

Kent County Council

Quarterly Performance Report

Quarter 2

2021/22

Produced by: Kent Analytics
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Executive Summary

26 of the 33 indicators are rated as Green, on or ahead of target, an increase of 4 on the previous Quarter. 4 indicators reached or exceeded the floor standard (Amber) with 3 indicators not achieving the floor standard (Red), an increase of 1 on the previous Quarter. 12 indicators were showing an improving trend, with 2 showing a worsening trend.

	G	A	R	↑	⇒	↓
Customer Services	1		2		2	1
Growth, Economic Development & Communities	2				2	
Environment and Transport	6			1	5	
Children, Young People and Education	9	2	1	5	7	
Adult Social Care	4	1		2	2	1
Public Health	4	1		4	1	
TOTAL	26	4	3	12	19	2

Customer Services - Satisfaction with Contact Point advisors continued to meet target. The percentage of calls answered dropped further below floor standard to 84% and remains RAG rated Red, with high staff turnover continuing to impact on service delivery. The percentage of complaints responded to within timescale decreased to move below floor standard. Visits to the KCC website remained above the upper level of expectations.

Customer Services KPIs	RAG rating	DoT
% of callers to Contact Point who rated the advisor who dealt with their call as good	GREEN	⇒
% of phone calls to Contact Point which were answered	RED	↓
% of complaints responded to within timescale	RED	⇒

Growth, Economic Development & Communities – The No Use Empty programme, which returns long term empty domestic properties into active use, continues to exceed its rolling 12 months target. The amount of Developer Contributions secured achieved 99% of the total sought, exceeding target. The number of books issued from libraries increased to its highest level since September 2019.

Growth, Economic Development & Communities KPIs	RAG rating	DoT
No. of homes brought back to market through No Use Empty (NUE)	GREEN	⇒
Developer contributions secured as a percentage of amount sought	GREEN	⇒

Environment & Transport – All four indicators for Highways and Transport achieved or exceeded target, with 3 of these improving on their performance last Quarter. The percentage of waste diverted from landfill over the last 12 months is now meeting its 99% target. This new Greenhouse Gas KPI which will measure progress towards Net Zero in 2030, is ahead of target.

<u>Environment & Transport KPIs</u>	RAG rating	DoT
% of routine pothole repairs completed within 28 days	GREEN	⇒
% of routine highway repairs reported by residents completed within 28 days	GREEN	⇒
Emergency highway incidents attended within 2 hours of notification	GREEN	⇒
% of satisfied callers for Kent Highways & Transportation, 100 call back survey	GREEN	⇒
% of municipal waste recycled or converted to energy and not taken to landfill – rolling 12 months	GREEN	⇒
Greenhouse Gas emissions from KCC estate (excluding schools) in tonnes – rolling 12 months	GREEN	↑

Education & Wider Early Help – Ofsted restarted their routine inspections in September 2021 for all school types having ceased their full programme of graded inspections in March 2020, Schools and Early Years settings continue to meet inspection targets. Completion of Education, Health and Care Plans (EHCPs) in timescale is now showing an upward trend but remains below the floor standard. Permanent pupil exclusions remains ahead of target. The number of first-time entrants to the youth justice system improved and remains within target.

<u>Education & Wider Early Help KPIs</u>	RAG rating	DoT
% of all schools with Good or Outstanding Ofsted inspection judgements (data to March 20)	GREEN	↑
% of Early Years settings with Good or Outstanding Ofsted inspection judgements (childcare on non-domestic premises) (data to March 20)	GREEN	⇒
% of Education, Health Care Plans (EHCPs) issued within 20 weeks – rolling 12 months	RED	↑
% of pupils permanently excluded from school – rolling 12 months	GREEN	⇒
No. of first-time entrants to youth justice system – rolling 12 months	GREEN	⇒

Children’s Social Care & Early Help – Five of the seven indicators met target, one more than last quarter, with the other two achieving the floor standard. Three have an upward trajectory, with the other four being stable or with no clear direction of travel. The number of children in care (including unaccompanied asylum seeking children) decreased, and the number of care leavers increased slightly.

<u>Children’s Social Care & Early Help KPIs</u>	RAG rating	DoT
Percentage of Early Help cases closed with outcomes achieved that come back to Early Help / Social Work teams within 3 months	GREEN	↑
% of case holding posts filled by permanent qualified social workers	GREEN	⇒
% of children social care referrals that were repeat referrals within 12 months	GREEN	↑

<u>Children's Social Care & Early Help KPIs</u>	RAG rating	DoT
% of child protection plans that were repeat plans	GREEN	↑
Average no. of days between becoming a child in care and moving in with an adoptive family – rolling 12 months	GREEN	⇒
% of foster care placements which are in-house or with relatives and friends (excluding UASC)	AMBER	⇒
% of care leavers in education, employment or training (of those KCC is in touch with)	AMBER	⇒

Adult Social Care – Four out of the five KPIs met or exceeded target, and were RAG rated Green. The proportion of clients receiving Direct Payments remains below target. There was an increase in the number of people receiving long term services, as well as those who have a mental health need.

<u>Adult Social Care KPIs</u>	RAG rating	DoT
Proportion of people who have received short term services for which the outcome was either support at a lower level or no ongoing support	GREEN	↑
Proportion of clients receiving Direct Payments	AMBER	↓
Proportion of adults with a learning disability who live in their own home or with their family	GREEN	⇒
Proportion of KCC clients in residential or nursing care where the CQC rating is Good or Outstanding	GREEN	↑
Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services	GREEN	⇒

Public Health – NHS Health Check delivery continues to recover and exceeded the Quarter 2 target. Health visiting for mandated checks continues to exceed target and maintained an upward trend. This is the second report to include the new sexual health indicator which monitors the percentage of new patients who are offered a full sexual health screen, and this was under target. The other two indicators maintained above target performance.

<u>Public Health KPIs</u>	RAG rating	DoT
Number of eligible people receiving an NHS Health Check – rolling 12 months	GREEN	↑
Number of mandated universal checks delivered by the health visiting service – rolling 12 months	GREEN	↑
% of first-time patients (at any sexual health clinics or telephone triage) who are offered a full sexual health screen	AMBER	↑
Successful completion of drug and alcohol treatment	GREEN	↑
% of Live Well clients who would recommend the service to family, friends or someone in a similar situation	GREEN	⇒

Customer Services	
Cabinet Member	Bryan Sweetland
Corporate Director	Amanda Beer

KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	1		2		3	

Customer contact through Contact Point (KCC's call centre) is provided via a strategic partnership, whilst Digital services are provided by KCC.

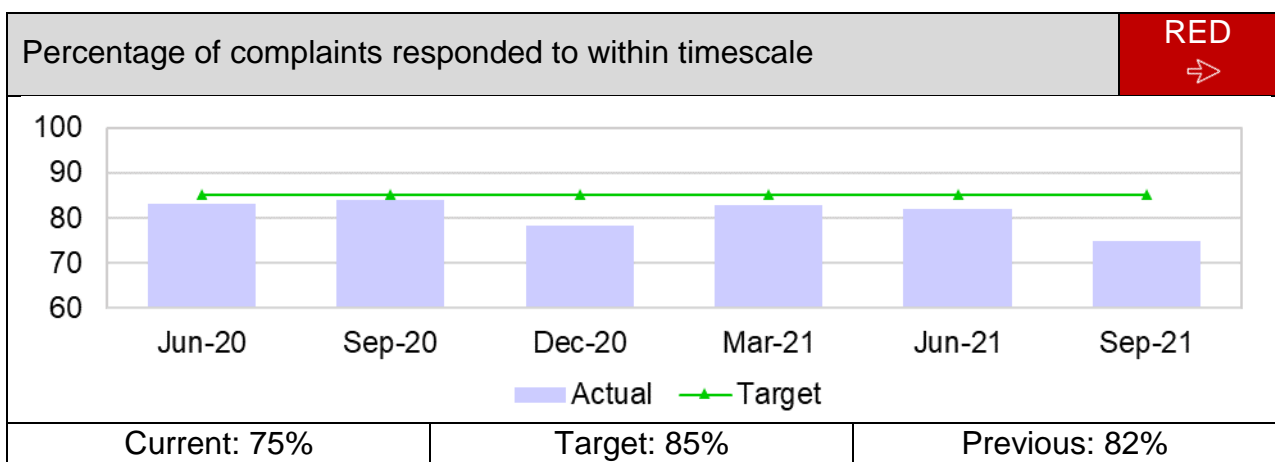
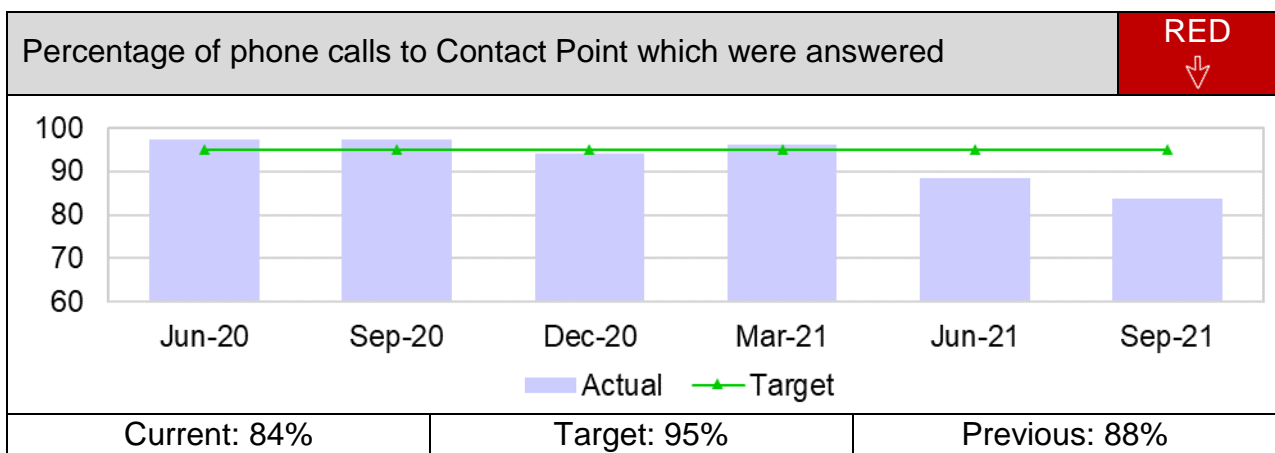
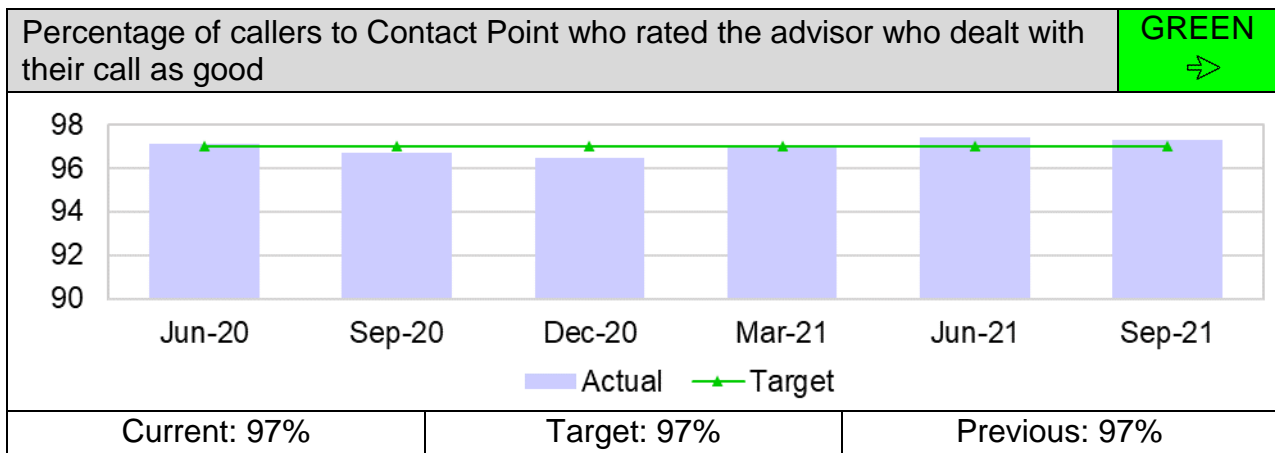
The percentage of callers who rated their advisor as good, remained at 97% and met target. The percentage of calls answered by Contact Point dropped further below floor standard to 84%. There is a continuing issue with staffing, which has been impacted by attrition rate (staff leaving) and difficulty recruiting. Although the recruitment and subsequent training has stabilised for the Out Of Hours service, attrition of both newer and existing highly skilled advisors remains high for the daytime service. Recruitment is also extremely difficult but is ongoing alongside training of newer staff so that they are fully utilised. A full plan has been presented to KCC, including timescales on training. This is a nationwide problem with the job market having lots of comparable and sometimes better paid vacancies following the end of the last lockdown. The issues above also led to the average call time increasing to 6 minutes 2 seconds, which is above the target of 5 minutes 45 seconds, as newer staff take slightly longer to deal with calls due to learning system navigation and checking for the correct information.

Contact Point received 18% more calls than the previous Quarter and 3% more calls than the same period last year. The 12 months to September 2021 saw 3% fewer calls than in the 12 months to September 2020.

Visits to the KCC website increased slightly, remaining above expectations. Household Waste Recycling Centre pages remain most popular with over 300,000 visits in the Quarter. Coronavirus cases' pages were next at nearly 128,000, followed by School Term dates with 105,000 visits.

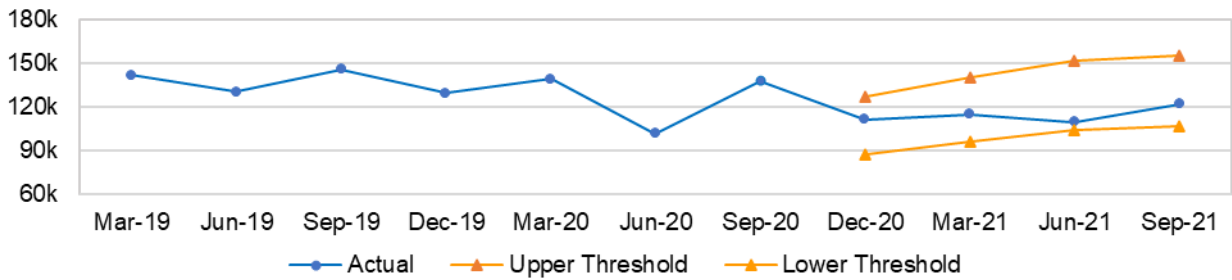
The Quarter to September saw the number of complaints received broadly in line with the previous Quarter, but this was a decrease of 25% on the same quarter in 2020 when there was a higher number than usual following the end of lockdown. There was a decrease in performance in terms of responding to complaints within timescale from the previous quarter, with 75% responded to in time, which is below the floor standard of 80%. The highest volume of late responses relate to complaints that fall under the GET Directorate, though they achieved 81% in timescale. CYPE had the lowest percentage within timescale of the five Directorates, at 58%. The volumes and complexity of complaints being received in some services alongside day-to-day management of cases, has proved challenging. Work is ongoing to improve performance where possible, however it may take some time as the backlog of cases is dealt with.

Key Performance Indicators

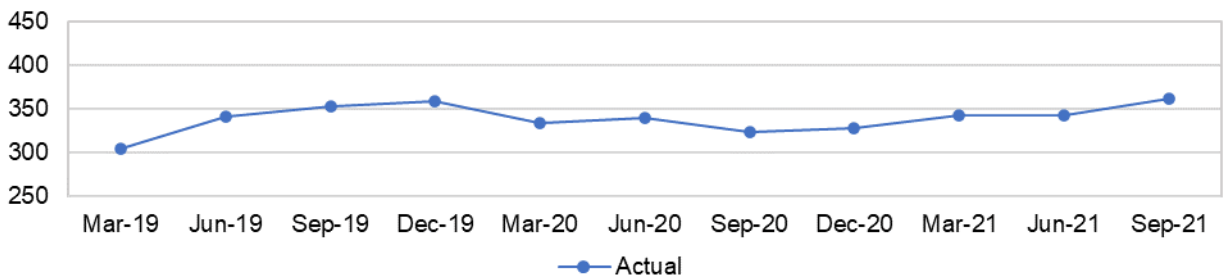


Activity indicators

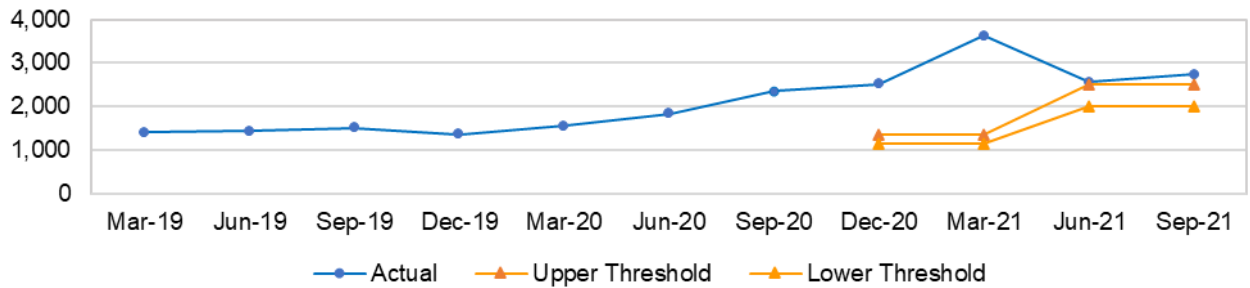
Number of phone calls responded to by Contact Point – by quarter



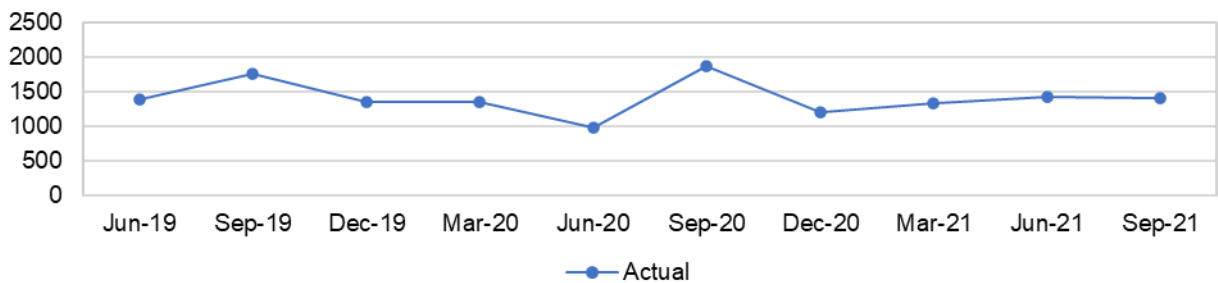
Average Contact Point call handling time in seconds – by quarter



Number of visits to the KCC website (in thousands) – by quarter



Number of complaints received each quarter



Customer Services – Call Activity

Number of phone calls to Contact Point (thousands)

Contact Point received 18% more calls than the previous quarter and 3% more calls than the same period last year. The 12 months to September 2021 saw 3% fewer calls than in the 12 months to September 2020.

Service area	Oct – Dec 20	Jan – Mar 21	Apr – Jun 21	Jul – Sep 21	Yr to Sep 21	Yr to Sep 20
Adult Social Care	27	30	29	27	114	120
Integrated Children's Services	18	18	18	19	73	73
Highways	14	16	17	17	64	66
Waste and Recycling	10	10	12	16	48	38
Transport Services	7	6	8	16	37	38
Blue Badges	8	8	8	10	34	44
Libraries and Archives	8	6	8	10	32	29
Registrations	5	6	5	6	21	27
Adult Education	1	1	1	5	9	12
Schools and Early Years	8	5	5	5	23	23
Driver improvement	3	2	3	4	13	20
KSAS*	4	5	4	4	16	10
Main line	3	4	3	4	14	12
Other Services	1	2	2	2	7	8
Kent together	1	1	0.4	0.5	3	6
Total Calls (thousands)	119	120	124	147	509	527

* Kent Support and Assistance Service

Numbers are shown in the 1,000's and may not add exactly due to rounding. Calculations in commentary are based on unrounded numbers.

Customer Services – Complaints Monitoring

The number of complaints received in Quarter 2 was similar to Quarter 1 but was 25% lower than the same quarter last year, when there was an increase following the end of the first national lockdown.

Over the last 12 months there has been a 4% decrease in complaints received compared to the previous year.

In Quarter 2, frequently raised issues included SEN provision, Household Waste and Recycling Centres and Public Transport with regards to schools returning in September.

