

Kent County Council

Quarterly Performance Report

Quarter 3

2021/22

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Key to KPI Ratings used

This report includes 33 Key Performance Indicators (KPIs), where progress is assessed against Targets which are set at the start of the financial year. Progress against Target is assessed by RAG (Red/Amber/Green) ratings. Progress is also assessed in terms of Direction of Travel (DoT) using arrows. Direction of Travel is now based on regression analysis across the whole timeframe shown in the graphs, and not, as previously the case, on the movement from the last quarter.

GREEN	Target has been achieved
AMBER	Floor Standard* achieved but Target has not been met
RED	Floor Standard* has not been achieved
↑	Performance is improving (positive trend)
↓	Performance is worsening (negative trend)
⇒	Performance has remained stable or shows no clear trend

*Floor Standards are the minimum performance expected and if not achieved must result in management action.

Key to Activity Indicator Graphs

Alongside the Key Performance Indicators this report includes a number of Activity Indicators which present demand levels for services or other contextual information.

Graphs for activity indicators are shown either with national benchmarks or in many cases with Upper and Lower Thresholds which represent the range activity is expected to fall within. Thresholds are based on past trends and other benchmark information.

If activity falls outside of the Thresholds, this is an indication that demand has risen above or below expectations and this may have consequences for the council in terms of additional or reduced costs.

Activity is closely monitored as part of the overall management information to ensure the council reacts appropriately to changing levels of demand.

Executive Summary

27 of the 33 indicators are rated as Green, on or ahead of target, an increase of 1 on the previous Quarter. 3 indicators reached or exceeded the floor standard (Amber) with 3 indicators not achieving the floor standard (Red), the same number as the previous Quarter. 11 indicators were showing an improving trend, with 4 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	5	2
Adult Social Care	4	1		1	3	1
Public Health	5			4	1	
TOTAL	27	3	3	11	18	4

Customer Services - Satisfaction with Contact Point advisors continued to meet target. The percentage of calls answered improved but remained below floor standard. The percentage of complaints responded to within timescale decreased further below floor standard. The number of phone calls responded to by Contact Point remains within expectations.

<u>Customer Services KPIs</u>	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 98% of the total sought and also exceeded target. The number of books issued (physical and e-issues) in the Quarter was slightly higher than the same Quarter in 2019 (pre-pandemic).

<u>Growth, Economic Development & Communities KPIs</u>	RAG rating	DoT
Number 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. Highways’ enquiries and work in progress both dropped to below expected levels, due to fewer severe weather episodes than usual. The percentage of waste diverted from landfill over the last 12 months is now exceeding its 99% target. The Greenhouse Gas KPI which measures 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 – Schools and Early Years settings continued to meet inspection targets following the restarting of Ofsted routine inspections in September 2021 for all school types having ceased their full programme of inspections in March 2020, Completion of Education, Health and Care Plans (EHCPs) in timescale continues on 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 decreased 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, the same as last quarter, with the other two achieving the floor standard. Three have an positive trend, with two being stable and two on a negative trend (though both of these are currently meeting target). 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	↑
% 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 continues to be an increase in the number of people accessing services 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 – There is a positive trend on four of the five indicators, and all indicators are exceeding their targets.

<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	GREEN	↑
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		2	1

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 improved to 87% for the Quarter, but this remains below the floor standard. However, performance for the month of December exceeded target at 96%, which may reflect changes brought in to address staffing issues. These changes included a salary review and recruitment drive by Agilisys which has seen lower attrition rates (fewer staff leaving their jobs), and a more stable workforce. There is now a focus on further training and cross-skilling. Sickness remains an issue however, mainly due to the number of Covid cases. Average call time increased to 6 minutes 6 seconds, which is above the target of 5 minutes 45 seconds, with newer staff taking slightly longer to deal with calls due to learning system navigation and checking for the correct information. Again however, the rate was lower in the month of December at 5 minutes 48 seconds.

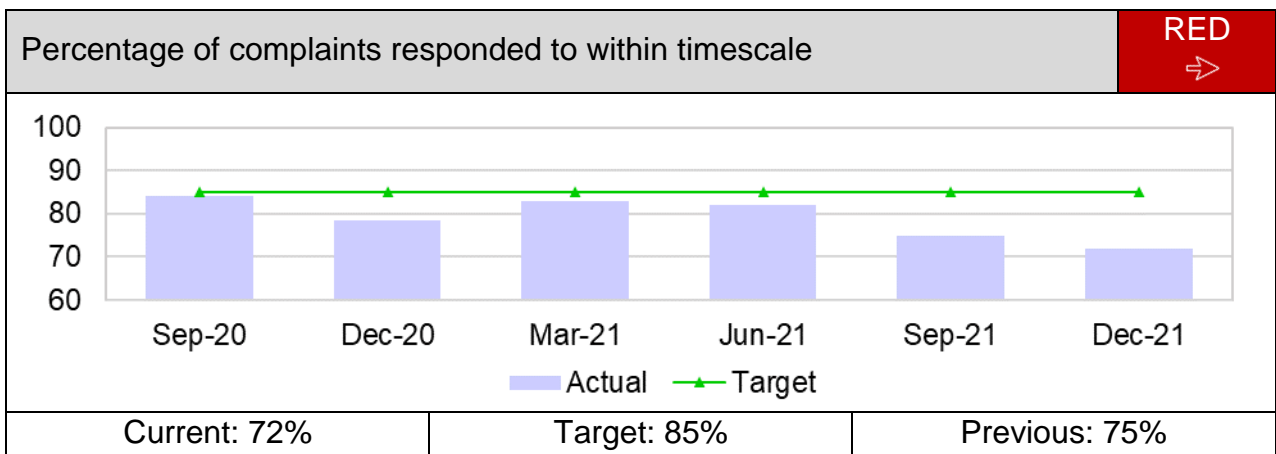
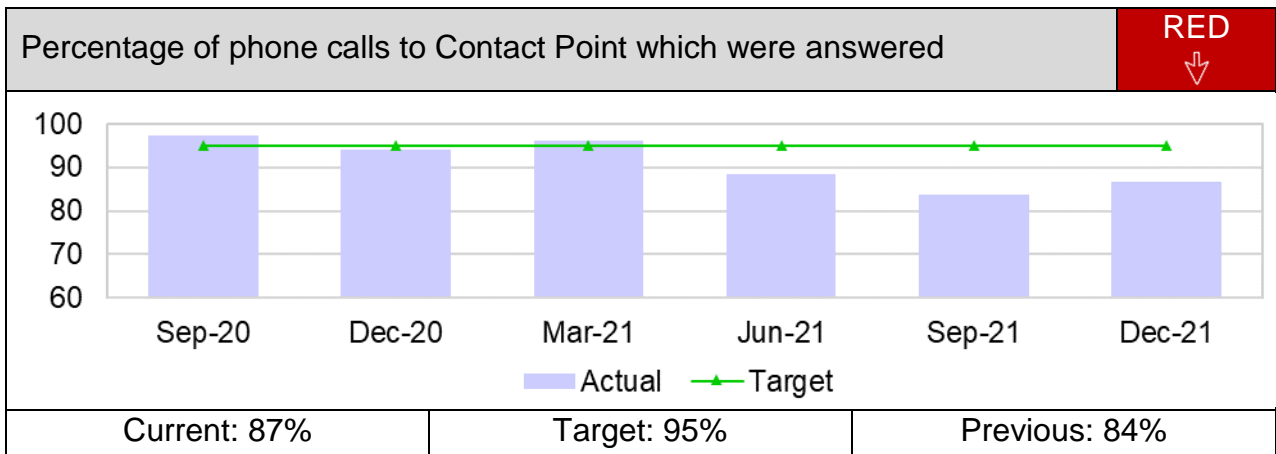
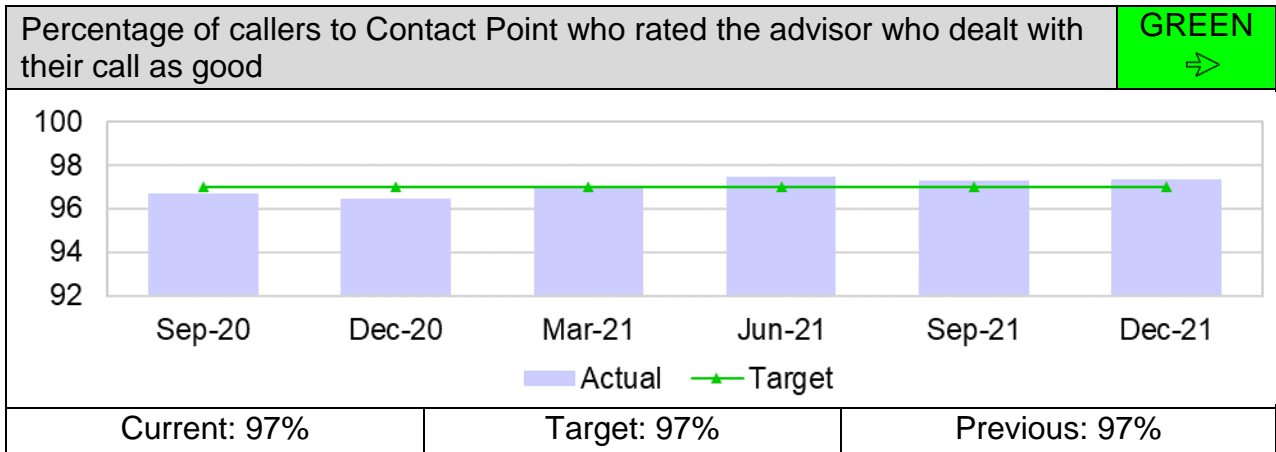
Contact Point received 21% fewer calls than the previous quarter and 2% fewer calls than the same period last year. The 12 months to December 2021 saw 1% fewer calls than in the 12 months to December 2020.

