additional SDVC’s in other areas.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Domestic burglary per 1,000 households	10.7	8.5	7.8	Maintain or reduce 2006/07 baseline	7.8
Car crime per 1,000 population	10.3	8.6	7.8	Maintain or reduce 2006/07 baseline	6.2

Monitoring completed by: Stuart Beaumont

Date: 14 July 2010

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Target 60: Support young people to reduce the risk of them offending		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officer: Angela Slaven

Status: Completed

List the partners with whom we are working to deliver this target:

Partners are drawn from a wide range of agencies:

KCC Communities Directorate - the Youth Service, the Kent Drug & Alcohol Action Team (KDAAT) and the Community Safety Unit; Children, Families & Education Directorate - Children's Social Services, Education & Health; Kent Police; Crime & Disorder Reduction Partnerships from each of the Districts; Connexions & the Kent Fire & Rescue Service.

Outcomes delivered:

The Youth Offending Service (YOS) strategy designed to meet the Towards 2010 Target 60 is now an integral element of a wider preventative strategy led by the Children's Trust Board with significant contributions from Kent Police.

In 2006 a limited number of Youth Inclusion Programmes were established across Kent using a ring fenced-prevention grant from the Youth Justice Board. These initiatives were responsible for the assessment and delivery of interventions to children and young people aged 8-17 years who had been identified as being at risk of offending and built on some earlier small scale projects such as 'Power' and 'Action 7'.

Outcomes delivered to date are as follows:

A reduction in the number of children and young people entering the Youth Justice System as can be seen by the PI table:

- Less children and young people have been entering the Youth Justice System since 2006
- Other activity commissioned by YOS or with partners in order to address known risk factors for those young people at risk of entering or already in the system includes:
 - Education, training and employment opportunities, improved through links with the Learning & Skills Council (LSC) and now the Young People's Learning Agency (YPLA), for example, in developing the 'New Skills New Lives' initiative. This aims to improve the employability and employment prospects of post-16 year olds as does the establishing of a "Rapid English" programme which assists young people with their literacy skills
 - Health services, which have increased their investment in YOS both in terms of staff numbers (there are now four mental health practitioner posts, two funded by each of the PCTs) and in mainstreaming the YOS Dual Diagnosis Project across locations in East Kent and an objective for the service to be available countywide
 - Substance Misuse Services – the ongoing partnership between YOS and KCA to provide assessment and where necessary treatment services
 - Accommodation opportunities which it is hoped will increase as a result of joint work with Children's Social Services (the Southwark Judgement, House of Lords, May 2009) and the Local Housing Authorities and via the developing links with Supporting People designed to enable improved access for young people to private sector accommodation and to floating support

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- Resettlement – YOS, using a time limited ringfenced grant provided by the Youth Justice Board, has implemented two Integrated Resettlement Co-ordinator posts who are working with both case managers in YOS and with secure establishments to support the effective preparation of a young person for their return to the community and to contribute to their supervision on release. It is intended that this service will reduce the likelihood of this high risk population re-offending
- Deter Young Offenders – this is a national initiative and involves YOS working in partnership with Kent Police to provide close supervision and surveillance of those amongst the youth offending population, averaging between 50 – 60 young people at any one time, most likely to re-offend. The Police Officers attached to the Service are now focussing their time on these young people and working collaboratively with their colleagues in the Police and Probation led Offender Management Units. The restructuring of YOS led to an alignment between the YOS and the Police areas in order to facilitate this joint working
- Intensive Supervision & Surveillance – this programme which is jointly managed with the Medway Youth Offending Team targets the more prolific and more serious young offenders. It has a strong record for securing compliance to and completion of the requirements.

In 2007 the County Youth Justice Board endorsed a proposal to refocus the prevention activity leading to the development of Youth Inclusion Support Panels in each of the 12 Districts throughout 2008/09.

The Panels are responsible for:

- Receiving referrals from children's services (e.g. schools, single points of access) and community safety (e.g. Anti Social Behaviour teams)
- Undertaking the assessment of all children and young people (aged 8 to 17 years) to identify where and for what reasons those referred are 'at risk' of offending
- Co-ordinating the delivery of services to match to the risks and needs identified during the assessment
- Monitoring the progress of the child/young person during an intervention of between three and six months duration.

YOS has supported a range of related diversionary activities outside the formal youth justice system that have clear links with other targets, for example:

- Delivery of education programmes on drug and alcohol misuse through the Drug Intervention Support Programme (DISP) and the Alcohol Support Programme in support of National Indicator (NI) 115
- Piloting by the Police of Restorative Neighbourhoods with which the YOS victim offender mediation service has become involved in support of target NI 57
- Accessing and developing activities enabled by the Department for Children, Schools and Families (DCSF) funding of Positive Activities for Young People which is administered by the Youth Service in support of NI 110.

Additional activity and service development supported by YOS has included:

- The Challenger Troop offering an Army Cadet type approach to youth activities
- The Phoenix Programme delivered by Kent Fire and Rescue promoting both personal safety and social responsibility

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- A partnership with the English Rugby Football Union, to increase sports participation amongst those most ‘at risk’
- Use of restorative processes in schools to resolve school based incidents without recourse to the Police so avoiding the entry of children and young people into the youth justice system and reducing the need for exclusion, itself a significant risk factor for offending behaviour.
- Our work has provided an important lever to influence public and police perceptions of young people at risk of offending.
- A Youth Justice Board review of the quality of youth justice services delivered in Kent took place in 2010, noting in particular the significant improvement in reducing the number of first time entrants to the youth justice system.
- YOS is ensuring that its strategies align with those of the new Children & Young People’s Plan for 2011-14, ensuring that outcomes are delivered for priority groups.

What more are we going to do?

- All partners will progress this work further, working to maintain and fully integrate the role of the YISPs with developments being led by the Children’s Trust Board, Kent Police and the district CDRPs.
- YISPs will be engaged in a “Think Family” pilot in Thanet, aiming to improve outcomes through effective co-ordination of a range of provision that targets those most in need.
- We will further strengthen the links between KCC CFE and Community directorates on the Prevention Strategy, using monies from the national Youth Justice Board, which is pledged until the end of 2010/11
- YOS will contribute to the planned multi agency initiative, the Margate Task Force, which will operate in two wards in Thanet, Margate Central and Cliftonville West with the objective to increase community cohesion. The learning from the initiative will be applied as appropriate to the preventative strategy in other parts of the county
- YOS will use the learning from a pilot Speech and Language initiative, funded by the Youth Justice Board, with the Communication Trust and will instigate a procedure for identifying the most appropriate learning style for individual young people. These initiatives are designed to increase the effectiveness of the engagement with the individual child / young person and as a result lead to better outcomes
- We will continue the work with Kent Police to further increase the reliability of the monitoring of new entrants to the youth justice system, enabling more detailed information to be shared amongst agencies concerned with both community safety and with the planning, commissioning and delivery of children’s services.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Number of new entrants to the youth justice system (per 100,000 10-17 population)	2,040	1,710*	1,620	1,594	1,292**

* Revised actual

** Provisional figure based on local data – previous years figures are nationally published figures. This will be available Nov 2010

Monitoring completed by: Charlie Beaumont

Date: July 2010

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Target 61: 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		
Lead Cabinet Member: Mike Hill	Lead Managing Director: Amanda Honey	Lead Officers: Ian Treacher/Sue Edmunds

Status: Completed

List the partners with whom we are working to deliver this target:

Trading Standards Alerts are now sent to an increasing number of organisations, including Age Concern, Neighbourhood Watch, Help the Aged, Citizens' Rights for Older People, Citizens Advice Bureaux, Kent Adult Social Services, Kent Libraries, parish and town councils. Other partners include Kent Police, KCC community wardens.

Outcomes delivered:

Extend alerts to local communities of rogue traders and other threats:

Trading Standards alert messages reaches 290 recipients, reaching thousands of people once cascaded onwards. In 2009/10, there has been a marked increase in the number of community organisations in Kent now receiving alerts about the activities of rogue traders as can be seen in the PI table.

Specific outcomes are as follows:

- There is a recognised link between 'doorsteppers' and distraction burglary with doorstep criminals often targeting the same vulnerable people time after time and so in addition to enforcement action we alert consumers to these criminals to prevent them from being caught out. Over recent years we have been developing and improving ways of working with communities and partners to make them aware of rogue trader activity
- Alert messages are now being used in many local publications, such as parish magazines, public notice boards and local newspapers. This all helps to reinforce the messages we give about doorstep traders and scams. Recently we have started to use alert messages to gather intelligence - an unregistered gas fitter was working in East Kent and as a result of an alert message the story was picked up by local press and generated a number of responses – one from the man himself
- Kent Trading Standards operates an early warning email messaging system which alerts local communities to bogus trading practices. Our partners and message recipients now number over 290, including 161 parish and town councils. The Neighbourhood Watch Network plays an important role in reaching local communities as there are over 13,600 co-ordinators in Kent so potentially we can reach 300,000 people. More than 100 messages are sent each year containing warnings of scams, doorstep criminals, etc. Here is an example of how an alert message stopped a local charity and church being ripped off

A recent message warned of traders claiming to be from Highway Services with an arrangement to paint car park lines for local charities. In one case the charity was told the job would be £40 - £50, then the traders said it would cost £4 per foot, amounting to £1,400. Our Rapid Action Team were called and were at the premises when the traders turned up for their money. Kent Trading Standards Officers intervened successfully and the traders left without getting any money from the charity.

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A similar incident was reported by a local vicar who had agreed to white-lining work in the church car park and had handed over a cheque for £1,300. However, having been given a copy of the TS Alert warning about this scam he was able to cancel the cheque and did not lose any money.

- Kent Police's Community Neighbourhood Watch Liaison Officer was keen to have a link to TS Alert messages on the new website and it can be found under 'Did you know'.
- As a result of a local contact in Sheerness police station we have added 75 new recipients to the TS Alert network and can send alert messages across the Isle of Sheppey to a variety of organisations including religious centres, the organ club, sports clubs, working men's clubs and clubs for older people.

The Rapid Action Team responds to information that doorstep criminals are still on the premises:

- Rogue traders cause detriment and distress to unsuspecting consumers and so significantly disrupting the activity of rogue traders is a core activity for Kent Trading Standards. To do this we use an intelligence-led approach to enforcement and carry out targeted campaigns to identify and deal with rogue traders
- When we receive information about a doorstep criminal who is still on the premises we respond immediately by sending our Rapid Action Team. Here is a recent example :

An elderly couple agreed to have their driveway resurfaced. The cold calling doorstep traders said they worked for KCC and had some tarmac left over and would do the job for £1,500. While the traders were at the house their daughter rang and her father told her he was being pressured into going to the bank with the traders to get £4,000 to pay for the work. The daughter called her local neighbourhood police who immediately contacted Kent Trading Standards Rapid Action Team who advised her to tell her parents to stay indoors and until they and the police arrived. On arrival officers questioned the workers, seized paperwork and ensured all the workmen, equipment and vehicles were removed from the couple's home. The traders were told they would not be paid as they had not complied with all necessary legal requirements. Whilst some officers were dealing with the traders outside, another officer was inside supporting the two elderly victims who were extremely shaken and upset.

The daughter sent Kent Trading Standards a thank you letter:

"Within 20 minutes the police and 3 Trading Standards Officers arrived who took control of the situation immediately creating a calm environment for my extremely anxious mum and dad in the house. One officer sat with my parents for a time in the house and they she was an absolute Godsend. She took away any anxiety they had and assured them the whole time the police and other officers were dealing with the builders. This was an extremely close call, had it not been for the speedy response of your trading standards officers and police, my parents would have a drive incorrectly done and lost £4,000 of their money. I would like to convey our gratitude and deep appreciation on behalf of myself, family and parents to your officers who handled this situation so professionally and sensitively for my parents with a hugely successful outcome. There has also been follow up in building up their confidence and education of hard targeting and they have been given advice for future security in their home for which we are thankful."

- Details about rogue traders and doorstep criminals are provided on a regular basis by the Kent Community Wardens who have also carried out awareness training to over 15,000 people since 2006 about the dangers of bogus callers and 'distraction' burglary.

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- Since 2008 there have been over 90 Rapid Action Team interventions and 320 victims have been supported.
- Proceeds of Crime: A Medway man has been ordered to pay back over £3.2 million from his life of crime in a case brought under the Proceeds of Crime Act by Kent Trading Standards and Kent Police. This is believed to be the largest amount ever laid down in a Trading Standards case in the country. The man received a two-year suspended sentence for selling and being in possession of £76,000 worth of counterfeit goods.

Disrupt activities of doorstep criminals with schemes such as 'Cold Calling Control Zones':

- The first No Cold Calling Control Zone was set up in Cranbrook. Since then they have been modified to Cold Calling Control Zones and now there are 18 in Kent with proposals for a further 8. Where intelligence has shown there has been a problem with doorstep callers Trading Standards Officers have worked with local councils and Community Safety Partnerships providing advice to establish local Cold Calling Control Zones. The scheme is proving to be popular at a local level and once a zone has been set up the neighbouring community often wants one as well.

Help to protect vulnerable people, for example the Kent Community Wardens have provided 'Bogus Caller' awareness training to over 15,000 people since 2006, while a high profile 'Loan Sharks' warning campaign was launched in March 2009:

- We have strengthened our relationship with Kent Adult Social Services and the manager of the County Duty Team has attended briefings to understand how to get vulnerable people into the system. All our officers have been trained on how to deal with vulnerable adults
- We have looked at new and innovative ways of getting the message about doorstep criminals across to vulnerable people, especially the elderly. Children are a good way of communicating the dangers of rogue traders and doorstep criminals to their families and in 2010/11 we received 320 competition entries from young people in 16 schools including 2 special schools.
- The Office of Fair Trading estimates that scams cost consumers in the UK an estimated £3.5 billion per annum which would very roughly equate to £80m in Kent so this continues to be an important part of our work. We launched a new booklet 'Smart Guide to Scams' which is aimed at alerting people to rogue trader activity and includes details of how to deal with them and useful contacts. Working with Kent Adult Social Services we have developed more links for people to receive alert messages and have used them a number of times particularly when trying to deal with victims of mass mailing scams
- In 2009/10 we initiated a campaign to look at how we could reduce the number of people responding to scams. So far we have contacted over 90 victims and one success involved a family where the father had mental health issues and although the mother had done her best to stop him repeatedly sending money to scammers it was not until we stepped in and supported them that the mother and daughter were finally able to stop him. We helped them contact the bank to stop any cheques and today they have moved house (so the scammers no longer have his address) and taken the cheque book away.

Support legitimate Kent businesses with initiatives such as the 'Buy with Confidence' fair trader scheme:

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- Our good trader scheme is becoming more recognised as a result of an awareness campaign which has included attendance at the County Show, 2020 Vision and Builder's Day at Folkestone Race Course. In addition, regular features in and on local media and a dedicated website provide consumers and traders with information about the scheme. We have 175 approved traders and the most popular hits on the website are for landscape and garden services, plumbing and heating, building maintenance, replacement windows and mobility equipment suppliers
- Help the Aged contacted us to find a suitable company to carry out work outside the remit of the HandyVan service. They were so pleased with the work they wrote to thank us and said the electrical contractor had carried out the work well and it was greatly appreciated. The additional security systems had made a great deal of difference and given peace of mind to the older people.

What more are we going to do?

- We will continue to develop ways of increasing public awareness to the dangers of rogue traders and doorstep criminals building on Trading Standards Alerts, education initiatives and working with partners
- In 2010/11 we will be looking at how we can use social networking sites, such as 'twitter' to extend the reach of Trading Standards Alerts. We are also exploring how we can use 'yammer' to get messages distributed more widely within KCC.
- In the next twelve months we will pay particular attention to loan sharks who not only take advantage of vulnerable borrowers, but also bring disrepute to legitimate lenders. We will be working with colleagues from the Birmingham-based team using their experience and expertise to identify and disrupt the activity of loan sharks operating in Kent. Trading Standards Officers will work in partnership with Kent Police. An initial media campaign has already started using Heart Radio and adverts on the back of buses
- We will support the work of Kent Savers to provide consumers with reliable credit and financial advice ensuring this key service is operated within the controls of the Financial Services Authority
- This work will dovetail with the proposal for a Kent Credit Union and KCC's policy on financial inclusion (see also Towards 2010 targets 1, 2, and 9)
- Your safety, your health, your choice is a new quiz which covers scams, doorstep crime, illegal money lending, healthy choices and much more. Again, it is aimed at vulnerable groups of people and MCAS has already said they see it as a vital piece of work and will be using it with unaccompanied asylum seekers, traveller families and Nepalese families.
- When officers have given talks to the elderly they have found this audience enjoys an interactive quiz and so the quizzes ('your safety, your health, your choice' and 'your life, your rights, your quiz') are being adapted into a game of bingo which covers scams and doorstep crime awareness. This has already been used at CARM and the audience willingly participated, enjoying the fun of both a talk and a bingo game and the feedback has been very positive.
- Following a successful trial by West Lothian Trading Standards, we are looking at providing red cards for consumers to give to 'doorsteppers' explaining that they are in a cold calling control zone and that they were not interested in purchasing anything. On the front of the card there would be a phrase drawing the 'doorstepper's' attention to a sign in the window as well as having a reduced version of what they are not allowed to do under Consumer Protections Regulations banned practice 25 on the reverse.

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Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Percentage increase in number of community organisations in Kent receiving alerts about the activities of rogue traders*	New indicator	18%	23%	25%	45%

* Base number of organisations as at 2006/07 was 200. This has increased to 290 as at 2009/10

Monitoring completed by: Ian Treacher/Sue Edmunds

Date: 12 July 2010

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Target 62: Expand the Kent 'HandyVan' scheme, making the homes of older and vulnerable people more secure.		
Lead Cabinet Member: Mike Hill	Lead Director: Amanda Honey	Lead Officer: Stuart Beaumont

Status: Completed

List the partners with whom we are working to deliver this target:

KCC Community Safety, Kent Adult Social Services, Help the Aged (now known as Age UK), Kent Fire & Rescue Service, Kent Police, Community Safety Partnerships (CSPs) (formerly know as CDRPs), district councils, Primary Care Trusts (PCTs)

Outcomes delivered:

Expand the HandyVan's range of services to include additional safety items such as hand rails and minor adaptations:

- The HandyVan scheme provides improved home security to better protect against burglary and reduce the fear of crime for vulnerable people. The scheme began in November 2001 with four fitters and vans covering the whole of Kent and was funded by the Community Safety Unit in partnership with Help the Aged (now known as Age UK)
- In August 2007 an additional HandyVan vehicle and fitter was introduced to focus in areas of high burglary and/or fear of crime
- The remit of the service has expanded with a wider range of services offered to make homes more secure, including the installation of hand rails and minor adaptations
- The HandyVan fitters not only install safety and security products but are also involved in a variety of partnership events and campaigns across the county to provide information to the public, raise awareness of the service, as well as promoting good citizen focus and reducing crime and the fear of crime. Events include the 'Safer Autumn' campaign run by Kent Police which included a week long campaign in an area of Ashford. During the campaign the HandyVan worked alongside the Police to focus on burglary reduction
- Kent Community Wardens Service (see Towards 2010 target 57) play an integral role in the HandyVan scheme by raising awareness in their communities and referring the names and addresses of people in need of the service.

Help older people feel safer in their homes:

- This has been a tremendous success with 89% of clients feeling very safe after receiving the HandyVan service compared to just 11% beforehand (based on a sample size of 1,252 clients between April 2006 and June 2009)
- In excess of 26,000 security or safety products have been installed helping to reduce the fear of crime, the risk of being a victim and improving the general safety of the homes of vulnerable people
- The HandyVan service can improve people's quality of life including one client who wrote to thank the HandyVan fitter for the inspection and installation of safety and

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security products and “for making such a difference to my peace of mind and well-being”

- The fifth HandyVan has been targeted in the north Kent area since August 2007 and following a number of initiatives and a partnership focused approach domestic burglary in Gravesham reduced by 53.8% between 2006/07 and 2009/10.
- In addition, there has been a huge perceptual change in the percentage of residents who are worried about being burgled in Gravesham which has decreased from 70% at the end of 2006/07 to 45% at the end of 2008/09.

Work more closely with other agencies and partners such as Kent Fire & Rescue (KFRS), Primary Care Trusts and Kent Adult Social Services to extend the reach of the service:

- A steering group was established, consisting of key partners from KCC, Help the Aged (now known as Age UK), Kent Police, Kent Fire & Rescue, district councils and other partners with the aim of ensuring maximum use/efficiency of the whole service
- The HandyVan service works closely with the borough councils in north Kent providing awareness training to council staff about the service as well as working in partnership to focus their efforts in the areas of greatest need
- Discussions with the PCT and Kent Adult Social Services have identified opportunities to link HandyVan with hospital discharges, occupational therapy and social service referrals. These links are provided in a number of ways including leaflet/poster campaign, warden and other KCC/PCT officer home visits and advertisements in relevant publications
- Help the Aged has explored with the Kent and Medway domestic violence co-ordinator how the service could engage with domestic abuse sanctuary schemes and discussions have taken place with local authorities. Most districts have referral mechanisms run by the local housing departments and local domestic abuse police officers (see also Towards 2010 target 58)
- Between 2006/07 and 2008/09, the number of self-referrals to the HandyVan service accounted for 31% of all referrals and the Kent Community Wardens for 15% with the remainder coming from a wide range partners. The community wardens consistently support this service and by working in partnership with Help the Aged have helped the elderly and vulnerable within their communities to remain safe and secure
- A countywide advertising campaign has appeared in various publications both internally within KCC and externally, including ‘Around Kent’ (autumn/winter 2009), ‘Gadfly’ (winter 2009), West Kent Neighbourhood Watch website and various parish newsletters
- We have published promotional material including pop-up banners which have been circulated around KCC premises during the year, as well as being displayed at the Kent County Show
- We have helped deliver ‘Operation Castle’ in autumn 2009, which focused on providing fire safety checks to vulnerable individuals. The Community Safety Unit co-ordinated an exchange of information from Kent Adult Social Services (KASS) to Kent Fire and Rescue Services (KFRS) enabling them to focus their campaign, which also included HandyVan.