Service	12 months to Sep 20	12 months to Sep 21	Quarter to Jun 21	Quarter to Sep 21
Highways, Transportation and Waste Management	3,026	2,889	770	750
Adult Social Services	1,018	731	160	203
Specialist Children’s Services	571	833	252	217
Libraries, Registrations and Archives	297	159	16	82
Education & Young People’s Services	267	285	99	66
Strategic and Corporate Services	103	213	60	42
Environment, Planning and Enforcement & Economic Development	205	211	58	49
Adult Education	62	22	6	7
Total Complaints	5,549	5,343	1,421	1,416

Customer Services – Digital Take-up

The table below shows the digital/online or automated transaction completions for Key Service Areas.

Transaction type	Online Oct 20 – Dec 20	Online Jan 21 – Mar 21	Online Apr 21 - Jun 21	Online Jul 21 - Sep 21	Total Transactions Last 12 Months
Renew a library book*	79%	70%	82%	82%	399,784
Report a Highways Fault	58%	63%	59%	61%	102,923
Book a Driver Improvement Course	81%	86%	88%	86%	30,470
Apply for a KCC Travel Saver (Rolling 12 months)	98%	99%	99%	100%	22,852
Book a Birth Registration appointment	88%	88%	86%	87%	22,732
Report a Public Right of Way Fault	86%	88%	87%	85%	22,149
Apply for or renew a Blue Badge	76%	72%	70%	66%	13,129
Apply for a Concessionary Bus Pass	65%	77%	74%	65%	9,636
Highways Licence applications	97%	98%	99%	99%	7,993
Apply for a HWRC recycling voucher	99%	98%	99%	99%	4,997

* Library issue renewals transaction data is based on individual loan items and not count of borrowers.

Growth, Economic Development & Communities	
Cabinet Members	Derek Murphy, Mike Hill
Corporate Director	Simon Jones

Support for business

Kent's Regional Growth Fund (RGF) investments have continued to create and sustain employment opportunities during Quarter 2. The impact in terms of business failures and loss of jobs caused by the economic disruption from the Coronavirus pandemic on the Kent and Medway Business Fund (KMBF) loan recipients has so far been much lower than anticipated. This, in part, appears to be due to two factors: a) The Government's staged removal of the Covid restrictions on places where people can meet and the limits on the numbers of people who can mix together has progressively enabled different sectors to come back to work more normally (a prime example of this is the hospitality sector); b) the continuing positive impact of the government support schemes in reducing business failures and protecting jobs, namely the Coronavirus Business Interruption Loan Scheme (CBILS) and Bounce Back Loan Scheme (BBLs), which both ended in March 2021, and Coronavirus Job Retention Scheme (the 'Furlough' scheme), which ended on 30th September 2021.

The KMBF management team offered all KMBF loan recipients a one-year repayment holiday (April 2020 - March 2021) to mitigate the impact of the Coronavirus pandemic: this was extended for a further six months to September 2021. Repayments resumed on 1st October 2021 and so far the substantial majority of payments have been made in full. A small number of loan recipients have made requests to extend or amend repayment terms and these are being considered by the Investment Advisory Board's Debt Recovery Sub-Group.

Since 2017 to the end of Quarter 2 of 2021/22, the KMBF has provided funding of £15.2 million to 107 Kent and Medway businesses, creating 361 new jobs and safeguarding 111 further jobs.

In Quarter 2 of 2021-22, funds to the value of £110,000 have been provided to two companies. The KMBF plans to relaunch its lending programme in October 2021.

The KMBF management team continues to work with its equity partner, NCL Technology Ventures, to ensure that the innovative companies in which the KMBF has an equity stake receive specialist support and assistance.

The South-East Local Enterprise Partnership (SELEP) has provided funding for the Innovation Investment Loan scheme which the KMBF team manages for Kent and Medway. Through this scheme, £6 million of loans have been made to 18 businesses. By the end of Quarter 1 of 2021/22, 106.52 Full-time Equivalent (FTE) jobs have been created and 64.5 FTE jobs safeguarded.

The Economic Development team concluded the procurement of the new Kent and Medway Growth Hub contract, which commenced on 19 July 2021.

Converting derelict buildings for new housing and commercial space

In Quarter 2, 91 long term empty properties were made fit for occupation through the No Use Empty (NUE) Programme bringing the total to 7,168 since the programme began in 2005. NUE processed a further eight loan applications in Quarter 2 (26 to

date) increasing the total NUE investment in converting derelict properties to £80.1m (£43.2m from KCC recycled loans and £36.9m from private sector leverage).

Medway Council joined the NUE scheme in September 2021. The NUE team will process loan applications for premises in Medway and Medway Council will administer the loans using their own funds.

NUE received the first drawdown of £750k from the £2 million awarded under SELEP Growing Places Fund (GPF) for NUE Commercial Phase II in July. The target is to return 18 empty commercial units back into use and create 36 new homes by March 2023. A total of five projects are currently supported (in Folkestone, Herne Bay, Hythe, Ramsgate, and Sheerness) and these will return five empty commercial units back into use and create 24 homes.

Following the approval of £16m from KCC Treasury to bring forward empty/derelict sites with planning permission for new builds, NUE has processed 30 loan applications with a cumulative total value of £16m. A total of 121 new builds are currently supported, an increase of 10 since Quarter 1 of 2021/22.

Six projects have now completed: Dover (12 homes), Broadstairs (2 homes), and Ramsgate (7 homes). £2.6m of loan investment has been repaid at end of Quarter 2. Further loan repayments of £0.5m are expected in Quarter 3, all of which are being recycled to fund new projects.

NUE has identified 20 potential projects with an indicative value of £12.2m. Based on current loans repaid and value of loans due to be repaid between now and during 2022/23, NUE would be able to service 40% of the potential projects subject to final assessment next year.

Infrastructure projects

In Quarter 2, the following capital funding decision was made by the South East Local Enterprise Partnership's (SELEP) Accountability Board (decisions relating to transport are covered in the Environment and Transport section of this report):

- The award of £322,872 of Local Growth Funding (LGF) to support the Kent and Medway Engineering and Design Growth and Enterprise (EDGE) Hub project. The EDGE Hub is a new industry-led centre for advanced manufacturing, life sciences and healthcare and delivers industry collaboration, research, and innovation. Based in Canterbury, the new 3,588m² facility will be supported by satellite facilities at Discovery Park in Sandwich, Kent Science Park near Sittingbourne, and the University of Kent's Medway Campus. It has been estimated the EDGE will help bring 1,250 new learners with higher level Engineering and Technology skills into the labour market by 2024.

Broadband

Within Quarter 2, the Government announced that up to £203m had been allocated to Kent as part of the new national Project Gigabit Programme. The aim of this programme is to deliver gigabit-capable connections to areas that are not expected to benefit from connectivity upgrades by telecoms operators.

The Government's intention is that a single contract will be established to deliver these new connections across Kent. The procurement will be led by Building Digital UK (BDUK). Kent County Council's broadband team has been asked by BDUK to help lead and support the local delivery across Kent.

BDUK have estimated that the Kent and Medway project will cover circa 122,000 properties. They have also announced that the formal procurement will start in May 2022, with the contracted work commencing in April 2023. The pre-procurement work (which is required to meet current subsidy control and procurement legislation) started in early August following the announcement.

In the meantime, the infrastructure build for the final phase of the Kent BDUK Project continues. As of August 2021, over 143,550 faster broadband connections had been delivered by the project – which will reach 145,000 connections by the time the project build concludes in March 2022. Demand for the new BDUK voucher scheme across Kent remains strong, with Kent continuing to have one of the highest rates of take-up across the UK.

Funding Kent's Infrastructure

KCC has a statutory right to seek financial contributions for capital investment from developers of new housing sites. In Quarter 2, sixteen Section 106 agreements were completed and a total of £9.7 million was secured.

s.106 contributions secured £000s	Oct to Dec 2020	Jan to Mar 2021	Apr to Jun 2021	Jul to Sep 2021
Primary Education	8,073	7,064	5,296	4,292
Secondary Education	8,491	3,699	5,464	4,554
Adult Social Care	155	128	108	128
Libraries	398	120	223	173
Community Learning	55	29	58	23
Youth & Community	76	52	52	63
Waste	*	*	47	89
Highways	*	*	464	420
Total	17,248	11,092	11,713	9,742
Secured as % of Amount Sought	97%	78%	96%	99%

* Data only reported from April 2021 onwards

Section 278 schemes are developer funded works associated through the planning application approval. For Quarter 2, s278 schemes delivered a value of £2.25m worth of highway improvement works; these consist of schemes to mitigate the impact of new development on highways.

Kent Film Office

In the 2nd quarter of 2021/22, the Film Office handled 192 filming requests and 176 related enquiries. The team logged 242 filming days bringing an estimated £2.5m direct spend into Kent.

Libraries, Registrations and Archives

As Step 4 of the government's roadmap to ease restrictions progressed, a phased reopening of the remaining 57 libraries took place from 26th July onwards, with all 99 libraries open by 26th August 2021. Footfall for Kent in August 2021 was 44% of the August 2019 figure; this was better than the national figure of 35%, even with some libraries not being open for the full month.

The next step of the recovery is the reinstatement of physical events and activities in libraries from September, which will boost visitor figures. Local teams have been working to bring back physical events and activities in the safest way possible following recommendations from a pilot of Baby Rhyme Time sessions across four library sites. The Playground Project was launched in Quarter 2 with six summer activities for babies, pre-schoolers and their families, while the Wild World Heroes Summer Reading Challenge was delivered both physically and virtually. Over 12,300 children took part with 6,476 then completing the Challenge. Four virtual Zoolab events connecting children with nature and the environment were delivered during August.

Overall issues are increasing month on month, and September's physical issues are at 75% of what they were in September 2019. Digital issues continue to meet targets and see a sustained increase, with a 20% increase in e-issues on Quarter 2 last year.

From the end of July, the Select and Collect service available from mobile libraries was withdrawn as customers were permitted to board the mobiles to browse. Customer feedback on the interior of the new vehicles has been very positive, and issues have been increasing steadily. Mobile library issues for August and September were at 62% of the issues for the same period in 2019.

The Ceremonies Teams have successfully handled a 60% increase from pre-Covid levels in ceremonies over the summer months, delivering 2,304 ceremonies across July and August. Couples are now permitted to attend birth registration appointments, and the teams have continued to catch up with the backlog, delivering over 4,400 birth appointments during Quarter 2 alongside higher levels of death registrations (an increase of 9% on Quarter 1). Customer satisfaction with Registration is at 93% for Quarter 2.

The Archive Search Room returned to pre-Covid hours, with a phased increase in the number of sessions available to researchers. Archive enquiries have been increasing gradually back up to pre-Covid levels, with the number of enquiries this August surpassing those in August 2019 by 17%. The in-house Search Room survey combined with the Distance Enquiry survey have yielded a satisfaction rate of 97% for Archives, above this year's target of 96%.

Online contacts for both Libraries and Archives have exceeded the targets set for Quarter 2, with social media seeing increased activity, particularly during July as the Summer Reading Challenge launched.

LRA underwent the annual assessment for the Customer Service Excellence Award in September, emerging with three additional Compliance Plus ratings which reflect best practice.

Looking ahead to Quarter 3, LRA will be preparing and launching the staff and public engagement on library services to ensure the service takes stock of how it needs to adapt and further develop.

Community Safety

The Kent Community Warden Service (KCWS) has continued to support communities and vulnerable people most in need during the recovery phase of the pandemic. This has included providing advice around social distancing, vaccinations, and Covid related guidelines as well as ensuring the most vulnerable had access to essential provisions. As restrictions have eased there has also been a focus on bringing communities back together by reintroducing social engagement and restarting and initiating new clubs,

events, projects and meeting points (surgeries). The KCWS undertook just over 4,000 tasks in support of these activities during this Quarter.

Explore Kent

There is a sustained increase in use of footpaths and green spaces by Kent residents – this is evidenced by close to 30,000 route downloads in this quarter. Strong collaboration continued between Kent Sport's [Everyday Active campaign](#) and Explore Kent's offer of walking, cycling and connection with nature. Explore Kent worked with a number of partners to provide marketing and campaigns, including: to encourage users of public rights of way (PRoW) to respect as well as enjoy the PRoW network and countryside, to support those disproportionately impacted by the pandemic to access green space for good health, and a campaign involving production of a suite of high quality films to encourage behaviour change relating to energy and low emissions.

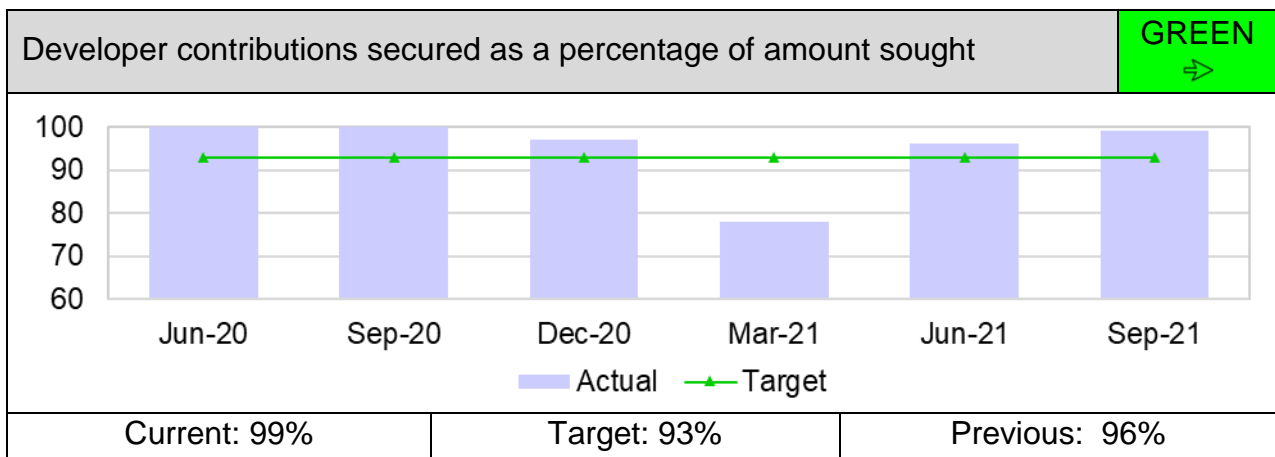
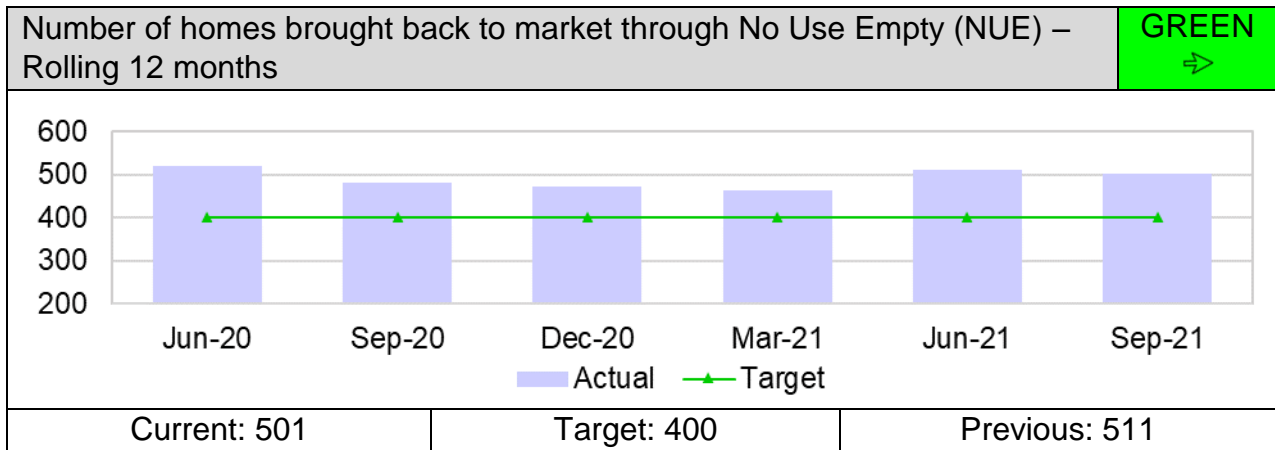
Kent Country Parks

Improvement and repair work across the parks continued this Quarter. The Environment Agency have started work repairing the weir at Teston Country Park, which will continue until Spring 2022. The Trosley centre extension (better meeting the needs of visitors and volunteers as well as staff) is nearing completion and the café management has transferred to KCC Country Parks. The Visitor Survey for the Strategy renewal has been completed. Parks were busy over the summer months and the financial situation remains steady.

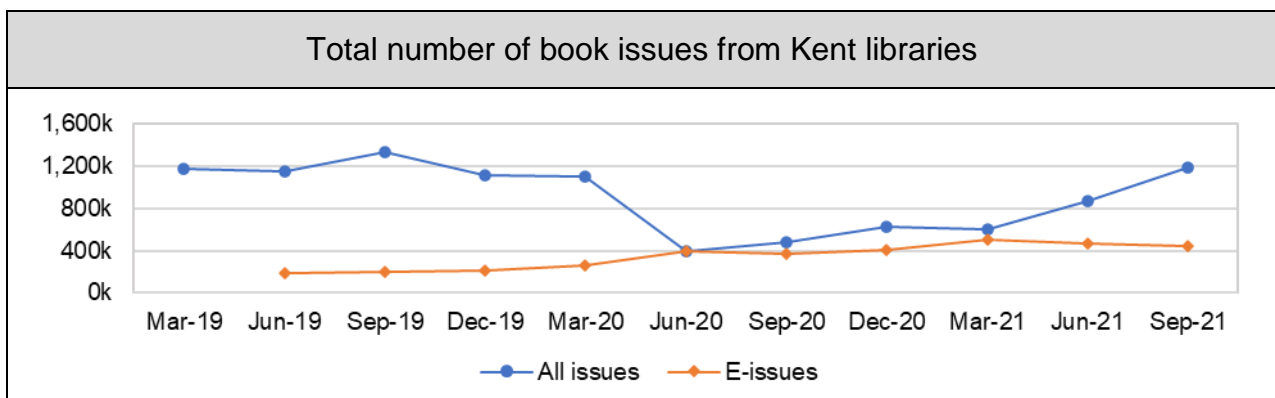
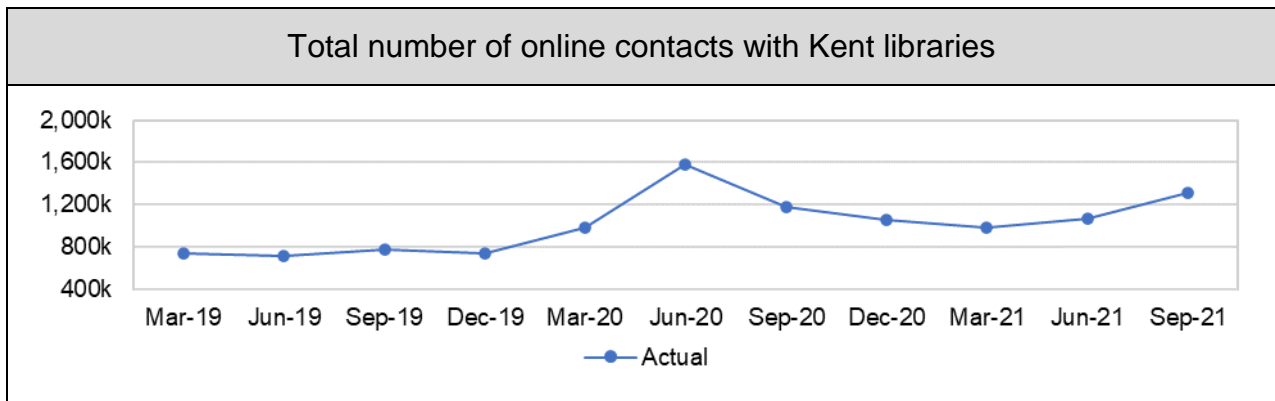
Sport and Physical Activity

During Quarter 2, the service has focused on further development of the [Everyday Active website](#) and campaign. This has included increasing connections with health partners through involvement in training for health care professionals and education wellbeing practitioners. In addition, the service is continuing to work with community organisations to help reduce the negative impact of COVID-19 and reduce the widening inequalities gap of physical activity and sport among underrepresented groups. Two short videos have recently been produced demonstrating the impact that physical activity has on the lives of local people and communities. The videos, ([Nordic Walking](#) and [Cycling](#)), highlight the personal stories of two individuals who have benefitted from Sport England Tackling Inequalities funding and support provided by the service.