We are unable to report on web visitor numbers for Quarter 3 due to a review of KCC's use of cookies on kent.gov.uk. No visitor data will be available until the review is complete and any recommendations implemented.

The Quarter to December saw the number of complaints received decrease by 25% on the previous quarter. There was a decrease in performance in terms of complaints responded to within timescale from the previous quarter. Between October and December, 72% of complaints were responded to in time, and so this indicator remains below the floor standard of 80%. CYPE had the lowest percentage within timescale of the four Directorates, at 57%.

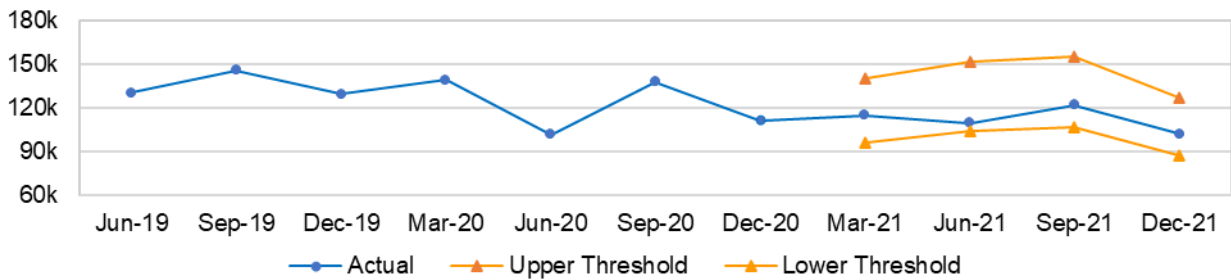
The volumes and complexity of complaints being received in some services alongside day-to-day management of cases, has proved challenging. Work is ongoing to improve performance where possible, however it may take some time as the backlog of cases is dealt with.

Key Performance Indicators

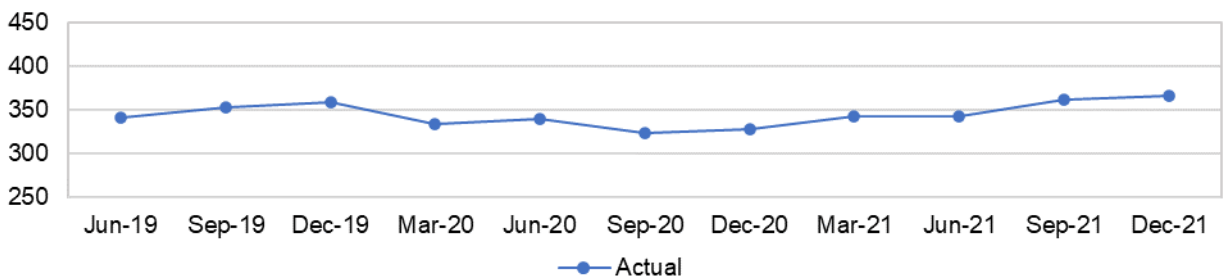


Activity indicators

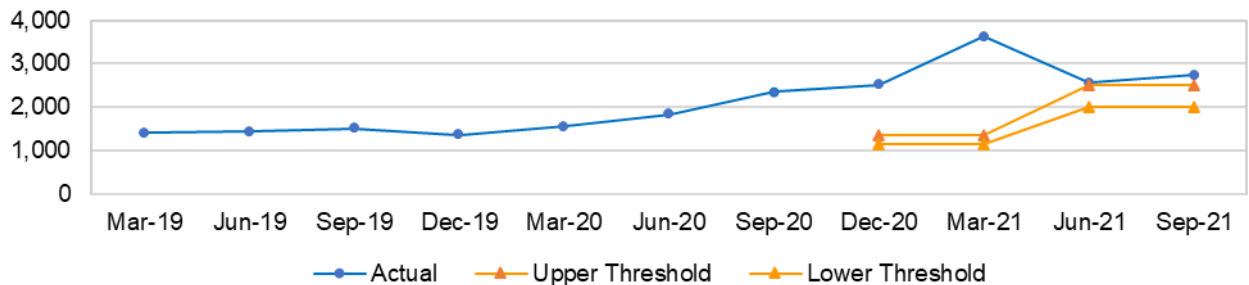
Number of phone calls responded to by Contact Point – by quarter



Average Contact Point call handling time in seconds – by quarter

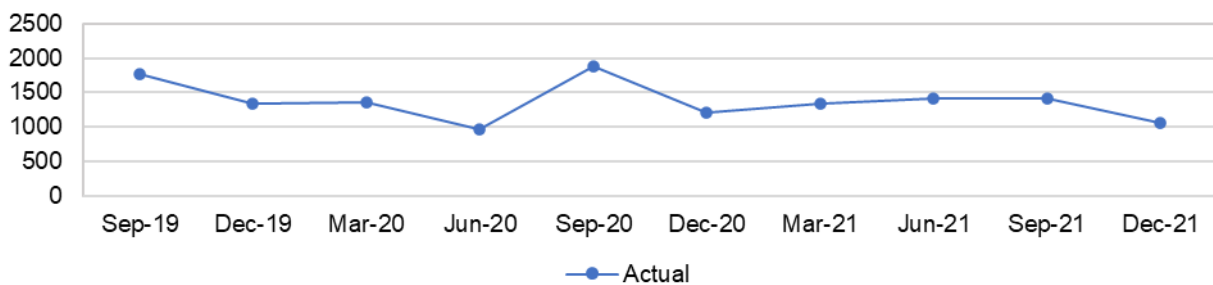


Number of visits to the KCC website (in thousands) – by quarter*



* We are unable to report on web visitor numbers for Quarter 3 (Dec-21) due to a review of KCC's use of cookies on kent.gov.uk. No visitor data will be available until the review is complete and any recommendations implemented.

Number of complaints received each quarter



Customer Services – Call Activity

Number of phone calls to Contact Point (thousands)

Contact Point received 21% fewer calls than the previous quarter and 2% fewer calls than the same period last year. The 12 months to December 2021 saw 1% fewer calls than in the 12 months to December 2020.

Service area	Jan – Mar 21	Apr – Jun 21	Jul – Sep 21	Oct – Dec 21	Yr to Dec 21	Yr to Dec 20
Adult Social Care	30	29	27	25	112	118
Integrated Children's Services	18	18	19	18	73	71
Highways	16	17	17	12	62	62
Blue Badges	8	8	10	10	36	39
Waste and Recycling	10	12	16	9	48	44
Transport Services	6	8	16	8	38	36
Libraries and Archives	6	8	10	7	31	29
KSAS*	5	4	4	7	19	12
Schools and Early Years	5	5	5	4	19	24
Registrations	6	5	6	4	21	24
Adult Education	1	1	5	4	12	9
Driver improvement	2	3	4	4	14	17
Main line	4	3	4	3	13	12
Other Services	2	2	2	1	7	8
Kent together	1	0.4	0.5	0.4	2	7
Total Calls (thousands)	120	124	147	116	507	512

* 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 3 was 25% lower than in Quarter 2 and represents a 12% decrease on the same quarter last year. Complaints tend to be lower in Quarter 3, but Highways have had a focus on resolving issues as early as possible, and with Libraries now fully open, this may have contributed to the reduction.

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

In Quarter 3, frequently raised issues included SEN provision, Household Waste and Recycling Centres and a continuation of complaints relating to school transport following the return to school in September.