As can be seen from the PI table over 10,800 safety checks have been undertaken. Due to the countywide advertising campaign, by the Community Safety Unit, as well as increased referrals from Kent Police and the Community Wardens there has been a higher demand for services. Although increased demand has led to a longer delay in providing the HandyVan

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service priority is still given to clients who have been the victim of crime or those who are more vulnerable. In addition, Help the Aged drafted in vans from other parts of the country, at their expense, to help deal with the demand.

What more are we going to do?

- The Community Safety Unit is considering producing a simple leaflet on behalf of the Kent Safeguarding Vulnerable Adults Board, aimed at vulnerable individuals; containing useful contact details of a variety of organisations that will be able to provide help and advice on a wide range of issues as well as details about the HandyVan service.
- In conjunction with the Supporting People Programme proposals were considered for 2010/11 to enable the transfer of management responsibility and financial support for the HandyVan service to the Supporting People programme. This is now in effect.
- The HandyVan service will continue to be delivered to the people of Kent beyond the end of Towards 2010 and the original contract period, enabling older people to carry on accessing this invaluable service and helping them to feel safer in their own homes.

Measurable Indicator (s)	2006/07 Actual	2007/08 Actual	2008/09 Actual	2009/10 Target	2009/10 Actual
Number of safety checks completed by the HandyVan service (cumulative since 2006/07)	2,401	4,769	7,765	10,801	10,820

Monitoring completed by: Stuart Beaumont

Date: 14 July 2010

...end

By: Paul Carter, Leader of the Council

To: Communities POSC

Date of Meeting: 16 September 2010

Subject: Bold Steps for Kent – Update

Summary: Provides Members of Communities POSC with an update on the timetable and development of the new medium term plan, *Bold Steps for Kent*, and seeks the Committee's input on the key issues over the next four years that it believes the plan might address ahead of the launch of a draft version for public and partner consultation.

1. Introduction:

- 1.1 *Bold Steps for the Kent* will be the medium term plan for KCC succeeding *Towards 2010*, which is due to expire at the end of September 2010. As the title suggests, *Bold Steps for Kent* will draw heavily on *Bold Steps for Radical Reform*, the discussion paper published by the County Council in January 2010. This set out how through radical thinking about public service delivery at the national and local level, it would be possible to deliver approximately £15-21 billion savings to HM Treasury.
- 1.2 From the recommendations set out in *Bold Steps for Radical Reform*, it is worth noting that many have been swiftly acted on by the new Government:
- *Bold Steps* called for abolition of the Comprehensive Area Assessment (CAA) regime and a reduction in the audit and inspection purposes. The Government has announced the end of the CAA regime and the abolition of the Audit Commission.
 - *Bold Steps* called for the removal of the regional governance framework, since when the Government has axed Regional Development Agencies and is expected to announce through the Comprehensive Spending Review (CSR) the abolition of Government Offices for the Regions.
 - *Bold Steps* called for a roll back in the quango state and the Government has abolished or announced the abolition of, to date, 81 quangos.
 - *Bold Steps* called for a return of spatial planning powers to democratic local government, since when the Government has abolished regional housing targets, regional spatial strategies (i.e. the South East Plan) and the Infrastructure Planning Commission.

- 1.3 *Bold Steps for Radical Reform* also called for new forms of localism with more local decision making and more joined up and integrated delivery of public services to reduce costs and better meet public expectations within a smaller funding envelope for local government. *Bold Steps for Kent* will therefore be a very different document to *Towards 2010*. It aims to be a more strategic document. Whilst it will still set out the Administration's priorities for the next four years (and by definition not every service will be a priority), it will also set out how the Administration increasingly wants these services to be delivered, moving towards a new model for local public service delivery in Kent.

2. The wider policy landscape

- 2.1 It is important to note that the wider policy landscape remains unclear on a number of key issues facing local government. These include:
- The fundamental financial challenge facing local government and the wider public sector. Reductions in government funding are expected to be at least 25% across the public sector as a result of the CSR, but as local government oversees one of the largest non-ring fenced areas of public expenditure, it is possible that councils' savings requirements may be far higher than this figure.
 - The role of local authorities in education in light of the academies and free schools' agendas remains unclear. The Secretary of State has promised that local authorities will continue to have a strong and influential role in education, but the nature of that role, and the possible financial impact on upper tier councils of education reforms already announced, remains unclear.
 - The role of local authorities in the health economy, as set out in the recent White Paper, in relation to GP commissioning and public health, and how that might tie into current service provision, particularly in regard to Adult Social Services, is still emerging.
 - The development of Local Enterprise Partnerships as a mechanism for driving forward economic development and regeneration following the abolition of the Regional Development Agencies remains a significant opportunity for local authorities, but one that will develop throughout the autumn as proposals are submitted by local authorities and considered by the Secretary of State.
- 2.2 As a result of these uncertainties the development of *Bold Steps for Kent* is taking place in a fast moving policy environment that requires the County Council to respond quickly to emerging developments. It is anticipated that many issues will become clearer following the announcement of the Comprehensive Spending Review (CSR) due on 20 October. However, some of the initial thinking laid out in this report

may have to change both ahead of the release of a consultation draft, and before approval of *Bold Steps for Kent* by full Council.

3. Structure and Emerging Priorities:

3.1 Current thinking is that the document should be structured around the key themes of:

- Helping the economy to grow
- Supporting the Big Society
- Tackling disadvantage
- Building a new relationship with partners
- Ensuring the organisation is fit for purpose

3.2 Taking each of these key themes in turn, the emerging priorities (and it should be stressed that these are emerging priorities which require further consideration and refinement) are set out below:

Helping the Economy to Grow:

- Delivering of *21st Century Kent and Unlocking Kent's Potential* (regeneration framework)
- Delivering a big bold and ambitious Local Enterprise Partnership
- Getting the Thames Gateway moving to deliver new growth
- Continued investment in capital infrastructure (a third lower Thames Crossing/Manston Airport)
- Identifying new funding mechanisms for capital infrastructure (e.g. TIFF, Britdisc)
- Significant expansion of apprenticeship provision
- Delivering a high quality highways network
- Linking adult skills provision to the needs of the local economy
- Developing young people's career management skills

Supporting the Big Society:

- Establish a 'Big Society' Fund for Kent to provide start up monies for social enterprises and social entrepreneurs
- Reform our procurement framework to open it up more widely to the voluntary and community sector
- Introduce a 'Right to Bid' process for KCC services if local groups think they can run them better through mutuals /co-operatives (including KCC staff)
- A single strategic approach to community asset transfer
- Continue to support and use the Sustainable Communities Act
- Maintain the Member Highways Fund and Member Community Grant until at least the next county elections
- Support Kent parents who wish to establish free schools and continue to support and fund the Kent School Games

Tackling Disadvantage:

- Link the Supporting Independence Programme into the new Single Work Programme being developed by DWP
- Develop a pan-Kent multi agency approach family intervention
- Tackle the issue of looked after children being placed in East Kent by non-Kent local authorities
- Improving outcomes for young people in care and better transitions for those leaving care
- Focus on preventative early intervention strategies and enablement services in social care
- Continue to drive forward personalisation

Building a new relationship with partners

- Move to shared front line services with partners and greater focus on specific locality problems e.g. Margate Task Force
- Develop a model of local place based commissioning to ensure real subsidiarity is delivered in Kent – bringing on board partners to the potential of joint commissioning of local services
- Ensure a relationship with all schools – whether maintained or non-maintained
- Re-shape our support offer to schools and GPs so that it is competitive and attractive in the emerging market for support services

Ensuring the organisation is fit for purpose by:

- Ensuring KCC is a more transparent and open organisation that welcomes challenge
- Expanding the Gateway programme to deliver seamless access to public services across the county
- Increasing the amount of online service transactions
- Greater focus on commissioning rather than providing services
- Absolute emphasis on value for money and de-commissioning services where necessary
- Better and more targeted engagement with residents (and where possible in conjunction with partners)
- Ensuring staff have the right skills mix to deliver in the new landscape for local government

4. Key Questions:

4.1 Ahead of the development and publication of the consultation draft of *Bold Steps for Kent*, and given the issues, themes and emerging priorities outlined in this report, it would be particularly useful for Members of Communities POSC to consider the following questions:

- Are the themes around which *Bold Steps for Kent* will be structured broadly right?
- Are the emerging priorities set out under each of the key themes broadly right?

- Are there any priorities not outlined in this report that Members feel should be considered for inclusion in *Bold Steps for Kent*?

5. Timetable & Next Steps:

- 5.1 Public and partner consultation on Bold Steps for Kent will begin on 11 October 2010 and will last for four weeks. This will allow full consideration of any decisions or issues emanating from the Comprehensive Spending Review (CSR) 2010 - due to be reported on 20 October 2010 - to be factored into the document if required, before approval by Full Council. Appendix 3 of the KCC Constitution (as amended 22 July 2010) states that the 'Strategic Statement' (i.e. Towards 2010 or its successor document) requires debate and approval by Council. It is intended for this to occur at the December County Council meeting.

6. Recommendations:

Members are asked to:

- Note the report.
- Provide comment and feedback on the themes and emerging priorities for Bold Steps for Kent.
- Identify any priorities not currently set out that should be considered for inclusion in Bold Steps for Kent.

Background Documents

- Bold Steps for Radical Reform, Kent County Council, January 2010

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By: Paul Carter, Leader of the County Council
Katherine Kerswell, Group Managing Director

To: Communities Policy Overview and Scrutiny Committee

Date: 16th September 2010

Subject: Draft Annual Performance Report 2009/10

Classification: Unrestricted

SUMMARY

This report provides an overview of the council's Annual Performance Report 2009/10 and attaches a draft of the report for Members' information.

FOR INFORMATION

1. Introduction

The KCC Annual Performance Report (APR) provides highlights of key activities and outcomes of the council.

This is second year we have published an Annual Performance Report. It replaces the previous annual Best Value Performance Plan which was a statutory requirement.

2. Purpose

The APR is a relatively short document, built around the themes of *Towards 2010* and is intended to provide highlights of key activities and outcomes from 2009/10.

Detailed performance information is already reported during the year, such as the *Towards 2010* Annual Report, Business Plan Outturn Monitoring and, as relevant, Directorate's own in-year performance review documents. The APR provides a summary of the information from these more detailed reports in one place for ease of reference.

The audience for the APR is KCC Members, partners, parish councils, staff and the public. It will be published via the KCC website keeping cost to a minimum.

3. Approval Process

The draft APR will be provided to the September Policy Overview and Scrutiny Committees for information.

It will be discussed at Cabinet on 11th October prior to being taken to County Council for approval on 14th October.

4. Recommendation

Members are asked to NOTE the attached draft.

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KCC ANNUAL PERFORMANCE REPORT

PERFORMANCE HIGHLIGHTS FROM 2009/10

This document is available in alternative formats and can be explained in a range of languages. Please call our Contact Centre on 08458 247247 for details.

Contents

1. Introduction
2. Economic Success
3. Learning for Everyone
4. Specialist Children Services
5. Preparing for Employment
6. Enjoying Life
7. Keeping Kent Moving
8. Environmental Excellence
9. Maintaining Independence
10. Staying Healthy
11. Stronger & Safer Communities
12. Towards 2010
13. Your comments

Section 1: Introduction

Kent County Council (KCC) continues to work towards the county's objectives as set out in the county's community strategy document, the *Vision for Kent*. *The Vision* was agreed between Kent's public, private and voluntary sectors, setting out how we will all work together to improve the economic, social and environmental wellbeing of the county over the next 20 years. KCC works closely with health, police, and fire services, district councils and other local and national agencies to improve the quality of life for all of Kent's 1.4 million residents.

The *Towards 2010* programme, designed and developed in 2006, defined KCC's priorities in terms of the *Vision* and gave our business its strategic direction over the last four years.

At the heart of *Towards 2010* were KCC's agreed aims which were designed to achieve:

- 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
- continued improvements in services while keeping council tax down.

We are now at the end of the *Towards 2010* programme and a successor medium term programme of action for the next four years, called *Bold Steps for Kent* is under development.

We, as are all public services funded by tax payers money, are looking at substantial cuts in funding in the years ahead as government reduces the deficit and the scale of public sector spending contracts. Our key priorities, such as supporting business growth and job creation will become even more critical in the new era of austerity which is to come.

This Annual Performance Report provides information on the services we have delivered in the last year and how these have contributed to our key objectives as stated in the *Towards 2010* document.

In the following chapters you will find out what services we have provided, and how we have delivered on some of the commitments we made in the *Towards 2010* document.

We have laid out this document in sections which follow the same themes as used in the county-wide *Vision* and in our own *Towards 2010* document. These headings reflect broad areas of focus for us and our partners, but it should be noted that many of the services we provide contribute to more than one theme and that for some themes the work is primarily a responsibility of a partner organisation.

We welcome your comments on this report and you will find a section at the back of this document to complete should you wish to let us know whether you found this report helpful or how we could improve it.

Section 2 : Economic Success

KCC promotes regeneration and sustainable economic development to secure Kent's long-term future as a vibrant and beautiful place where people want to live, work and visit. We provide support to and promote Kent businesses, particularly small and medium size enterprises and those based in rural areas. We also lead on or support regeneration programmes across the county.

Kent County Council recognises that a vibrant, innovative and forward looking business community is absolutely vital for the future health of the county. This was threatened by the onset of the worst recession for decades, which made it imperative that businesses are given the best possible support through these difficult times. KCC responded with the launch of the 10 commitments of the Backing Kent Business campaign in December 2008.

Backing Kent Business (BKB)

BKB is founded on building a new relationship with business, which is a key tenet of the County Council's Framework for Regeneration. We were already working with the business community through the Kent Economic Board and in other forums, but because of the recession there was a clear opportunity to work more closely with the business representative organisations and other agencies. These include the three accredited Chambers of Commerce, the Institute of Directors and the Federation of Small Businesses, as well as Business Link, the University of Kent and SEEDA.

Some key successes from the campaign over the last year include :

- 82% of Kent businesses supplying KCC were paid within 20 days
- The approved contractors list was re-opened, and more than 600 new applications were received
- A simple guide to KCC procurement has been published
- The Kent Business Support Centre, aimed at making it easier for local businesses to get information, has seen over 40,000 visitors
- An international business event was organised by KCC and the University of Kent supporting Kent businesses in their international aspirations
- The launch of the Business Pledge campaign at the 2020 business conference in April to encourage businesses to use local supply chains
- Launch of the Kent Innovation and Growth Team in October 2009, a £2.6m SEEDA funded initiative with match funding from partners including KCC, to provide intensive assistance over the next three years for the top 250 high-growth potential companies in Kent
- The Kent Investors Club was launched in October 2009, an initiative funded by KCC and managed by Finance South East to develop the Business Angel's network in Kent and open up a route to finance for Kent businesses
- The provision of free business information services in Libraries started in April 2009 resulting in an increase in business enquiries by over 70%.

Framework for Regeneration

In 2009 we published our new framework for regeneration 'Unlocking Kent's Potential'.

As part of this project, we commissioned Sir Terry Farrell to produce a wide-ranging spatial vision for Kent, *"21st Century Kent - Unlocking Kent's Potential"* making clear our ambitions for the future. To turn this vision into action, further detailed work is being developed with District and Borough Councils, Medway Council, and with local businesses and communities, as we know that only in partnership will our shared ambitions be achieved.

"21st Century Kent - Unlocking Kent's Potential" was published in January 2010 and launched at four carefully targeted events, resonating at national and local levels and demonstrating KCC's readiness for new strategic responsibilities. Major issues including rail travel and rural broadband raised at the launch have been pursued directly with action including Kent's first ever Rail Summit in March attended by MPs, councillors and rail user groups.

Connecting Kent

The Connecting Kent programme is gathering and analysing current broadband availability across Kent at post-code level, and providing evidence of coverage issues ("Not Spots" and "Slow Spots") to support the business case for public sector interventions. We are helping rural communities to identify and engage with broadband service providers to address this issue, working with Parish Councils, including providing capital grants to ensure service delivery.

In 2009/10 the rural communities benefiting from this approach included Iwade, Kings Hill, Selling, and Womenswold and Selling & Womenswold. In 2010/11 we are working with Boughton Monchelsea, Crockenhill, Crockham Hill, Stockbury and other rural locations.

Transport Infrastructure

The introduction of the domestic high speed rail services from Kent to London is a major economic generator; an improvement for which we have been arguing strongly for a number of years. Domestic high speed services commenced from Ebbsfleet in December 2009.

The East Kent Access phase 2 and Sittingbourne Northern Relief Road were both started during 2009/10 and will greatly improve access to, and the economic prospects of, the areas where they are being built. The Rushenden Link Road, which will provide essential new access to the new planned development at Queenborough and Rushenden has been part constructed and is due to complete in June 2011.

KCC has long argued the case for a third lower Thames crossing. The Department for Transport (DfT) completed a study in April 2009 which identified three long-term options which are the same as those identified jointly by KCC and Essex CC. These options are to be carried forward for further assessment.

Locate in Kent

Locate in Kent attracts inward investment into the county. In 2009/10 the target for companies investing in Kent was exceeded (82 compared with 70) but the jobs

created/safeguarded fell slightly short of target at 2,611 compared with 2,973. This was due primarily to the prevailing economic climate and the fact that globally, job figures per company assisted reduced substantially.

Kent Film Office

Kent Film Office seeks to encourage the filming industry into Kent to stimulate the creative sector and generate income for the Kent economy. Over the last year, the Kent film Office has handled 373 requests and 459 filming days, generating a further £2.2 million into Kent, offered a further 6 work experience placements, as well as on set experience for 5 Runners and 2 Trainees. It also significantly supported Maeve Films in the creation of the Kent Film Foundation, a film school for disadvantaged young people, currently teaching 15 students, some of them young offenders.

2012 Olympics

The forthcoming London Olympics represents a major opportunity for Kent businesses. We piloted a 2012 bid writing workshop with Kent small and medium sized businesses that will now be rolled out region-wide. Over 50 Kent companies have won contracts with the Olympic Delivery Authority to directly supply the 2012 Games, with many other Kent businesses benefiting within the supply chain. As at March 2010 a total of 1,932 Kent organisations are registered on CompeteFor, the Olympics website which connects potential suppliers with major contractors.

Off-shore wind farms

The 100 turbines for the Thanet Offshore wind farm have been installed and the development will be officially operational in September 2010. The Ramsgate port has benefited from the construction of a new operations and maintenance base which is now complete. The base is expected to generate more than 25 long term jobs

In conjunction with Backing Kent Business, an offshore wind supply chain directory was launched in June in association with Invicta Chamber of Commerce and London Array. A Kent prospectus has also been developed to raise awareness of developments and opportunities in Kent and the potential for inward investment.

Economic indicators

Kent is behind the national average for earning levels and qualifications but enjoys lower unemployment levels.

Indicator		2007	2008	2009
Median full-time gross weekly earnings for employment	Kent	453.6	476.1	479.1
	England	463.6	483.9	495.2
Percentage of working age population with NVQ4+ or equivalent	Kent	26.0	25.1	28.6
	England	28.2	28.2	29.6
		2008	2009	2010
Job Seekers' Allowance claimant rate (at March)	Kent	1.5	3.1	3.3
	England	2.1	3.8	4.0

Section 3: Learning for Everyone

KCC through its Children, Families and Education (CFE) directorate provides strategic leadership and a commissioning role for all public services provided to the children and young people in Kent, working with our colleagues in the Kent Children's Trust to ensure that Kent's 350,000 children and young people are supported to be healthy and safe, enjoying life and achieving at school, making a positive contribution in their community and going on to achieve economic wellbeing.

To achieve this we provide services directly and work with Kent's 592 schools and 2,500 early years settings, providing advice, support, and guidance, including professional development for our 30,000 teachers, ensuring the quality of provision is of the best possible standard.

See sections 5 for details of our work helping young people prepare for employment and section 4 for details of our specialist children's services.

External Inspection

KCC services for children and young people are subject to annual assessment by the government's inspectors, Ofsted. We are also subject to more detailed infrequent inspections by Ofsted with the last one being in early 2009. KCC continues to achieve inspection and annual assessment results of 'performing well' for children's services.

Consultation and participation

We continue to take account of the views of children and young people to ensure that their views and opinions improve education and life in Kent and shape how we deliver our services. In 2009 over 39,000 children participated in the third Children and Young People of Kent survey. Some of the results of the survey are included in the information shown below.

Secondary school results

Kent's students continue to perform well in their GCSE results, ahead of national figures, with 52% of Kent students gaining five A* to C grades (including English and Maths) in 2009, which compares to a national average of 49.8%. In 2008 Kent had 33 schools in the National Challenge programme, which is targeted at schools with lower GCSE results. By 2009 the number of Kent schools performing below the target threshold had reduced to 18.

Indicator	2007	2008	2009	National average
Percentage of pupils achieving 5 or more A* - C grades at GCSE including English and Maths	48.5%	49.7%	52.0%	49.8%

Early years results

KCC investment in the early years is showing results. Kent performance in the Early Years Foundation Stage Profile has significantly improved and the gap between Kent

and national performance continues to reduce, standing at only one percent in 2009. A focused project entitled “Making a Big Difference” has been effectively targeted at 30 schools with the highest level of low achievement in the foundation stage and this has helped ensure that children from poorer backgrounds are also doing well. Ofsted Inspections of early years’ settings are showing improvement with more being judged as good or better.

Indicator	2007	2008	2009	National average
Percentage of children achieving at least 78 points across the Early Years Foundation Stage	43%	46%	51%	52%

Primary schools results

The progress that has been made in Kent primary schools at Key stage 2 has matched improvements achieved nationally but results remain behind the national average. While some children and Primary schools do very well, some are not reaching the standards to which we aspire, particularly those from poorer backgrounds. CFE staff and financial resources are targeted to those schools at risk of not achieving Key Stage 2 floor targets, and we continue to support and challenge them to raise expectations and improve the quality of teaching and learning.