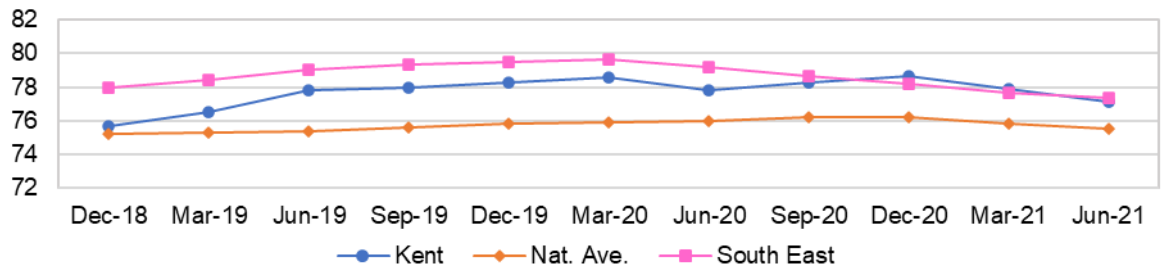
Key Performance Indicators



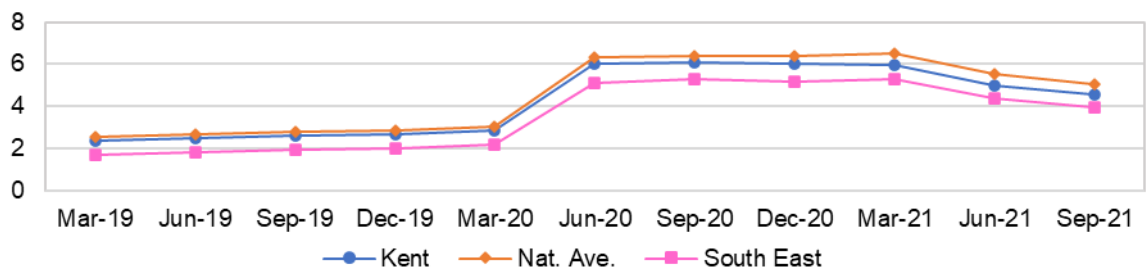
Activity indicators



Percentage of population aged 16 to 64 in employment (from the Annual Population Survey)



Percentage of population aged 16 to 64 claiming unemployment benefits



Environment and Transport	
Cabinet Members	David Brazier, Susan Carey
Corporate Director	Simon Jones

Highways

For the Quarter to September, all 4 of the Highways KPIs are RAG rated green. The attendance at Emergency Incidents within 2 hours of notification has improved to 99% compared to a target of 98%. The Service received 647 reports of emergency incidents in this Quarter with the contractor, Amey, unable to attend just 6 of these within the 2-hour response time window, and several of these missed the target by just a few minutes. In most cases a Highway Steward, Inspector or Police Officer was on site awaiting a response crew thus minimizing the risk to road users. This represents some really good work from Amey to ensure response times are now back on target.

Routine faults responded to in 28 days is also back on target, at 90% in this quarter, with almost 14,000 requests from customers. Wet and warm weather led to a peak in grass cutting and tree enquiries as well as drainage enquiries which were some of the highest summer volumes seen for the past 5 years. The extra demand on the Highway Definition team with increased activity in the housing market has begun to reduce. The Service continues to work with contractors and their supply chain to ensure performance targets are achieved.

The total number of customer contacts regarding highway issues in the last quarter was just over 54,000 with 22,000 of these identified as faults requiring action by front line teams. The remaining contacts are handled at first point by Agilisys using information provided by the Highways Service and on the KCC website. At the end of September there were 6,824 open enquiries (work in progress), and this compares to 5,618 at the same time last year, reflecting the increase in overall demand and return to 'business as usual' for customers seeking highway services.

The demand from utility companies to access their infrastructure under Kent roads, as well as requests from developers and for KCC's own works, continues, with almost 76,000 streetwork permits issued this year so far, well above expected levels of around 66,000.

Asset Management

KCC's new Highways Asset Management Plan was adopted in July, replacing six documents published over the last five years. The new document is forward-looking and consists of an action plan and investment strategy for the next five years. It recognises the increasingly challenging environment with deteriorating assets, increasing traffic volumes, uncertainty around future funding and, more recently, Coronavirus impacts. It also sets out a range of future actions to further improve KCC's approach to highways asset management, focussing on increasing asset lifespans, reducing lifecycle costs and improving future maintainability.

Casualty Reduction

KCC's Vision Zero Strategy was launched at an event which took place on 15 September at Manston Airport, attended by HRH Prince Michael, and with Baroness Vere sending a video message and statement of support for this critical new initiative that aims for zero, or as close as possible, fatalities on Kent's roads every year by

2050. This was well covered by the media, featured on both BBC South-East and ITV Meridian News, as well as on local radio and industry magazines.

Kent's (not including Medway or National Highways in Kent) collision statistics for Quarter 2 shows a similar number of fatal collisions (17) and casualties (17) compared to 2020 (15 fatal collisions, 17 fatal casualties). However, Quarter 2 of 2020 was significantly higher than 2019 Quarter 2 figures of 12 fatal collisions and 12 casualties.

Provisional figures show a decrease in total collisions in Quarter 2 (786) compared with the same period in 2020 (882) and with the same period in 2019 (962), and a similar decrease for the number of people killed or seriously injured (KSI) with 181 in 2021 compared to 230 in 2020 and 194 in 2019. However, the full data for September has not yet been received from Kent Police.

The Kent & Medway Safety Camera Partnership report an approximate 40% decrease in the number of speeding offenses recorded in Kent in Quarter 2 compared to 2020. This might be partially explained by active camera locations and traffic returning to normal patterns this year. The increase in speeding offenses in Medway can be explained by there being extra active cameras in Medway during this period.

Number of offences	Quarter 2, 2021	Quarter 2, 2020
Kent	7,171	12,032
Medway	4,130	3,029
Total	11,301	15,061

A countrywide campaign was launched in September asking drivers to respect the School Crossing Patrols, to stop when requested and park appropriately. This was launched due to an increasing number of recorded incidents between drivers and Patrols. The focus of the campaign asks all road users to support their local patrols and help them to protect children, with the campaign running on social media and appearing in a number of local papers.

With the return of schools after the summer holiday, both cycle and pedestrian training schemes are back up and running.

Crash Remedial Measures & Local Transport Plan (LTP)

Delivery of the 2020/21 Crash Remedial Measures (CRM) and Local Transport Plan (LTP) programme is complete with over 125 schemes successfully delivered in addition to the hundreds of 'smaller interventions' to improve safety.

There is now a focus on the detailed investigations of the latest 122 crash cluster sites across the County. Each will require detailed accident investigation to see if engineering interventions could help reduce crashes as well as working closely with the road safety team on behavioural change. Local Transport Plan schemes for 2021/22 are being programmed for delivery.

Local Growth Fund Transport Capital Projects

Through SELEP, KCC is managing £128 million of Government funding from rounds 1 to 3 of the LGF. There are currently 2 'Red' schemes causing concern, Sturry Link Road and Maidstone Integrated Transport Project.

For the Sturry Link Road project, following the granting of permission for the scheme by KCC Planning Committee in September, the SELEP Accountability Board agreed that the total £5.9m LGF allocation should be retained against the project. It was also agreed that the remaining £4.656m LGF allocated to the project should be transferred to KCC on condition that the land acquisition is completed by 31st March 2023 (this was extended to 31st August 2023 at the November meeting). The next project update will be provided at the February 2022 Board meeting.

In regard to the Maidstone Integrated Transport Package Scheme it was agreed that the £8.9m LGF funding should remain allocated to the project. A further update was given at the November meeting which outlined the progress towards achieving the outstanding consents and on delivery of the project. A further update will be provided at the February Board meeting.

£1.6m has been awarded to support the M2 Junction 5 project now that planning permission has been agreed by the Secretary of State for Transport. The project consists of a major junction improvement of the A249 with the M2 (Junction 5).

Lastly, it was agreed that the £623,389 unspent LGF in relation to the Tunbridge Wells Junction and Cycle Improvements Package of works should be returned to SELEP, due to no viable plan being in place. Thankfully, it was also agreed that there was compelling justification for SELEP not to recover the £1.177m LGF spent on the Project to date.

Transport Strategy

Work with Highways England (now National Highways) on the Lower Thames Crossing continued, as we responded to a further consultation which ran from July to September. Progress is also being made on agreeing a way forward for developing local road mitigations through a modification to the existing Planning Performance Agreement (PPA). Work with National Highways also continued on the options development for Road Investment Strategy 3 (RIS3) pipeline schemes for Brenley Corner and A2 Lydden to Dover (public consultation expected next year), and the potential trunking of three major routes in Kent, with technical comments from KCC officers provided to Highways England.

Partnership working with Transport for the South East (TfSE) continued with their work on the South East Radial Study which falls almost exclusively within Kent and Medway. This is alongside the work of the Transport Strategy team in developing a new Local Transport Plan (LTP) for Kent, as reported to the Environment and Transport Cabinet Committee (ETCC) in September, with use of the countywide transport model commissioned to obtain baseline data.

Delivery of the Thanet Parkway railway station has progressed significantly with commencement of the station build during the late May Bank Holiday weekend. Since then, sheet piling on the embankment and screw piling for the platform foundations has been completed (although some issues were encountered with ground conditions). The archaeological excavation on the site also finished at the end of the period and has now entered the cleaning and recording stage. Platform steelworks were substantially underway during September as well as progress on the car park construction.

Journey Time Reliability/Congestion Strategy

An electronic variable message sign installation on the A258 is one of the last elements of the Dover Tap scheme to be delivered, with funding from the Local Growth Fund (LGF). This will provide timely information to drivers, permitting informed journey choices and improved journey time reliability.

An expression of interest has been submitted to the DfT for Traffic Management Act Part 6 enforcement powers.

Public Transport

As a result of the National Bus Strategy, which was published by Government in March, KCC submitted its own Bus Service Improvement Plan at the end of October. The plan has the potential to attract significant funding from Government which will be needed to protect service levels post pandemic and then drive improvement in key areas. Once the funding settlement is known then recommendations about the use of funds will be made to Members and taken to ETCC.

Patronage levels on bus services currently stand at about 60% and the continuation of current service levels is requiring significant levels of Government and KCC support. Current funding is secure until April 2022 and if patronage has not recovered and funding is not replaced through the National Bus Strategy mechanism or alternative, then there is a risk of significant service reductions and associate cost pressures on KCC.

Driver shortage is as much of a problem for the passenger transport industry as it is for the goods and services sector. KCC has needed to support a number of bus operators to mitigate the effects of this and there are now parts of the County where we cannot secure school transport. Additional costs are being incurred as demand outstrips supply. Attempts are being made to engage with schools who have their own vehicles to operate some services into their own schools, but interest is limited.

Waste Management

The KPI target on diversion from landfill is now being met, with 99% of waste over the last 12 months being recycled, composted or used for energy generation. Recent months have seen landfill rates being as low as 0.15% of all waste disposed of, which is possibly as low as KCC can achieve. This figure includes asbestos, with landfill being the only approved way to dispose of this material. All other disposal routes have been reliable and working well through the recent challenges of driver shortages and fuel availability.

Kerbside volumes of collected waste continue to be high, with the current rate 15% higher than the norm.

Some Collection Authorities in the county struggled to maintain scheduled kerbside services due to reported driver shortages in Quarter 2. This was seen in Maidstone, Tunbridge Wells and Tonbridge & Malling where garden services were either postponed or sporadic. The HWRC booking system via the booking system has been able to provide an assured and reliable service that has managed demand from residents to use the HWRC service to dispose of garden waste across the eighteen sites. In September, just over 160,000 residents booked appointments with over 275,000 slots offered. There does not appear to be a pent-up demand for HWRC services.

Minerals and Waste Local Plan

The statutory requirement every 5-years for a review of the Kent Minerals and Waste Local Plan 2013-30 has been completed which identified policies and explanatory text that require updating to conform with national and local policy requirements.

Natural Environment and Coast

Kent's Plan Bee hosted its second summit on 23rd November. This year the summit will focus on linear features and the role these have in helping provide habitat and forage for pollinators. The report for the pollinator public perception survey is now produced and will shortly be available from the Plan Bee pages of the KCC website.

A Tree Strategy Officer has recently been recruited to help take forward the county ambition of 1.5 million new trees. Plan Tree, the authority's tree establishment strategy, has been drafted and work is underway for a public consultation over this winter

The Environment Bill, which received Royal Assent in November, introduced a mandatory requirement on development to deliver a minimum gain for biodiversity of 10%. The commission, funded by KCC and Natural England, will assess an elevated 15% or 20% target on viability due to the exceptional pressures for the county and the scale of previous biodiversity losses. This work, being delivered with input from the districts, will inform whether an increased target is feasible for Kent's planning authorities.

Flood and Water Management

KCC is one of 10 city partners in the EU North Seas Region Interreg project, BEGIN, Blue Green Infrastructure through Social Innovation. BEGIN has been nominated as one of 25 finalists for REGIOSTARS Awards, being nominated as one of 5 finalists within the category for GREEN Europe. The REGIOSTARS Awards are a highly prestigious annual competition, organised by the European Commission's Directorate General for Regional and Urban Policy.

BEGIN has piloted the co-creation and delivery of blue and green infrastructure (BGI) in 10 EU cities through partnerships between authorities, residents and stakeholders. BEGIN implements state of the art BGI such as green corridors and sustainable urban drainage systems to tackle extreme weather effects whilst enhancing local biodiversity and community cohesion. Through BEGIN, KCC has worked with local communities to design, deliver and maintain Sustainable Drainage retrofit projects at Bell Road, Sittingbourne; George Park, Margate; and Snipeshill, Sittingbourne.

Sustainable Business and Communities

This report covers the first quarter of monitoring towards the KCC Net Zero by 2030 target. The baseline has been reset and the method of calculating emissions has changed compared to the previous greenhouse gas KPI, using an internationally accepted standard and latest emissions factors published by UK Government. The changes were explained in a paper presented to the Environment and Transport Cabinet Committee in September.

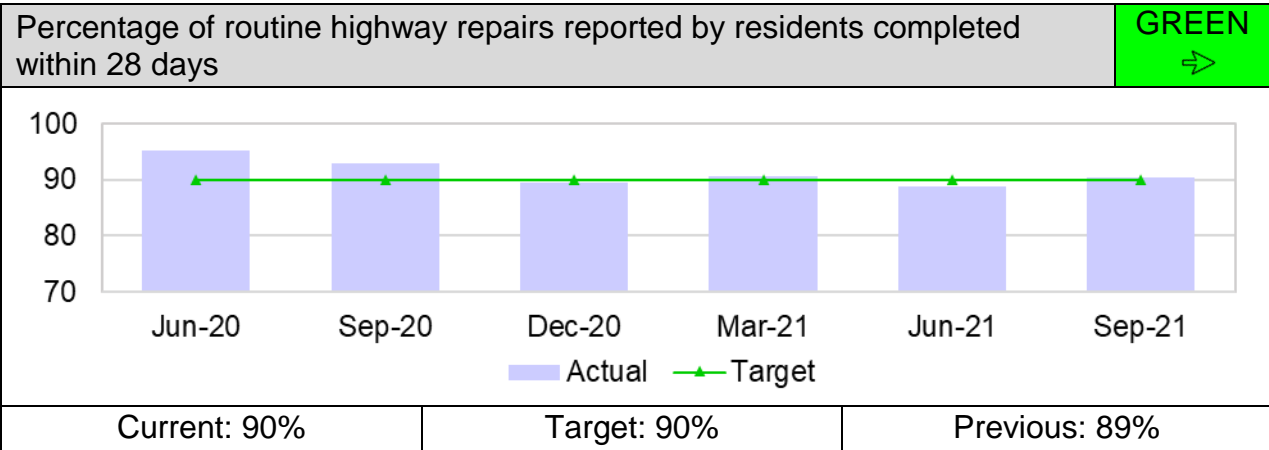
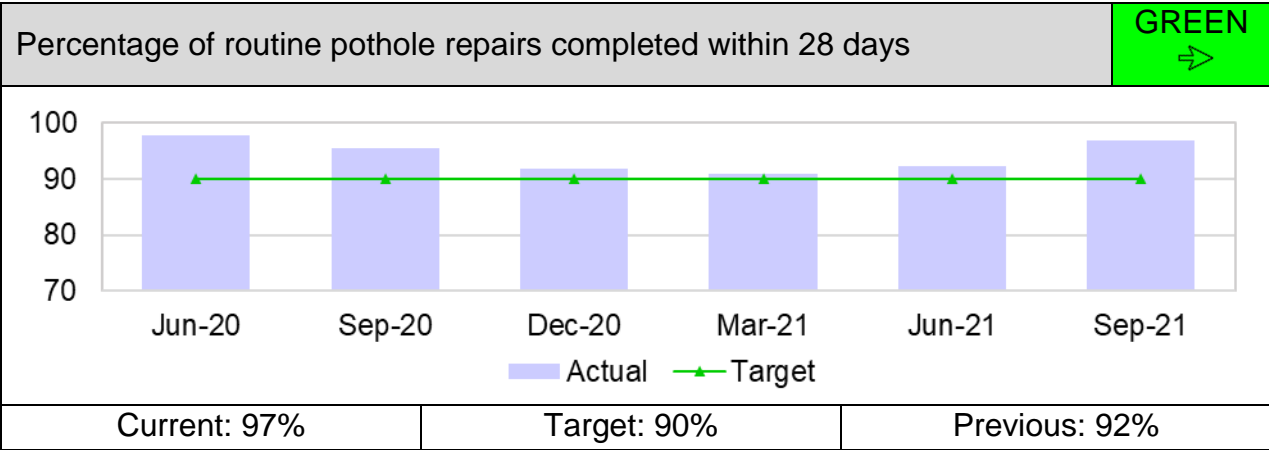
Energy projects continue to be delivered using Government grants of £20.6m for the KCC estate and £1.2m for the schools' estate, including a large solar park, low carbon heat pumps to replace aging boilers, rooftop solar and LED lighting. The Archbishop's School in Canterbury is the latest to benefit from LED lighting.

We continue to explore the potential for a solar for schools’ programme, as well as signposting schools to new grant funding for low carbon heating like heat pumps.

The Solar Together Kent scheme has so far helped Kent residents install 1,949 panels on 170 homes, of which 110 include battery storage, reducing carbon emissions by 167 tonnes per annum.

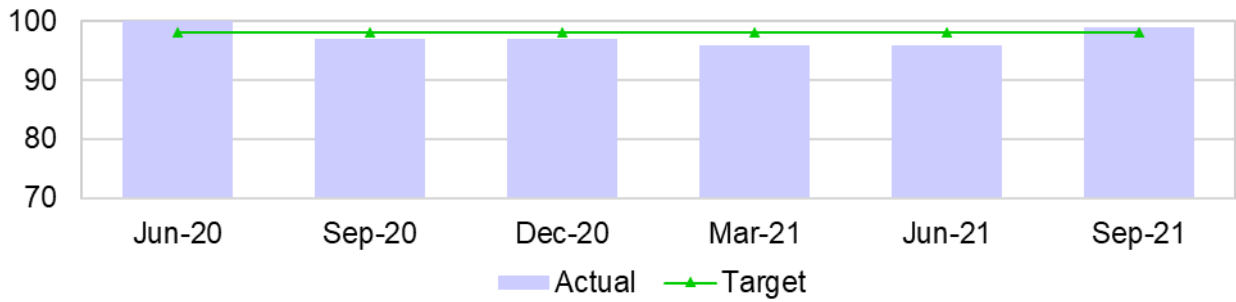
A further 63 SMEs have been supported with funding through The Low Carbon Across the South & East (LoCASE) programme, including the first five in our pan-LEP programme. Activity has been augmented by four partner launch events to raise awareness of opportunities. New projects South-East New Energy and C-Care have also grown the Low Carbon Kent project offering across the county. To date, 117 organisations have trialled a Kent REVS electric van for free, with over 50 more on the waiting list. New waste pilots to support Upcycle Your Waste and BLUEPRINT include a coffee cup recycling review in Canterbury and Repair Café concept in Swale.