Service	12 months to Dec 20	12 months to Dec 21	Quarter to Sep 21	Quarter to Dec 21
Highways, Transportation and Waste Management	3,000	2,745	750	512
Adult Social Services	951	735	203	198
Integrated Children’s Services	589	834	217	173
Libraries, Registrations and Archives	236	165	82	44
Education & Young People’s Services	260	265	66	46
Strategic and Corporate Services	121	214	42	37
Environment, Planning and Enforcement & Economic Development	207	216	49	43
Adult Education	44	31	7	7
Total Complaints	5,408	5,205	1,416	1,060

Customer Services – Digital Take-up

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

Transaction type	Online Jan 21 – Mar 21	Online Apr 21 - Jun 21	Online Jul 21 - Sep 21	Online Oct 21 - Dec 21	Total Transactions Last 12 Months
Renew a library book*	70%	82%	82%	80%	609,246
Report a Highways Fault	63%	59%	61%	58%	100,777
Book a Driver Improvement Course	86%	88%	86%	85%	30,382
Book a Birth Registration appointment	88%	86%	87%	89%	23,614
Report a Public Right of Way Fault	88%	87%	85%	89%	23,107
Apply for a KCC Travel Saver (Rolling 12 months)	99%	99%	100%	100%	23,013
Apply for or renew a Blue Badge	72%	70%	66%	66%	14,688
Apply for a Concessionary Bus Pass	77%	74%	65%	67%	11,829
Highways Licence applications	98%	99%	99%	100%	8,226
Apply for a HWRC recycling voucher	98%	99%	99%	99%	5,021

* 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

KPI Summary	GREEN	AMBER	RED	↑	⇒	↓
	2				2	

Support for business

Kent's Regional Growth Fund (RGF) investments have continued to create and sustain employment opportunities during Quarter 3. 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. A number of recipients have requested to vary their repayments to support them with the rising cost of supplies, but generally, it has been positive, with some loan recipients requesting to repay the remaining balance of their loan in full (8 companies, total repayments during Quarter 3 £642,648.70), others moving towards pre-pandemic trading levels; and the majority commencing their repayments as scheduled.

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 372 new jobs and safeguarding 124 further jobs.

In Quarter 3, (on 29 October 2021) the KMBF relaunched with a new secured loan scheme for Kent & Medway Businesses seeking loans over £101,000. To date 26 pre-applications to the value of £6,000,000 have been received, of these seven businesses have submitted full applications to the value of £1.1 million, and the KMBF remains open to applications for funding from businesses in the Kent and Medway area.

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 2 of 2021/22, 129 Full-time Equivalent (FTE) jobs had been created and 64.5 FTE jobs safeguarded.

Converting derelict buildings for new housing and commercial space

In Quarter 3, 88 long term empty properties were made fit for occupation through the No Use Empty (NUE) Programme bringing the total to 7,256 since the programme began in 2005. NUE processed a further ten loan applications in Quarter 3 (36 to date) increasing the total NUE investment in converting derelict properties to £83.1m (£45.8m from KCC recycled loans and £37.3m 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 confirmation from SELEP in December 2021 that a £2.5m bid to the Growing Places Fund had been approved. The contract is with the accountable body (Essex County Council) awaiting final signature. This will be drawn down and made available to convert additional derelict properties from 2022/23.

NUE received the first drawdown of £750k from a separate £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 six projects are currently supported (in Folkestone, Herne Bay, Hythe, Ramsgate, and Sheerness) and these will return six empty commercial units back into use and create 26 homes.

Following the approval of £16m from KCC Treasury to bring forward empty/derelict sites with planning permission for new builds, NUE has processed a further five loan applications in Quarter 3 (35 to date) increasing the total loans awarded to £19m. This has been achieved by recycling £3.2m of loan repayments received following the completion and sale/re-finance of seven projects which have provided 33 residential units: Dover (13 homes), Broadstairs (2 homes), Folkestone (11 homes) and Ramsgate (7 homes). The total number of new homes funded is 137 across 7 Kent districts.

Further loan repayments of £0.5m are expected in Quarter 4, all of which are being recycled to fund new projects.

NUE has identified 25 potential projects with an indicative value of £20m. 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 20% of the potential projects subject to final assessment next year.

Infrastructure projects

In Quarter 3, the following capital funding decisions were 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):

- It was agreed that £18,767 owed against the Workspace Kent project (funded through Growing Places Fund) should be written off following provision of evidence that Kent County Council has taken all reasonable steps to recover the debt. Noting that the remaining balance of the Workspace Kent GPF allocation is still expected to be repaid in accordance with the updated repayment schedule.
- The award of £1.4m GBF to The Amelia Scott project has been assessed as presenting high value for money and the South East LEP's consultants are confident the project will deliver its intended benefits within the project timeframe.

Broadband

The broadband team are continuing to support BDUK on the pre-procurement work for the Kent delivery phase of the Government's Project Gigabit Programme. Up to £203 million has been allocated for Kent and Medway 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 and Medway. 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 and have advised that the formal procurement work 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 December 2021, over 144,000 faster broadband connections had been delivered by the project. Demand for the new BDUK voucher scheme across Kent has also remained strong.

Funding Kent's Infrastructure

KCC has a statutory right to seek financial contributions for capital investment from developers of new housing sites. In Quarter 3, twelve Section 106 agreements were completed and a total of £15.9 million was secured.

s.106 contributions secured £000s	Jan to Mar 2021	Apr to Jun 2021	Jul to Sep 2021	Oct to Dec 2021
Primary Education	7,064	5,296	4,292	6,675
Secondary Education	3,699	5,464	4,554	5,333
Adult Social Care	128	108	128	153
Libraries	120	223	173	80
Community Learning	29	58	23	25
Youth & Community	52	52	63	79
Waste	*	47	89	15
Highways	*	464	420	3,537
Total	11,092	11,713	9,742	15,897
Secured as % of Amount Sought	78%**	96%	99%	98%

* Data only reported from April 2021 onwards

** This low percentage was due to one project, namely the proposed housing development at Sturry/Broad Oak. The 78% secured was based on a worst-case scenario which includes potential loss of LEP funding due to project delays, and unexpected costs for Nitrate mitigation.

Kent Film Office

In the 3rd quarter of 2021/22, the film office handled 113 filming requests and 111 related enquiries. We logged 160 filming days bringing an estimated £2.25m direct spend into Kent & Medway. Highlights for the Quarter included, The Crown Series 5, Call The Midwife Series 11, and The Larkins Xmas Special.

The Kent Film Office managed to secure four work placements, translating into eight paid Marshal/Runner days on the TV series the Larkins and for a TV Commercial for 'Hitachi'.

Libraries, Registration and Archives

In November 2021 the staff and customer engagement “Let’s Talk about Kent Libraries” was launched online and in all libraries, with the objective to help and inform the development of the LRA Strategy and library services for the future. Phase 1 of the engagement aimed to seek understanding of how customers currently use library services, post-lockdowns, and is now complete. Phase 2, launched end of January, asks for customer feedback on areas that the service should prioritise for the future as well as engaging with people who don’t currently use the service.

With 98 of the 99 libraries open during Quarter 3 (Kemsing Library was closed for extensive building works), footfall has been increasing and is now at 53% of the footfall for the same period pre-pandemic. Physical issues dipped from Quarter 2, particularly in December, which is traditionally a quieter period, and also with a likely impact from concerns about the Omicron variant of Covid. Nevertheless, physical issues are within the forecast parameters and at 82% of the same period in 2019-20, above the national average which remains around 70%.

The dip in physical issues is countered by the 2% increase in digital issues from Quarter 2. Overall, e-issues have increased by 10% from the same period last year (which were already at increased levels) and now form 38% of all issues. Total issues are now 7% higher than they were pre-pandemic (Quarter 3, 2019/20).

The focus in libraries during Quarter 3 has been the reinstatement of events and activities in a Covid secure way, particularly Baby Rhyme Time and Talk Time sessions. 38 libraries hosted a total of 348 Rhyme Time sessions with 4,636 attendees and 354 Talk Time sessions with a total of 2,161 attendees. Further libraries have been reintroducing these activities during Quarter 4. Celebratory events that had been delayed due to Covid have also been held, including the launch of the refurbished Pembury and Sandwich Libraries, and the celebration of 100 Years of Kent Libraries at Dartford Library.

A further celebration was the launch of the new mobile library vehicles at Sessions House on 15th November 2021. The fleet won a national award for Lifestyle and Passenger Transport, presented by manufacturers Iveco, in recognition of the design and equipment of the vehicles. From 5th October the mobiles resumed their pre-pandemic fortnightly service, and issues have risen by 64% from Quarter 2 2021-22.

The Registration service remained extremely busy and while death registrations were a priority, with over 4,200 appointments delivered, the team also delivered over 4,500 birth appointments, further addressing the backlog caused by the pandemic. 1,602 ceremonies were celebrated, an increase of 28% on the same period pre-pandemic. Customer satisfaction with registration is at 94% for Quarter 3.

The Archive service continued to deal with larger numbers of remote enquiries, with a 38% increase in online and telephone enquiries on the same period in 2020/21. Search Room bookings for physical visits remained high in October and November, but parallel with library services dropped significantly in December doubtless for similar Pandemic reasons, so that overall Archive enquiries fell short of expectations.