Building Schools for the Future (BSF)

The government announced in July an end to the Building Schools for the Future programme which means proposals to build 40 new secondary schools in Kent will most likely not go ahead. The aim of this government programme was to rebuild or renew every secondary school in England. This is an enormous disappointment for these schools, teachers, pupils and parents which will not see these new schools built.

Kent’s first eleven new schools already built under the BSF programme are about to open. KCC will continue to work with all the people who were involved with the programme to explore other innovative ways of revitalising our secondary schools

Extended schools

Ninety five per cent of schools in the county are offering extended school services, which includes childcare, parenting and family support and community use of facilities all year round. Extended services help raise the achievement of children and young people and broaden their life opportunities while building a positive community spirit.

Bullying

There has been a reduction in the percentage of children and young people’s perception of bullying. The percentage of pupils who have ever been bullied reduced from 50% in November 2008 to 47% in November 2009 and the Children and Young People of Kent Survey 2009 identified that the percentage of 11-19 year olds reporting both physical and verbal bullying during the year had decreased.

Physical activity

The amount of PE and school sport in Kent has increased. 100% of pupils are now participating in two hours of high quality PE and school sport per week compared to 64% three years ago. Improvement has been achieved within the core curriculum, as shown below and also through after-school sports such as inter-school sport competitions. 50% of pupils are involved in inter-school sport competitions, which is well above the national average of 44%. See section 9 for further details of our ground breaking School Games programme.

Indicator	2007	2008	2009	National average
The percentage of 5-16 year olds undertaking at least two hours PE and sport at school during curriculum time	70%	78%	81%	81%

Emotional wellbeing

The perception of children and young people on Kent is that they are physically healthy and generally enjoy their life, 92% of 7-11 year olds report that they usually feel happy. 79% of 11-16 year olds, and 82% of post 16 year olds agreed or strongly agreed that they enjoy their life (Children and Young People of Kent Survey 2009) an increase from 76% and 81% in 2008.

Healthy Schools

All Kent schools are actively engaged with the national Healthy Schools programme with 87% having achieved 'Healthy Schools' status. Obesity in both the Reception year and year six is below the national average and reducing at a similar rate to that of the national average. Parents are receiving information from school nursing services leading to help and support should their children be deemed an unhealthy weight, with for example family learning with a healthy eating focus being made available.

Section 4 : Specialist Children's Services

The Specialist Children's Services Group provides services for vulnerable children and their families in Kent. Our teams work across Kent County Council and with our partners, such as the police and NHS, working through the Kent Children's Trust to provide joined up services relating to family support, education welfare services, Children's social services and services for disabled children and those with special educational needs.

Children's social services

Children's social services continue to be pressured with high numbers of referrals and increasing numbers of children subject to Child Protection plans, as is the case with other local authorities.

Indicator	2007/08	2008/09	2009/10	National average 2008/09
Number of children with a child protection plan per 10,000 children aged under 18	30.9	32.1	39.7	31

Recruitment and retention of social workers remains a critical priority. The activity to recruit to social work posts via a vigorous recruitment campaign has continued with the successful recruitment of 58 newly qualified social workers, 27 American recruits and so far 14 European recruits.

Reducing family risks linked with child abuse and neglect (e.g. domestic abuse, parental mental health, and substance misuse) is key to improving outcomes. It is critical that we maintain strong child protection practice through the Kent Children's Safeguarding Board to reduce risks and safeguard children.

Looked after children

Our number of looked after children (LAC) has been increasing (this is a national situation). However, numbers in Kent remain significantly below national rates.

Kent has been very successful in the past in reducing the numbers of LAC through options outside the care system. As this is better for children's outcomes and better value for money, these options will continue, but we will also explore other contractual models to ensure sufficient cost effective provision for our most vulnerable children.

Indicator	2007/08	2008/09	2009/10	National average 2008/09
Number of looked after children per 10,000 children aged under 18	44	46	47	55

Special educational needs

In July 2009 KCC and the NHS signed up to Every Disabled Child Matters, a formal commitment to make life better for disabled children and their families. This year 77% of young people and carers asked were happy or very happy with the support that they currently receive.

Significant progress has been made on establishing four parent groups within Kent to become charitable trusts by Jan 2011, which will enable them to commission services for disabled children and their families.

The special school funding formula has been reviewed this year, resulting in an agreement to increase the special school delegated budgets by £5m from April 2010

Support for Parents

Kent is leading the way in parenting and carer support with three new 'Your Family Matters' (YFM) co-ordinators to organize the delivery of the 'Your Family Matters' parenting programme. The 12 week evidence based programme empowers parents of children aged 8 – 13 at risk of anti-social behaviour through self awareness, and a better understanding of child development and positive discipline techniques. It has achieved very good results, with both parents and children reporting improvements in family relationships, children's social skills and self discipline.

Family Group Conferencing

Family Group Conferencing (FGC) is a process that is triggered when a child is at risk of coming into the care of the Local Authority. It is a partnership and decision-making process that engages the child's family and family network with Children's Social Services and other service providers in making safe plans for the child's care. Since April 2008 it has been mandatory for all children in Kent at risk of entering care to be given the opportunity of having a Family Group Conference. This places Kent at the leading edge in this field, being the first Local Authority to make referral to the FGC Service mandatory for all children at risk of care.

School exclusions

During the last academic year the number of permanent exclusions of pupils from Kent schools reduced, bringing Kent coming closer to the national rate. Validated national results are not yet available for academic year 2009/10, but local data shows a continued reduction in Kent.

Indicator	2006/07	2007/08	2008/09	National average
Percentage of pupils permanently excluded from Kent schools (including academies)	0.17%	0.17%	0.12%	0.09%

Section 5: Preparing for Employment

Building on our work under the Economic Success theme in Section 3, KCC is committed to helping individuals prepare for employment. This includes a strong focus on helping young people gain the skills they need to enter and sustain employment, as well as helping adults gain essential basic skills to improve their employment prospects.

Our flagship programmes in this area include Vocational Training Centres, Careers guidance and Apprenticeships.

Vocational learning

Over the past 2 years KCC has funded and established over 25 Vocational Skills Centre's across Kent. These centres provide high quality vocational and applied learning programmes, and support the implementation of the diplomas and young apprenticeship placements by providing industry standard training facilities and equipment. To date this has enabled over 5,000 14-16 year olds to undertake a vocational course 1 day per week over 2 years leading to a wide range of vocational qualifications.

Skills Centres are either self-contained on school sites or at further education college premises or provided and owned directed by KCC (eg Thanet Skills Studio).

The benefit of the Skills Centres has been widely evidenced through an external evaluation undertaken by Glasgow University and an annual Learner Voice Survey which is a triangulated survey involving learners, staff and parents. This research and survey shows the very positive impact on learners who have engaged in the vocational programme.

Careers guidance

KCC has worked with all school and colleges to pilot a universal Kent Careers and Guidance programme. This includes a new information platform with up to date impartial information on 15 vocational sectors, including information from employers. The development of personal tutors in schools for all learners, to support choices and provide careers advice and guidance has also started. The new information portal is a key resource for these tutors.

The Children and Young People of Kent Survey 2009 identified that 63% of 11-16 year olds and 57% of post-16s strongly agreed or agreed that they would be able to get the type of job they want when they are older. These findings are generally in line with those reported last year, and therefore suggest that the recent changes in the economic market have not had a notable effect on young people's view of the job market in Kent and therefore their future aspirations.

Youth employment

The proportion of young people aged 16 to 18 not in education, employment or training (NEET) in Kent is being pressured from the downturn in the economy. While

performance remains good at 4.9%, economic factors are impacting on young people's ability to find work and may be encouraging more to remain in education.

Indicator	2007	2008	2009	National average
The percentage of 16 to 18 year olds not in education, employment or training	5.2%	4.7%	4.9%	6.4%

KCC successfully bid for £6.5million of Future Jobs Fund money last autumn, offering minimum six month job placements for young people aged 18-24 that have been unemployed for several months. Thirty young people have begun on placements as Community Support Wardens, focusing on Environmental and Youth issues. Kent will provide 1,000 opportunities for young people aged 18-24 via the Future Jobs Fund, with 700 of these being within KCC.

A New Skills, New Lives initiative has been established in partnership with the Learning & Skills Council, designed to increase training and employment opportunities for the high risk element of the youth offending population.

Kent Success

Since 2006/07 301 starts have been achieved on the highly successful Kent Apprenticeship programme, "Kent Success". This compares to an original target of 250.

Indicator	2007/08	2008/09	2009/10	National average
Number of Kent Apprenticeships taken on by KCC (cumulative count)	128	228	310	N/a

For the academic year 2008/09 the Apprenticeship success rate was 78%. 72% of Kent Scheme Apprentices successfully secured meaningful and sustainable employment on cessation or during their programme of learning.

Schemes such as that introduced on the Turner Contemporary construction project, which will provide apprenticeship opportunities for up to 21 young people over the duration of the building contract, will become increasingly important in the coming years.

The ambitious aim across Kent is for 1 in 5 students to be in an apprenticeship with a level 3 qualification or work based learning, compared to 1 in 20 at present.

Skills for Adults

Kent Adult Education Service is now the largest provider of Government funded family learning programmes in England with over 7,000 enrolments achieved across a range of provision.

NextStep Adult Career guidance sessions have been running at seven libraries as part of a pilot project.

Over 5,605 learners engaged in ‘Skills for Life’ training through Skills Plus and ESOL (English for Speakers of Other Languages) in order to obtain employability skills and qualifications. We have improved our success rates in adult employability and basic skills, with 84% of learners obtaining qualifications against a national rate of 77.6%.

Indicator	2007	2008	2009	National average
Percentage of the working age population (aged 19 upwards) with a level 2 qualification	68.2%	68.9%	71.5%	70.9%

The percentage of adults with a level 2 qualification has improved significantly in Kent during 2009 and this now exceeds the national average.

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Section 6: Enjoying Life

Developing places in which people want to live, work and invest involves supporting them in developing a sense of place. Leisure & cultural infrastructure can help this.

KCC provides strategic leadership and co-ordination for the development of the arts, sports and other leisure activities in Kent, to ensure that these activities realise their full potential for community engagement and empowerment, distinctive place-making and as contributors to the wider economy.

KCC provides 101 library buildings, 11 mobile libraries and 3 archive centres which provide community spaces for the public to meet and access our services, and which aim to stimulate lifelong imagination, exploration and discovery.

Turner Contemporary

The Turner Contemporary Gallery in Margate, which is a KCC sponsored development, will be an iconic focus in East Kent for stimulating investment and encouraging tourism and arts employment. Excellent progress has been made over the past year; both in terms of gallery construction, which has led to the distinctive form of the building becoming clear, and the significant work involved in readiness for transfer of operational responsibility to the independent Turner Operating Trust, which took place on 1st April 2010. The building construction will be concluded in 2010, and the opening for the public is scheduled for 2011.

Turner Contemporary continues to offer a lively and varied programme of contemporary art and learning and outreach work. The Turner Contemporary Project Space was programmed until 4th September 2009 and through this space a constantly changing programme of work was showcased. Following the closure of the space, to allow planning for the opening of the new gallery, Turner Contemporary continues to offer an artistic programme and outreach and audience development work within the community.

Libraries

Modernisation of Kent's libraries is continuing, most notably with the creation of a Kent Library and History Centre in Maidstone.

Building work for the new History and Library Centre in Maidstone commenced in March 2010, with the new building due to open in 2012. Having a facility such as this has long been a vision for the county.

Ashford, Canterbury and Gravesend Libraries are all now in temporary accommodation, as work progresses on the new facilities of the Ashford Gateway Plus, The Beaney Museum and the Gravesend Library, all of which will all be opened by 2012. Work is also going ahead for the modernisation of Deal library.

Indicator	2007/08	2008/09	2009/10	National average
Number of libraries modernised (cumulative)	7	12	12	N/a

Cranbrook, Folkestone and Stanhope libraries were all due for modernisation during 2009/10 but due to delays the work started late and was completed early in 2010/11.

The modernisation programme has continued to benefit customers and the library service is now reaching many more users. Our website attracts over 1.1 million visitors (2009/10). Improved footfall in recently refurbished libraries reflects an increase in issues during 2009/10, for example, by 80% at Ramsgate and 13% at East Peckham compared to 2007/08.

Olympic and Paralympic Games

Kent's Campaign for the 2012 Games is making sure that Kent benefits from the London Olympics and Paralympics taking place on its doorstep. To do this the campaign is working with a range of partners across many sectors including, Tourism and businesses. KCC achieved national Beacon Status for its Olympic and Paralympic work in March 2009.

Ukraine and Belarus are signed up to run Judo Pre-Games Training Camps and Slovenia has signed up to run Gymnastics Pre-Games Training Camps in Kent prior to 2012.

Kent County Council is working with a number of organisations to support Kent sportsmen and women to compete at a national level in the run up to the 2012 Olympic and Paralympic Games. Support includes free access at designated off peak times to a number of the County's leisure and sports facilities for personal training and development, discounts on clothing and equipment, physiotherapy and sports massage therapy.

	2007/08	2008/09	2009/10
Number of athletes supported to compete at a national level in the run-up to 2012 Olympics and Paralympics (cumulative since 2006/07)	526	732	907

Hundreds of excited young people from across Dover, Deal and Sandwich took part in a Schools' Olympic Torch Relay as part of 'Pass the Passion' in September 2009. Over 12,500 local children were involved

Sports

KCC continues to support sports activity in the voluntary sector through the community sports coach and Recruit into Coaching programmes. Our support for local sports clubs includes countywide coach and club education programmes and more clubs are now signed up to the Club Connect scheme and accredited with Clubmark.

	2007/08	2008/09	2009/10
Number of sports clubs achieving Clubmark accreditation (cumulative since 2006/07)	90	149	175

Arts Development

This year KCC has leveraged over £6.7m of external investment into the arts in Kent – achieved at a time of one of the most severe economic downturns experienced by the UK in several decades, including levering in a £3.1m Sea Change grant for the Dreamland project in Margate

We monitor the building programme for the New Marlowe Theatre, in which KCC is a major capital investor, and are part of a dialogue with partners on the future programme and business plan.

We run the Kent Arts Investment Fund, an annual open project fund that responds to projects that increase the arts offer: activity, performances, new audiences and visitors. Careful investment of our funds enables us to strengthen arts networks and venues in Kent by working with arts organisations on their programmes. Over 2009/10 our support and financial investment resulted in 2,175 performances, screenings and exhibition days, involving 1,598 professional creative workers, and 1,027 educational events and workshops. Overall 144,976 people in Kent benefited from this activity.

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Section 7: Keeping Kent Moving Safely

Kent Highways Services (KHS) is responsible for ensuring the safe condition of the 8,400 km of local roads and 6,000km of pavements in Kent. We maintain roads, pavements, streetlights, drains and other highway structures, and also deliver major improvement projects and road safety programmes. We are not responsible for the motorways or trunk roads in Kent which are looked after by the National Highways Agency.

We also shape and influence the built environment and travel behaviour to facilitate regeneration and improve public access to key services, and provide funding to support socially necessary rural bus routes. In recent years we have also provided significant and increasing funding for concessionary bus transport for children and young people through The Kent Freedom Pass.

We have invested significant additional funds into our Highways and transport systems in recent years as the public have told us that this is a high priority for them, with potholes being a particular issue. Highways nationally have suffered from years of under-investment in the past and there are no quick fixes for what is a significant maintenance backlog - however we believe that in Kent we are making good progress in this area.

Customer Response

Resident call volumes regarding highways to our 24/7 Contact Centre remain at around 12,000 per month with 7,000 of these turning into requests for service. Improving our customer interface and response to feedback has been a key priority for us and in response we have launched 'My Kent Highways on-line' which for the first time gives true transparency to the public on the status of the service requests they have made.

Winter Impact

The past winter was the worst in the UK for over 30 years. KCC and our district council partners responded positively to the enormous demands placed on the service in dealing with the adverse conditions at the time and we will use the lessons learnt from the extensive review of our winter service, including formal consultation with Members and Parishes to improve our response and winter service delivery plan in the future.

The abnormally harsh weather left roads across the entire country in serious need of urgent repairs. In response to this we arranged a major programme of repairs on Kent's minor road network. The '*Find and Fix*' initiative was launched using a number of local contractors to ensure a robust and systematic response to the deteriorating road condition. The entire initiative will run into the summer period to ensure a complete programme of repairs across the whole County.

Improving roads

Significant improvements have been made in recent months to tackle the backlog of other routine repairs and whilst there is still more to be done the foundations are now

in place to keep on top of basic maintenance. We have conducted extensive market testing of resurfacing schemes to challenge the competitiveness of our existing contracts and this has helped deliver efficiency savings of around 8%, which has been reinvested into further maintenance work.

Additional funding in 2009/10 enabled an extended road resurfacing programme to be implemented which was well received.

We have also introduced the Kent Permit Scheme, Kent's groundbreaking programme, which ensures tighter controls on permits provided for utility companies and others to conduct roadworks. This along with the Considerate Contractor Scheme is helping to improve the quality, timeliness and safety of roadworks by both KHS and others.

	2007	2008	2009
Net satisfaction of residents with condition of roads in Kent (KHS tracker survey)	19%	29%	20%
Net satisfaction of residents with condition of pavements in Kent	16%	23%	26%

Streetlights and Drains

We have completed the replacement programme of over 7,000 old mercury street lights which has helped improve the quality of lighting, reduced faults and lowered energy consumption. This has led to a continued improvement in public satisfaction as recorded in our annual tracker survey.

	2007	2008	2009
Net satisfaction of residents with streetlights	44%	45%	51%

All traffic lights are also now converted to LED lamps again resulting in cost savings in energy usage and leading to more efficient future maintenance.

The drainage investigation unit has enabled over 1,750 historic and recurring drainage problems caused by damaged pipes to be solved. This has been well received by local communities and has significantly reduced the number of emergency call outs during heavy rain.

Reducing congestion

We have made considerable efforts to reduce congestion on Kent's roads through our traffic management systems. The investment in congestion management in Maidstone is already delivering a good return with average peak morning journey times now consistently lower than before active management of traffic systems in the town. Further investment is planned in Canterbury and Gravesend with baseline data available from May and reporting 'managed journey times' from August.

The successful countywide roll-out of the Freedom Pass has also, along with its many other benefits, had a positive impact on congestion, particularly around those schools where take-up has been substantial, with a total of around 22,000 passes issued.

Freedom Pass

The Freedom Pass entitles 11-16 year olds to free public transport for an annual fee of £50. Entitlement has been expanded to include home-educated children, young people in care aged 16 to 18 and care leavers (young people who have left school, but are still the responsibility of the council) aged 18 to 20. For young people in care, the fee is now funded by KCC directly or through the foster carer.

	2007/08	2008/09	2009/10
Freedom passes issued	5,203	13,689	22,157

The total number of journeys made with Freedom passes is now running at around 600,000 trips per average school month. Roughly 75% of these are peak home to school journeys and 25% are for leisure or other trips. The decision to provide additional capacity on existing bus routes via the incumbent operators has proved successful.

The Freedom scheme has proved very successful. Feedback from users, the general public and other stakeholders has been extremely positive. The scheme can genuinely be described as trailblazing in a national context.

Road safety

The continuing good work in road safety education and training, safety camera partnership and driver diversion scheme (National Driver Improvement Scheme) is helping to deliver a continued reduction in the number of people killed or seriously injured on Kent's roads. Working with our partner organisations, Kent is on target to exceed the challenging national ten year target of a 40% reduction in killed and seriously injured on Kent's roads.

	2007	2008	2009
Number of road accidents casualties - Killed or seriously injured (including Highways Agency roads i.e. Motorways)	723	627	629

Supporting regeneration and improving access to key services

The recent introduction of the domestic high speed rail services from Kent to London is a major economic generator; an improvement for which we have been arguing strongly for a number of years. Similar strategic transport links on which we have worked very closely are two major road schemes, East Kent Access phase 2 and Sittingbourne Northern Relief Road, which were both started during 2009/10 and will greatly improve access to, and the economic prospects of, the areas where they are being built.

Section 8 : Environmental Excellence

KCC is committed to managing economic growth while providing protection of the environment. We work to provide improved access to the Kent's countryside, coast and heritage, and at the same time ensuring our natural resources and man-made heritage are conserved and enhanced.

We manage 19 country parks, maintain the 6,847km of Public Rights of Way network and work to protect and promote the natural beauty and special character of the Kent Downs (an Area of Outstanding Natural Beauty).

KCC also disposes of the county's household waste and works to achieve targets for diversion from landfill, improved recycling and waste reduction. We work in partnerships with districts councils which collect the waste and private contractors who operate household waste recycling centres on our behalf.

Of key importance for the future is our work on Climate Change, helping Kent to achieve reduced carbon emissions for a sustainable future.

Enjoying the countryside

We have worked hard this year in continuing to improve and promote countryside access. This is important for many Kent residents who regularly make use of our services with our countryside access web site "Explore Kent" now receiving 100,000 page views per month.

This year we delivered over £1m worth of capital improvements to the Rights of Way network and capital developments continued at our Country Parks with new play areas opening in several parks in time for the Easter holidays, and the Green Café opening at Manor Park. Work has begun on several new capital projects which will take more than one year to complete, such as work at Lullingstone Country Park to improve the car parking facilities, and work to improve visitor centre services.