Key Performance Indicators



Emergency highway incidents attended within 2 hours of notification

GREEN
⇒



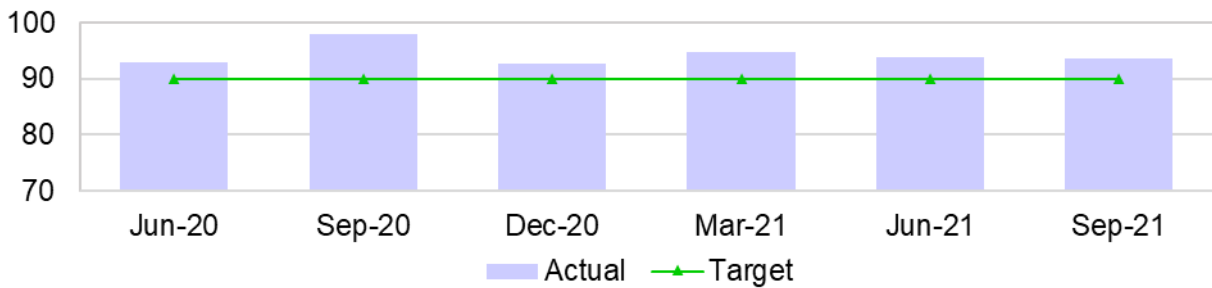
Current: 99%

Target: 98%

Previous: 96%

Percentage of satisfied callers for Kent Highways and Transportation, 100 call back survey

GREEN
⇒



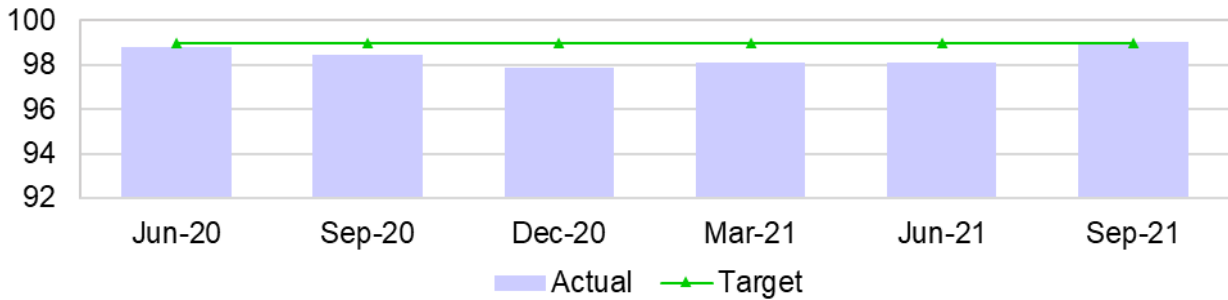
Current: 94%

Target: 85%

Previous: 94%

Percentage of municipal waste recycled or converted to energy and not taken to landfill – rolling 12 months

GREEN
⇒



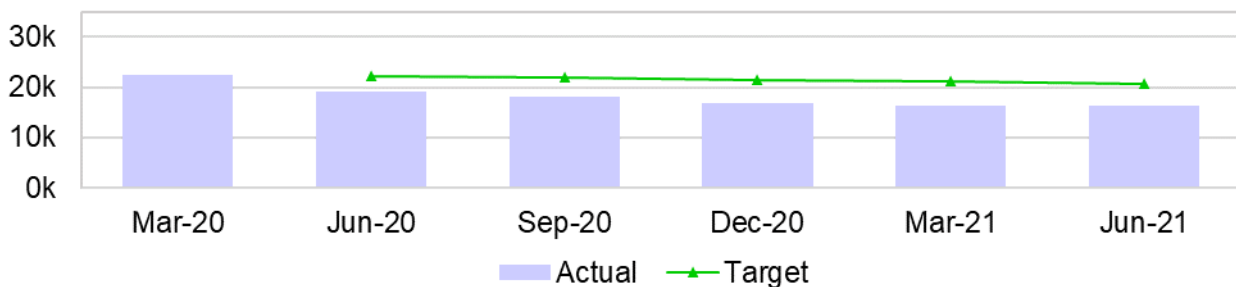
Current: 99.0%

Target: 99%

Previous: 98.1%

Greenhouse Gas emissions from KCC estate (excluding schools) in tonnes – rolling 12 months

GREEN
⇑



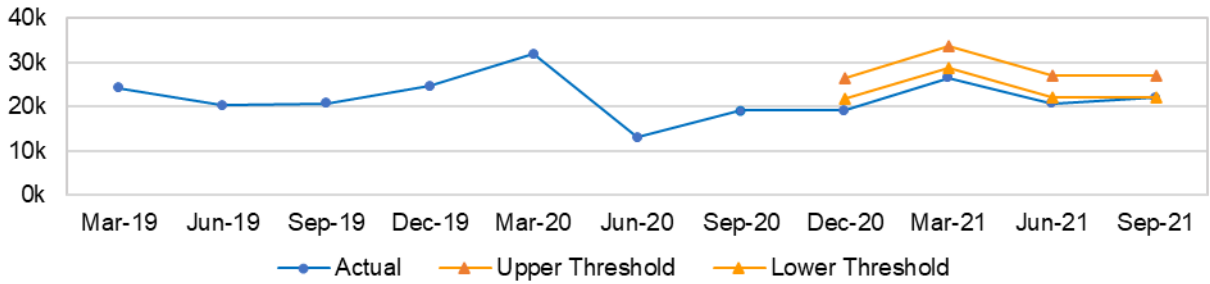
Current: 16,519

Target: 20,788

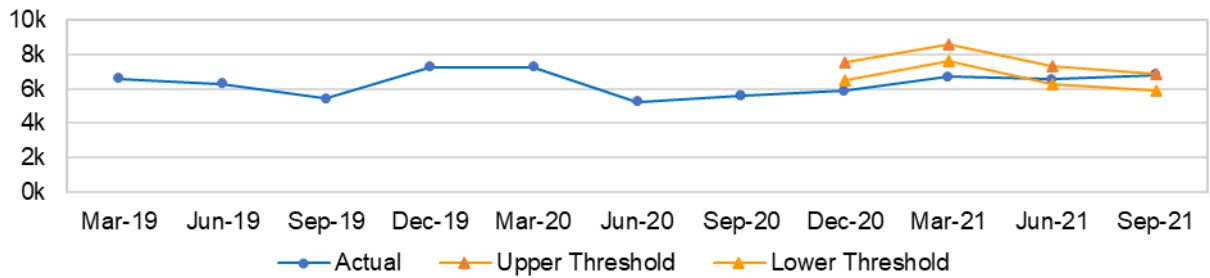
Previous: 16,251

Activity indicators

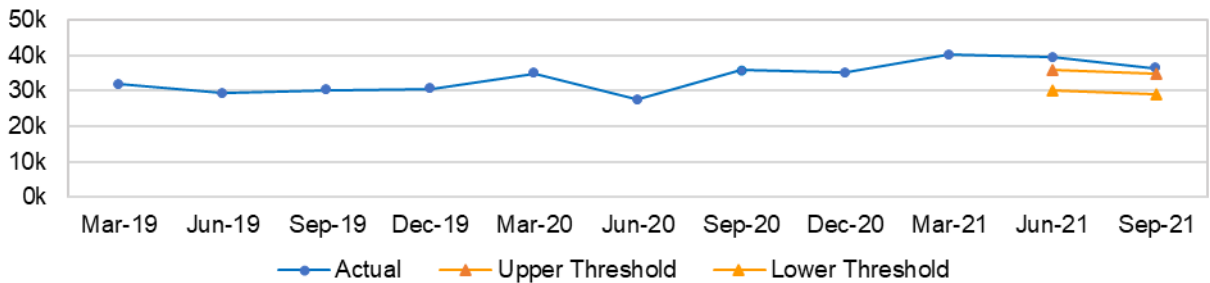
Number of Highways enquiries raised for action – by quarter



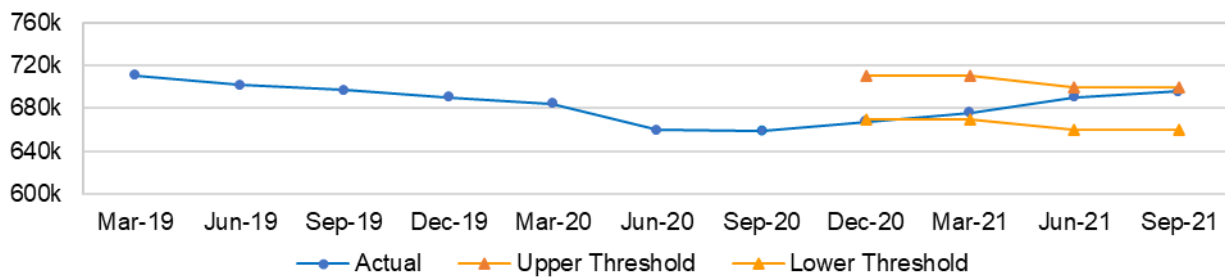
Highways Work in Progress (Routine and Programmed works)



Number of streetwork permits issued



Total municipal waste tonnage collected – rolling 12 months



Children, Young People and Education	
Cabinet Member	Shellina Prendergast, Sue Chandler
Corporate Director	Matt Dunkley

KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	9	2	1	5	7	

Schools

Attendance at primary and secondary schools as of 27th September was 90% based on 297 schools submitting their data to the Department for Education (DfE). All young people aged 16 and 17 years have been offered the coronavirus vaccine. This is being extended to children aged 12 to 15 years as part of the school-based COVID-19 vaccination programme. Vaccinating children should help to reduce the need for children to have time off school and should reduce the risk of spread of COVID-19 within schools. The main purpose of the COVID-19 secondary schools vaccination programme is therefore to provide protection to the children who are vaccinated and to reduce the disruption to face to face education this winter.

For the second year there were no statutory tests and assessments for primary schools. Key Stage 4 (GCSE and equivalents) and Post-16 (A Level and equivalents) students were awarded grades based on teacher assessments.

Ofsted restarted their routine inspections in September 2021 for all school types and grades, having ceased their full programme of graded inspections in March 2020. Ofsted acknowledges *“Almost all pupils have missed considerable amounts of schooling since the beginning of the COVID-19 pandemic. They may have missed learning important content or forgotten content that has not been used.”* Inspectors will consider whether school leaders are using strategies that are having a positive impact on pupils’ learning and how they identify, and then address, gaps in pupils’ knowledge. Based on the latest inspection data as at the end of August 2021, 92% of schools in Kent (531 of the 580) were Good or Outstanding, compared to the national figure of 86%. The percentage of Primary schools judged as Good or Outstanding at 93% compares favourably to the national figure of 88%. 87% of Secondary schools were judged to be Good or Outstanding compared to 76% nationally. The percentage for Special schools at 96% was six percentage points higher than the national position.

During the last quarter the overarching priority was to assist schools in mitigating the impact of the Covid-19 pandemic, supporting school leaders to benchmark provision against other schools and formulate plans for September. This has supported schools to be in a good position this term. Headteacher wellbeing has continued to be a significant issue with the service is supporting and monitoring as much as possible.

This Quarter, headteacher recruitment has taken place in both primary and secondary schools. School improvement visits have fully resumed on site. Improvement advisers attended five primary school inspections during this period (in addition to feedback) supporting headteachers to provide additional evidence and highlighting the interim guidance on curriculum and phonics to lead inspectors. Network meetings for secondary curriculum leaders of maths and English continued with the emphasis being on support for schools in the absence of examination information.

School Places and Admissions

For primary schools admissions in September 2021, 97.7% of applicants were offered a place at one of their three named schools with 89.2% securing their first preference. 95.4% of Kent families were offered a place at one of the secondary schools they selected. As parents/carers selected their six secondary schools before knowing their child's Kent Test results, for some, their child did not end up being eligible for their first preference and as a result, the percentage of pupils offered a place at their first preference school at 69.7% of the Kent cohort was significantly lower than last year's 77.7%.

Early Years

Unlike schools, all Early Years settings were advised to remain open during the last coronavirus lockdown. Ofsted has resumed inspections, and the latest inspection data for the percentage of Early Years settings rated Good or Outstanding at 98%, in line with the target, and one percentage point above National.

2,651 two-year olds have been funded through the Free for Two (FF2) scheme equating to a 52.8% take up. This is an increase of 15.5 percentage points compared to the same period last year. The increase is in part due to increasing the duration that the FF2 provider portal was open for claims.

Supply and demand have continued to be regularly monitored, with supply still steadily meeting demand. The Childcare Sufficiency Assessment for 2021/22 has now been completed and in general terms shows an ongoing strong supply of provision. During July, August and September, the Childcare Market in Kent continued to present as recovering and coping reasonably well, however longer-term financial viability and sustainability may yet present as issues and are still being closely observed. Early years and childcare group providers and eligible childminders have been invited to apply for COMF (Contain Outbreak Management Funding) to support, as far as possible, Covid preventative and safe environments and also restorative activities and support for children and their families. There have been the established regular communications with the Early Years and Childcare Sector as a whole, including the weekly 'Early Years and Childcare COVID-19 Blog', a monthly generic Early Years and Childcare Bulletin and ongoing contact with individual providers as appropriate and necessary. The Early Years and Childcare Service's Threads of Success training offer continues to be delivered largely on virtual platforms (although with the resumption of some face to face), including support for providers ahead of and in readiness for the new Early Years Foundation Stage which commenced in September, including Ofsted inspections being based on this from that point.

Skills and Employability

The number of young people who are Not in Education, Employment or Training (NEET) is not reported for September because there are annual fluctuations in the NEET cohort. The number of NEETs rises over the summer months due to school and college leavers and increases significantly in September as new data is processed and young people find new learning and training placements. The three-month average for December to February, which the DfE uses as its performance measure, shows Kent to be 7.5%. compared to national figure 5.5% for the combined NEETS and not knowns measure.

A new suite of information pages which will sit in front of the KentChoices area prospectus/online application system was launched on 1st November which coincided with the start of open evenings/events in secondary schools. This academic year, as well as the usual college and 6th form applications, young people are now able to apply

for apprenticeships and training courses through these pages. The team have also prepared a wealth of resources and careers information for schools, young people and parents. These will complement school events and add value to the school improvement team's strategic priority for destinations.

Of the September Guarantee cohort, 93% has received a positive September Guarantee offer compared to 91.2% this time last year.

The impact of the NEET Deep Dive has been that £2m has been made available to Kent for training provision for NEET young people. Training providers can bid for the money, and there is a chance this may be increased to £3m.

There has been a further integration of the NEET Support Service, Young People's Participation Officers Team, and the Engagement Officers. There is now a more streamlined process for learners moving through the service; for those who are identified as NEET by the YPPO team and those who are identified as being at risk of NEET in school. The impact will be a rapid and improved learner journey through the service. The work carried out to prepare for the GCSE period was very successful. The service-wide planning was widely complimented by schools and parents.

The development and integration of the Careers Enterprise Company (CEC) has continued in line with the Post-16 white paper. The CEC is integrating more closely with S&E service and the service is preparing for the transition into Careers Hubs in line with the national agenda. This is in line with careers and destinations being a focus point for Ofsted and a school improvement priority. The team supported the end of the current phase of the 16-19 review and the recommendations have been shared. The team will continue to work very closely with KCC to implement as necessary. The Education People (TEP) presented at the last meeting of The Kent Association of Training Organisations (KATO) and some providers have already reached out to offer training provision to vulnerable young people.

The long-awaited government guidelines on flexi apprenticeships has now been published. The service is working to submit an application to deliver the flexi apprenticeship which supports the priority to make apprenticeships more attractive to small to medium-sized enterprises (SMEs). This is particularly important for more vulnerable young people who are less likely to thrive in large organisations.

SEND (Special Educational Need and Disability)

Based on the rolling 12-month average to September 2021, 40.2% of EHCPs were issued within 20 weeks excluding exceptions (1,168 out of 2,908) an increase of 3 percentage points on the previous quarter. In the single month of September, performance was 49.8% with 102 plans out of 205 being issued within timescale.

The service remains focused on clearing the backlog of assessments over 20 weeks. However, the backlog has increased slightly this quarter due to the Education Psychology (EP) service dealing with new assessments as a priority from September 2021, and the requests before that date adding to their backlog. This should be cleared by January 2022 by the EP service, and then passed to the SEN service to continue their work on these cases, meaning the full backlog should be completely cleared by June 2022.

Work continues to improve the quality of EHC plans issued. The SEND Service has launched and is embedding the use of a commercial online platform (Innovate Invision). This platform uses a quality assurance framework which uses a weighting system which enables faster and more complex analysis of areas of strength and areas requiring further improvement. In addition, the platform allows representatives from

SEN, health, parent groups and social care to QA plans remotely during an auditing cycle, with nominated 'auditors' given access to the system. We are now on our third round of auditing with regular moderation events planned.

The number of requests for Statutory Assessment (EHC needs assessment) remains high, though the monthly average for requests dropped to 285, down from a monthly average of 338 the previous quarter, mainly impacted by the school summer holidays. In the latest quarter, 68% of assessment requests came from parents. Work is taking place to better understand the reasons for such high levels of requests, which continue to put strain on the service.

Wider Early Help

Fifteen pupils were permanently excluded for the rolling 12-month period to September 2021, three 'primary' phase and twelve 'secondary' phase pupils. The percentage of pupils excluded from school equates to 0.01%. 28 pupils were excluded in the previous 12 months. The reduction is related to the 'National Lockdown 3.0' school closures which resulted in 39 school days lost to all pupils with exception to 'key worker' and 'vulnerable' children from 5 January 2021 to 5 March 2021.

The number of first-time entrants (FTE) in Kent had previously been increasing but this is the second quarter where the rolling 12-month figure shows a decline, this time from 263 to 239.

While national data from Police National Computer remains unavailable, Kent's own systems provide an indicative number of First Time Entrants and illustrate, between July and September, the lowest numbers of FTEs for two years. We were hoping for this outcome based on an increase in our evidence based restorative justice approaches. We continue to collaborate with the Police to work towards operational implementation of Outcome 22, which should realise a sustained reduction in First Time Entrants.

We have been enhancing the reporting functionality from our Core+ system to provide detailed accurate caseload and demographic reports. This will enable the service to have better oversight of our assessed risk of harm, safeguarding and re-offending profiles of the cohort; gender; age; legal status (child in need; child protection and child in care) and ethnicity and engagement with education, training and employment (ETE). Ethnicity data will be used to continue our scrutiny of disproportionality within the justice system and support our future deep dive into the outcomes of BAME children, so we can identify any lessons to learn. Our ETE data will assist us to benchmark and monitor if the commissioning of engagement provision improves, or not, the ETE outcomes of children in the youth justice system.

Early Help

At the end of September 2021, 2,589 families were open to Early Help units, providing support for 5,466 children and young people under the age of 18. This is a 14.6% decrease in the number of families supported compared to the end of the previous quarter (3,033 families).

The performance measure for 'Percentage of Early Help cases closed with outcomes achieved that come back to Early Help / Social Work teams within 3 months' was 13.2% for the rolling 12 months to September 2021, continuing to achieve the target of below 15.0%.

Children's Social Care - Staffing and Caseloads

The number of open cases (including those for care leavers above the age of 18) was 11,405 as at 30th September 2021, a reduction of 267 (2.3%) children and young people when compared to end of the previous quarter (11,672).

There were 4,501 referrals to children's social care services in the quarter, a decrease of 10.5% when compared to the previous quarter (5,027), and a decrease of 14.2% compared to July-September 2020 (5,244). The rate of re-referrals within 12 months for the 12 months to September 2021 was 24.1%, achieving the target of below 25.0%. This compares to the England average of 22.6% for 2019/20.

The percentage of case-holding social worker posts held by permanent qualified social workers has remained stable and above the target of 85.0%. Whilst the rate of 90.5% is a reduction from the 92.6% achieved in June 2021 this is likely to increase with the seasonal recruitment of Newly Qualified Social Workers. The proportion of case-holding social work posts filled by agency staff increased slightly in the quarter, from 13.5% at the end of June 2021 to 13.7% at the end of September 2021, which is an increase of 0.8 full time equivalent post. The average caseload for Social Workers in Children's Social Work Teams decreased by 0.4 cases in the quarter, from 21.2 cases in June 2021 to 20.8 cases in September 2021, remaining above the target of 18 cases.

Child Protection

On 30th September 2021 there were 1,246 children subject to a child protection plan, an increase of 6 from the end of the previous quarter (1,240). The rate per 10,000 children (aged 0-17) was 36.3, which remains below the last published rate for England of 42.8, as at 31st March 2020. The percentage of children who were subject to a Child Protection Plan for a second or subsequent time reduced in the quarter, from 20.5% in June 2021 to 20.1% in September 2021, remaining within the target range of between 17.5% and 22.5%. This compares to an average for England of 21.9% (March 2020).

Children in Care

The number of citizen children in care decreased by 5 in the quarter, to 1,379. The number of unaccompanied asylum seeker children (UASC) in care decreased by 28 in the quarter to 350. The number of children in care placed in Kent by other local authorities (OLA) increased by 58 during the quarter, from 1,194 to 1,252.