The Business and Intellectual Property Centre (BIPC) launched digitally during Libraries Week in October, with three virtual talks on the BIPC concept, marketing and

communications, and wellbeing in business. The physical BIPC hub at Kent History and Library Centre is almost complete and is due to be launched in February 2022.

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, Covid related guidelines as well as ensuring the most vulnerable had access to essential provisions. Support has continued in relation to community safety issues and community wellbeing. As restrictions eased, pre-December, 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 3,500 tasks in support of these activities during this quarter.

Explore Kent

The popularity of public rights of way and green spaces continues with over 14,000 route downloads during this quarter. Through collaboration with Kent Downs AONB and funding from the Experience project: a [new Explore Kent website](#) has been launched.

Explore Kent worked with partners to provide campaigns for:

- PROW: promoting physical and mental health benefits of access to green space during the Covid recovery phase as well as promoting respect for the PROW network.
- England Coast Path: promotion of the opening of the new 47 mile stretch of path in North Kent.
- Containing the Outbreak Management Fund: Explore Kent has undertaken targeted promotion of walking and green space in areas and sections of community disproportionately impacted by Covid. Promotion has reached: 41,161 people.
- Kent Sport and Physical Activity: close working to promote low barrier to entry activities including walking & cycling for the Everyday Active campaign.
- Transport Innovation: campaign promoting active travel including 5 new short films for social media.

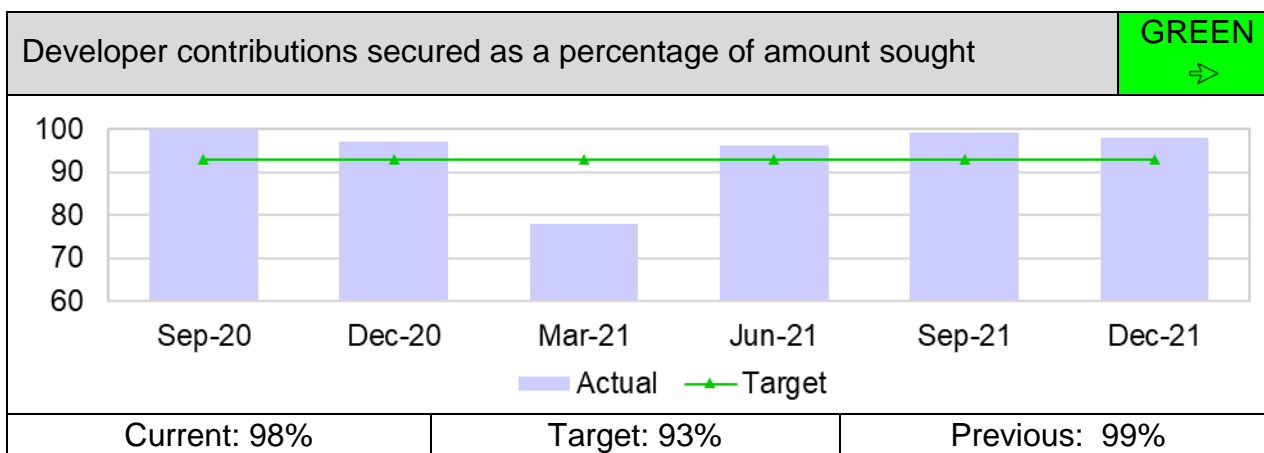
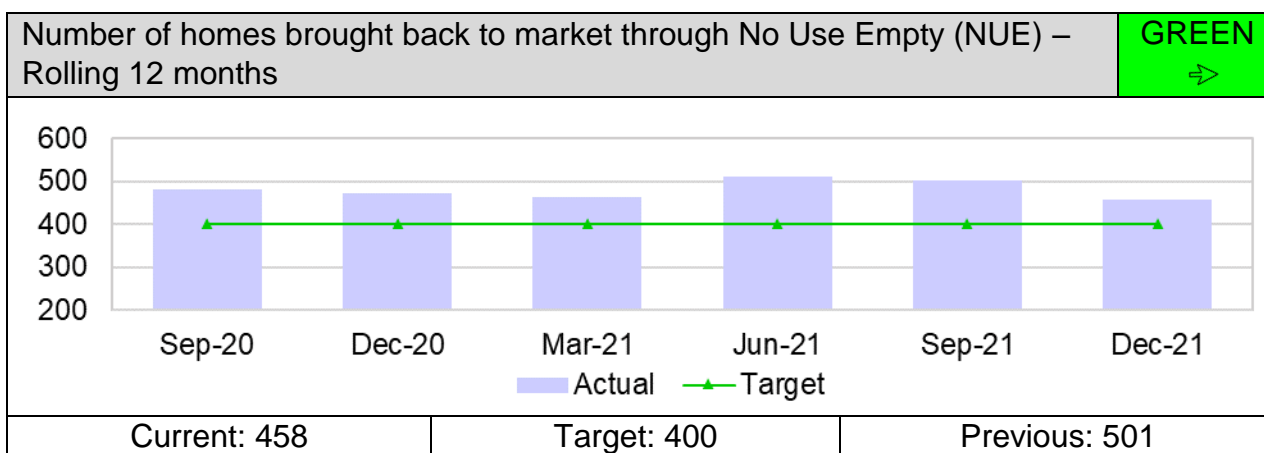
Public Protection

During Quarter 3 the reach (unique views) of our digital public protection messages was 5.5 million, with our videos viewed 333,000 times. Our campaign on Natasha's Law reached over 137,000 targeted people in food related businesses. The Fireworks Safety Campaign ran in November and reached 52,000 Kent residents; the video was viewed 46,000 times. We warned residents about shopping safely online prior to Christmas and the campaign reached almost 350,000 with our 12 Scams of Christmas video watched over 90,000 times. Over the whole period 19 alerts and scam warnings were issued and together achieved a reach of over 2.5 million. Offline, content has been produced and distributed to promote the Positive Wellbeing service and our Community Wardens, with a combined Quarter 3 targeted circulation of 164,000. Our Press Releases in this Quarter have generated significant media interest in our Natasha's Law, Avian Flu, Counterfeit Goods, Fireworks Safety, Shopping Safely Online, and Positive Wellbeing at Christmas campaigns.

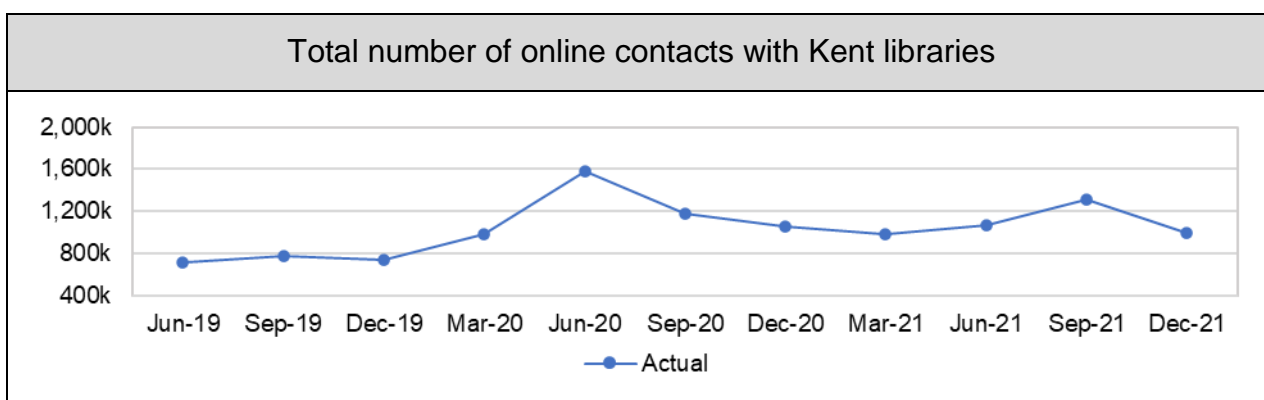
Sport and Physical Activity

During Quarter 3, the service has continued to work with community organisations to help reduce the negative impact of Covid and reduce the widening inequalities gap of physical activity and sport among underrepresented groups. We have also started to quantify the impact of work done with schools on a DfE funded project to open school sports facilities for the benefit of children and young people in their communities. This year to date 3,274 participants have benefited, 858 of whom receive free school meals, 520 with SEN and 372 from ethnically diverse backgrounds. The fund has also enabled 61 community organisations to access school facilities. Our [Everyday Active](#) campaign continues to be an effective tool for inspiring the least active to move more in their everyday lives and for those working to facilitate this.