Indicator	2008/09	2009/10
Visitor to KCC run country parks	1.4 mill	1.44 mill

In partnership with other agencies and providers we have organised many successful community events in the year. Under the banner "Fit as a Fiddle" the Countryside Management Partnerships delivered practical countryside taster sessions for over 50's across the county who wanted to improve their fitness. More than 2,000 people came to *Kent Goes Wild at Mote* in September in Kent's biggest ever celebration of wildlife recording, over 7,000 people attended Kent Coastal Week and 500 more children signed up as Junior Wildlife Recorders

Our services continue to contribute to the health and education agendas: the Countryside Access Service began an innovative Health Inequalities project with the health services, working with GPs to encourage patients to choose walking to improve their health, and the service launched a Key Stage 2 Education Toolkit to national acclaim.

Some of our work achieves national recognition and for example the Kent Downs was highly commended as global best destination in the Responsible Tourism Awards.

Heritage

This year has seen a number of exciting archaeological works in Kent. September saw the launch of an innovative new project in Sittingbourne: the Anglo-Saxon Conservation Science Investigations provided a public exhibition of the amazing finds from the previously unknown cemetery.

The successful community archaeology project continued at Shorne Woods Country Park with over 400 people volunteering for the excavations. During the year we held open day at Randall Manor, produced a wider survey of the archaeology of the park, and established a permanent display and interpretation at the visitor centre.

Waste Management

This year has again seen the amount of waste produced by Kent residents reduced, down from over 800 thousand tonnes two years ago to just over 750 thousand tonnes this year. This is good news both financially (less cost for the tax payer) and environmentally.

As a result of less waste collected, and also through increased use of the waste to energy plant at Allington, the amount of waste now going to landfill has significantly reduced.

Indicator	2007/08	2008/09	2009/10	National average
Kilograms of household waste collected per resident	539	507	486	463
The percentage of household waste recycling or composting	35.8%	38.7%	38.4%	39.3%
The percentage of municipal waste sent to landfill	53.2%	45.5%	30.2%	47.6%

The level of recycling has shown no increase this year due to the recession affecting recycle markets and more efficient and accurate reporting of data from recycling plants relating to "reject" materials and un-marketable materials. Currently a higher level of rejected/un-marketable recyclables has been reported for 2009/10 than the previous year, therefore reducing the overall amount of waste being recycled.

We have made further improvements to household waste recycling centres this year. Information signage at all sites has been improved to help customers understand who is operating the services and how to sort the waste for ease of recycling. Following customer feedback we also made changes to the height barriers, which were increased to 2 metres, with vehicles taller than 2 metres able to use larger sites on specific days and we will be piloting some longer opening times.

Clean Kent

Working with partner agencies including district councils and the police, the Clean Kent campaign continues to deliver a hard line approach towards fly-tippers. A large number of sites, which have a history of heavy flytipping are monitored and investigations conducted continue to lead to criminal convictions and fining of offenders. The Clean Kent/KCC enforcement function is making a major contribution both in Kent and at a regional level, with the team's specialist expertise now being sought in respect of fly-tipping cases nationally.

Climate change

KCC has had a stated target to reduce carbon dioxide emissions by 10% by 2010 but this has not been achieved, due to increases in emissions from the estate in certain areas, in particular schools which account for almost 80% of carbon emissions from our buildings. This is as a result of increased use of ICT and extended opening hours, which is also a priority. Therefore, delivery of this target is unfortunately hampered by good progress against another.

However, assessment against the Carbon Trust Standard last year, which takes account of growth in the estate, indicated a 6% like for like reduction compared to the previous two years of data.

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Section 9 : Maintaining Independence

Kent Adult Social Services (KASS) help the people of Kent to live independent and fulfilled lives safely in their local communities. Our vision for the future of social care in Kent was published in March 2010. "Active Lives Now" sets out our priorities for the next three years and describes how we will turn the national concordat 'Putting People First' and Kent's 'Active Lives' ten year vision into a reality.

We offer support to people with particular needs to maintain their independence:

- older people
- people with a learning disability
- people with a physical impairment
- people with a sensory impairment
- people with a mental health problem

Personalisation

We are delivering more personalised services through Self Directed Support (SDS), giving more people choice and control over the support they receive.

Personal Budgets for all new service users were introduced from April 2009 and since December 2009 have also been allocated to existing service users when they have their review. At the end of March 2010 1,019 people had received an approved Personal Budget.

We want people to feel part of their community and we are working with the private and voluntary social care market in Kent to ensure there is a wide range of local services offering people a choice about what support they have and when. 85% of all social care services are now provided by private and voluntary organisations and not directly from the Council.

Indicator	2007/08	2008/09	2009/10	National average 2008/09
Percentage of clients provided with community based service during the year with Personal Budget and/or Direct Payment	4.3%	6.3%	9.1%	5.6%

Providing good information, advice and guidance is important to help people find out what is available and decide on the right care and support. The Kent Contact and Assessment Service (KCAS) is the main access point for people wanting to contact Social Services. KCAS will signpost people to other appropriate agencies or will provide relevant information and advice. KCAS handles up to 90,000 contacts and referrals each year from the public and from our main partner agencies.

Indicator	2007/08	2008/09	2009/10
Number of new clients assessed	27,920	29,575	33,785

We have also developed our use of Gateways and made sure voluntary organisations, such as Hi Kent have a presence there. A 24 hour Dementia Helpline and the Mental Health Matters out of hours helpline have been launched. We have introduced specialist community posts to help guide people through the social care system and give them advice about services available specifically in the district where they live. The Live it Well website was launched in December 2009 to promote physical health and mental wellbeing for all.

Over the last 18 months we have been moving away from traditional day services through our Good Day programme, to give people with a learning disability choice and control over how they spend their time. This year we also worked with 440 people with a learning disability to support their move from residential settings provided by the NHS to community based living. This transfer from NHS care means that we now have the responsibility for all social care services in Kent for people with a learning disability.

Maintaining independence through prevention

Most people want to remain independent for as long as possible. We have developed services that help people stay at home and prevent them going into hospital or long term care. We are currently reviewing our older people's services to ensure that they will meet the changing needs and demography of our communities.

In 2009/10 the number of people supported during the year by Kent Adult Social Services' community based services to live independently rose to 43,110, an increase of 5,640 from the year before.

People supported to live independently	2008/09	2009/10
Adults with physical disability	4,760	6,060
Adults with learning disability	2,640	2,555
Older People (aged 65 and over)	26,235	30,650
Adults with mental health	3,640	3,635
Other adults	195	210
Total	37,470	43,110

Kent has taken part in a national pilot to test the use of assistive technology in people's homes. Assistive Technologies (e.g. Telehealth, Telecare) are monitoring systems that can alert professionals remotely about someone's health or wellbeing. The pilot has shown that the use of Telehealth technology resulted in fewer hospital admissions and delivered savings compared to traditional service options. Most importantly the general and physical health of patients increased during the trial period. As at January 2010 there were 1,134 people on Telecare and 783 on TeleHealth. We are working to mainstream these services now the pilot has concluded with such encouraging results.

We have introduced Enablement, a free intensive short term service of three to six weeks designed to help people maintain independent living skills at home. This is being offered to new clients when appropriate and is proving successful. 58% of

people receiving enablement services had their needs met with no further on-going support from social services.

KCAS can now provide fast access to community equipment and minor adaptations following first point of contact, speeding up the process and enabling people to stay at home for longer.

We have also been developing suitable housing through Public Finance Initiatives in partnership with District Councils so that people with particular needs can be supported to live independently if they wish and long term residential care is not their only option.

Support for Carers

Supporting carers so that they are able to manage their caring role and still have fulfilled lives themselves has been one of our priorities. We provide a range of 'short breaks' which benefit carers and the people they support. One-off direct payments are available to carers for relaxation away from caring and can be used as they wish.

The Kent Carers' Emergency Card has proved popular with carers – there are currently over 1140 Carers signed up to the scheme and the number is growing steadily.

In the latest carers' survey 68% of carers reported being satisfied with the help they received from Kent Adult Social Services.

Access to work

We continue to invest in supported employment for people with learning disabilities, mental health conditions and physical disabilities. KASS is committed to ensuring people who want to work are supported in doing so and are developing a range of employment opportunities with the voluntary and community sector, social firms, co-operatives and other enterprises.

Safeguarding

Protecting vulnerable adults from harm or abuse continues to be at the centre of everything we do. In partnership with other agencies we have worked to improve our safeguarding arrangements. We ran a programme of events to help raise awareness and to support people to report incidents that have caused them concern.

Section 10 : Staying Healthy

KCC works in partnerships with district councils, the private and voluntary sectors and the NHS to promote healthier lifestyles and address health inequalities.

KCC hosts the county's Public Health team which reports jointly to the Primary Care Trusts (PCTs) and KCC. The Kent Public Health Department's main objective is to provide the leadership and strategic framework to enable effective action to be implemented to address the priorities identified in the Kent Public Health Strategy.

The priorities identified in the Kent Public Health Strategy are reducing health inequalities, improving children's mental health and wellbeing; improving sexual health and reducing teenage pregnancies, increasing the number of adults living healthier lives; enabling more people with chronic disease to live at home; reducing substance misuse and excessive alcohol drinking.

Many of the services provided by KCC, from libraries to country parks contribute to help people live healthier lifestyles. Two key and innovative programmes we have delivered are the Kent School Games and HOUSE.

Kent School Games

The Kent School Games for 2009/10 were launched by Dame Kelly Holmes in October 2009. Hundreds of local heats took place across the county, leading up to a series of finals events in July.

The Kent School Games, largest school sports event in Europe, gives more than 30,000 young people, aged 4 to 16 the opportunity to compete in 38 different sports, including disability sports. The event has been nationally recognised as a unique opportunity for young people to engage in competitive sport, with the possibility of the Kent "model" being advocated across the whole country, leading to a National Schools Olympics.

This is the second time the Kent School Games have been held and for the first time this now includes 4-6 year-olds and the additional sports of multi skills, gymnastics and speed stacking.

The previous Kent School Games held in 2008 helped increase pupil participation levels in competitive school sport from 36% in academic year 2006/07 to 50% in 2008/09. This compared to a national increase from 35% to 44%. Data from the national survey for 2009/10 not will be available later until later in the year.

Indicator	2006/07	2007/08	2008/09	National average
Percentage of pupils (years 1-11) involved in inter-school sport competitions	36%	44%	50%	44%

HOUSE

The Kent Youth Service working with the Public Health team and other partners have continued to develop the successful and innovative HOUSE model which went live in December 2008.

HOUSE is a space aimed at young people aged 13 to 19 years old, giving them somewhere to 'chill out', where they can get informal lifestyle information to suit them in a relaxed and unthreatening environment. Its objective is to increase awareness of the damaging effects of smoking, alcohol, drugs and early or unprotected sex.

'House' has not been advertised conventionally and relies on viral marketing (using pre-existing social networks) and word of mouth only. 'House' soon became a brand name among young people and has been successful because it is not immediately associated with agencies and services and the information and messages provided are discrete and offered on young people's terms.

The results have been phenomenal. By January 2010, HOUSE had visited all districts across Kent and had been very well received by young people. By the end of February 2010 the project had made contact with more than 11,000 young people, including many young people who are currently unknown to and do not access existing services. Up to 150 young people visited the Maidstone 'House' per day with queues of young people to see the sexual health nurse for Chlamydia tests.

'House' is now continuing and engagement with young people produced the design brief for a mobile facility that is able to reach into local communities themselves, rather than town centres. 'House' activities can therefore be taken directly into the estates and communities that can most benefit. The new facility launched in March 2010.

Keeping Fit

The health of the Kent population continues to improve and generally the county enjoys better health and longer life than the national average, although there is significant variation (health inequality) across the county.

	2007	2008	2009 Estimate	National average 2008
All age all cause mortality rates per 100,000 population - males	660.9	631.3	627.9	679.9
All age all cause mortality rates per 100,000 population - females	477.1	467.6	446.6	486.7

Contributions from other KCC services and partnerships to the health agenda this year include the following :

- The Countryside Access Service began an innovative Health Inequalities project with the NHS, working with GPs to encourage individual patients to choose walking to improve their health.

- Under the banner “Fit as a Fiddle” the Countryside Management Partnerships delivered practical countryside taster sessions for over 50's across the county who wanted to improve their fitness
- The “activekent” website was launched and developed with Eastern and Coastal Kent PCT and West Kent PCT to promote healthy activity
- Kent’s Libraries have significantly increased their contribution to the public health agenda, either holding or being involved with nearly 800 health events or activities ranging from walks, sessions about nutrition, support for stopping smoking and health trainer surgeries - an 82% increase on the previous year.

Dealing with drug and alcohol problems

The National Treatment Agency (NTA) mid-year review of the Kent Adult Treatment Plan highlighted the excellent work that had been made to rectify underperformance in previous years. The review also pointed to the substantial increases in the number of drug users in effective treatment, above average rates of successful discharge from treatment and consistently excellent waiting time’s figures as indicators of consistently strong performance.

Indicator	2007/08	2008/09	2009/10
Number of problem drug users in Kent in effective treatment	2,186	2,343	2,397

The Drug Action partnership has also delivered improved outcomes for people with substance misuse problems who are involved in the criminal justice system. The new Drug Intervention Programme (DIP) service continued to perform well with increasing numbers of clients with drug problems being engaged through cell interventions and arrest referrals. Roll-out of the Integrated Drug Treatment System (IDTS) also continued in 2009/10 leading to more consistently high quality drug treatment in the Sheppey Cluster prisons in Kent.

The Kent Action on Alcohol Steering Group in developing the Kent Alcohol Strategy, which is being finalised following a consultation and will be launched in 2010.

Section 11 : Stronger & Safer Communities

Kent is a safe county to live in. KCC works with the police, district councils and other partners to help reduce crime and the fear of crime. We make key contributions to community safety through our Community Wardens, the HandyVan service, Trading Standards and Youth Offending Services. We also work to promote volunteering, helping to build stronger communities.

KCC Community Wardens

The 101 KCC Community Wardens provide a comprehensive, uniformed presence across the County, building community confidence and reassurance by reducing crime, the fear of crime and deterring anti-social behaviour.

The Community Wardens are now embedded within Neighbourhood Policing teams including police community support officers (PCSOs,) using problem identification and solving techniques and a shared tasking and co-ordination process to identify issues and target activity

In 2009/10, KCC Community Wardens spent over 75% of their time on visible presence activities within their communities which included more than 34,000 interactions with the public and approximately 17,000 incidents relating to the environment (i.e. highways. Litter/dog fouling, fly-tipping, etc).

A successful bid was made under the government funded Future Jobs scheme for the recruitment of 30 young unemployed persons to join the Kent Community Wardens Service on a 6 month basis as Support Wardens. The Support Wardens were deployed to work with experienced Wardens focusing in particular on environmental and youth issues. Two groups of young people have already completed the 6 month programme with the remainder due to finish in August 2010. With new skills and a new found confidence, some of the young people have been able to find employment, whilst others are keen to become full-time wardens if the opportunity arose.

HandyVans

The HandyVan scheme provides improved home security for vulnerable people to help protect them against burglary and reduce the fear. This has been a tremendous success with 89% of clients feeling very safe after receiving the HandyVan service compared to just 11% beforehand (based on a sample size of 1,252 clients between April 2006 and June 2009):

	2007/08	2008/09	2009/10
Number of safety checks completed by the HandyVan service	2,368	2,996	3,055

Reducing crime and fear of crime

In Kent during 2009/10 recorded crime decreased by nearly 11,000 crimes, a 10.9% fall compared to 2008/09. Two areas where KCC has maintained a focus working with

partners over the last four years are domestic burglary and car crime, both of which continue to show reductions.

Indicator	2007/08	2008/09	2009/10	National average
Domestic burglary per 1,000 households	8.5	7.8	7.8	11.8
Car crime per 1,000 population	8.6	7.8	6.2	8.3

Under the umbrella of the Safer Kent Delivery Group, KCC has been working for some years with partner organisations to manage the night time economy and help make people feel safe. Feelings of safety walking alone at night are at their highest for the last four years rising from 55% in 2006/07 to 67% at the end of 2009/10.

Indicator	2006/07	2007/08	2008/09	2009/10
Percentage of people who feel safe walking alone at night	55%	58%	64%	67%

Trading Standards

Kent Trading Standards operates an early warning email messaging system which alerts local communities to bogus trading practices. Our partners and message recipients now number over 290, including 161 parish and town councils. More than 100 messages are sent each year containing warnings of scams and doorstep criminals. Alert messages are also published in a range of local media including parish magazines, public notice boards and local newspapers. This all helps to reinforce the messages we give about doorstep traders and scams.

Trading Standards continued to rapidly respond to residents in need who were victims to doorstep criminals. 105 consumers were supported up to the end of January 2010, saving residents an estimated £118,000.

Where intelligence has shown that there has been a problem with doorstep callers Trading Standards Officers have worked with partners to establish local Cold Calling Control Zones. The scheme is proving to be popular at a local level and once a zone has been set up the neighbouring community often wants one as well. The first No Cold Calling Control Zone was set up in Cranbrook and now there are 18 in Kent with proposals for a further 8.

Tackling youth offending

Local data shows a continuing reduction in the number of new entrants to the youth justice system.

We have doubled the number of Victim Liaison Officers, significantly increasing the frequency of contact with victims of youth crime and the opportunities to engage them in restorative processes with those who have offended against them.

Indicator	2007/08	2008/09	2009/10	National average 2008/09
Number of new entrants to the youth justice system (per 100,000 10-17 population)	1,710	1,620	1,292 ¹	1,472

We have also seen sustained good progress with respect to the prevention of re-offending. The overall re-offending rate has fallen incrementally from 40.2% for the 2005 cohort to 34.6% for the 2008 cohort. This progress has continued, with the rate falling to 27.2% for the 2009 cohort tracked for 12 months.

Alcohol

In November 2008, the multi-agency Kent Community Alcohol Partnership (KCAP) which includes Kent Trading Standards and Kent Police was officially launched, aimed at changing the attitudes to drinking among young people and supporting retailers to reduce sales of alcohol to underage drinkers. In November 2009 KCAP was extended to include Herne Bay, Whitstable, Cliftonville, Margate, Maidstone and Swanley and results are already being seen.

Volunteering

Over 1,000 volunteers have signed up to the 2012 Kent eVent team to support sporting, leisure & cultural events and organisations.

Kent Volunteers ran a targeted campaign, 'Volunteer Your Skills', in late summer 2009, highlighting the need for people with specialist and professional skills to volunteer. They also worked with voluntary organisations helping to ensure the opportunities they need are 'volunteer ready' and more likely to be taken up.

The Community Safety Annual Conference was entitled 'Community Safety and the Voluntary Sector', and highlighted the worthwhile and sometimes overlooked role that the voluntary sector plays in the community safety agenda, as well as the opportunities this sector can provide for volunteering.

¹ Provisional figure based on local data – not suitable for comparison with previous years. Official figure available Nov 2010

Section 12 : Towards 2010 Targets

The following table provides a summary of the progress we have made in the last four years against the targets we set in the Towards 2010 document.

Full details of progress against these targets can be found in the Towards 2010 Annual Report on our web-site.