Status	Dec 20	Mar 21	Jun 21	Sep 21
Citizen	1,370	1,373	1,384	1,379
UASC	411	277	378	350
Total	1,781	1,650	1,762	1,729
Gender				
Male	1,157	1,039	1,131	1,098
Female	624	611	631	629
Indeterminate				2
Age Group				
0 to 4	203	219	223	221
5 to 9	188	188	193	189
10 to 15	676	651	691	691
16 to 17	714	592	655	628
Ethnicity				
White	1,201	1,212	1,233	1,213
Mixed	102	90	87	96
Asian	88	66	84	72
Black	109	71	78	58
Other	281	211	280	290

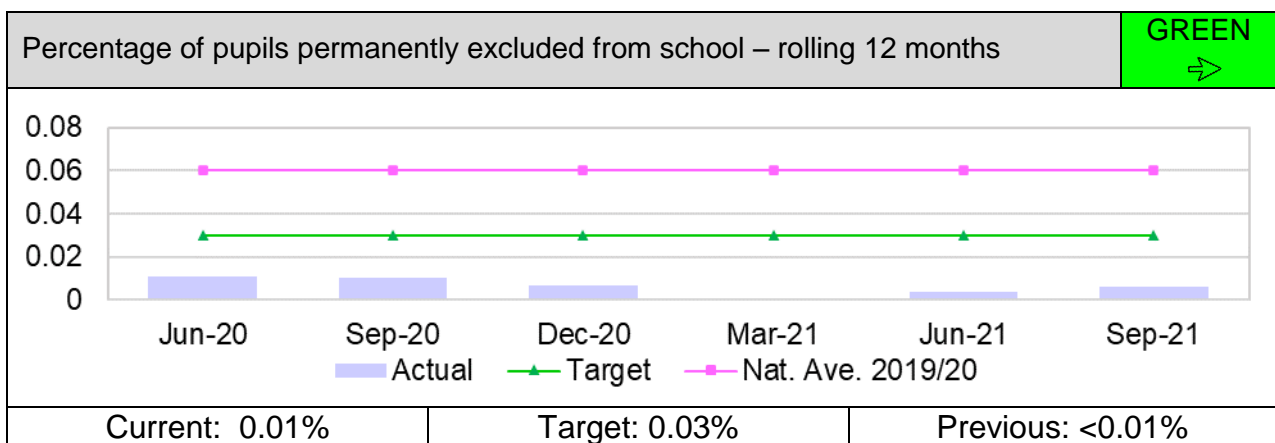
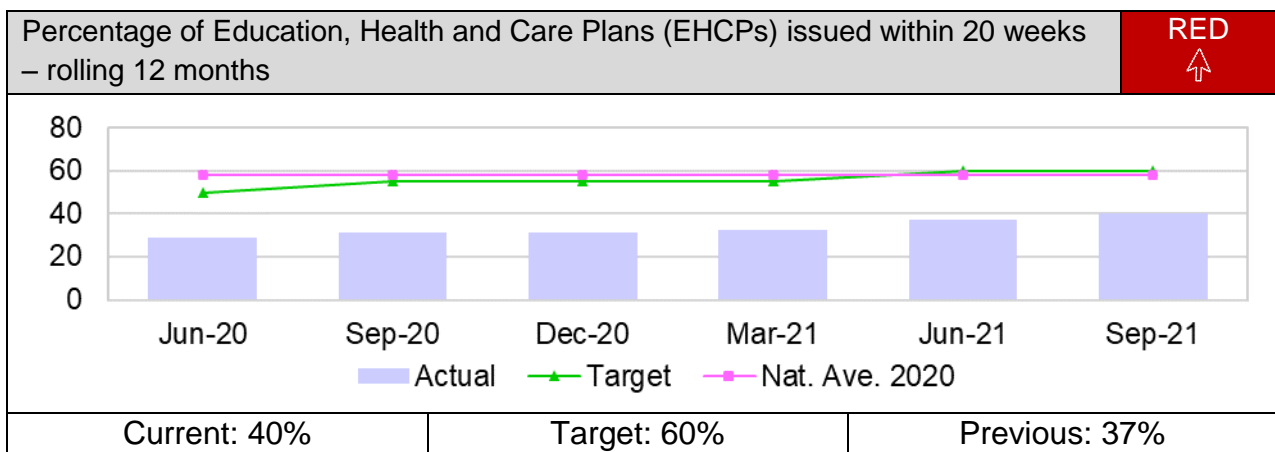
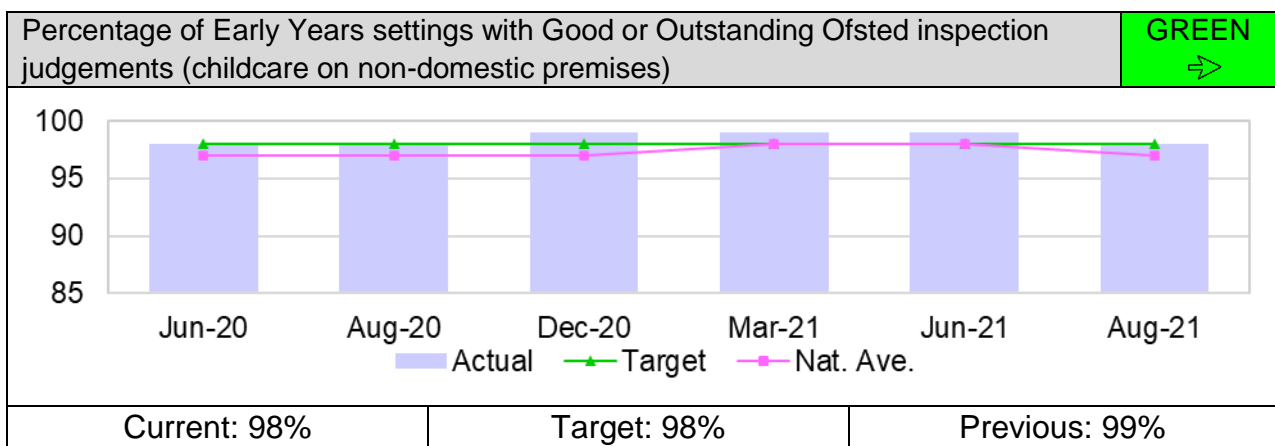
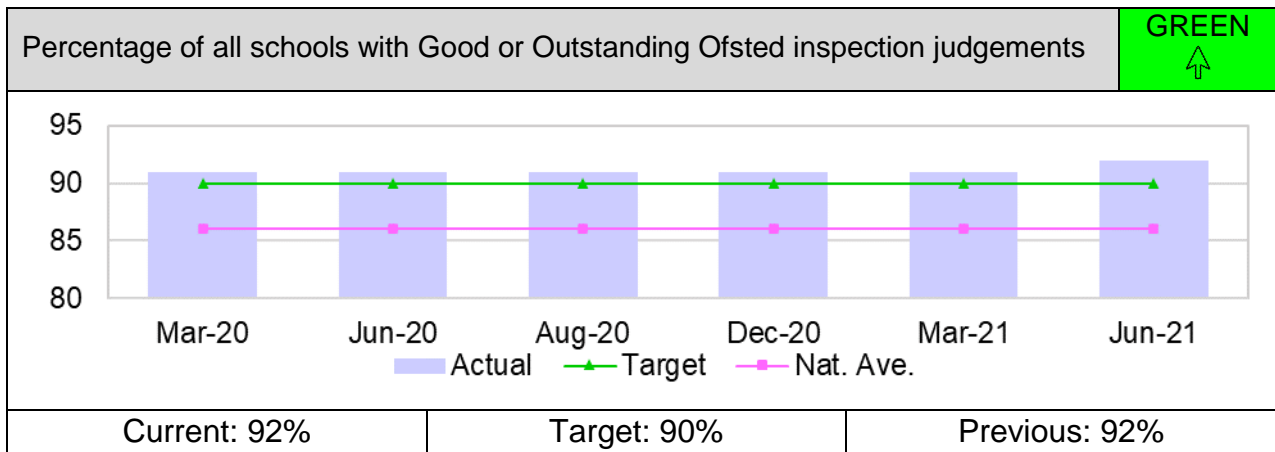
The percentage of Kent’s children placed in KCC in-house foster care or with family/friends has remained stable, 79.6% for September 2021 compared to 79.4% at the end of the previous Quarter. This remains below the target of 85.0%.

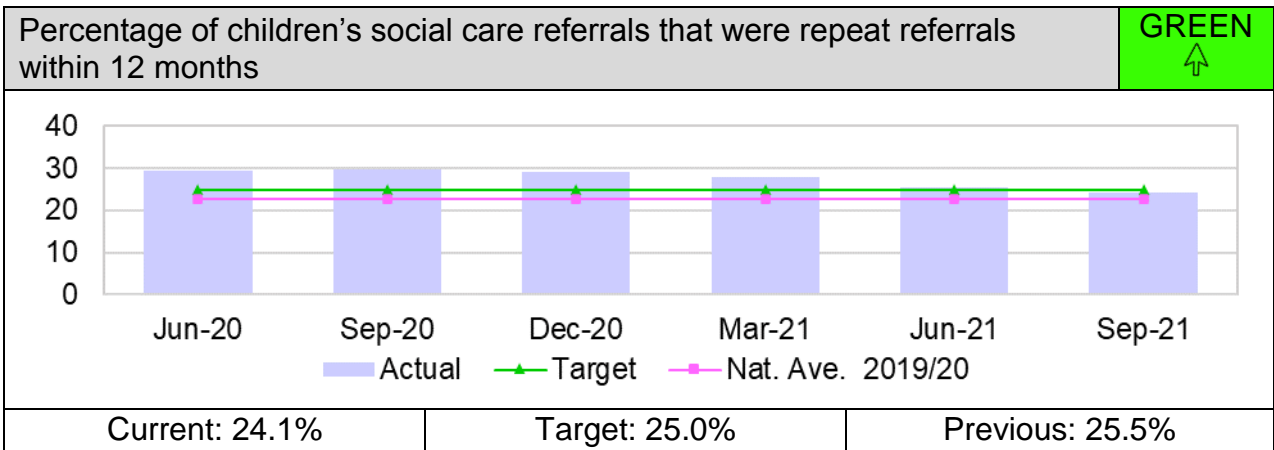
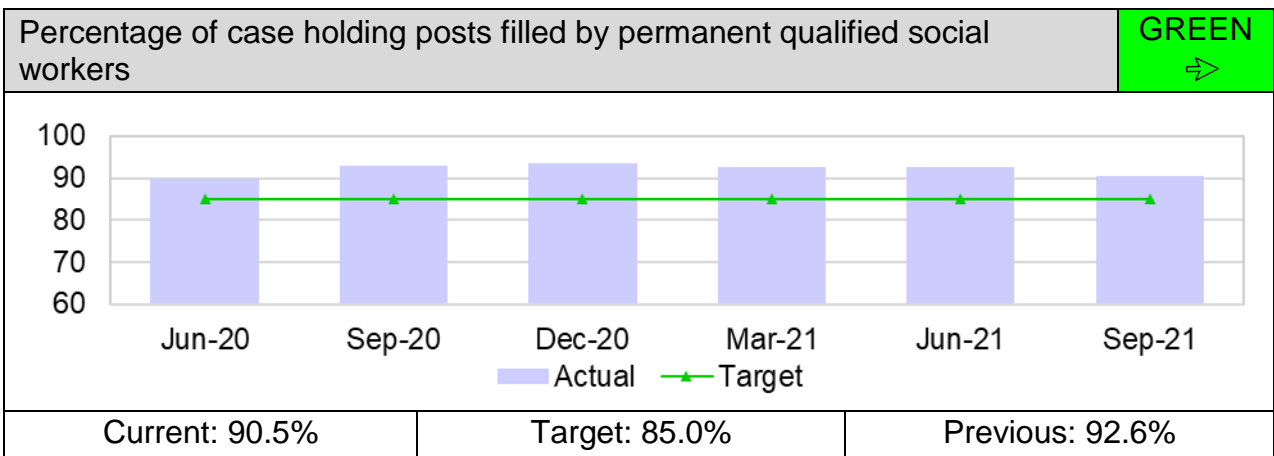
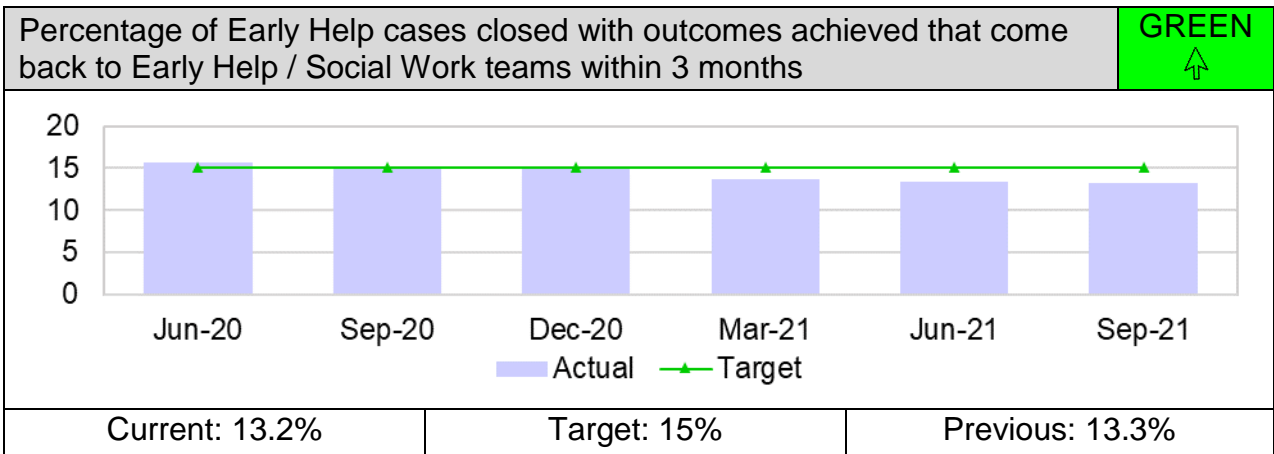
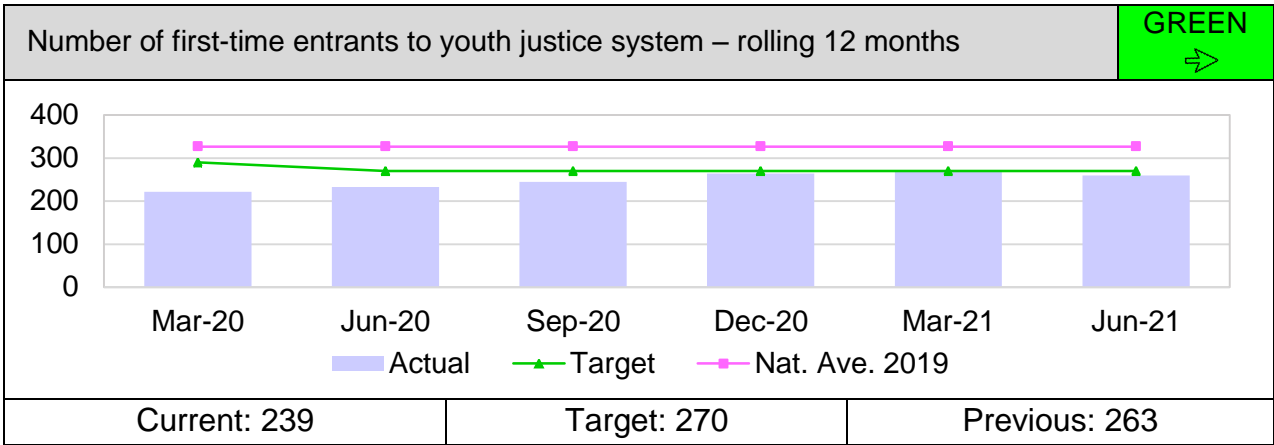
For children who were adopted in the last 12 months the average number of days between coming into care and moving in with their adoptive family continues to outperform the nationally set target of 426 days. The average number of days for Kent’s children at the end of September 2021 was 317 days, which is an increase in the number of days when compared to June 2021 (269). The decrease in this timeliness measure is the result to delays in court hearings due to the Covid-19 pandemic.

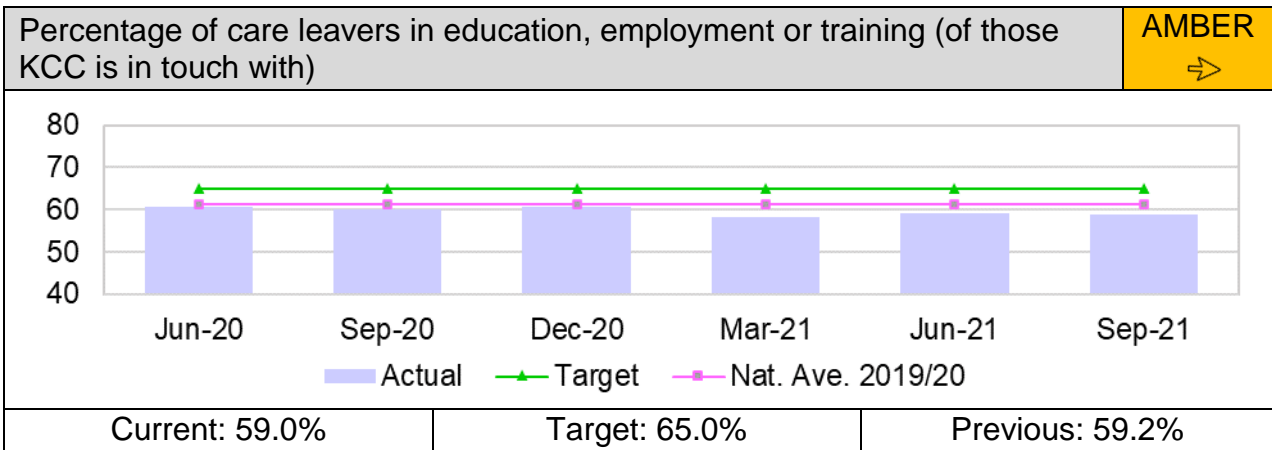
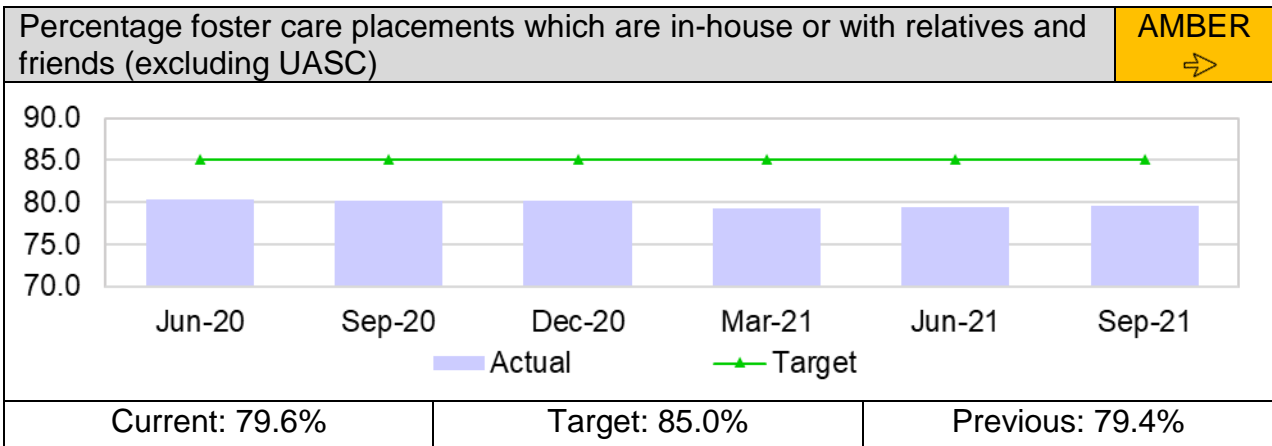
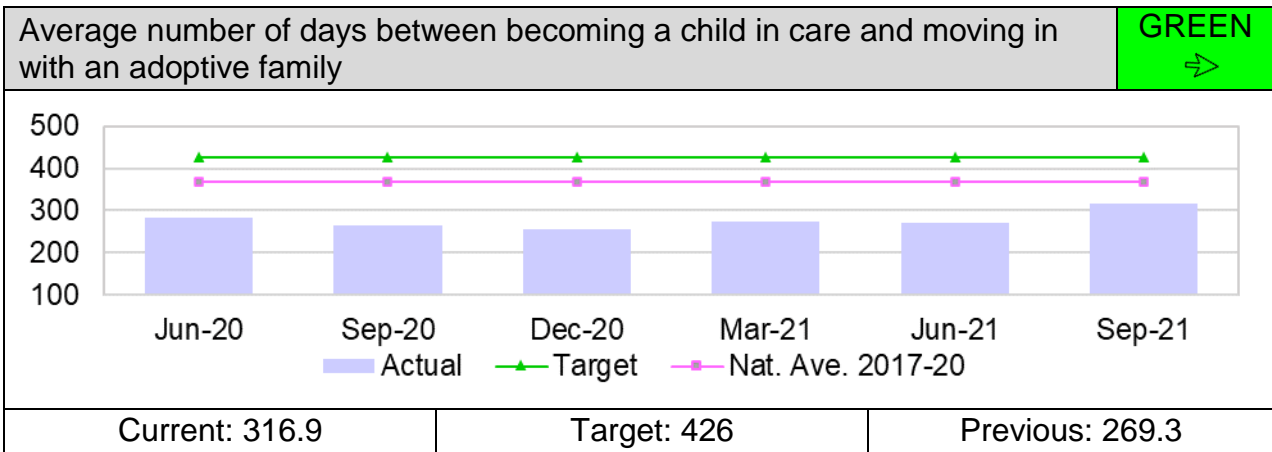
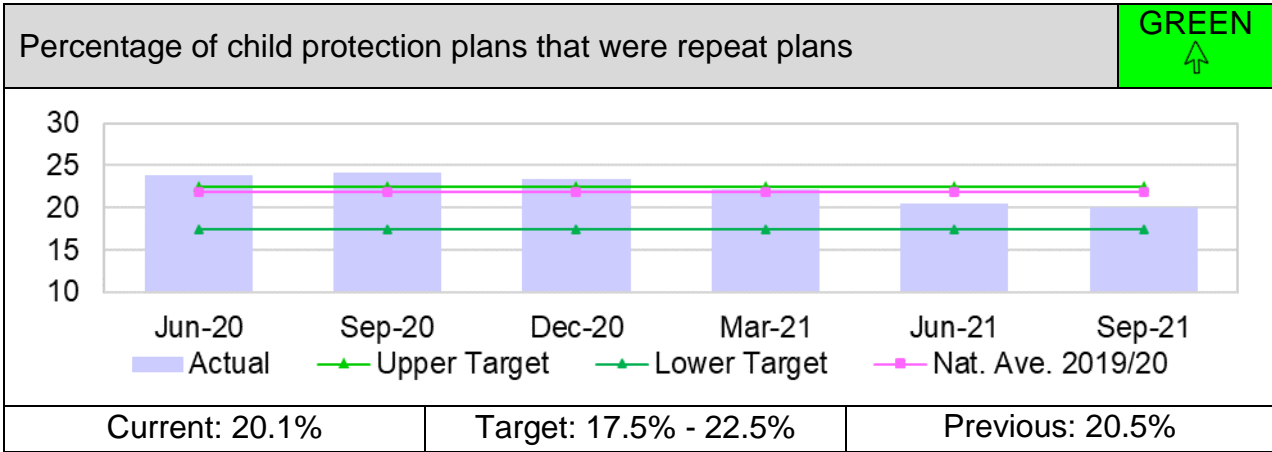
Care Leavers

The number of care leavers at the end of September 2021 was 2,051 which is an increase of 10 from the previous quarter (2,041). Of the 2,051 Care leavers 976 (48%) were citizen care leavers and 1,075 (52%) were unaccompanied asylum-seeking young people. The percentage of care leavers in education, employment or training remained stable in the Quarter, 59.2% in June 2021 to 59.0% in September 2021, remaining below the 65.0% target.