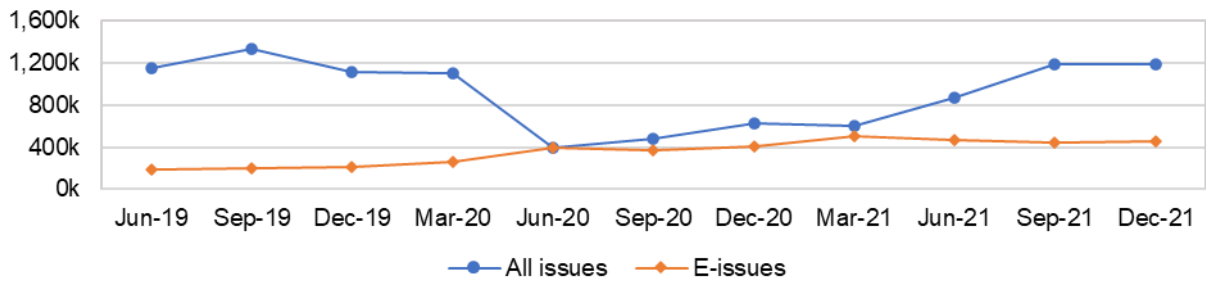
Key Performance Indicators



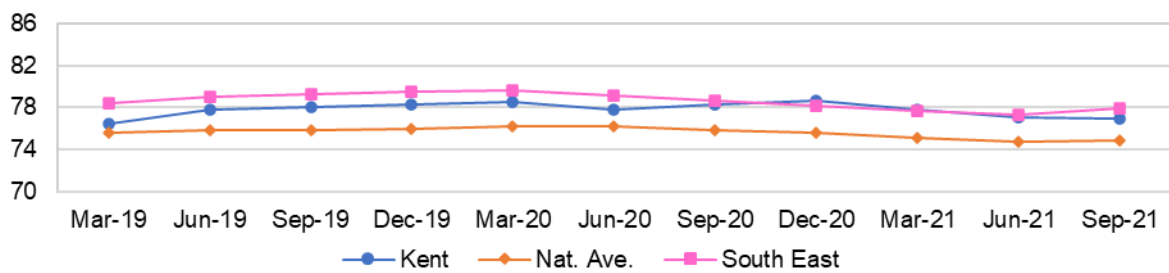
Activity indicators



Total number of book issues from Kent libraries

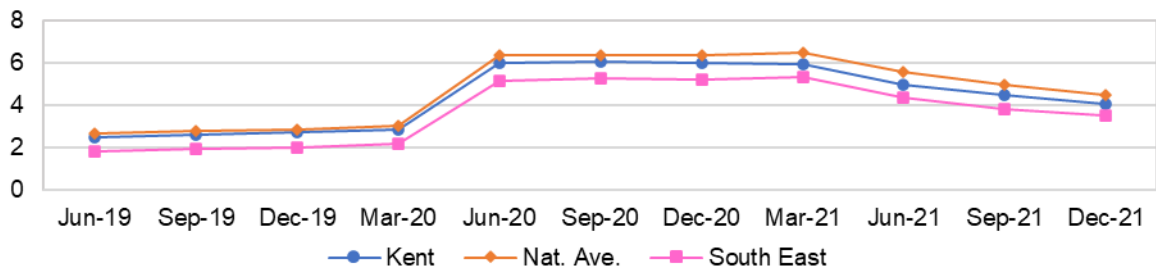


Percentage of population aged 16 to 64 in employment (from the Annual Population Survey)



NB: 95% confidence interval of figures are, Kent (+/- 2.0), Nat Ave (+/- 0.3), South East (+/- 0.7).

Percentage of population aged 16 to 64 claiming unemployment benefits



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

KPI Summary	GREEN	AMBER	RED	↑	→	↓
	6			1	5	

Highways

For the Quarter to December, all 4 of the Highways KPIs are RAG rated green. The attendance at Emergency Incidents within 2 hours of notification has remained steady at 99% compared to a target of 98%. The Service received 565 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 good work from Amey to ensure response times are now back on target.

Routine faults responded to in 28 days remains on target at 90% in this quarter, with 10,311 requests from customers. Better weather for most of this period led to a quieter period for the service overall. 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 37,700 with 17,000 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 December there were 5,535 open enquiries (work in progress), and this compares to 5,869 at the same time last year, reflecting the quieter period in some parts of the business.

The monthly call back survey where we call 100 highways customers whose enquiries have been closed in the last month. increased to 98% satisfaction for the latest Quarter. This is up 4% from Quarter 2 and well above our 85% target. Comments reflect the improvements to both the contact centre helpline as well as increased confidence in the online fault reporting tool (our reporting tool now receives approx. 60% of all enquiries reported by the public). Customers also said they were happy with the speed and quality of repairs we are carrying out.

The high 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 just over 113,000 Streetwork permits issued this year so far, well above expected levels of around 90,000. This is placing pressure on the team and additional resources are to be sourced.

Asset Management

In July 2021, KCC published its new Highways Asset Management Plan for the next five years. It sets out a range of future actions to further improve approach to highways maintenance and transportation matters, focussing on increasing asset lifespans, reducing lifecycle costs and improving future maintainability, against the increasingly challenging backdrop of deteriorating assets, increasing traffic volumes, uncertainty around future funding and, more recently, Covid. Officers are currently developing a detailed project plan to implement the various actions in this plan.

Casualty Reduction

After launching the new Vision Zero Road Safety Strategy in September, the team have been developing a plan for delivery groups and working closely with the Safer Roads Partnership to enable joint working initiatives. All partners have confirmed they are committed to the partnership and the Safe System Approach.

October to December 2021 Casualty Data – Kent roads and National Highways in Kent

Month	Fatal	Serious	Slight	Total
October	11	50	300	361
November	3	71	352	426
December	1	38	277	316

The data has not yet been verified and is subject to change.

The provisional annual figures show 49 fatal casualties, which is above the 5-year average of 46 fatal casualties. A full analysis of the data will be completed to better understand the factors at play.

Crash Remedial Measures & Local Transport Plan (LTP)

Development of the 2022/23 Crash Remedial Measures (CRM) and Local Transport Plan (LTP) programme is now taking place.

There are over 30 sites around the County identified for Highway safety improvement schemes to be delivered in the following 12 months. The team are also working with the parishes and elected community bodies to help them identify improvements they feel are needed in their local areas.

The team are looking at some new datasets to provide a focus on data led route-based engineering to improve the safety of our network in line with our newly adopted road safety strategy.

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. The remaining £4.656m LGF allocated to the project will be transferred to KCC by the end of March 2022. This is still subject to the condition that the land acquisition is completed by 31st August 2023. A further update on progress with the project will be provided at the April 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. The SELEP Accountability Board were updated at the February meeting regarding the remaining project risk surrounding consent to relocate the ragstone wall on boundary of Mote Park. This should be resolved shortly as a decision is expected on listed building consent. It was agreed that a further delivery update would be brought to the April 2022 board to advise on the outcome.

Transport Strategy

Work with National Highways on the Lower Thames Crossing continued, following the consultation in Quarter 2, with progress on agreeing a way forward for developing local road mitigations through a modification to the existing Planning Performance Agreement (PPA), although the scope of works for the desktop study is still to be agreed. 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 is expected in June).

Partnership working with Transport for the South East (TfSE) continued with their work on a Strategic Investment Plan (public consultation expected in June). This is alongside the work of the Transport Strategy team in developing a new Local Transport Plan 5 (LTP5) for Kent, as reported to the Environment and Transport Cabinet Committee (ETCC) in September, with the Member Task and Finish Group having had its inaugural meeting in November.

A response was made in December to the statutory consultation by Gatwick Airport on its proposed Development Consent Order (DCO) for routine use of its standby runway, to which KCC is opposed based on the noise impacts over west Kent as set on in our policy on Gatwick Airport. Responses were also made to the Department for Transport (DfT) regulatory review consultation; and a submission of evidence was made to National Highways to help inform their route strategies as they start the process of developing the next Road Investment Strategy (RIS).

Delivery of the Thanet Parkway railway station has progressed significantly with completion of the platform steelworks, and good progress on the lift structures, stairs and the car park.

The opening ceremony of the new Ashford International Truck Stop was attended in December. The new facility adds significant extra capacity for lorry parking which is a strategic priority in our existing Local Transport Plan 4 (LTP4).

Public Transport

Having submitted our Bus Service Improvement Plan (BSIP) to DfT at the end of October, we are still awaiting a confirmation on funding from the National Bus Strategy. DfT advised that initial funding allocations were likely to be released at the end of February 2022, but this did not occur.

The impact of Covid on transport staff has eased and although a number of operators did have staff issues, these were contained and the impact minimised, with operators focusing on commuter/school services.