Target	Progress Made
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	Good progress
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	Completed
Target 3: Support a programme of town centre regeneration	Completed
Target 4: Support rural businesses and communities to build a strong entrepreneurial culture	Completed
Target 5: Ensure Kent County Council uses its significant purchasing power to allow fair and open competition	Good progress
Target 6: Increase opportunities for graduates to work and live in Kent	Completed
Target 7: Fulfil Kent's potential as a premier tourist destination	Good progress
Target 8: Develop Kent as a major venue and location for film, television and creative industries to benefit the Kent economy	Completed
Target 9: Through our Kent Supporting Independence Programme, work towards reducing the number of people dependent on welfare benefits	Good progress
Target 10: Improve the quality of early years education by strengthening the links between pre-schools/nurseries and primary schools, thereby improving children's ability to learn when they enter primary school	Completed
Target 11: Help and inspire all our children to do well, with a particular focus on ensuring that the results our seven and 11 year-olds achieve at Key Stage 1 and Key Stage 2 improve faster than the national rate	Good progress
Target 12: Work with headteachers to encourage a zero tolerance approach towards disruptive behaviour, bullying and vandalism in our schools	Good progress
Target 13: Continue to offer and develop further multi-agency support to parents by helping them with the problems they and their children face in everyday life	Completed
Target 14: Listen to young people's views and opinions and develop their ideas to improve education and life in Kent	Completed
Target 15: Raise the expectations and aspirations of our young people by giving all 13-19 year-olds the very best careers guidance and by providing master classes presented by businessmen, entrepreneurs and professionals	Completed

Target	Progress Made
Target 16: Expand our pioneering vocational 14–16 programme to more than 4,000 students, offering real choice in a diverse and stimulating curriculum tailored to the needs of students and relevant to the real world	Completed
Target 17: Double the number of participants on Skills Force -type programmes	Completed
Target 18: Introduce a Kent Apprenticeship scheme, offering at least 1,000 apprenticeship opportunities across the private and public sectors	Completed
Target 19: Introduce the Kent Community Programme, building teams of apprentices to participate in community projects	Completed
Target 20: Build strong business-education partnerships that benefit both employers and schools	Completed
Target 21: Launch and market a new website, “What’s on in Kent?”, that will list sports and leisure activities and local organisations for all age ranges in the county	Completed
Target 22: Establish a biennial Kent Youth Games and support Kent sports men and women to compete in the 2012 London Olympics and Paralympics	Completed
Target 23: Facilitate and enhance the development of Kent Youth Theatre activities	Completed
Target 24: Find new and innovative ways of communicating with the public, including trialling webcast TV	Completed
Target 25: Promote Kent as a centre for the arts, encouraging the development of a network of music and cultural venues across the county	Completed
Target 26: Modernise the library service so it also acts as a focal point for KCC services and widens access to Kent’s rich culture	Completed
Target 27: Open the Turner Contemporary gallery, Margate, in 2010	Completed
Target 28: Support and encourage the large number of local and voluntary groups and sports clubs in Kent	Completed
Target 29: Continue to develop ‘gateway’ one stop shops that give easy access to services provided by county and district councils and other public service bodies	Completed
Target 30: Work towards introducing a Kent youth travel card entitling all 11-16 year olds to free public transport in the county, subject to the outcome of two district pilots	Completed
Target 31: Pilot staggered school hours to relieve rush-hour congestion	Completed
Target 32: Provide more car parking places in Kent and remove unnecessary yellow lines and bus lanes	Completed
Target 33: Penalise contractors for unnecessary delays caused by road works and synchronise works to minimise disruption	Completed
Target 34: Tackle urban congestion and reduce peak journey times between and within towns by 10% using methods such as intelligent traffic light management systems and congestion-busting teams	Completed
Target 35: Work with bus and train providers and lobby government to improve public transport services in Kent	Good progress

Target	Progress Made
Target 36: Commission a joint feasibility study with Essex County Council into a third lower Thames Crossing	Completed
Target 37: Improve the way we repair roads and pavements	Completed
Target 38: Maximise the use of previously developed land	Good progress
Target 39: Bring back into use the large number of empty homes in Kent	Completed
Target 40: Ensure that new housing developments include the right infrastructure and local facilities and cater for a mix of age groups and incomes	Good progress
Target 41: Ensure that new KCC buildings set an example by delivering the best possible standards of construction by applying a pragmatic approach to sustainability using energy-efficient, robust and built to last materials	Completed
Target 42: Reduce the impact of KCC's buildings and vehicles on the environment, including trialling the use of bio-fuels and other new technologies	Good progress
Target 43: Expand the Clean Kent programme to tackle the top 20 fly-tipping hotspots and increase the capacity to prosecute fly-tipping offenders	Completed
Target 44: Establish a Global Centre in Kent that will lead the world in developing crops to provide energy, medicines and other products	Not achieved
Target 45: Protect and enhance Kent's ancient woodlands and improve access to countryside, coast and heritage	Completed
Target 46: Lobby Government, the water companies and developers to ensure that house building programmes do not threaten Kent's water supplies	Good progress
Target 47: Create and launch initiatives that facilitate more competitive sport in schools, support after-school sports clubs and sponsor more inter-school competitions and holiday sports programmes	Completed
Target 48: Increase opportunities for everyone to take regular physical exercise	Completed
Target 49: Enter into practical partnerships with the NHS, sharing resources to combat obesity and encourage people of all ages to take responsibility for their health and wellbeing	Completed
Target 50: Introduce a hard-hitting public health campaign targeted at young people to increase their awareness and so reduce the damaging effects of smoking, alcohol, drugs and early or unprotected sex	Completed
Target 51: Encourage healthy eating by providing nutritious lunches through the "Healthy Schools" programme and launch a range of community-based healthy eating pilots	Completed

Target	Progress Made
Target 52: Increase the number of people (by 3,000) supported to live independently in their own homes. This will include: <ul style="list-style-type: none"> • encouraging the development of more housing for older people, disabled people and those with special needs • encouraging more people to take control of their care/support through Direct payments • taking advantage of new technologies, such as expanding our Telehealth and Telecare programmes 	Completed
Target 53: Strengthen the support provided to people caring for relatives and friends	Good progress
Target 54: Work with our colleagues in the health service to reduce the number of avoidable admissions to hospital and combine resources, where appropriate, to improve the health and well-being of the people of Kent	Good progress
Target 55: Ensure better planning to ease the transition between childhood and adulthood for young people with disabilities and to promote their independence	Good progress
Target 56: Improve older people's economic well-being by encouraging the take-up of benefits	Completed
Target 57: 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 the police presence in problem areas	Completed
Target 58: Help maintain Kent's low levels of burglary and car theft and work with off-licence, pub and club owners to reduce alcohol-fuelled crime and disorder, anti-social behaviour and domestic abuse	Completed
Target 59: Work with our partners to reduce the number of deaths and serious casualties from road accidents	Completed
Target 60: Support young people to reduce the risk of them offending	Completed
Target 61: 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	Completed
Target 62: Expand the Kent Handyvan scheme, making the homes of older and vulnerable people more secure	Completed
Target 63: Promote the Kent Volunteers Programme and work with other partners to attract more volunteers	Completed

Section 13 : Your comments

We are always trying to ensure that we improve the services that we provide for the people of Kent. We would be glad of your views on any part of this document and will use them in preparing future reports and developing our services.

Please complete this feedback form and return it to Richard Fitzgerald, Kent County Council, Room 1.63, Sessions House, County Hall, Maidstone, Kent, ME14 1XQ.

If you would rather give your views by telephone, you can call 01622 221985.
Alternatively email: performance@kent.gov.uk .

1. Your name/address:

2. How useful did you find this document? Did you find anything particularly helpful?

3. Was there anything missing? If so, what?

4. Did you find it easy to read and understand? If not, why?

5. Any other comments?

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By: Roger Gough, Cabinet Member for Corporate Services and Performance Management
Katherine Kerswell, Group Managing Director

To: Communities Policy Overview and Scrutiny Committee

Date: 16th September 2010

Subject: Core Monitoring Report

Classification: Unrestricted

SUMMARY

The purpose of this report is to inform members on key areas of performance and activity across the authority.

FOR INFORMATION

1. Introduction

The first Core Monitoring report was reported to Cabinet on 13th September. The report includes graphs and commentaries on a wide range of indicators, covering key activity and performance relating to the main services provided by the council.

Each Policy Overview and Scrutiny Committee is receiving the section of the report relevant to their remit.

2. Core Monitoring Information

Indicators within the Core Monitoring report are presented with historic trends shown by graph, a RAG (Red/Amber/Green) status, a DoT (Direction of Travel rating) and a commentary.

A summary of the RAG ratings by indicator is provided at the start of the Core Monitoring report in the contents and summary pages along with an explanation of how the RAG ratings and DoT ratings are arrived at.

The RAG and DoT ratings are always based on the quarterly data except where the indicator is only provided with annual figures.

To show how the position has changed from the most recent quarter compared to the previous quarter, RAG ratings and DoT ratings for the previous quarter are also shown, although this information has not previously been reported.

For most indicators the data presented in the Core Monitoring shows two graphs, these being in most cases:

- a. Performance trends on a financial quarterly basis with up to three year's historic data shown
- b. Annual performance with comparison to national benchmarks with up to five year's history shown.

Other graph formats are used for some indicators where it is not possible or suitable to use the above format. For example, information relating to academic results at schools can only be presented with annual data and other schools-related information is reported on a termly basis rather than by financial quarter.

The commentaries provided with each indicator are provided to help clarify the information presented in order to assist interpretation.

3. Data Quality and Interpretation

Much of the quarterly data included in the Core Monitoring has the status of management information, which has generally not been put into the public domain before data for the most recent quarters is provisional and may be subject to revisions at a later date. However, in all cases the most recent data presented is of sufficient accuracy to provide a reliable indicator of trends either positive or negative.

In some cases it is not possible to present data for the most recent financial quarter (end of June 2010) within this report. In all cases the most recently available data is shown.

Where annual data is presented with national benchmarks, this information is taken from nationally published information already in the public domain. Sources for this information are generally government departments, such as the Department of Education for pupil attainment, and such data usually comes within the remit of National Statistics.

National Statistics are produced to high professional standards set out in the Code of Practice for Official Statistics. They undergo regular quality assurance reviews to ensure that they meet customer needs. They are produced free from any political interference.

4. Indicators Relevant to the Communities Directorate

There are ten indicators within the Communities Portfolio that feature in the Core Monitoring reports. They cover Library footfall; Kent Apprenticeships; new entries to the youth justice system; young offenders in education, training and employment, Adult Education enrolments; sports participation (for both adults and children); problem drug users in treatment; and vulnerable people achieving independent living.

Five of the ten indicators have a current traffic light status of “green”, while the other five are “amber”. None are red.

5. Future Reporting

Further Core Monitoring reports will follow on a quarterly basis. Presentation of this data in this format is new and we are interested in Members’ comments. It is part of our transparency agenda so it is important that it provides clear understanding. We will develop more meaningful comparative data in future reports that includes the most relevant comparator groups and will also include a full set of data tables to aid better understanding and clarity on the graphs.

The content of the Core Monitoring will also change in the future to reflect the priorities in ‘Bold Steps for Kent’ which will be out for consultation during September, with adoption by the county council in mid November.

6. Recommendation

Members are asked to NOTE this report.

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Kent County Council

Core Monitoring Report

Indicators relating to Services in the Communities Directorate

**Including Information up to the end of
June 2010**



Contents and Summary

Description	Page	Current Status	Previous Status
Key to RAG (Red/Amber/Green) status and DoT (Direction of Travel) ratings	3		
Communities			
Managing Director's Commentary	4-5		
Libraries	6	Amber	Amber
Kent apprenticeships - KCC	7	Green	Green
Kent apprenticeships - other organisations	7	Amber	Amber
New entrants to the youth justice system	8	Green	Green
Young offenders in education, employment and training	9	Amber	Amber
Adult education enrolments	10	Green	Amber
Sports participation – adults	11	Amber	Amber
Sports participation - children	11	Amber	Amber
Problem drug users in treatment	12	Green	Green
Supporting People – people achieving independent living	13	Green	Green

Key to RAG (Red/Amber/Green) and DoT (Direction of Travel) ratings

		RAG Ratings
Green	★	Performance exceeding local targets where set or significantly better than most recently published national average
Amber	●	Performance not significantly different most recently published national average or close to but not exceeding local targets
Red	▲	Performance significantly behind local targets where set or significantly worse than most recently published national average
N/a		Data not available in order to assess performance (e.g. no specific target set and/or awaiting national comparative data)
		DoT Ratings
	↑	Improvement in performance or change in activity levels with a positive impact on budgets and resources
	↓	Fall in performance or change in activity levels with a negative impact on budget and resources
	↔	No change in performance or activity levels

KCC Core Monitoring

Communities Directorate

Managing Director's Commentary

The Communities directorate, like other parts of KCC and public sector agencies, has been working in a time of rapid change in the past few months. In-year grant reductions have either already occurred or are anticipated. For example, the Supporting People Administration Grant, worth £730k has disappeared; there has been a 10% reduction of the Safer and Stronger Communities Fund; Adult Education is anticipating a reduction of approximately £500k; the Youth Capital Fund has been reduced by 50%, in addition to the Youth Opportunity Fund being reduced and de-ringfenced; and the Sport, Leisure & Olympics Service is facing a grant reduction of over £70k. Looking ahead, much focus is on preparations for delivering a very tough Medium Term Plan for the 2011-2014.

On a positive note, several Services have received external evaluation / inspection in recent weeks:

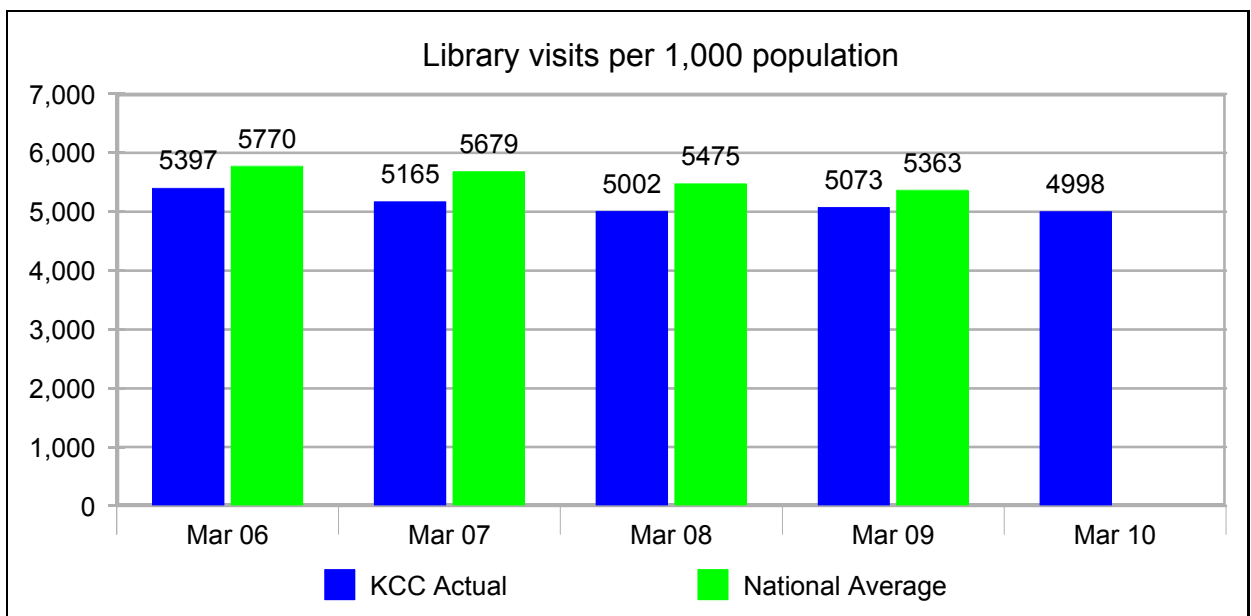
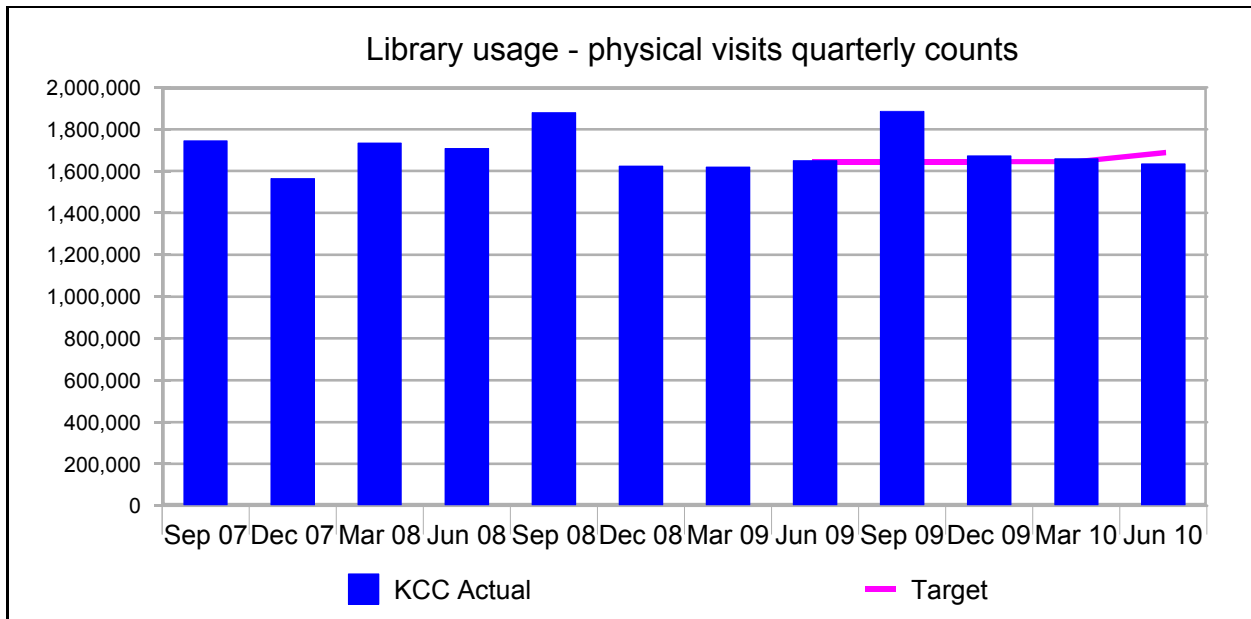
- The week commencing 21 June saw an Ofsted inspection of the Community Learning & Skills Service, as a provider of Adult and Community Learning. The inspection report was published on 30 July and is very positive. Overall effectiveness of provision was graded as “Good” with “Good” capacity to improve. Inspectors commented that learners achieve qualifications well; there is good quality teaching, coaching and learning; courses are well managed; and learners develop good skills, often to a professional standard
- The national Youth Justice Board conducted a review of quality and performance of youth justice services both provided and co-ordinated by the Youth Offending Service in early 2010, reporting findings to the county Youth Justice Board in July. YOS has been assessed by the Youth Justice Board as performing well both in terms of the quality of the youth justice services delivered and when compared on most of the measures in the Youth Justice Board performance framework with Teams in the same comparator family
- The Library Service, which has held Chartermark Status since 1992, has been successfully accredited with the Customer Service Excellence Standard, which tests in great depth those areas that research has indicated are a priority for customers, with particular focus on delivery, timeliness, information, professionalism, staff attitude and developing customer insight.

The following pages feature performance and activity against the agreed Core Monitoring indicators, with commentary featured under each graph. Performance is either above or close to target for almost all indicators. Points worth highlighting are set out below:

- Local and national data is showing a reduction (improvement) in the number of *first time entrants to the youth justice system* across all districts in the county, indicating a positive outcome from various prevention initiatives, particularly involving the Police

- Ensuring young people are in *education, training & employment (ETE)* is one of the key factors in reducing the risk of young people offending. Approximately 70% of young people known to the Youth Offending Service are in ETE; this is in line with national average and slightly better than statistical neighbours. However, this is still below the Youth Justice Board's national aspiration and work is ongoing to improve the rate in Kent
- *Physical Visits to Libraries*: Library modernisation schemes continue to progress. Modernised libraries have seen increases in footfall, and CIPFA comparator information shows that physical visits per 1,000 population in Kent increased in 2008/09, while the English Counties total decreased. Stanhope and Folkestone Libraries are scheduled to open before the end of summer, while the modernisation of Deal library is due to begin in the coming weeks. As a result of the modernisation programme, several libraries have temporarily re-located and this may well lead to an impact on loans and footfall
- The number of KCC *apprenticeships* taken on over the past four years has comfortably exceeded the target set at the beginning of the Towards 2010 period. Data is currently being gathered from other Training Providers in Kent to produce the final figure for apprenticeships taken on by other public and private sector organisations. This will be reported in KCC's Towards 2010 Annual Report in the autumn
- The latest Active People Survey results (April 2009 to April 2010) show little change in the level of *adult participation in sport and active recreation* in the County. Performance is slightly behind target but it is hoped that the outcomes of partnership initiatives will start to come through during the remaining 14 months of measurement. However, it is likely that the tough economic climate will mean a reduction in resources available to fund initiatives in the county in the coming year(s).

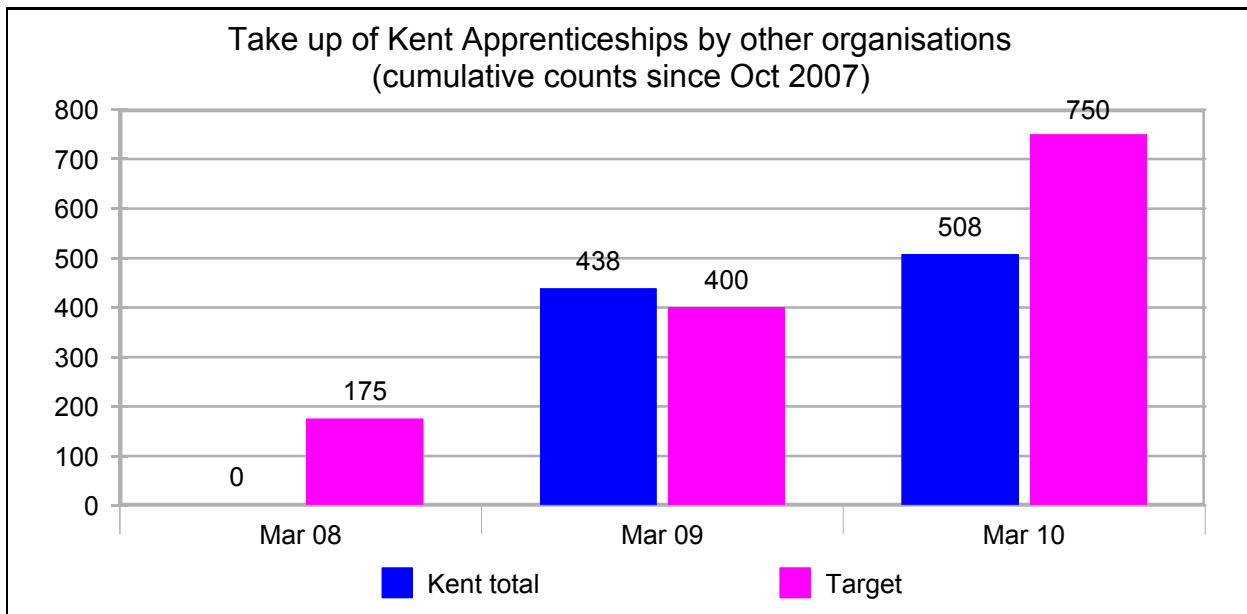
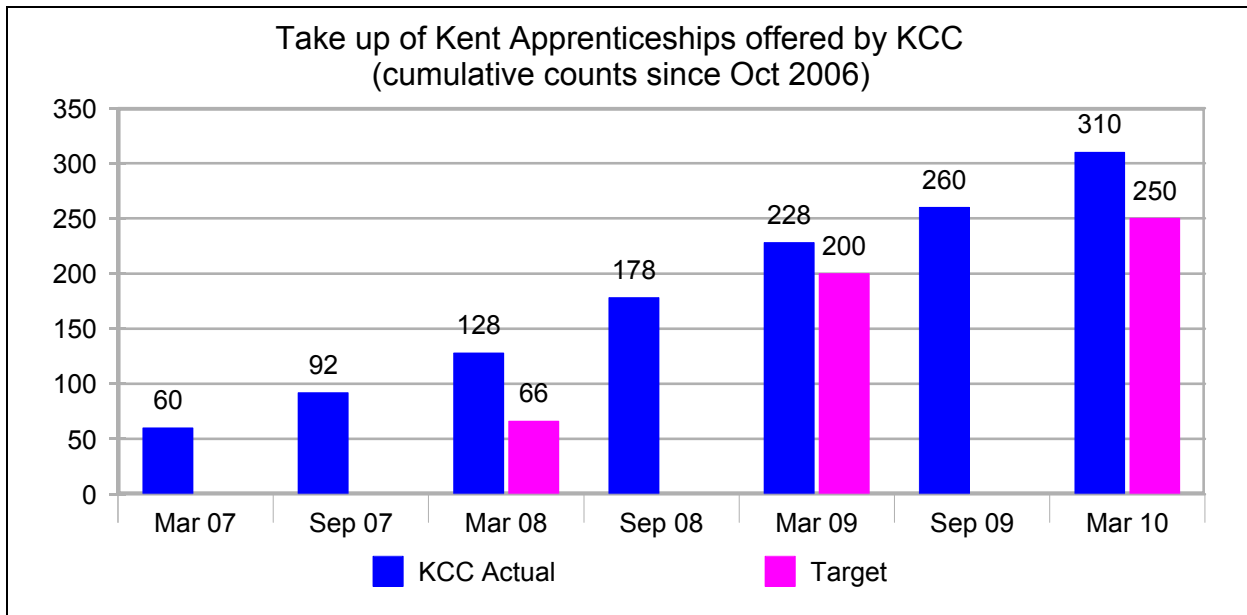
Amanda Honey
Managing Director
Communities Directorate



	Current RAG	Previous RAG	Current DoT	Previous DoT
Library visits (physical visits)	●	●	↓	↓

Comments :
 Footfall in Libraries has held up well despite being affected by several temporary library re-locations as part of the modernisation programme. There was an increase in library activities such as Reading Clubs and Baby Bounce & Rhyme Time during 2009/10, as well as usage of Library PCs. There were 1.2 million 'virtual visits' to Libraries during 2009/10.