Key Performance Indicators

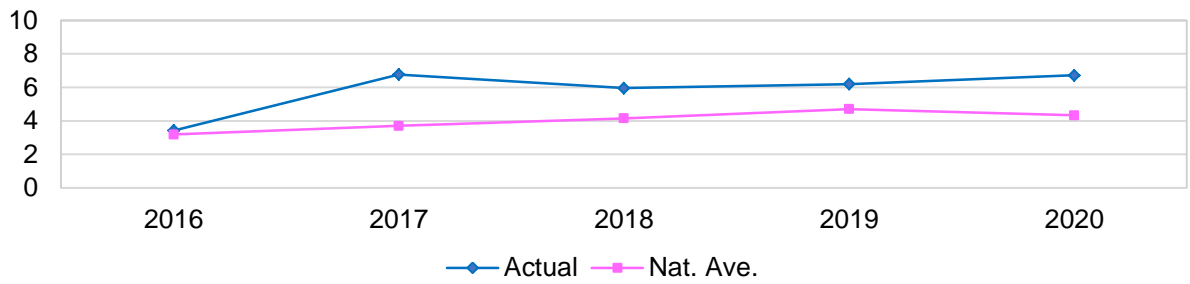




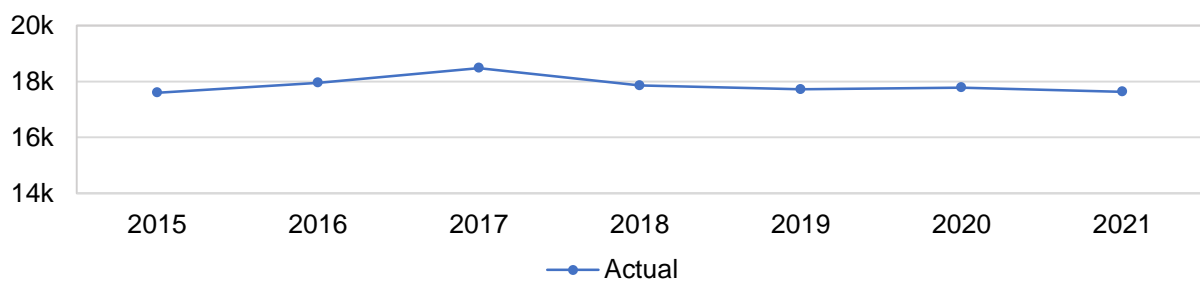


Activity indicators

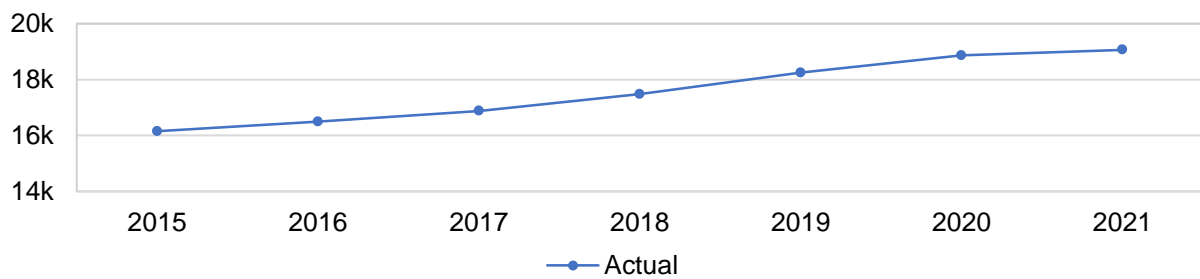
Number of initial requests for statutory assessment (for an EHC plan) per 1,000 population



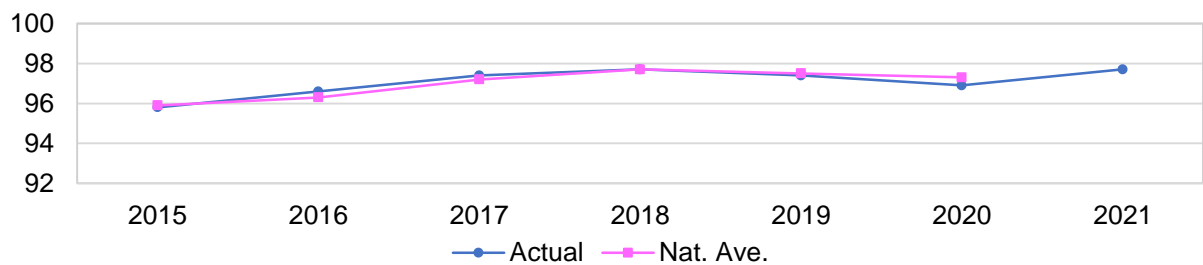
Number of pupils in Reception year (Kent state funded schools)



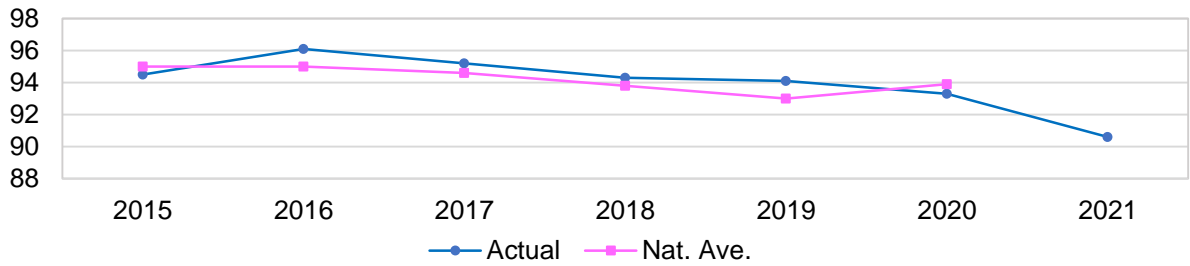
Number of pupils in Year 7 (Kent state funded schools)



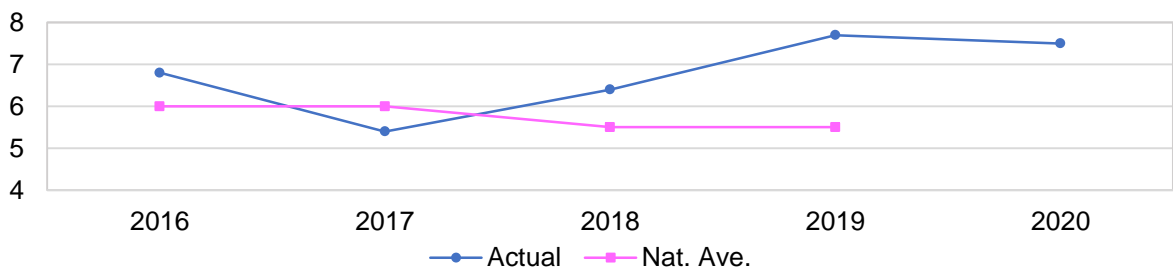
Percentage of Primary school applicants offered one of top three preferences



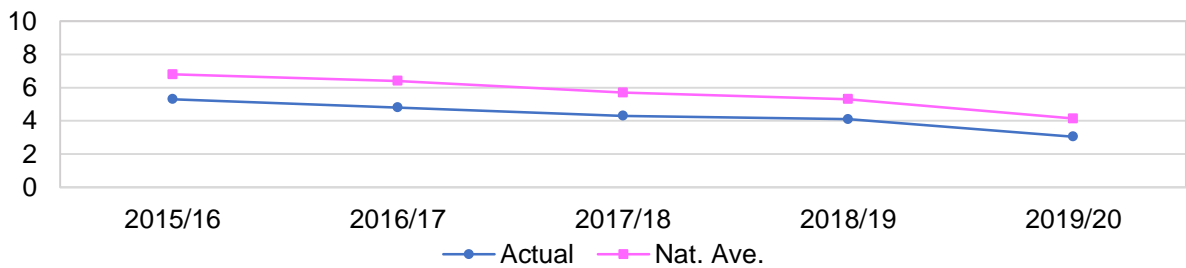
Percentage of Secondary school applicants offered one of top three preferences



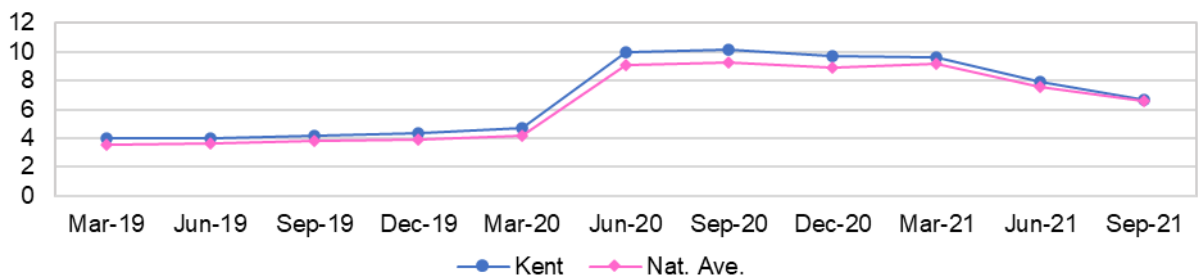
Percentage of 16-17 years olds Not in Education, Employment or Training (NEETs) or whose activity is Not Known



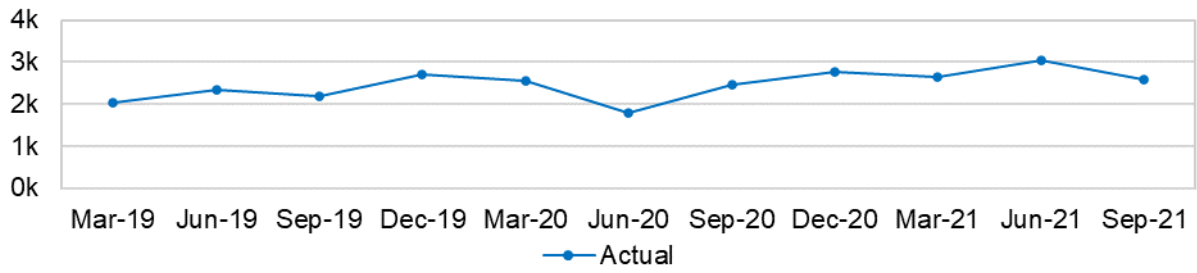
Percentage of 16-18 year olds who start an apprenticeship



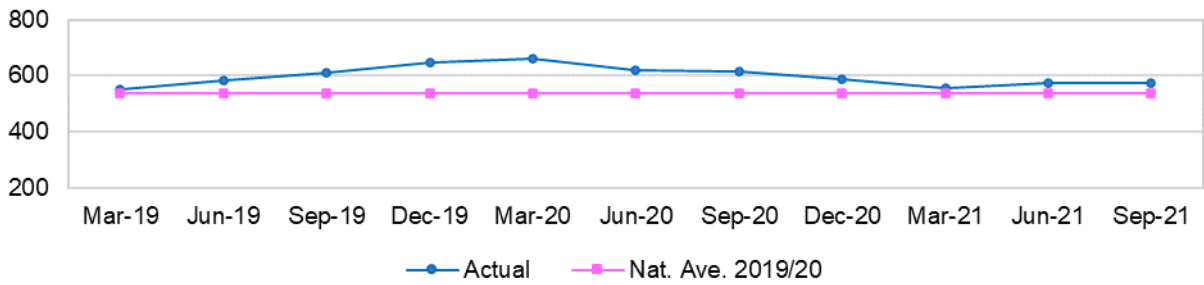
Percentage of 18-24 year olds claiming Universal Credit



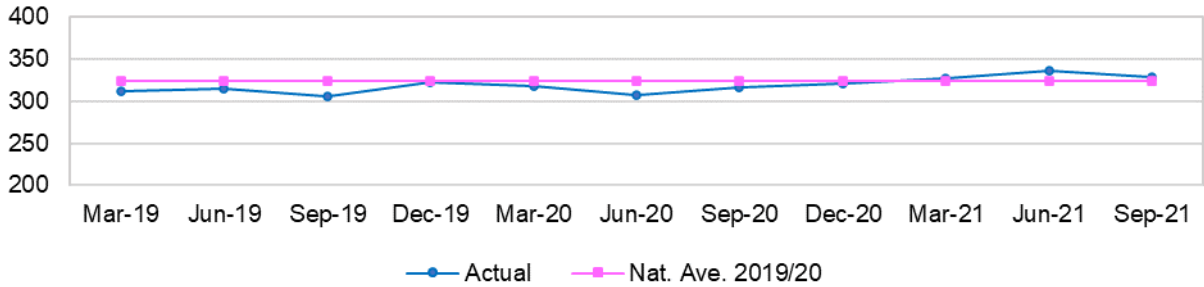
Number of open Early Help cases managed by Units



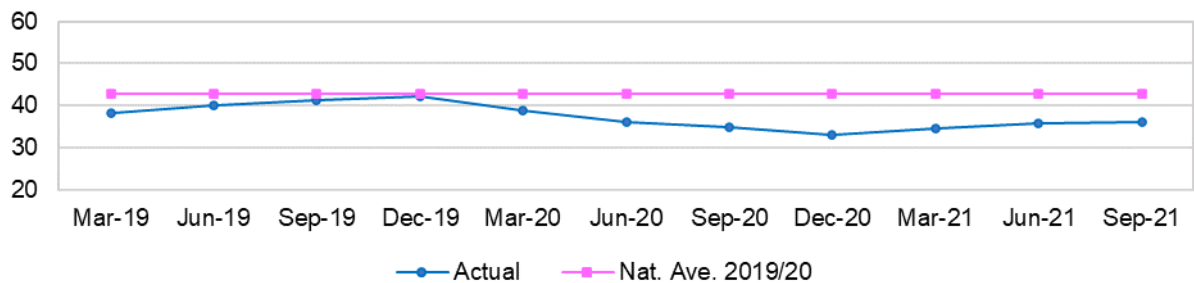
Rate of CSW referrals per 10,000 population aged under 18 – rolling 12 months



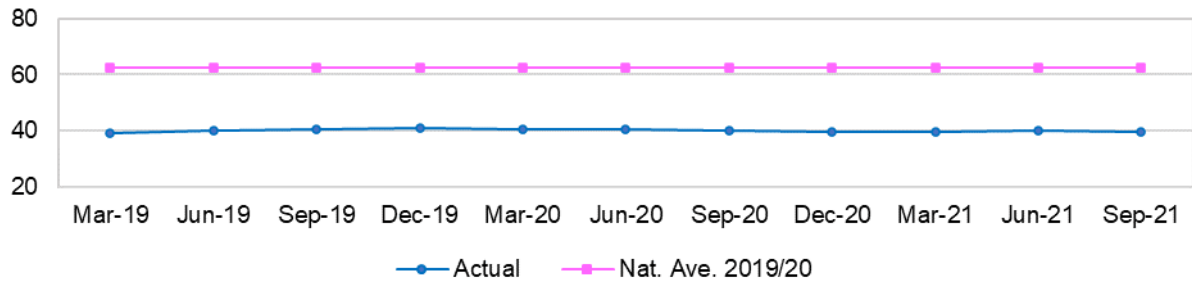
CSW caseload per 10,000 child population – snapshot at quarter end



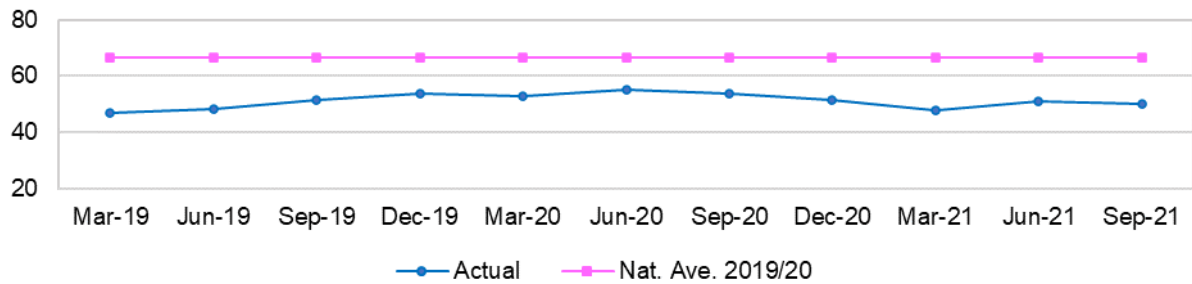
Rate of children with Child Protection Plans per 10,000 child population – snapshot at quarter end



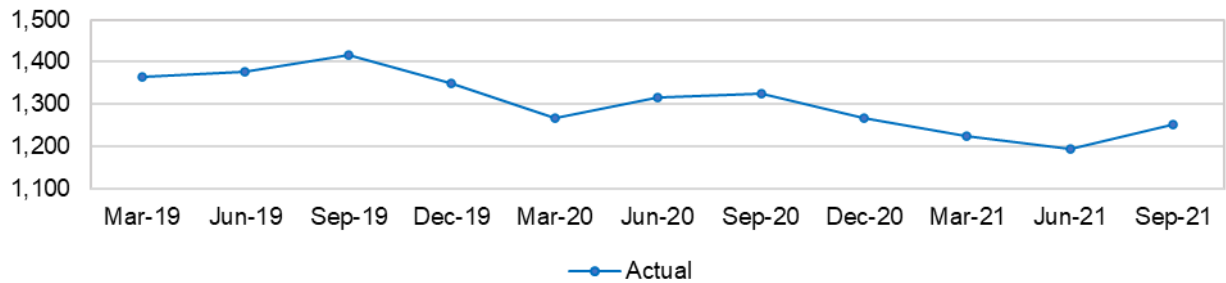
Rate of Children in Care (excluding UASC) per 10,000 child population – snapshot at quarter end



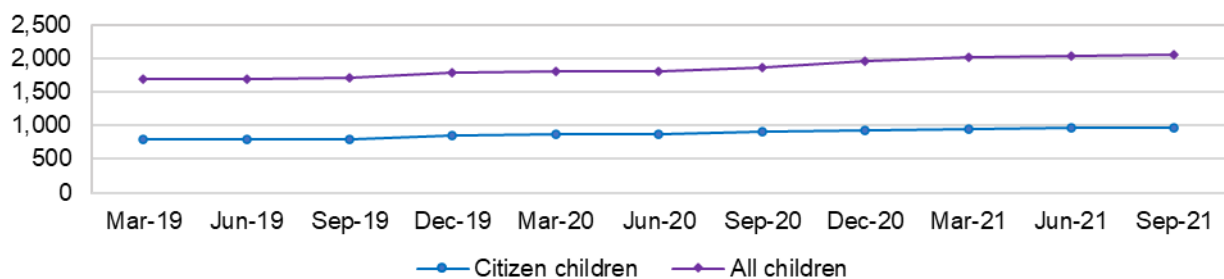
Rate of Children in Care (including UASC) per 10,000 child population – snapshot at quarter end



Number of other local authority children in care placed into Kent – snapshot at quarter end



Number of care leavers as at quarter end



Adult Social Care & Health	
Cabinet Member	Clair Bell
Corporate Director	Richard Smith

KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	4	1		2	2	1

Adult Social Care and Health (ASCH) continues to monitor and manage the changes in demand and activity caused by the pandemic and the following easing of lockdown restrictions. Some of the significant changes seen during the pandemic, such as decreases in the provision of residential and nursing care, have now shown signs of change although the significant increase in demand for homecare seen throughout the pandemic has continued to remain high in this quarter. Whilst demand has fluctuated over 2021, it continues to increase overall, and ASCH and Commissioning continue to work with providers and the ASC market to ensure people receive the support they need.