Bus use is still well down on pre pandemic levels, with government messaging around public transport and restrictions taking their toll. Fare paying passenger numbers are down at 70% of pre pandemic levels, 80% for Kent Travel Savers and 60% for ENCTS (older people/disabled bus pass). There will need to be significant work over the coming 12 months to restore confidence in bus travel and attempt to bring passengers levels back up to pre pandemic levels.

Waste Management

The KPI target on diversion from landfill is now being met, with 99.8% of waste over the last 12 months being recycled, composted, or used for energy generation. This remains as low as KCC can achieve. The 0.2% going to landfill includes asbestos, with landfill being the only approved way to dispose of this material.

Kerbside volumes of collected waste continue to be higher than normal but this is partly offset by reduced HWRC volumes. Total waste volume in the 12 months to December, is slightly lower than the 12 months to September following a steady rise since June 2020 and is comparable to pre-pandemic levels. Onsite service demand at HWRCs continues to be well managed through the booking system.

Minerals and Waste Local Plan

As part of the Council's planning responsibilities to prepare and maintain a Local Plan for mineral and waste management matters, the Council has undertaken a review of the adopted Kent Minerals and Waste Local Plan. The Plan includes strategic policies for minerals and waste development, as well as development management policies which are used to determine planning applications. The review found that while much of the Local Plan is still relevant, some updates were needed to respond to changes in government policy and legislation since 2016, particularly those relating to the need to address climate change; the circular waste economy where more waste is prevented or reused; and updates to the National Planning Policy Framework. A revised Local Plan was prepared in Quarter 3, and considered by Environment and Transport Cabinet Committee 3rd November 2021, and was out to public consultation until 9th February 2022.

Natural Environment and Coast

Kent's Plan Bee hosted its second summit on 23rd November. This year the summit focused 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.

The Kent Tree Strategy Officer started in November to lead work that will 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 in the first quarter of 2022. In November we submitted an expression of interest to the Trees Call to Action Fund for £400k, to develop a resourced Plan Tree Partnership and enable collaborative work for tree establishment in the county; we were invited to submit a full bid in January 2022. The outcomes of the bid will be known in March 2022.

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

Flood and Water Management

The BEGIN project, which demonstrates how cities can improve their climate resilience won the Public Choice category of the REGIOSTARS Awards 2021. These awards highlight the most innovative EU funded projects across Europe. KCC is one of 10 city partners in the EU North Seas Region Interreg project, BEGIN (Blue Green Infrastructure through Social Innovation). 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

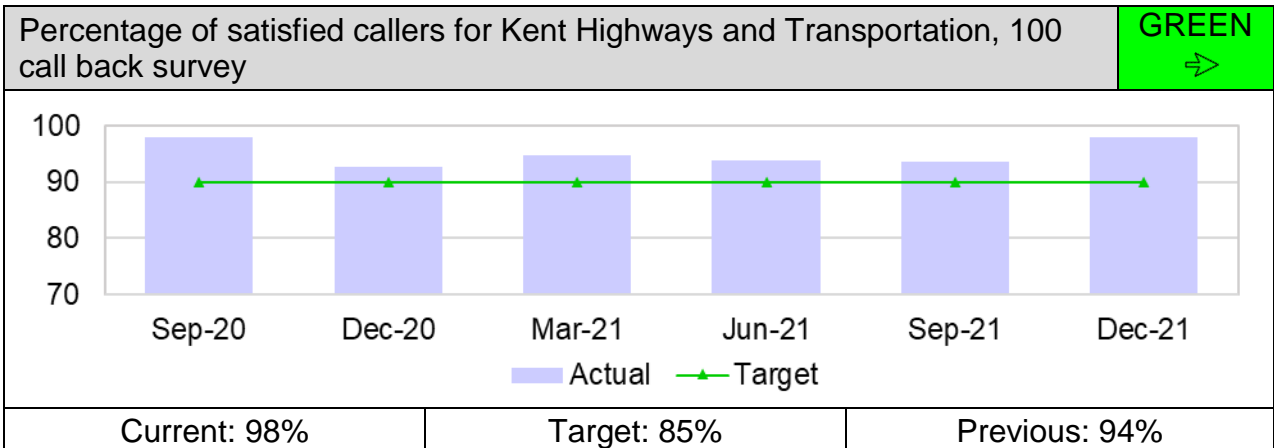
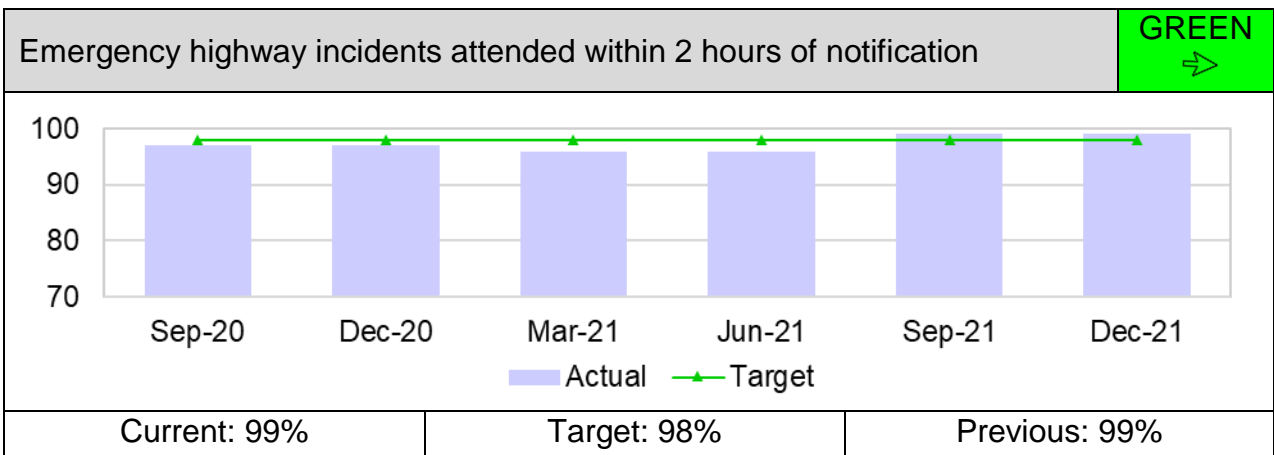
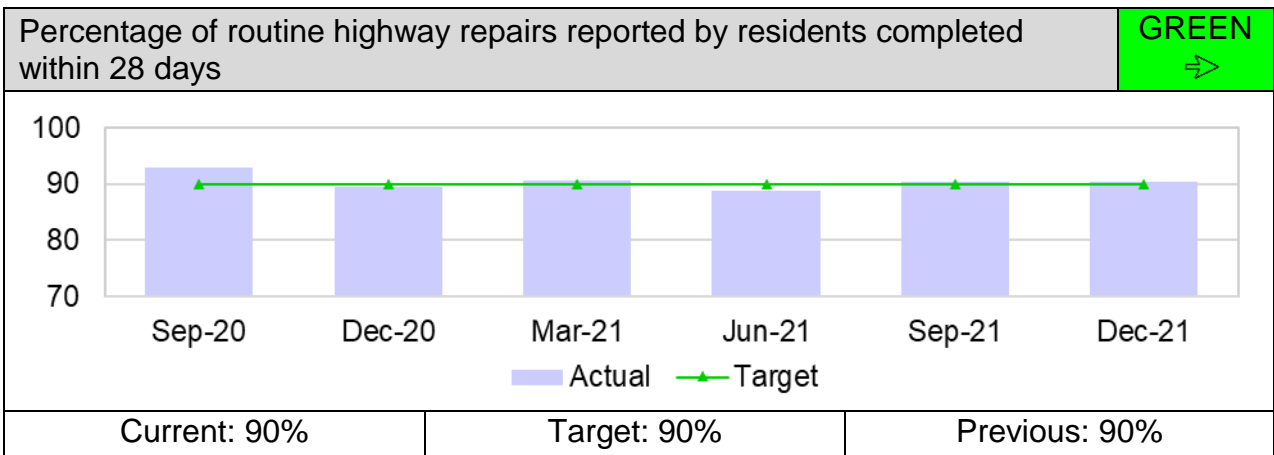
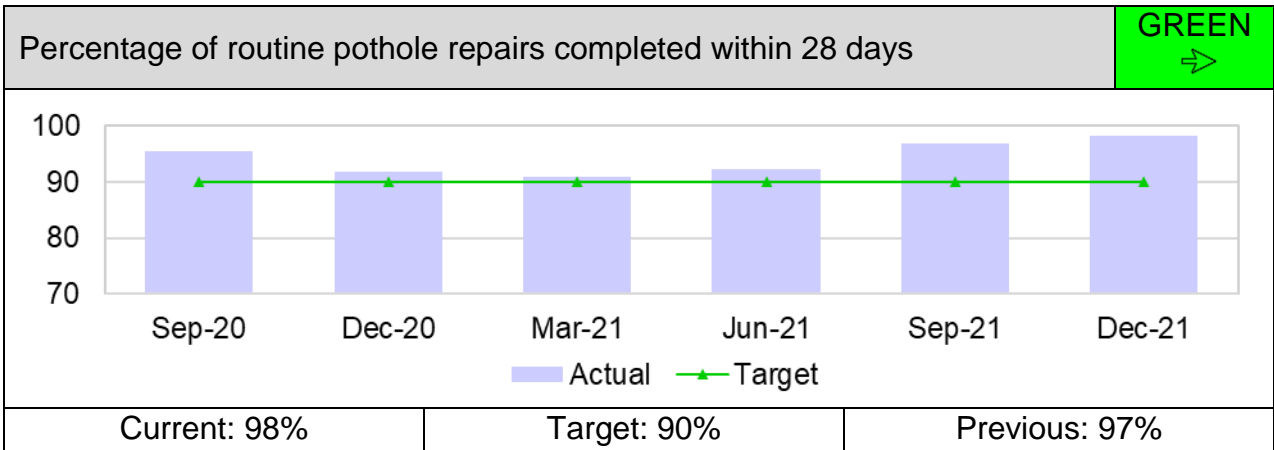
At the mid-year point for 2021/22 (Quarter 2 into Quarter 3) greenhouse gas emissions were slightly higher than those recorded in 2020/21, with the increase following the end of more significant Covid restrictions, but were not as high as anticipated. This means we are ahead of where we expected to be at this point in time in making progress towards the KCC Net Zero by 2030 target.