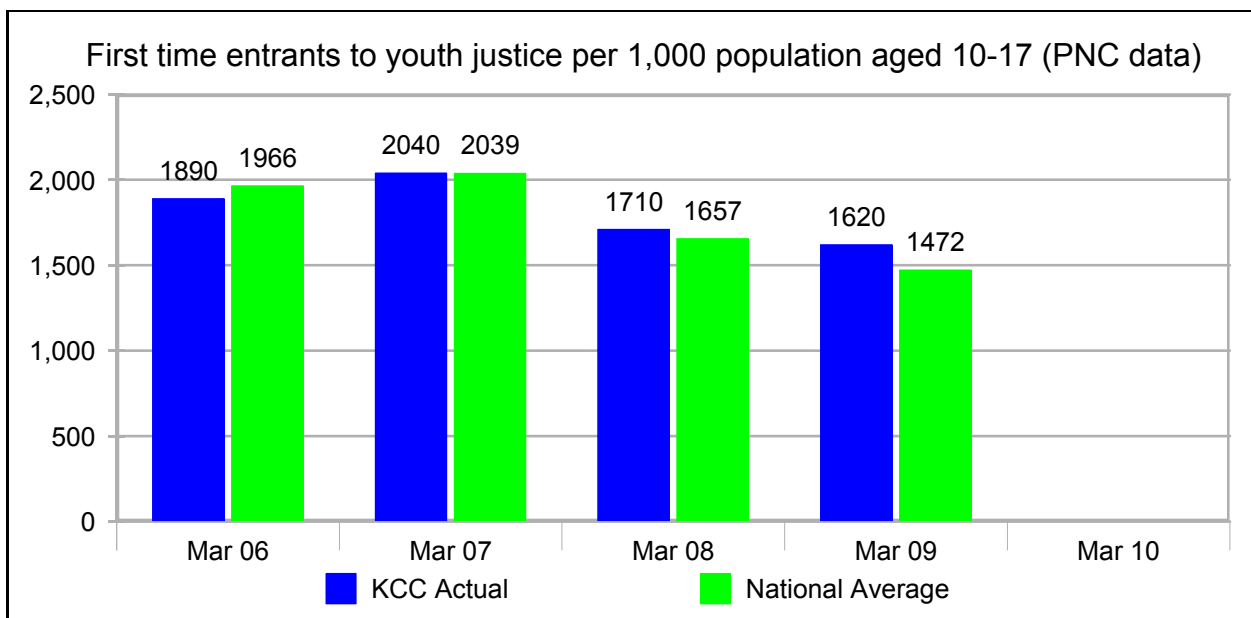
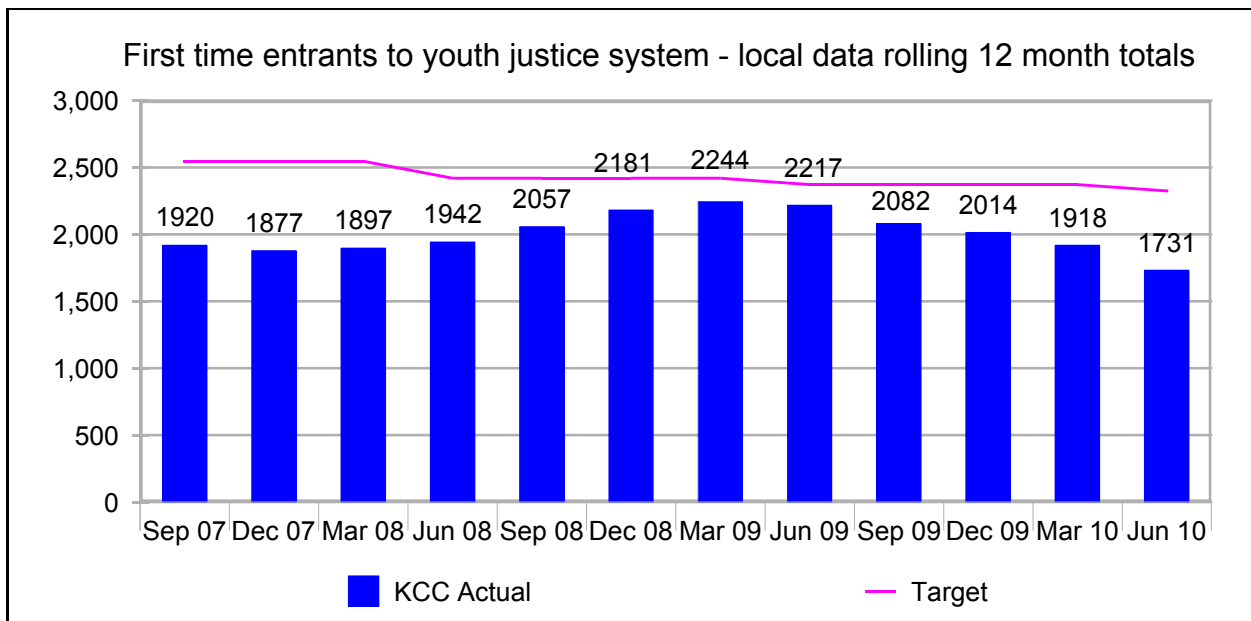
Kent closed the gap to the national average for visits to libraries in 2008/09, with Kent showing an increase against a national reduction.



	Current RAG	Previous RAG	Current DoT	Previous DoT
KCC Apprenticeships	★	★	↑	↑
Kent Apprenticeships with other organisations	●	●	↑	↑

Comments :
 KCC apprenticeships have surpassed the 250 target comfortably.

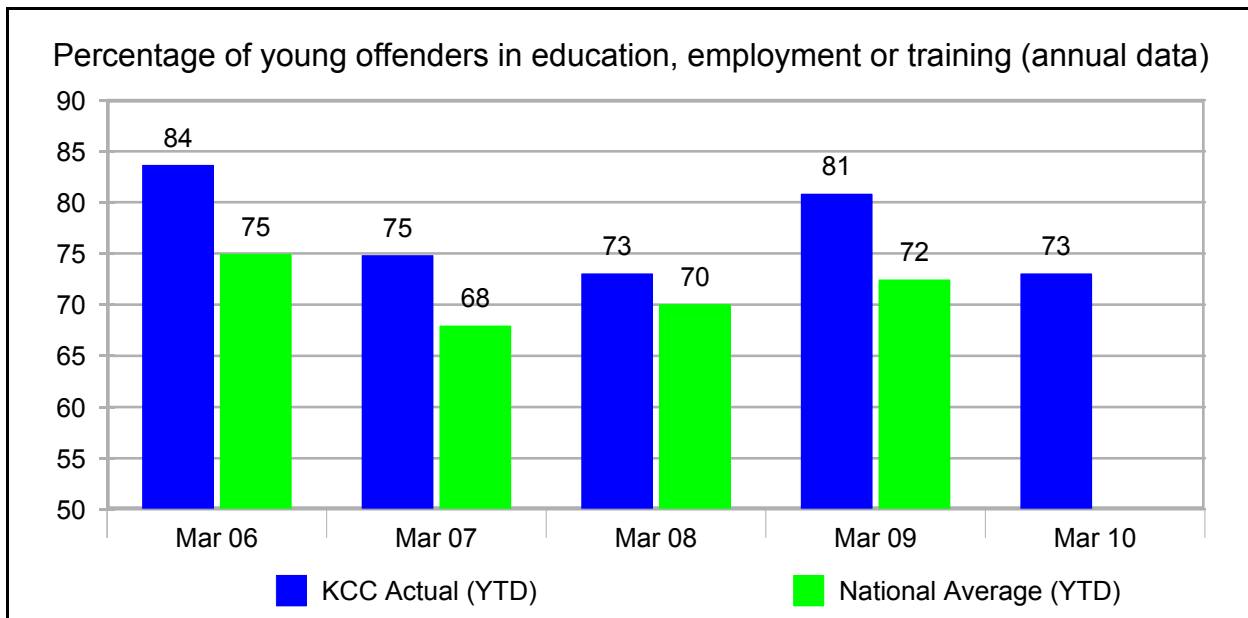
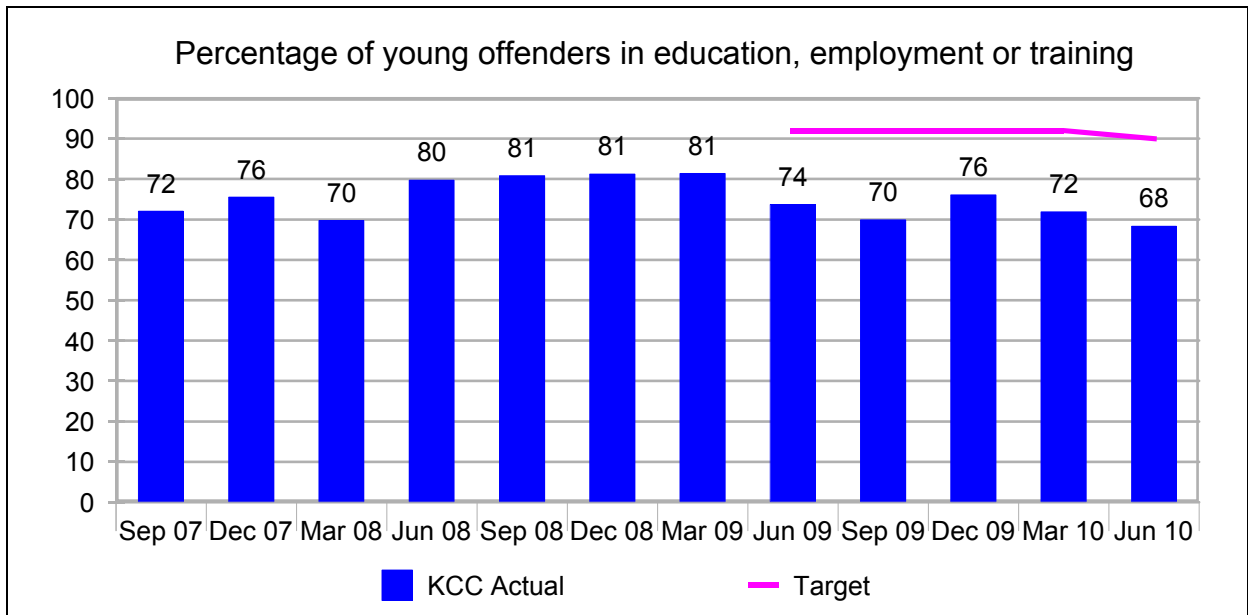
Data for Kent Apprenticeships other organisations is provisional and final data is being collected from Training Providers to be reported in September. The target of 750 is from the Towards 2010 programme and new apprenticeships starting at any date before the final progress report in October will be counted towards this target.



	Current RAG	Previous RAG	Current DoT	Previous DoT
First time entrants to youth justice system	★	★	↑	↑

Comments :
 Both local and national data shows a reduction in the number of first-time entrants to the youth justice system in Kent. The quarterly data is based on local records while the annual figures are based on the Police National Computer (PNC). Kent rates were above national average for the year to March 2009. National data for the year to March 2010 will be available in November.

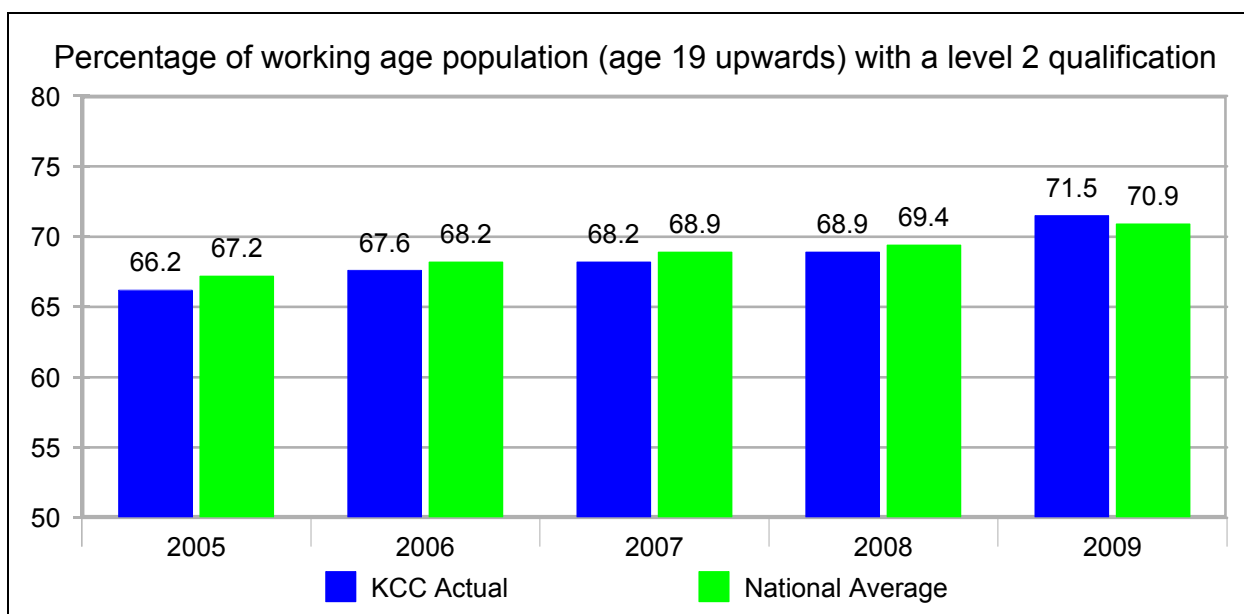
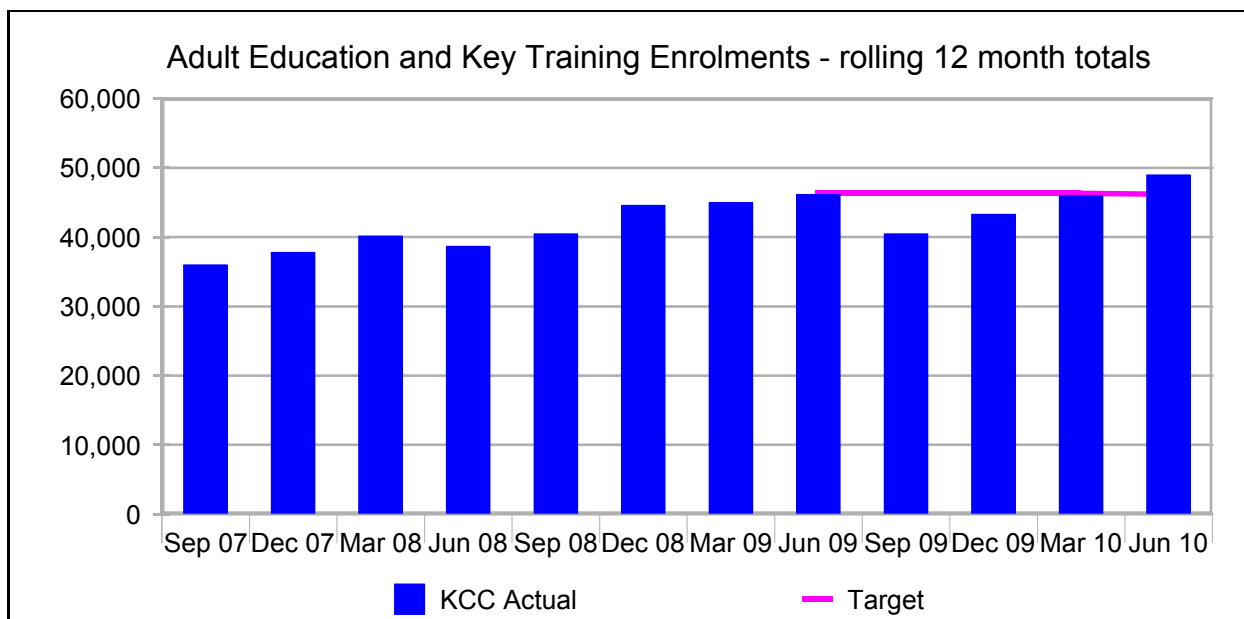
Restorative justice developments are due for countywide implementation by Kent Police during 2010, and will include support for the diversion of children and young people from the youth justice system.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Young offenders in education, employment and training	●	●	↓	↓

Comments :
 The target level shown is the national Youth Justice Board target and not a local target.

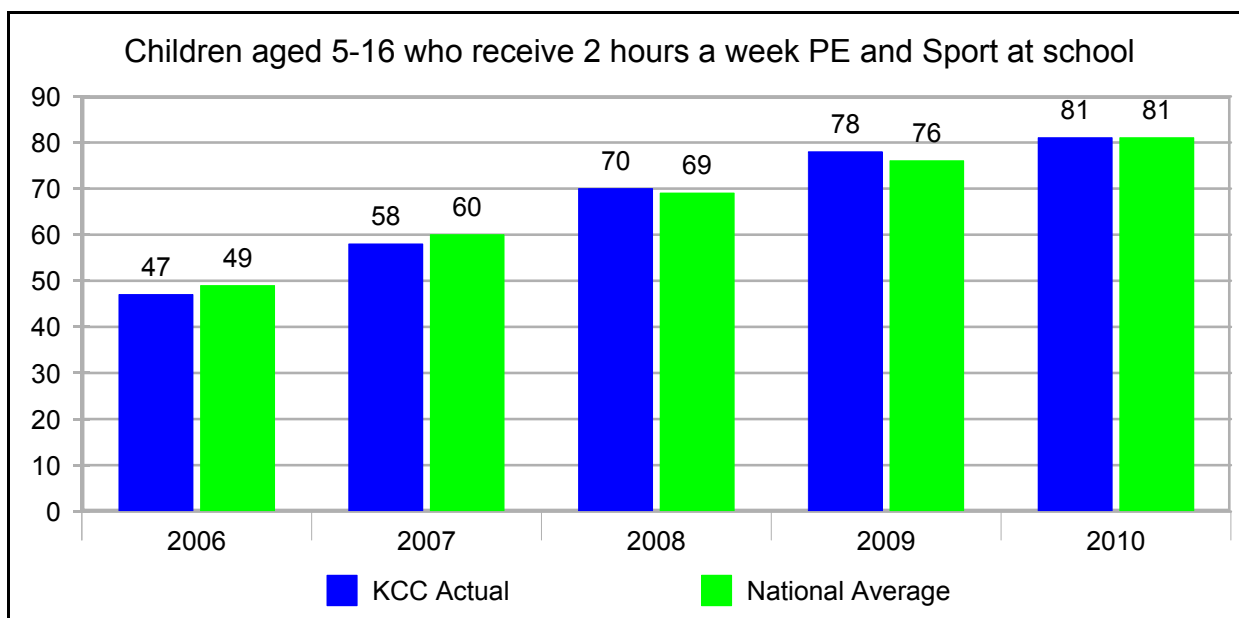
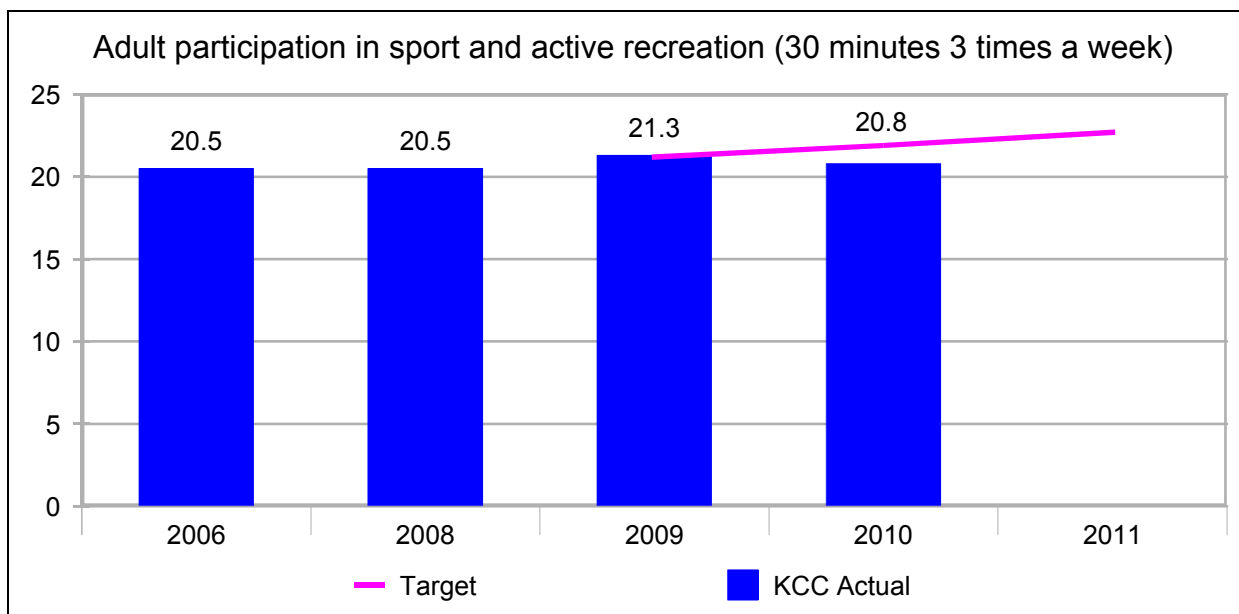
 Despite a drop in performance in the last year and with results somewhat behind the national target, this indicator is assessed as amber, due to Kent having better performance than the national average for the last four years.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Adult education and key training enrolments	★	●	↑	↑

Comments :
 All enrolments on Adult Education and KEY Training (fee paying and non fee paying) courses exceeded target by 2.6% for the period April to June 2010.