There were waves of higher demand for short-term services during the Pandemic, particularly when hospitals discharged patients in order to increase capacity in preparation for anticipated increases in demand for beds. Although Quarter 2 has seen a decrease in demand for short term services, it is anticipated this will increase with the onset of winter pressures. ASCH are working closely with the NHS, CCGs and Providers to ensure plans are in place to deal with the increase with a system-wide response.

A key area that has seen significant growth is demand for mental health support. The increase accelerated during the pandemic and continues to grow with over 1,200 people receiving support in Quarter 2, the majority being supported through Supporting Independence Services and Supported Living. Not only has the number of people requiring assistance increased, but so has the amount of support per week required: on average 25.4 hours per week were provided compared with 18.4 for the same period last year.

Short term and enablement services continue to demonstrate good outcomes for those receiving them, In Quarter 2, 67% of people received lower levels or no ongoing support after finishing with our enablement teams, while 89% of people aged over 65 years old were still at home 92 days after being discharged from hospital and having received an enablement service in Quarter 1 (latest available data).

For those in short term services who did need further support, 88% received this via community-based support such as Care and Support in the Home (CSiH). The remaining 12% required long term support in residential or nursing homes.

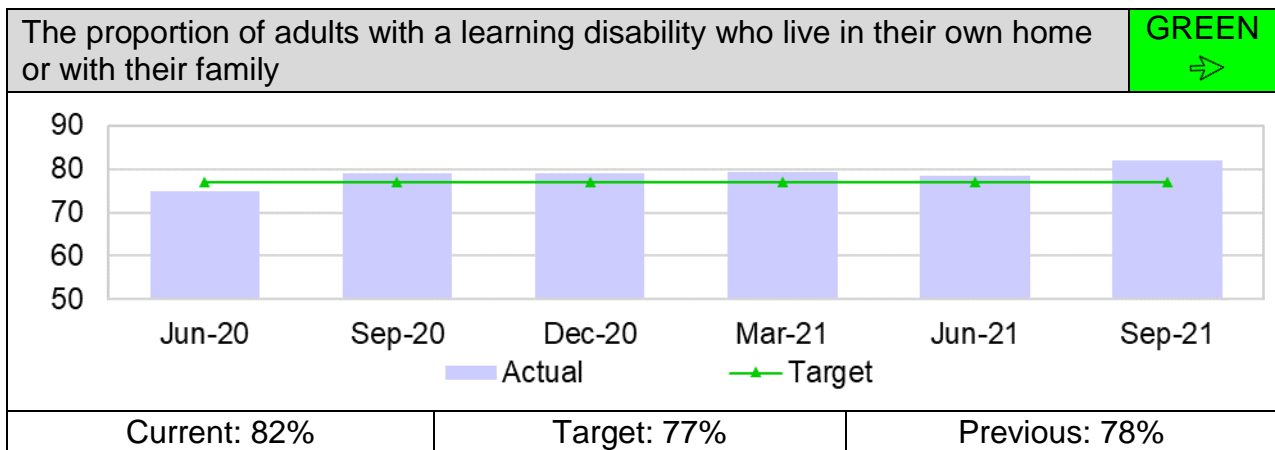
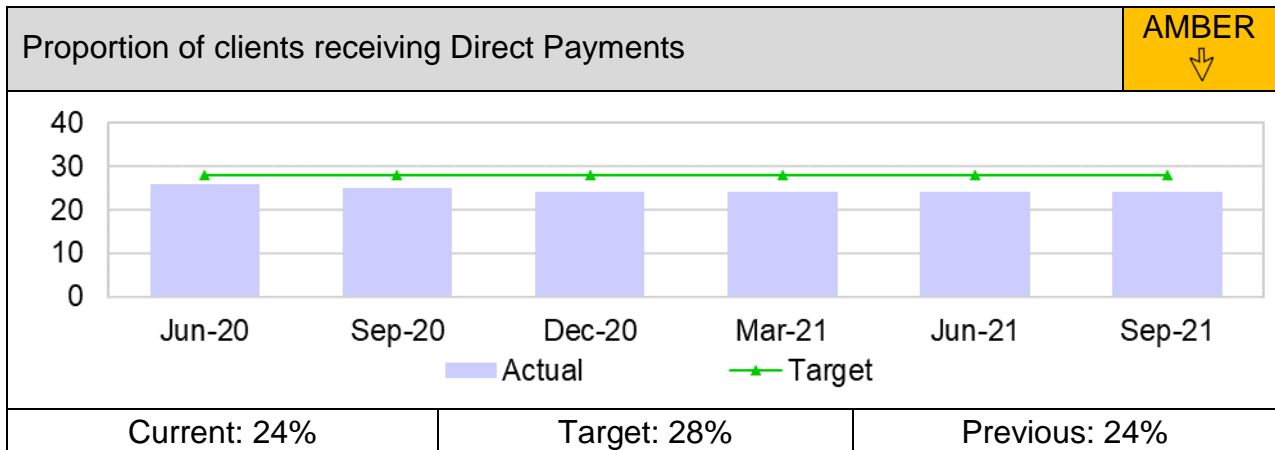
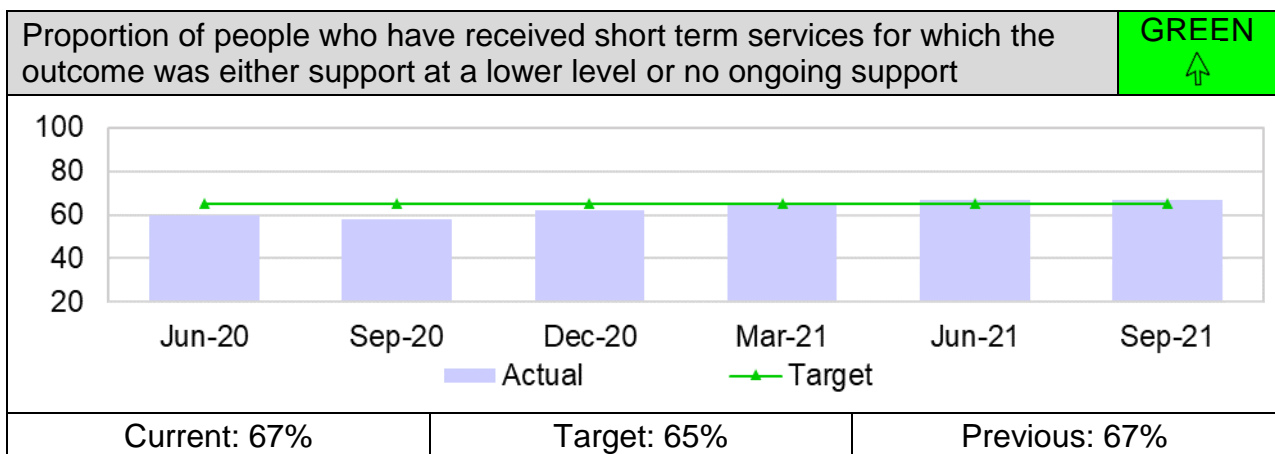
The proportion of people in receipt of a Direct Payment stayed stable into Quarter 2 at 24%. National benchmarking information for 2020/21 (which includes direct payment usage by younger adults (aged 18-24) shows that Kent is in a strong position, ranked 59th out of 150 nationally at 28.0% compared with the National proportion of 26.6%.

During Quarter 2, there was an increase in the proportion of people placed by ASCH in CQC Rated Good or Outstanding residential or nursing homes; there was a particular

decrease in the proportion of those in homes rated “Requires Improvement” which decreased from 19% to 15%.

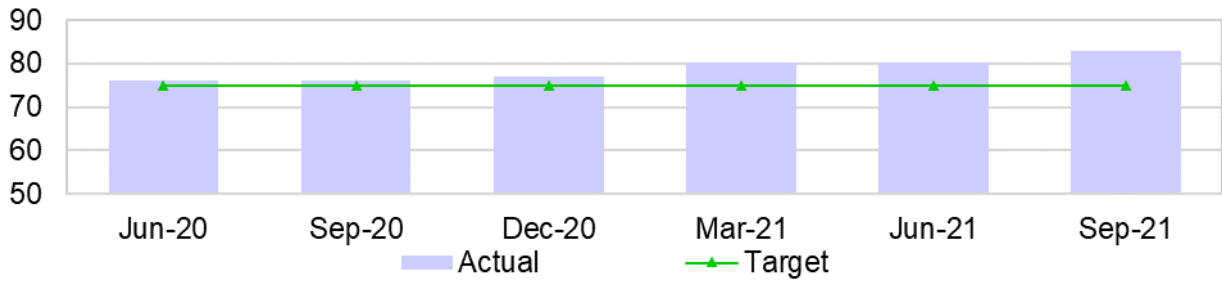
Work continues to be undertaken to increase the number of carers who are receiving a service but have not had a review in the last 12 months. This includes our commissioned carers organisations receiving refresher training on delivering and recording reviews while a programme of work to undertake reviews across our services is being implemented which will see the number of reviews undertaken increase. A new Carers Strategy will be consulted on and work currently in progress on the National Carers Survey will be used to inform the strategy as well as other work using feedback provided by Carers on their experiences over the last 12 months.

Key Performance Indicators



Proportion of KCC clients in residential or nursing care where the CQC rating is Good or Outstanding

GREEN
↑



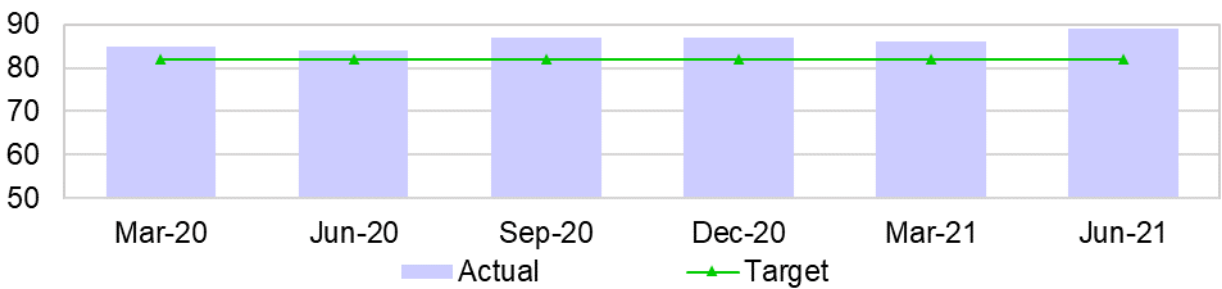
Current: 83%

Target: 75%

Previous: 80%

Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services

GREEN
⇒



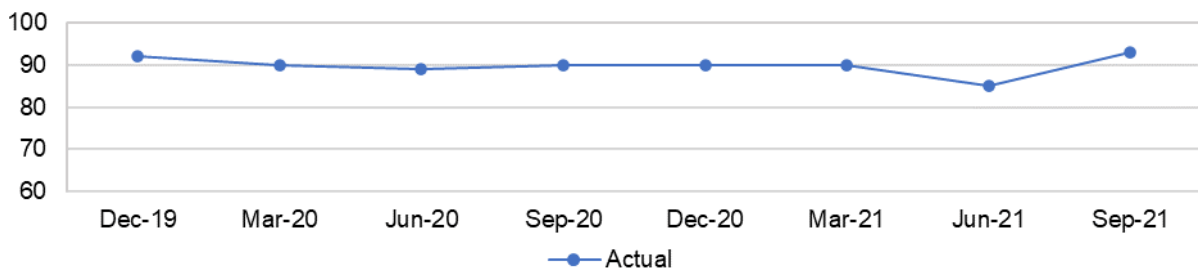
Current: 89%

Target: 82%

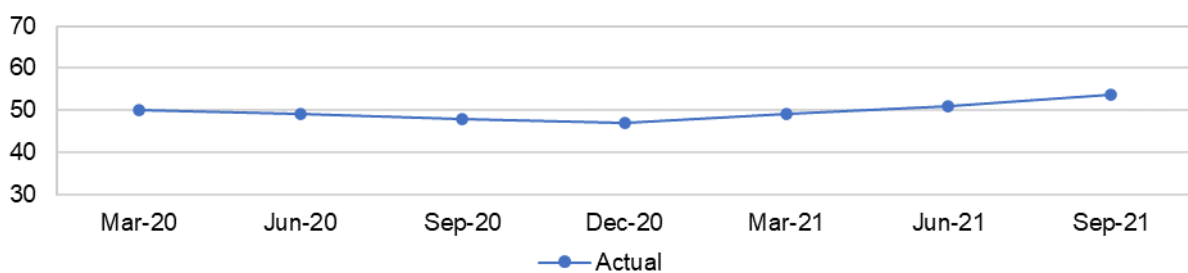
Previous: 86%

Activity indicators

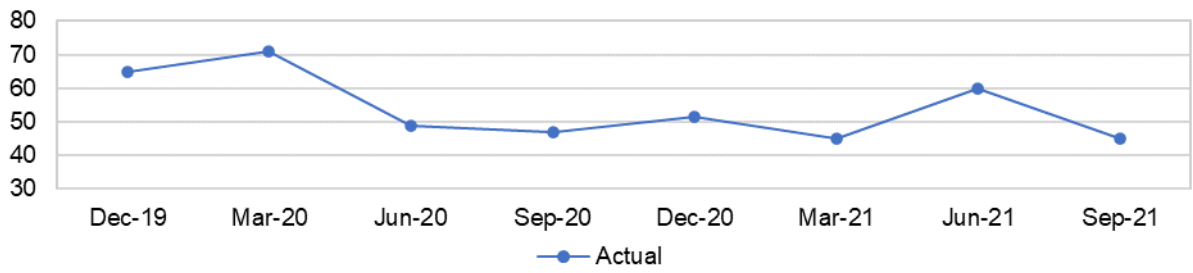
Percentage of Safeguarding enquires where a risk was identified, and the risk was either removed or reduced



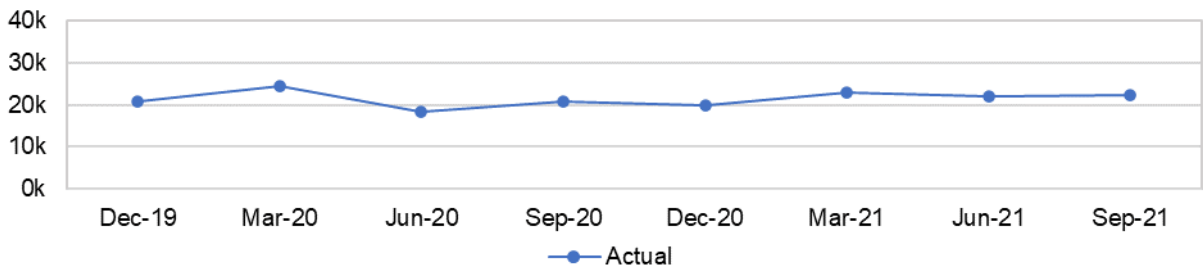
Percentage of carers who are receiving services, and who had an assessment or review during the year



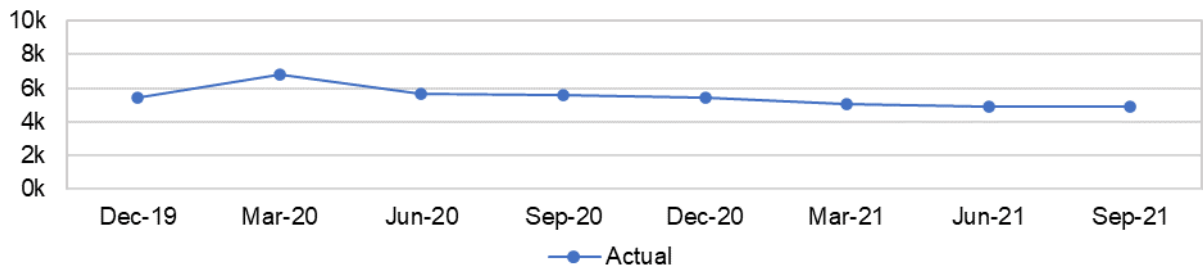
Percentage of complaints upheld (upheld and partially upheld)



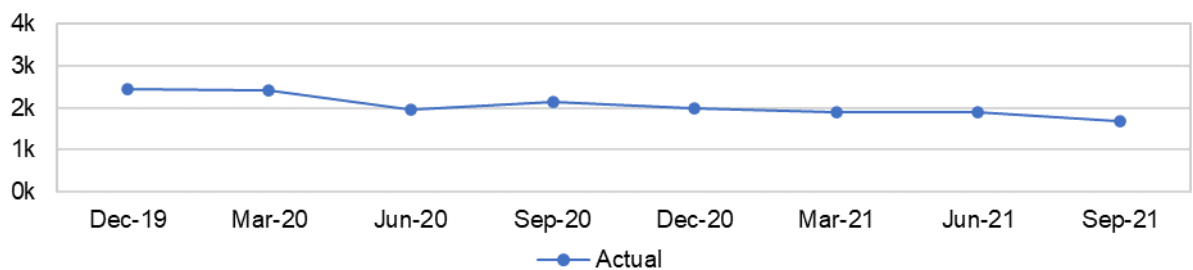
Number of people making contact with ASCH



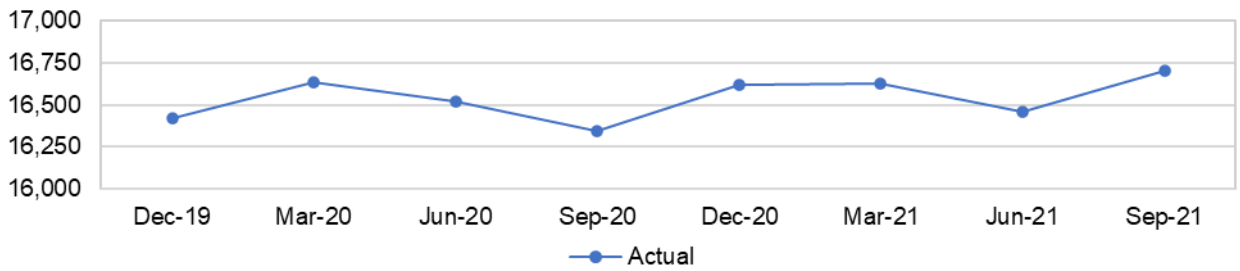
Number of assessments delivered (Care Needs Assessment)



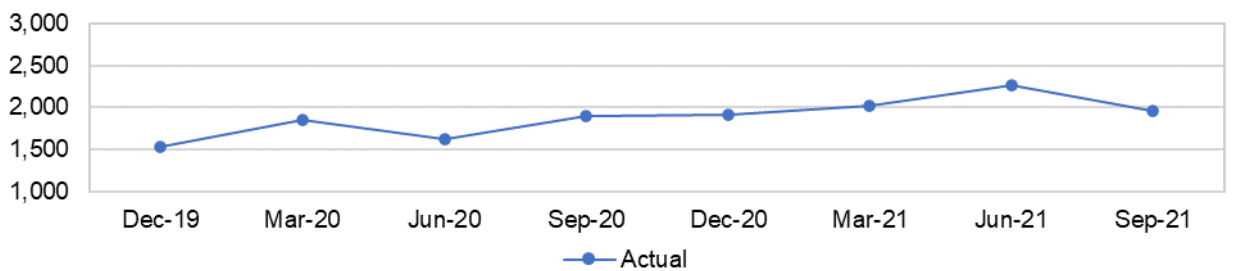
Number receiving enablement



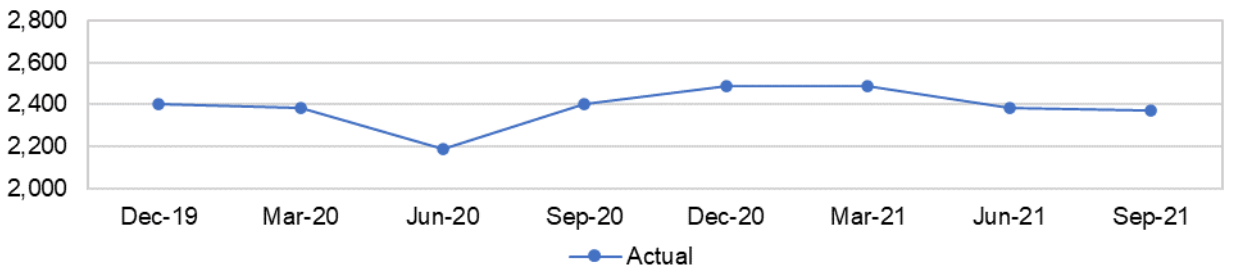
Number receiving Long Term Services



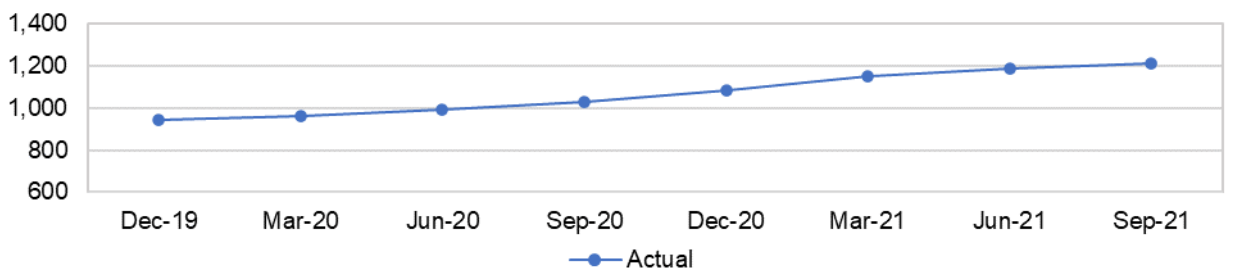
Number of Deprivation of Liberty safeguards (DoLs) applications received



Number of carers known to Adult Social Care



Number of People accessing ASCH Services who have a Mental Health Need



Public Health	
Cabinet Member	Clair Bell
Director	Allison Duggal

KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	4	1		4	1	

The NHS Health Check programme continues to recover after the service resumed delivery in Quarter 2 2020/21, following a nationally mandated pause in March 2020 due to COVID-19. In Quarter 2 2021/22, 82 GPs actively participated in the programme which represents an increase from 63 in Quarter 1. There were 4,498 Health Checks carried out in the Quarter, which exceeds the target of a 20% quarterly increase and indicates that capacity is gradually increasing. The outreach team continue to establish and maintain relationships with key groups, employers, and organisations to engage with vulnerable and hard to reach communities. A risk stratified approach to NHS Health Checks is being implemented which targets those at highest risk of cardiovascular disease.