Kent County Council made the shortlist for a national award for our work on Climate Response as part of the annual LGC Awards, recognising excellence across the public sector.

Over 150 people joined the Kent Environment Strategy (KES) Conference this year on 2nd November. The conference showcased a large number of local initiatives and launched the Kent 600 electric vehicle charging project. The conference was opened by KCC Leader Roger Gough with speakers including former Kent MP Laura Sandys CBE, Evan Bowen Jones, the Chief Executive of the Kent Wildlife Trust and James Smith from Loddington Farm. The large exhibition area had a number of stalls as well as electric scooters and cargo bikes to try. The conference was complemented by a calendar of events which began four weeks before COP26. This consisted of 76 events from 28 organisations and community groups.

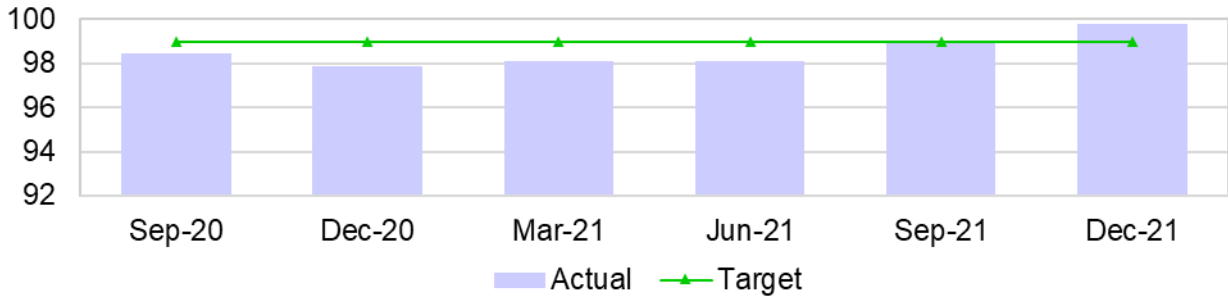
The Solar Together Kent scheme has so far helped install solar panels on 233 homes across Kent, which will save around 170 tonnes of carbon per year. Participants received an average discount of 33% against the typical market price. Phase Two of this scheme covering all districts in Kent and Medway will launch in February 2022, as Phase One concludes.

Key Performance Indicators



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

GREEN
⇒



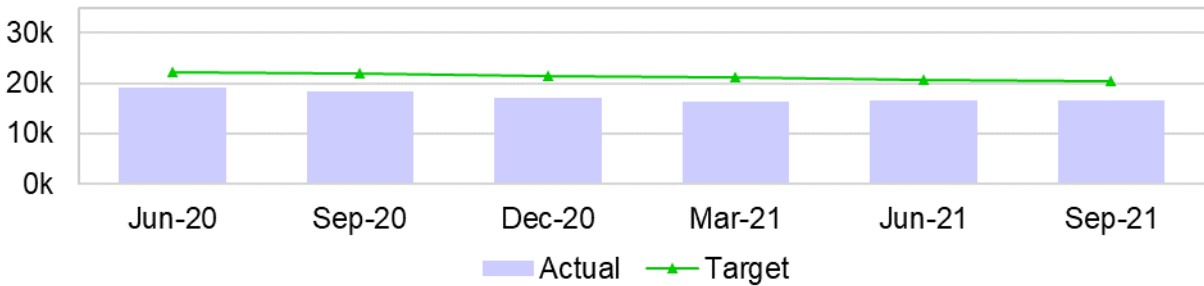
Current: 99.8%

Target: 99%

Previous: 99.0%

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

GREEN
↑



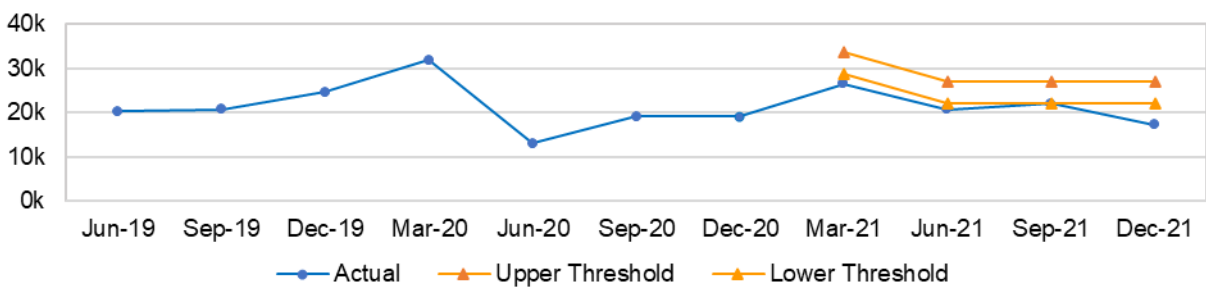
Current: 16,601

Target: 20,433

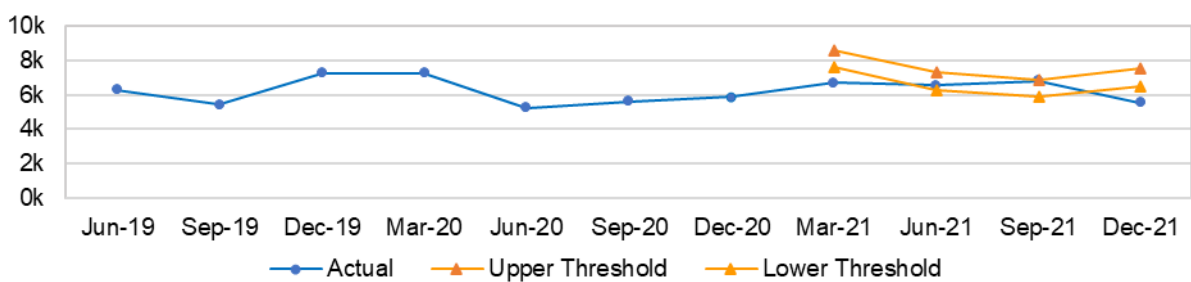
Previous: 16,519

Activity indicators

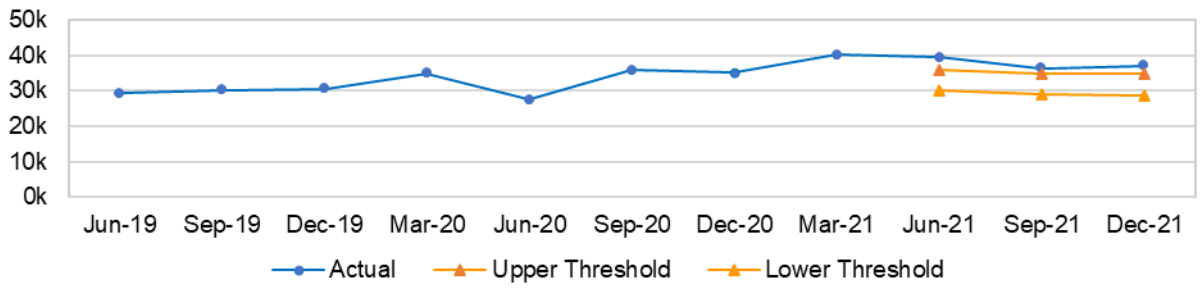
Number of Highways enquiries raised for action – by quarter