Recent data for calendar year 2009 shows that for the first time in five years, a higher percentage of Kent working age population has a level 2 qualification than is the case nationally.

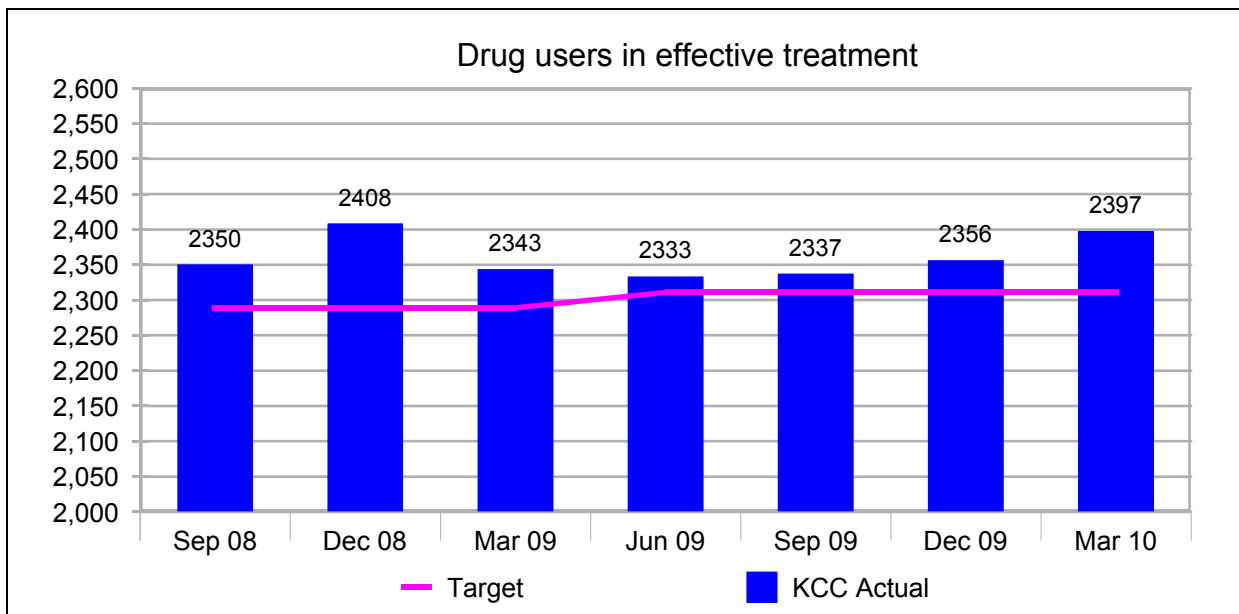


	Current RAG	Previous RAG	Current DoT	Previous DoT
Adult sports	●	●	↓	↑
Children's sports	●	●	↑	↑

Comments :
 Both indicators above are based on national surveys. There was no adult sports survey in 2007.

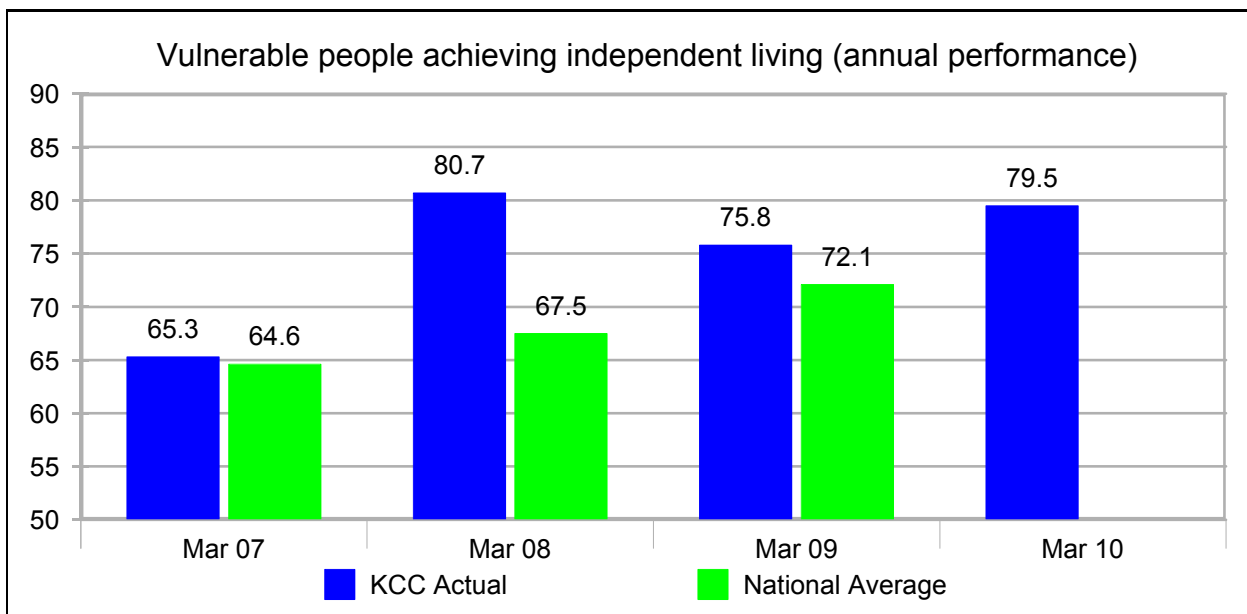
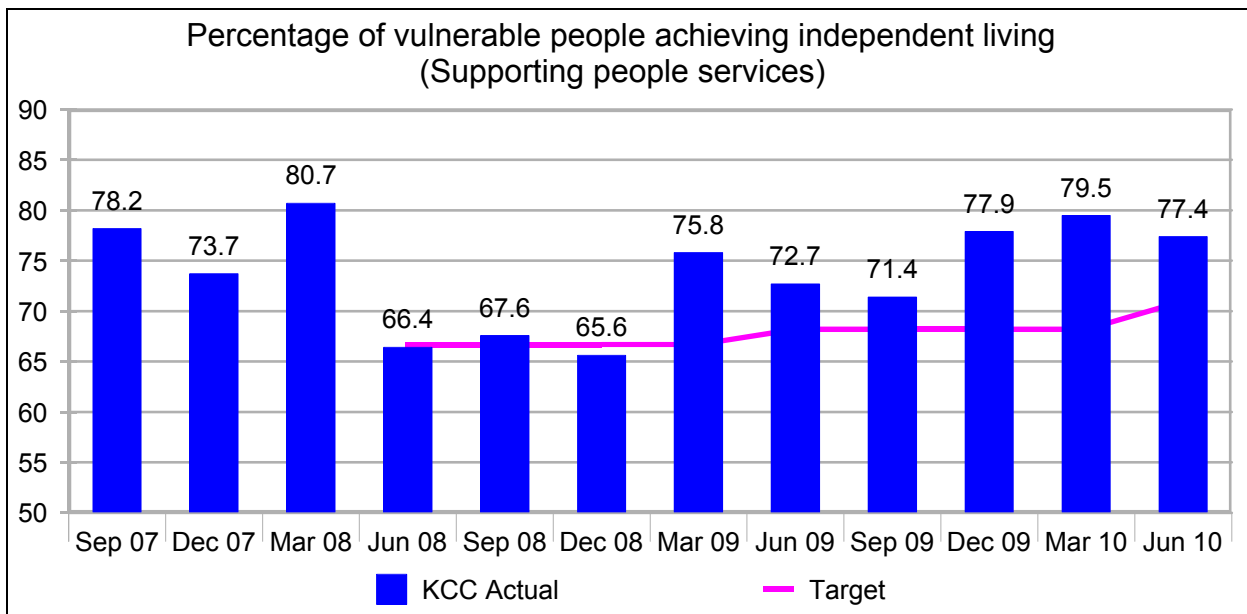
Adult Participation in Sport is an LAA target. Latest data shows a marginal decline in reported participation, although not enough to be of significant concern at this stage. However it is possible that grant reductions could impact on the number of initiatives running in the county.

For Children's Sport provided within the school curriculum Kent continues to improve in line with national trends.



	Current RAG	Previous RAG	Current DoT	Previous DoT
Drug users in effective treatment	★	★	↑	↑

Comments :
 Totals are 12 month rolling figures. The number of drug users in treatment for 12 weeks is currently ahead of final Kent Agreement target levels, although performance needs to be maintained through to March 2011.



	Current RAG	Previous RAG	Current DoT	Previous DoT
People achieving independent living following housing support	★	★	↓	↑

Comments :
 This indicator is a Local Area Agreement target. Performance continues to remain above target and above the national average.

NB – Data from December 2009 to June 2010 is provisional and subject to revision following publication of national data by CLG later in the year.

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To: Communities Policy Overview and Scrutiny Committee

From: Mike Hill, Cabinet Member
Amanda Honey, Managing Director, Communities

Date: 16th September 2010

Subject: Informal Adult Learning: Lead Accountable Body role

Classification: Unrestricted

Summary:

This report provides an update on the national policy context and local authority role in informal adult learning and the associated funding for Adult Safeguarded Learning. The report provides the background to the entry in the Forward Plan of Key Decisions entitled "Lead Accountable Body for Informal Adult Learning in Kent".

FOR INFORMATION AND COMMENT

1. Introduction

- 1.1 On March 25th 2010, local authorities were invited by the Department for Business, Innovation and Skills (BIS) to become the Lead Accountable Bodies for Informal Adult Learning. This followed from the policy context developed within the 2009 White Paper, The Learning Revolution. The White Paper made the case for the development of local strategies for informal adult learning led by local authorities. Informal adult learning is associated with funding known as "Adult Safeguarded Learning" and KCC responded to the invitation in April 2010, expressing interest in the role, in principle.
- 1.2 For Kent, the Adult Safeguarded Learning budget currently amounts to £6million of a total national budget of £21 million.
- 1.3 Assumption of the Lead Accountable Body role was identified as a possible key decision and entered into the Forward Plan published in May 2010. This would have allowed for the decision to be made after the end of July 2010, subject to confirmation from BIS.
- 1.4 To date, however, there has been no further information from BIS about the potential role of local authorities in this regard. In June 2010 a letter went from the Local Government Association to the Minister, John Haynes, urging him to continue with plans for devolve

responsibility for informal adult learning and the Leader of KCC was among the signatories of this letter.

- 1.5 In July 2010, BIS published “Skills for Sustainable Growth”; a consultation document outlining the government’s future approach to skills policy. This was accompanied by “A Simplified Further Education and Skills Funding System and Methodology” which proposes a single post-19 budget. Both consultations run until October 14th 2010. The latter consultation specifically asks for views on whether Adult Safeguarded Learning should be retained or whether it should be combined within the single post-19 budget. Neither consultation envisages a strong role for local authorities in the planning and commissioning of provision.
- 1.6 It is clear that the policy direction relating to adult learning and skills will change and KCC will respond to the consultations. It does now seem unlikely that Local Authorities will become Lead Accountable Bodies for adult informal learning and the entry in the Forward Plan will be reviewed in September.

2. How the Funding has been used in Kent

- 2.1 For Kent, the Adult Safeguarded Learning budget currently amounts to £6 million pounds. Commissioning was undertaken by the Learning and Skills Council.
- 2.2 Adult Safeguarded Learning includes a range of programmes, generally focused on providing learning opportunities for adults, families and communities. In Kent, examples include targeted family learning which has been developed by Adult Education in partnership with CFE Extended Services. This is the largest such provision in the UK with over 7300 adults and children from Kent’s most deprived neighbourhoods participating. Other examples include provision aimed at engaging adults with low skills like the Response programme in the south of the county. This has helped over 800 adults engage with training and seek work.
- 2.3 In addition to such programmes, the majority of Adult Safeguarded Learning money is used to enable vulnerable adults to access learning of their choice.

3. Resource Implications

- 3.1 There are no resource implications to be reported. Future resource implications may emerge from changes in the Further Education and Skills Funding consultation.

4. Recommendations

Members of the Policy Overview and Scrutiny Committee are asked to

4.1 NOTE the contents of the report.

4.2 NOTE the intention to review the entry in the Forward Plan of Key decisions.

Director: Des Crilley

Director; Community Cultural Services

Contact Officer: Judy Doherty

Title: Policy Manager, Policy and Resources Division

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Email Address: judy.doherty@kent.gov.uk

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By: Overview, Scrutiny and Localism Manager

To: Communities Policy Overview and Scrutiny Committee
16 September 2010

Subject: **SELECT COMMITTEE - UPDATE**

Classification: Unrestricted

Summary: This report updates Members on the progress of the Select Committee on Extended Services and also contains the minutes of the monitoring meeting of the Select Committee on Provision of Activities for Young People.

Select Committee: Extended Services (previously titled Extended Schools)

1. (1) The Select Committee on Extended Services held its inaugural meeting on 19 March 2010. The membership of the Committee is Mr Robert Burgess (Chairman), Mrs Ann Allen, Mr Alan Chell, Mrs Jean Law, Mr Richard Parry, Mr Ken Pugh, Mr Kit Smith and Mr Martin Vye.

(2) At the meeting of the Scrutiny Board on 24 February 2010 it was agreed that the timeframe for this review would be extended and that it would present its report to County Council in December 2010.

(3) The Select Committee has now completed its evidence gathering and has interviewed a number of key stakeholders including young people. The Select Committee is meeting on 1 October 2010 to consider a first draft of its report, once they have an agreed draft they will meet with the Cabinet Members, Officers and key stakeholders before it is finalised for submission to Cabinet in November 2010.

Select Committee: Provision of Activities for Young People

2. This Select Committee, under the Chairmanship of Mr Chell, met on 23 June 2010 and received a report on progress made with the recommendations since the Select Committee reported to Cabinet in March 2009. The update on progress on recommendations is attached as Appendix 1 and a copy of the minutes are attached as Appendix 2.

Suggestions for Select Committee topic reviews

3. At the meeting of the Scrutiny Board on 24 February 2010 Members received an update on the current Select Committee topic review programme. Although resources to support reviews are all currently allocated, there would be the potential to start new reviews in November 2010 and January 2011. It was agreed that Members would be asked to consider whether there are any topics that they would like to put forward for consideration for inclusion in the future topic review programme. If Members do have any suggestions could they contact the Democratic Services Officer for this POSC.

Recommendations

3. Members are asked to note the progress of the Select Committee on Extended Services, the minutes from the meeting of the Select Committee on Provision of Activities for Young People and to advise the Democratic Services officer of any items that they would like to suggest for inclusion in the Select Committee topic review programme

Denise Fitch

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e-mail: denise.fitch@kent.gov.uk

Background Information: *Nil*

Summary of progress towards each Select Committee Recommendation

	Progress to Date	Status
Recommendation 1:		
That, as part of the comprehensive review of community library services, Libraries and Archives consider the role of mobile libraries as a means of engaging more young people in positive activities, and whether a change of timetable is a practical way of facilitating this.	<p>The Library service provided strong and most consistent support for the innovative HOUSE project across each of the locations. Library staff have proven to be an exemplar in engaging young people in the potential future design of library services. The Library Service have provided young people with books that have assisted them with particular life events (such as bereavement, family changes) which have been invaluable to a number of young people and had a profound influence on young people's confidence, self-awareness and self-esteem.</p> <p>Library mobile vehicles have recently become singled staffed making the engagement of young people more challenging through this avenue however consultation with over 1000 young people is being used to continually inform design and delivery of services and have produced three specific offers for young people designed to support them in looking for work, learning opportunities and gaining the best value from library services.</p>	Progress complete
Recommendation 2:		
That KCC particularly through the Kent Youth Service and Extended Services continue to encourage and support schools in their efforts to develop extended services that compliment and supplement those already available in their local	During the past year two schools identified that they were unable to continue funding the Community Youth Tutor model, however this has opened the opportunity for other schools to participate in the model which has resulted in new posts at Folkestone Academy and potentially at another school in the Dover area. In addition the Sheppey Academy has reversed its position and recruitment for a new CYT is underway.	Overall some good progress but with more work to do.

<p>communities as an essential part of Integrated Youth Support in Kent.</p> <p>To facilitate this, the Extended Services Team should explore how available funding could be utilised to ensure that schools are supported in their efforts to develop up to and beyond the core level of extended services by, for example:</p> <ol style="list-style-type: none"> 1. making extended school co-ordinators or community youth tutors available in more schools 2. with colleagues in the Youth Service, developing expertise among School Governors and Head Teachers by providing training/presentations on extended service development and community engagement 3. ensuring that information about extended services within Local Children's Services Partnerships (LCSPs) is gathered, recorded and made available to the public through various media (as outlined elsewhere in this report) and taken into account as an 	<p>No further funding has been identified to develop this work, however Kent Youth Service is continually reviewing its service delivery and methods of working. As such funding for new CYT posts during 2010/11 may be identified through a review and reduction in dedicated Detached and Outreach projects.</p> <p>Analysis of which members of staff require training and access to Togogo is underway. Once completed this will allow training on the redeveloped Togogo site for Extended Service Co-ordinators and ensure that local information is kept up to date. This training will take place once the Children & Young People's Services Activities Database has been redeveloped along with Togogo.</p> <p>A review of Youth Advisory Groups was completed, recommending a number of changes which will allow a wider, ongoing consultation with partners and young people about service development at a District level. These groups, which focus on the development of local services, will establish a strong working relationship to advise the new local Children's Trust arrangements on key issues 13-19 year olds, particularly the provision of positive activities.</p> <p>An offer of bespoke training and guidance has been sent to all Governors and Head Teachers to both promote and respond to interest in how schools can be supported in developing the local offer to young people by working with both Extended Services and the Youth Service.</p>	
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<p>integral part of the Youth Strategy in every district</p> <ol style="list-style-type: none"> 4. with Youth Service Colleagues, encouraging and assisting schools to ensure there is effective and ongoing consultation with local communities (beyond the immediate school population) about the development of extended services 5. ensuring that the allocation and distribution of funding for extended services (routed LCSPs) is clearly recorded and made available to assist with planning for service provision within local communities. 		
<p>Recommendation 3:</p>		
<p>That KCC together with district and borough councils should:</p> <ol style="list-style-type: none"> a. proactively engage with rail travel providers in Kent to determine the feasibility, cost and business benefits of incorporating off-peak rail travel into the Freedom Pass to enable 	<p>A report on the progress of the Freedom Card was presented to Cabinet in November 2009. This report identified potential developments for the scheme. At this point in time rail travel remains unlikely to be included as the cost implications are too great and rail companies are unwilling to</p>	<p>Progress against original recommendations is unlikely however work continues to achieve some change.</p>

<p>more young people to make use of existing activities and facilities.</p> <p>b. proactively engage with bus travel providers to determine the feasibility, cost and business benefits of adding integrated (perhaps specific nights of the week) later bus services to enable more young people to make use of existing activities and facilities.</p> <p>c. consider the benefits and potential cost savings of combining the Freedom Pass with any (future planned) Leisure Card and for example, Library card. This should be considered alongside the concept of rewards for positive activities (e.g. encouraging use of healthy activities). (p53)</p>	<p>participate at this stage.</p> <p>As the Freedom Pass has been rolled out across the county the Environment, Highways and Waste and bus service providers have been continually responding to service demands by putting on larger vehicles and extra services where necessary.</p> <p>The Communities Directorate Finance team has undertaken a scoping exercise to determine the costs involved in implementing a Leisure Pass. Solutions for this could take on a number of formats and include a range of functions. The implementation of a smart card system which both the local authority and parents could contribute funds to would incur administrative costs of £25 per person to run (circa £3.25m for all 13-19yr olds) and could also involve significant capital investment to increase the network of smart card machines at participating venues (an initial investment of £1m was required to equip buses with smart card machines). Whilst this level of investment is unlikely the Youth Service and the Reward Team are currently examining whether the contract with Asperity to provide staff discounts could also source activity discounts with local providers by using the existing Freedom Pass.</p> <p>Kent Youth County Council is currently researching the possibilities for a campaign to support the extension of the Freedom Pass to young people aged 16 and 17.</p>	
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Recommendation 4:		
<p>a. That to fully utilise available transport KCC directorates should co-operate to produce a register of passenger carrying vehicles (minibuses) that could potentially be shared with the youth service and/or voluntary sector organisations for individual trips or on a more regular basis and that guidelines be produced for the use of such vehicles.</p> <p>b. That the Youth Service liaise with the Rural Regeneration Officer to determine whether links could be made to existing community transport schemes to provide assistance with transporting young people to leisure activities, or to investigate whether any joint funding arrangements could be of benefit.</p> <p>c. That there be a drive to recruit certified PC V drivers employed by KCC and partner organisations in Kent to register for occasional voluntary driving duties (subject to satisfactory CRB disclosure being in place) to assist the Youth Service's provision of sports/leisure activities to young people. Once established the Youth Service should assess the viability of</p>	<p>Resources from Communities Directorate have been identified to undertake this task and work is currently underway to finalise a directory of available vehicles.</p> <p>The change in the framework of policy and funding for Rural Regeneration has put significant pressures on existing Community Transport schemes and expansion without considerable investment is not realistic. The Youth Service and Rural Regeneration Team are working together to influence the Integrated Transport Policy in order to reflect the needs of young people in isolated communities.</p> <p>A job description and recruitment process for volunteer drivers is currently being finalised and will be distributed via the Kent Volunteer network and also to partners through the district based Volunteer Driver networks.</p>	<p>Some progress made although more work to do.</p>