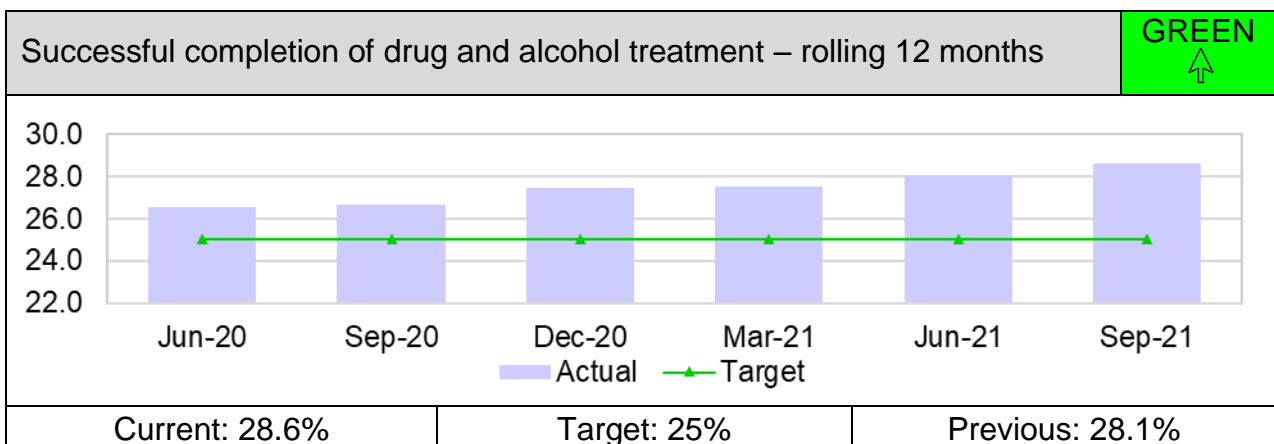
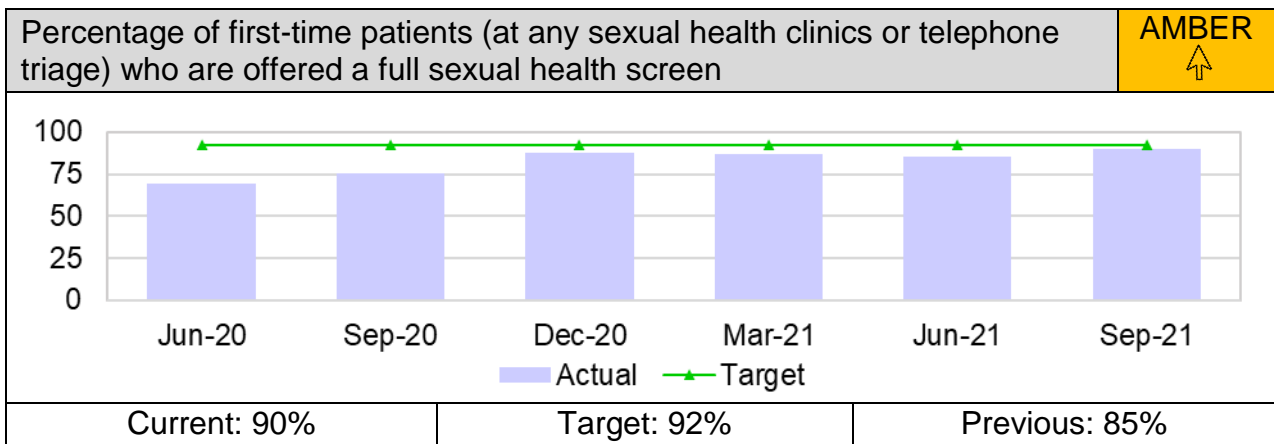
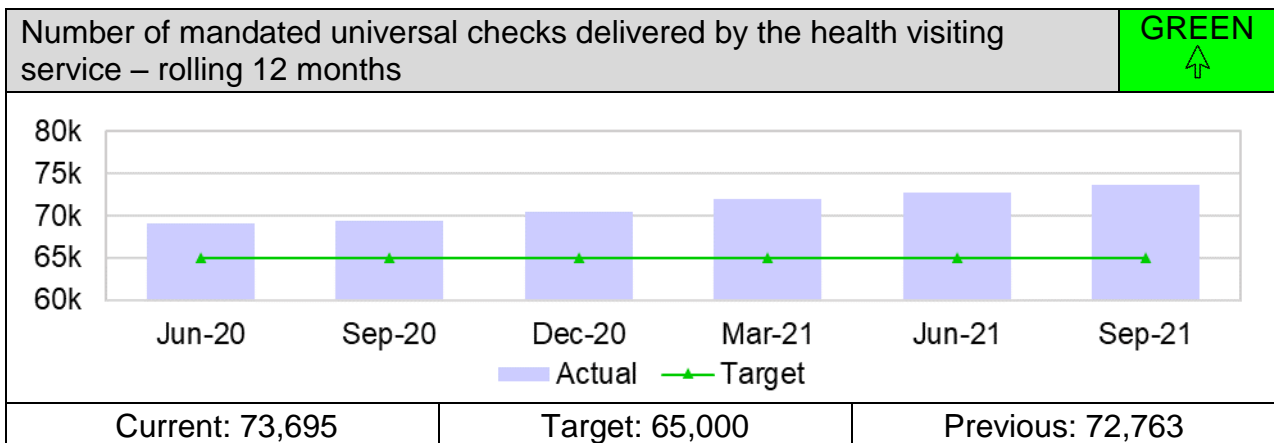
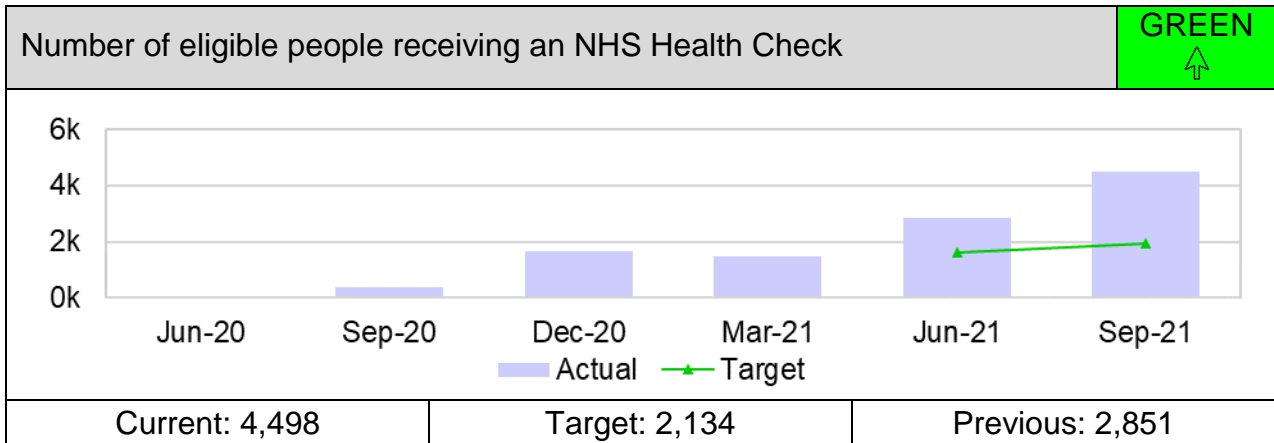
The Health Visiting Service delivered 19,314 mandated universal contacts in Quarter 2, an increase on Quarter 1. All five mandated contacts were on or above target. Face-to-face delivery has increased from 43.3% in Quarter 1 to 56.9% in Quarter 2. The number of healthy child clinic attendances has increased from 1,248 in Quarter 1 to 1,730 in Quarter 2. Calls to the duty line (11,777 in Quarter 2) and specialist infant feeding service referrals remain high.

Due to the Coronavirus pandemic, specialist integrated sexual health providers have adopted an altered service delivery model which utilises digital services and operates clinics through pre-booked appointments to manage client numbers. Service providers and commissioners are working together to improve the proportion of new attendees to the service that are being offered a full sexual health screen by ensuring all staff are offering a screen across all types of appointment. A full sexual health screen can be completed through the home testing service or at a clinic. In Quarter 2 the indicator recorded 90% being offered a full sexual health screen. This is an improvement on Quarter 1 but is still below the target of 92%.

The community drug and alcohol data for Quarter 2 showed continued above target performance and positive direction of travel. The Services are increasing face-to-face interventions and a virtual offer is still available to those that find this more suitable, subject to risk. All clinical aspects of service delivery including Clinical Appointments, Community Detoxification and Blood Borne Virus testing are face-to-face now. Plans to resume group work in a COVID safe manner are being scoped at present.

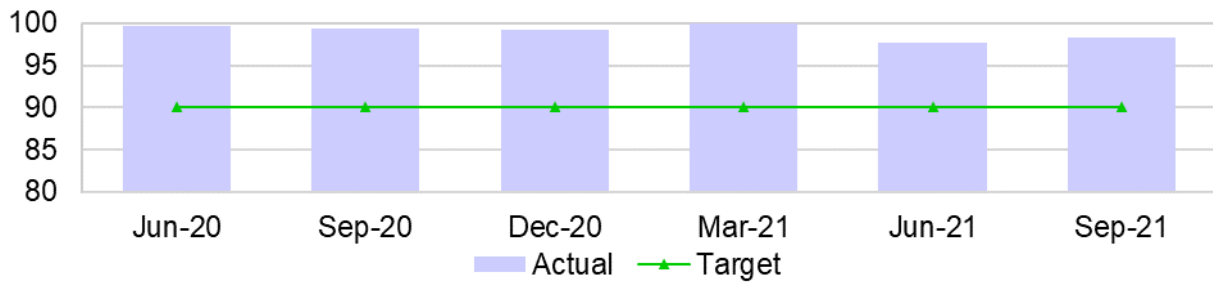
In Quarter 2, referrals to the Live Well Kent service have returned to levels seen prior to the pandemic. The service has successfully transitioned to a blended offer of digital and face-to-face, offering more choice, and is based on the needs of clients and availability of safe and suitable venues. Client satisfaction rates remain above target. There has been an increase in the number of younger people and students accessing the service up to the age of 19 and those aged between 26 and 35, with interventions designed and aimed at these younger age groups. The service is working with Public Health to promote and support smoking cessation for clients through a 9-month pilot in partnership with the smoke free service in Kent.

Performance Indicators



Percentage of Live Well clients who would recommend the service to family, friends, or someone in a similar situation

GREEN
➔



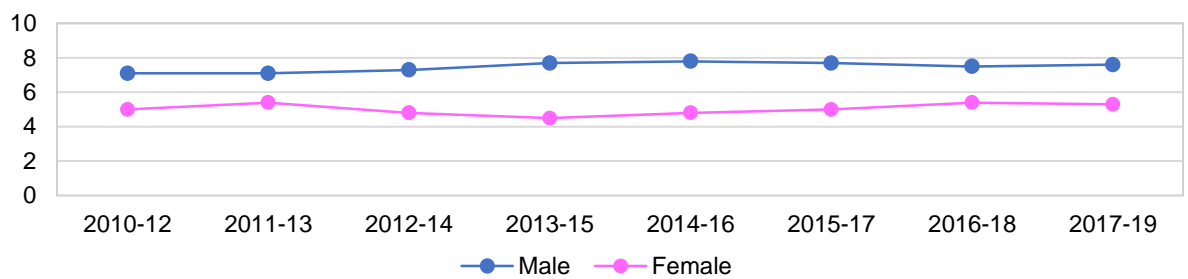
Current: 98.3%

Target: 90%

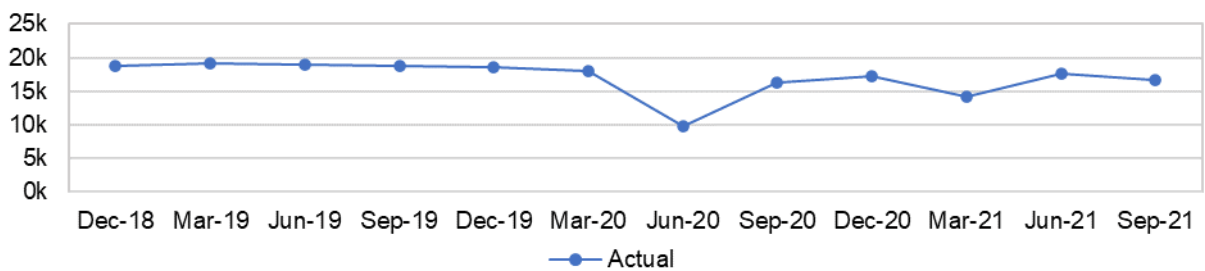
Previous: 97.7%

Activity indicators

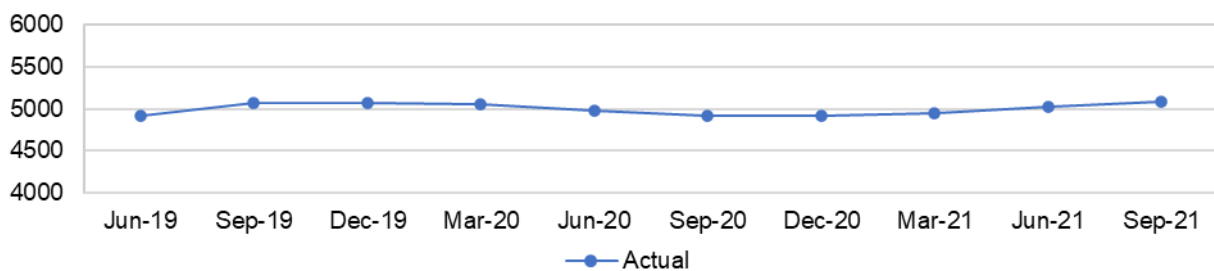
Life expectancy gap in years between least and most deprived areas



Number of attendances at KCC commissioned Sexual Health Clinics



Number of adults accessing structured Substance Misuse Treatment Services



Corporate Risk Register – Overview

The Authority continues to balance ongoing recovery from the Covid-19 emergency with delivery of more “business as usual” type activities, while also leading on the development of new ways of working and delivery of services. It remains clear that the pandemic, as well as introducing new risks, has compounded existing challenges.

The table below shows the number of corporate risks in each risk level (based on the risk score) in November 2021, compared with August 2021.

	Low Risk	Medium Risk	High Risk
Current risk level August 2021	0	2	19
Current risk level November 2021*	0	2	19

***to be updated pending outcome of Corporate Risk Register refresh.**

CHANGES DURING LAST QUARTER

During the autumn of 2021, the Corporate Risk Register has undergone its more formal annual refresh process, with input sought from the Corporate Management Team and Cabinet Members in particular.

Changes to the register will reflect latest developments in the risk landscape, such as workforce and material shortages, inflationary pressures and uncertainties over the details of some of the latest Government reforms. The Government’s Spending Review took place on 27th October and the local government finance settlement will confirm the Council’s financial allocation in December 2021, from which several corporate risks can be reassessed.

A revised version of the register is being presented to Cabinet on the 9th of December 2021 and Governance and Audit Committee on 25th January 2022.

MITIGATING ACTIONS

The Corporate Risk Register mitigations are regularly reviewed for their continued relevance and urgency, and new mitigations introduced as required.

Updates have been provided for 12 actions to mitigate elements of Corporate Risks that were due for completion or review up to the end of November 2021. These are summarised below.

Due Date for Completion	Actions Completed/ Closed	Actions Outstanding or Partially complete	Regular Review
Up to and including November 2021	2	7	3

CRR0004: Simultaneous Emergency Response. Recovery and Resilience:Complete

Dungeness emergency plan is up to date but will continue to change as it is entering its decommissioning stage. The risk will continue to reduce over the next 6-10 years.

CRR0009: Future Financial and Operating Environment:Partially Complete

Awaiting confirmation of local governance finance settlement. Expected at the end of 2021.

Regular Review:

We continue to make representations to central Government in relation to 'High Needs' funding concerns.

CRR0015 – Managing and working within the social care market:Partially Complete

The Market Position Statements (MPS) have been paused to allow for focus on immediate winter pressures. Initial conversations being held to develop a Commissioning Strategy which will inform market position statements.

An initial assessment of the Plan for Health and Social Care in England and the implications for Kent was presented to County Council on the 4th November. The report also included an update on 'Making a Difference Every Day' and the implementation of the delivery plans that support it.

CRR0014: Cyber-threats and their implications:Partially complete

Further Microsoft security enhancements continue to be rolled out with revised completion date of January 2022, reliant on provider technical resource.

Implementation of further enhancement actions from independent cyber security review are to be delivered as part of a Consolidated Security Action Plan. Review in April 2022.

Business case for a cloud-native security information and event manager being taken to Strategic Technology Board December 2022.

CRR0039 – Information GovernancePartially Complete

Further Microsoft security enhancements continue to be rolled out with revised completion date of January 2022, reliant on provider technical resource.

Partially Complete

Detailed action plan is being prepared for changes to the recording of data breaches and identification by March 2022

CRR0045 – Maintaining effective governance and decision making in a challenging financial and operating environment.

Partially complete

- Amendments to KCC's Constitution

Any further amendments to KCC's governance will be set out in a 5-year plan to be presented to County Council in December 2021.

CRR0051: Maintaining or Improving workforce health, wellbeing and productivity throughout Coronavirus response and recovery.

Complete

The current People Strategy has been accelerated/completed with an evaluation presentation made to the Strategic Reset Programme Board / Corporate Management Team on the 21st October.

The development of a new People Strategy for 2022-2027 is underway and is expected to be effective from April 2022.

CRR0048: Maintenance and modernisation of the KCC estate

Partially Complete

A Future Assets strategic outline case was approved by Strategic Reset Programme Board in October 2021. Outline business cases are to be developed for each of the three workstreams.