<p>extending the scheme to include affiliated and non-affiliated voluntary organisations.</p>		
<p>Recommendation 5:</p>		
<p>That the Youth Service and in particular the Diversity Team should liaise with the Analysis and Information Team to determine how Mosaic could enhance their work in terms of community profiling and targeting information. That the Analysis and Information Team determine whether Mosaic could incorporate data on Traveller communities.</p>	<p>The Youth Service is undertaking a pilot examination of two centres using Mosaic to examine its usefulness in supporting Community Needs Analysis processes. Appendix 2 shows the community profile around the two centres and once ContactPoint updates have been completed to the Youth Service MIS system postcodes will be extracted and mapped to examine where the Youth Club Members originate from</p>	<p>Some progress with more work to do</p>
<p>Recommendation 6:</p>		
<p>That KCC (Youth Service and others) should work with district partners including those in the voluntary and community sector to build upon the success of events such as Gifted Young Gravesham, those organised by Blade and Youth of Generation and explore opportunities to hold similar events elsewhere in the county.</p>	<p>Kent Youth Service remains dedicated to the development of Young People through the arts and during 2009/10 a large number of arts events were hosted and/or supported by Kent Youth Service and its partners across the county. Gifted Young Gravesham was delivered successfully again this year with plans for a similar event, Dartford Is Gifted, well under way. In addition the Youth Service hosted a Rhythmix weekend residential experience for young people wanting to develop their performance skills. The Service has also hosted 6 Kick Racism Out of Football events and also 6 events to celebrate LGBT history month in February – at each of these events young people are able to take part in forum theatre and practice other performance skills. The Youth Service also hosts 8 Try Angle awards ceremonies each year which both celebrate young people’s achievement and provide a platform for young people to perform.</p>	<p>Progress complete</p>

	<p>On 15th of August 2009 the Youth Service hosted a partnership Summer Diversity Festival which was attended by more than 1400 young people who were able to take part in a number of cultural and sporting activities whilst more than 30 young people's acts were able to perform at the event and take part in talent shows, battle of the bands and workshops. The intention to hold a similar event in 2011 is dependant on securing external funding to do so.</p>	
Recommendation 7:		
<p>That KCC adopts a policy of promoting positive language, perceptions and expectations of young people in all KCC publications and communications and encourages and engages with partners and the media to further this aim.</p>	<p>A code of good practice has been established by the Communications and Media Centre to ensure that all departments recognise the importance of promoting a positive message about young people. This document can be found at Appendix 1 and it is recommended that this be adopted.</p>	Progress complete
Recommendation 8:		
<p>a. That meetings which are to involve young people are planned and structured in a young person-friendly format.</p> <p>b. That Youth Advisory Groups focus on strategic planning in their districts and extend invitations to, and renews efforts to engage, private and voluntary sector facility and activity providers as well as potential funders, in order to create opportunities for mutually beneficial discussions at YAG meetings.</p>	<p>The Youth Advisory Group Review established a new set of Terms of Reference for the groups, emphasising the importance of playing a key role in the strategic development of services for young people – and particularly positive activities – at a local level. As part of this review the Terms of Reference also requires the meaningful participation of young people and ensuring that they are able to engage fully in meeting structures.</p>	Progress Complete

<p>c. That KCC Members be encouraged to contribute towards local young people's transport funds from Members' Community Grants (and other available sources) to finance organised trips for young people from their local area, focusing on those who attend youth groups and projects.</p>	<p>KCC Members Community Grants contributed directly towards work with young people in a variety of ways throughout the 2009/10 year. Full details of the spend of Members grants are available through the Community Engagement Team.</p>	
<p>Recommendation 9:</p>		
<p>a. That projects with an intergenerational theme should receive a high priority in decisions about funding in Kent in order to break down barriers and build community cohesion.</p> <p>b. That KCC should consider how intergenerational activity could be supported in other ways such as through the Staff Club and Staff Discount schemes.</p>	<p>Kent Youth Service and partners prepared a bid for the 'Generations Together' programme which unfortunately proved unsuccessful. As a result the Service has included intergenerational work into its business planning processes. This has resulted in a range of activities taking place such as young people supporting Silver Surfers, Allotment Projects and intergenerational video projects examining the views of local young and older people.</p>	<p>Progress complete</p>
<p>Recommendation 10:</p>		
<p>That there should be increased opportunities for well motivated young people to shadow community leaders in order for them to gain experience of political life and leadership and that Members of Kent County Council</p>	<p>Workshadowing opportunities to work alongside Council Officers and County Councillors, including Cabinet Members have been taken up by 7 young people and students and this opportunity is on offer through Legal & Democratic Services as well as Kent Youth County Council. An offer for Members to shadow members of the Youth County Council has also been extended.</p>	<p>Progress complete</p>

should take a lead in facilitating this.		
Recommendation 11:		
That Kent TV continues to provide young people with the opportunity to broadcast their interests and concerns and gain experience of TV and film production through the apprenticeship programme and the development of a dedicated broadcasting unit.	Kent TV was decommissioned at the end of the 2009/10 financial year and whilst this means that a 'youth channel' is not possible Kent Youth Service continues to offer young people a range of opportunities to engage in media and film activities and develop broadcast and production skills and experience.	No progress possible
Recommendation 12:		
<p>a. Development of Togogo could include:</p> <ul style="list-style-type: none"> ▪ Clear links to leisure listings for specific areas of interest such as cycling, parks, sports ▪ Times dates of meetings/venue contacts ▪ How to contact local Kent Youth County Councillor and Local Members of the County Council (by postcode look-up) ▪ The facility to vote on youth-related proposals ▪ Continually providing the 	<p>The re-development of Togogo has been significantly delayed due to the delays in completing the Kent.gov site – Togogo will be hosted on the same platform and by the same provider. The Youth Service has begun working with young people to identify views and opinions on developing the site however specific functional capabilities will not be clear until later in 2010.</p> <p>In order to aid the development of the Togogo and the adjoining database a part-time administrator has been assigned the task of updated and improving data quality. This is particularly crucial as the Kent Resource Directory, which provided a significant amount of the information for Togogo, has been withdrawn from service.</p> <p>A basic, voluntary survey has been running as a Polaroid on the existing togogo site asking for feedback on the ease of use and design of the site and also asking people to give their postcode to allow mapping against the re-developed site.</p>	Slow progress with more work to take place

opportunity for and proactively seeking out private and voluntary providers to invite listing

- Interactive local maps showing private/voluntary/LA provision
- Requesting that schools signpost Togogo on pupil VLEs (virtual learning environments screensaver and enabled in favourite sites) thus reaching every schoolchild
- Advertising Togogo on the Freedom Pass/Kent Travel Card/Library Card
- Allowing additional and selected advertising on the website (directly leisure related) to generate revenue and show discount offers.
- Liaising with the Children's Disability Register co-ordinator to ensure that views and experience of disabled young people and their families help to make the site informative and

<p>relevant.</p> <p>b. Following an initial reluctance by young people to engage with Togogo its effectiveness in reaching a range of young people from different areas and backgrounds should be measured before and after development of the site by using Mosaic to analyse users registering on the site with a postcode.</p>		
<p>Recommendation 13:</p>		
<p>That KCC Innovations Team works with young people, supported by professional advisers to produce a policy and guidelines for the safe use of social networking sites (Facebook, Bebo etc) by young people, and that KCC work towards developing protocols for effective and appropriate use of social networking sites by youth work practitioners, other KCC staff and Members as well as members of Kent Youth County Council.</p>	<p>A new policy for Internet Usage in Youth Centres and projects has developed which gives clear guidelines on how young people should be supported to gain the benefits of online communities whilst remaining safe. Additional guidelines support staff in ensuring their own personal and professional usage is appropriate and safe.</p> <p>A dedicated section of Knet gives clear guidance and direction on the use of Social Networking to promote KCC and its activities – in addition training to achieve a ‘social media license’ has been implemented allowing staff to achieve a corporate standard before using these tools.</p>	<p>Progress complete</p>
<p>Recommendation 14</p>		
<p>That KCC should investigate the implementation of an SMS texting service to notify young people of discounts and offers of free access to</p>	<p>An SMS service exists and is available to use with the implementation of data handling processes to gain permission for the use of personal mobile phone numbers, however until such time as Togogo is redeveloped and/or future offers are able to be sourced through Asperity such a service would</p>	<p>Some progress with more work to take place</p>

leisure activities.	offer little value to young people. Resource to supply SMS services is yet to be identified.	
Recommendation 15:		
That KCC should consider providing support to Oi! (provided there is a sustainable business plan) to enable more young people to benefit from the work experience and personal development it offers and for the magazine to reach and involve a greater number of young people across the county. This support might take the form of a regular advertising slot paid for by the Kent Youth Service and other directorates/service (particularly CFE Extended Services) to: publicise activities and the availability of other local youth provision, and get across important messages e.g. links to advice on internet safety.	<p>A variety of KCC departments have used SO! to promote activities and examine issues, these include Kent Apprenticeships, CFE Participation team, the HOUSE partnership project, Kent Drug and Alcohol Action Team, Kent Sport Leisure and Olympics and Kent Youth Service. In addition the Try Angle Awards have become a national media partner of the magazine which involves a young person's story and nomination form being printed in each issue.</p> <p>The Youth Service has offered support and guidance to, and material for, Nubia magazine a publication developed with a particular focus on BME young people and currently in it's 10th issue.</p>	Progress complete
Recommendation 16:		
That the Youth Service increases its engagement with the diverse range of services provided by the voluntary and community sector to ensure that the contribution of this sector can be fully acknowledged, mapped and taken into account in planning positive activities within an area.	<p>The completion of the YAG review and particularly the adoption of new terms of reference will allow an increased engagement with Voluntary Organisations in developing local services for young people.</p> <p>Kent Youth Service has renewed its Partnership Awards with 23 different voluntary sector groups to deliver a range of direct youth work across the County and a further 10 groups to provide a range of support services to other Voluntary Organisations throughout Kent.</p>	Progress complete

	<p>During 2009/10 the Youth Service facilitated 2 training courses focusing on developing the capacity to manage integrated services with 12 places taken up by leaders from Voluntary Youth Organisations.</p>	
<p>Recommendation 17:</p>		
<p>That KCC, with its partners, considers how to increase the proportion of activities, as well as information advice and guidance, provided to young people in young-person centred surroundings, in locations accessible during evenings/weekends.</p>	<p>During 2009/10 Kent Youth Service took part in the DCSF led 'Open Weekend' during which all areas opened provision during the weekend. Currently some Youth Service Provision in each operational area is open Friday evenings and Saturday in addition to the wide range of residential opportunities offered across the County.</p> <p>Delivery of the partnership project HOUSE on the Move commenced in May 2010 taking advice, guidance and support to young people on Substance Misuse, Alcohol Abuse, Smoking Cessation and Sexual Health to a variety of locations around Kent and delivering services at times convenient for young people to access.</p> <p>Connexions Kent & Medway Ltd has been awarded a new three year contract for the delivery of careers information advice and guidance with a requirement to examine how this can be done in closer integration with other partners and delivered in times and places where young people are keen to engage.</p>	<p>Progress complete</p>

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SELECT COMMITTEE - PROVISION OF ACTIVITIES FOR YOUNG PEOPLE

MINUTES of A meeting of the Select Committee - Provision of Activities for Young People held at Wantsum Room, Sessions House, County Hall, Maidstone on Wednesday, 23 June 2010.

PRESENT: Mr A R Chell (Chairman), Mr I S Chittenden, Mr G A Horne MBE, Mr M J Northey and Mrs E M Tweed

ALSO PRESENT: Mr P M Hill, OBE, Cabinet Member for Communities

IN ATTENDANCE: Mr N Baker (Head of Kent Youth Service), Mr A Moreman (Assistant Head Of Kent Youth Service (Policy & Standards)) and Mrs C A Singh (Democratic Services Officer)

UNRESTRICTED ITEMS

1. Select Committee Provision of Activities for Young People - Progress Monitoring Report *(Item. 1)*

(1) The Select Committee for the Provision of Activities for Young People was reconvened to consider the progress made on its recommendations one year on, in line with the County Council's Constitution.

(2) The Chairman asked Members and Officers to introduce themselves. He then asked Mr Baker to introduce the report.

(3) Mr Baker tabled copies of the report which rated the progress of the recommendations in red, amber or green. Mr Baker advised that none of the 17 recommendations were red since the news of Kent TV being replaced by Digital Kent by John McGhie, 10 of the recommendations were green and the rest were amber as they were ongoing pieces of work. The recommendations were in order of priority.

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

Recommendation 2

(5) The Chairman felt that this was a significant outcome. He advised Members that there was a Select Committee for Extended Services carrying out a review at present and awaited its outcomes. He concluded that it was important that the Youth Service continued to build on its good relationship with schools.

(6) In response to a question, Mr Hill advised that the Extended Schools sector was under pressure regarding funding. He was keen to keep the scheme going even if that meant reducing the scale of their activity as it was important work. Members of the Committee expressed their concerns as some had given funding

through their Member grant to local activity groups. The Chairman said that the Extended Services Select Committee was positive about the future of the service. Mr Hill assured Members that the service would be there although the structure may change. There were many suggestions as to how this may look in the future including school-based Community Youth Tutors contributing to the Extended Schools agenda.

(7) Mr Chittenden asked for data on how many schools were offering extended services already.

(8) Mr Baker advised that the Government set targets for delivering the 'core offer' and believed the target for Kent was 90%. There had been discussion on what the definition of a 'core offer' was within extended schools. It could be as little as sign posting to other activity in the local area. He suggested that Marisa White may have more knowledge of this.

(9) Mr Baker advised that he was actively looking to create more Youth Tutor posts although there were budget constraints and the ramification could be political.

(10) The Chairman advised that through the Extended Schools Select Committee it had been identified that a lot of activities were being carried out by groups of schools. He asked whether consideration could be given to those schools contributing to a Youth Tutor post. Mr Baker suggested that this could be something to be considered by the new Local Children's Trust Boards.

(11) Mr Baker advised Members of the Youth Advisory Group (YAG) Review - an extended piece of work to review the 12 Advisory Groups, a strategic oversight of service tied in with the 12 Local Children's Trust Boards with Shaun Cater, Extended Services Lead Manager.

Recommendation 3

(12) Mr Baker reminded Members of their meeting with David Hall, Head of Transport & Development who had been speaking with train providers who had been negative about participating in joining rail travel with the Freedom Pass. Mr Baker said that this was still the case even though efforts had been made to do this on various terms it seemed that they had a closed door approach. It was hoped that they would have seen the green vision in getting young people to use public transport. The Chairman said that there had been concerns about vandalism on trains and policing the process with the rail infrastructure monitoring where youngster got on and off the trains, although it was felt that there was no difference to any other commuter. Mr Baker was positive that there would be other opportunities in the future for re negotiating.

(13) Mr Baker advised that there had been a lot of support for the Leisure Pass although in the current economic situation a further £3.25 m would mean fighting to offer the basic service. The Youth Service and Reward Team were currently examining whether the contract with Asperity to provide staff discounts could also source activity discounts aimed at young people with local providers by using the existing Freedom Pass. Mr Hill expressed his frustrations with facilities being closed to children and young people in the evenings. Mr Baker gave the example of Sevenoaks District Council overcoming this issue by allowing a detached Youth

Worker to work in the Leisure Centre to encourage young people to take part in activities, beyond that there had been quite a negative response.

(14) Mr Hill agreed to write to the local District and Borough Councils to highlight the need for a solution. It was also suggested that in future when contracts were being drawn up they include the words “not to preclude young people”.

(15) Mr Baker highlighted paragraph 2.14 advising that the Youth County Council was still actively pursuing their campaign for an extension of the Freedom Pass up to the age of 18.

(16) Mr Horne requested clear evidence, facts and figures, on the Freedom Pass to support arguments why it should not be cut. The Chairman advised that this information could be sought from Mr David Hall, Head of Transport & Development.

Recommendation 4

(17) Mr Baker advised that there were 2 aspects of this recommendation. Following discussions with the Environment Highways and Waste Directorate a directory of available vehicles for Young Peoples Services and Social Services vehicles was currently being finalised.

(18) Mr Baker explained the difficulties that had to be overcome with the PCV test that drivers had to pass to drive a minibus. The course was very expensive (at least £800 per person). There were also problems in recruiting volunteers. To overcome the issue of the PVC licence, more 9 seater or less vehicles were being used as the additional license was not necessary. Mr Horne suggested that thought be given to utilising bus services that were running with very few passengers.

Recommendation 6

(19) The Chairman applauded the exceptional work being carried out by Young People through the arts around the County. He asked that ‘Kent’s Got Talent’ and ‘Team Fusion’ be included to the progress statement.

Recommendation 7

(20) Members were pleased to see that this recommendation was complete but felt that the importance of promoting a positive message about young people was a corporate issue and therefore steps should be made to make this a policy for all Directorates to adopt. It was agreed that Mr Gough, Cabinet Member for Corporate Support Services and Performance Management be asked to champion this.

Recommendation 8

(21) The Members were pleased to note that this recommendation was completed.

(22) Concerns were noted regarding the negative comments made by an adult at a meeting chaired by a young person witnessed by a Member of this Committee and the fact that this adult was in a position to train young people.

(23) Mr Baker advised that the Community Grants had been successful, details of which he could share outside the meeting. Members said that the grants were a good way of getting money to heart of local projects.

Recommendation 12

(24) Mr Moreman expressed his frustrations with the significant delays in completing the kent.gov.uk site – Togogo website. Staff were now populating the data base, which would be completed by the end of 2010. Mrs Tweed agreed to speak with Mr Hill and Mrs Hohler.

(25) Mr Baker explained that Togogo would be a database that his team would control information that was received would be vetted before it was entered onto the database and was not interactive.

Recommendation 13

(26) The Members were pleased to note that this recommendation was completed.

(27) Mr Moreman advised that the Youth Service had revised the policy on Facebook access in Youth Centres with safeguards and training. Members of the County Council had received training guidance on how to present themselves on Facebook. The Chairman advised that he would be keen to know if Mr Tim Davies Practical Participation.

(28) Members of the Committee suggested that a protocol for Members using Facebook should be within the County Council's Constitution.

Recommendation 15

(29) Members were pleased to note that this recommendation was completed.

(30) Mr Baker advised that the magazine 'So!' ceased trading in May 2010 due to lack of funds, which was strongly dependent on finding advertising to cover its costs.

Recommendation 16

(31) Members were pleased to note that this recommendation was completed.

Recommendation 1

(32) Mr Baker advised Members that the Library Service had been a key player in supporting the HOUSE project across each of the 13 locations.

(33) In response to reading that the library mobile vehicles had become singled staffed, Mr Horne suggested that this was an opportunity to engage young people aged 16 and above to act as volunteers to talk to other young people. The HOUSE Project could be used to get all sorts of volunteers. Mr Moreman said that this might tie in with the outgoing Government's formalised volunteering for 16 year olds.

Recommendation 5

(34) Mr Moreman explained that the Youth Service was undertaking a pilot examination of two centres using Mosaic to examine its usefulness in supporting Community Needs Analysis processes. Step 2 of the process to extracting postcodes and mapping where the Youth Club Members originate from would be carried out in the next weeks.

Recommendation 9

(35) Members were pleased to note that this recommendation was completed.

(36) Mr Northey suggested that there should be lobbying to lessen the bureaucracy in intergenerational work. Mr Moreman advised that this would be part of the review of the Independent Safeguarding Authority.

Recommendation 10

(37) Members were pleased to note that this recommendation was completed.

(38) Members felt that this would be ongoing with Activity Weeks inviting groups of young people into County Hall so many times a year ie October for Local Democracy Week, the last weeks in July when school was due to close for the Summer recess and the County Show in July. Mr Horne said that he would be happy to assist and gave the example of Tunbridge Wells Borough Council inviting 6th form students to the council to make decisions on planning issues with the aid of the officers as a councillor would. The Chairman felt that tremendous progress had been made.

Recommendation 11

(39) Mr Baker reported that the progress was now amber as the former manager of Kent TV had now set up Digital Kent and it was envisaged that the opportunities for a youth channel might now be met. Discussions had commenced.

Recommendation 14

(40) Mr Moreman advised on the implementation of an SMS texting service linked back to the Freedom Pass and Togogo and the need to have a clear offer for young people to be able to promote.

Recommendation 17

(41) Members were pleased to note that this recommendation was completed.

(42) Mr Baker explained that the DCSF led Open Weekend there had been an increase in the range of activity for young people but this was without consultation and it was not good. There had been a few requests for some activities on

Saturdays and some for Monday to Thursday. HOUSE had been successful and very positive. The present challenge was the follow-on project called 'HOUSE on the Move'; Funded by the PCT, a converted double-decker bus had been provided for alcohol hotspots; it started in Maidstone and travelled to the coastal towns. The bus had unfortunately broken down and while it was being repaired a small bus was being used to maintain a service for young people. It was hope that the double-decker bus would be ready for the summer holidays.

(43) Mr Baker advised that Connexions Kent and Medway Ltd had been awarded a new three year contract for delivering careers information, advice and guidance. It had been resilient to when and where it delivered its services. It had been outsourced in April 2009. He felt that Connexions had a strong focus on the reduction of NEETs, and had demonstrated strong performance in this area. Members requested that the background to the funding and the outsourcing of Connexions be sought from Mrs Joanna Wainwright, Director Commissioning and Partnership.

(44) The Chairman and Members thank the Youth Service's Team for all their hard work.

(45) RESOLVED that the comments and the responses to Members questions and the report be noted.