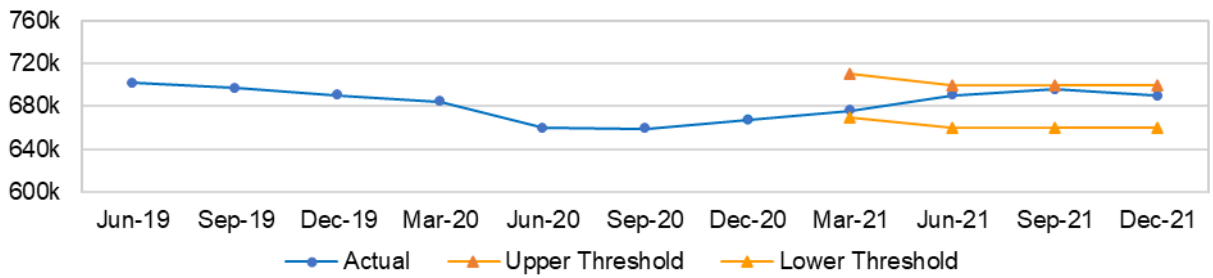
Highways Work in Progress (active enquires/jobs)



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	5	2

Schools

Absence from primary and secondary schools on the last Monday of the Autumn term due to Covid was 4.2% (based on 253 schools submitting their data to the Department for Education). By the fourth week of the Spring term it had risen to 5.2% (based on 311 schools). Teacher absence due to Covid had also risen from 3.1% to 4.7% during the same period. In January 2022 changes in government guidance on face coverings meant they were no longer advised to be worn by pupils, staff and visitors in classrooms and communal areas. All young people aged 12 and over have been offered two doses of the Covid vaccines and 16 – 17-year-olds are now eligible for a booster jab. Vaccinating children should help to reduce the need for children to have time off school and should reduce the risk of spread of Covid within schools.

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. Based on the latest inspection data as at the end of December 2021, 92% of schools in Kent (532 of the 581) were Good or Outstanding, compared to the national figure of 87%. 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 77% nationally. The percentage for Special schools at 96% was six percentage points higher than the national position.

Improvement advisers attended all inspections during this period supporting headteachers to provide additional evidence and supporting leaders to challenge lead inspectors where appropriate. As a result, a number of schools identified as at-risk by The Education People secured a Good inspection outcome.

Over the last quarter our overarching priority has been the delivery of on-site school support, assisting leaders in evaluating the impact of lockdown on provision and providing intensive support and guidance linked to the new inspection framework.

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 six secondary schools they selected. As parents/carers selected their 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

Ofsted has resumed inspections, and the latest inspection data for the percentage of Early Years settings rated Good or Outstanding is 99%, two percentage points above National and above our target.

3,504 two-year olds have been funded through the Free for Two (FF2) scheme equating to a 69.7% take up. This is an increase of 5.7 percentage points compared to the same period last year. The increase is thought to be in part due to increasing the duration that the FF2 provider portal was open for claims.

Supply and demand continue to be regularly monitored, with supply still steadily meeting demand although the impact of Covid has inevitably resulted in some, albeit largely temporary, impact on supply. The Childcare Sufficiency Assessment for 2021/22 has now been shared with Members and subsequently uploaded to Kelsi and in general terms shows an ongoing strong supply of provision. During October, November and December 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. The majority (89%) of early years and childcare group providers and eligible childminders applied for the COMF (Contain Outbreak Management Funding) to support, as far as possible, Covid preventative and safe environments as well as restorative activities and support for children and their families. Providers will be required to report on actual expenditure and impact after the end of March. There have been the usual established regular communications with the Early Years and Childcare Sector as a whole, including the weekly 'Early Years and Childcare COVID-19 Blog', termly (six times annually) 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 continuing support for providers in relation to their implementation of the new Early Years Foundation Stage which commenced in September, and support on Ofsted inspections. The quality of the sector remains strong at around 99% across all types of provision.

Skills and Employability

The KentChoices website was relaunched on 1st November with new information pages that parents, students and staff can access. The team have prepared various webinars to support parents and young people on their choices post 16 and these have been well attended and well received. More parents and students have attended these webinars than attended face to face meetings prior to Covid.

December 2021 saw the team engage in a NEET tracking exercise where there was a focus on tracking down the Not Known cohort. This was a great success, and the data below reflects a significant improvement during November and December resulting in increased numbers of young people engaged in either education, employment, or training. As a result, Not Knowns as of December were 3.2% against a target of 3.3%.

The development and integration of the Careers and Enterprise Company (CEC) has continued in line with the Post 16 white paper. The CEC is integrating more closely with the Skills and Employability service and launched the new Careers Hub. This is in line with careers and destinations being a focus for Ofsted and a school improvement priority.

The service saw an increase in the number of apprenticeship starts which could indicate that businesses are feeling more confident about the economic landscape and the team continue to support LA maintained schools to offer such opportunities. Unpublished data suggests that there were 3,710 apprenticeship starts in 2020/21.

SEND (Special Educational Need and Disability)

Based on the rolling 12-month average to December 2021, 41.2% of EHCPs were issued within 20 weeks excluding exceptions (1,209 out of 2,935) an increase of one percentage point on the previous quarter. In the single month of December, performance was 32.2% with 48 plans out of 149 being issued within timescale.

The SEND team are impacted by pressures outside the immediate team which then has a direct impact on performance. Although the service remains committed to clearing the backlog of assessments over 20 weeks, there has been renewed focus by the Educational Psychology Service since September 2021 on dealing with new assessments; the requests before that date adding to the backlog of cases in the “over 20-week” group”.

Regarding cases within 20 weeks, there has been a significant improvement in the receipt of advice and information; so much so that there has also been significant improvement in the number of decisions made within 16 weeks. This previously averaged at 48% per month but in December this figure rose to 72%. This increases the capacity of the service to be able to issue new EHC plans within 20 weeks -

However, due to the aforementioned backlog in reports coming to SEND, there are a number of cases that have gone over the statutory deadline of 20 weeks where SEND have been unable to make a formal decision by the 16 week point on the direction of the case. It is hoped this number will reduce when the backlog of reports from outside departments is cleared.

There is a critical shortage of places available in special schools which also has an impact on the ability to complete the EHC plans within 20 weeks. Some major work is underway with colleagues in other services to try to find more capacity within special schools, but this will take time.

Colleagues from education are also working hard to improve mainstream attitudes around inclusion. SEND is experiencing frequent objections from mainstream schools when attempting to place a child with an EHC plan. The SEND Code of Practice (2015) is clear that a mainstream school should be able to make reasonable adjustments to supply the provision set out in an EHC plan, but most schools state “they can’t meet needs” which is in fact, unlawful.

Work continues to improve the quality of EHC plans issued. The SEND Service continues to embed the use of a commercial online platform (Innovate Invision). This platform uses an online quality assurance framework which uses a weighting system which enables analysis through the lens of the Ofsted judgements of Good, Requires Improvement, and Inadequate and the CDC five Quality Standards arrived at through the guidance in the SEND Code of Practice.

Stability of staffing within SEND remains an issue. We are embarking on a recruitment campaign with HR to drive recruitment as well as retention of committed, experienced staff.

Wider Early Help

Twenty-five pupils were permanently excluded for the rolling 12-month period to December 2021; ten were 'primary' phase and fifteen 'secondary' phase pupils. The percentage of pupils excluded from school equates to 0.01%. 19 pupils were excluded in the previous 12 months. The current academic year to December 2021 saw 16 pupils permanently excluded from school. 'National Lockdown 3.0' school closures resulted in 39 school days lost to all pupils with exception of 'key worker' and 'vulnerable' children from 5 January 2021 to 5 March 2021.

The number of first-time entrants (FTE) in Kent has declined for the third consecutive quarter. The rolling 12 month figure a 227 is 14 fewer young people than the previous quarter. The service has been focussing on continuing to offer robust out of court disposals (including cautions and conditional cautions) to ensure a holistic and effective preventive approach is offered at the earliest opportunity and to prevent escalation into the Courts. There has been scrutiny on the quality of assessments and plans particularly in relation to risk of harm to others, and the service will, in the next quarter, be utilising risk assessment, planning and management training across the workforce (including Youth Justice and adolescent Early Help).

Work continues with the Police to plan the implementation of 'Outcome 22', an out of court non-disposal which is expected to reduce the number of on-the-spot Community Resolutions, and to enhance joint decision making between the Police and the Local Authority for those children at risk of entering the youth justice system.

Early Help

At the end of December 2021, 2,706 families were open to Early Help units, providing support for 5,707 children and young people under the age of 18. This is a 4.5% increase in the number of families supported compared to the end of the previous quarter (2,589 families in December 2021).

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 13.1% for the rolling 12 months to December 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 11,877 as at 31st December 2021, an increase of 472 (4.1%) children and young people when compared to end of the previous quarter (11,405).

There were 4,786 referrals to children's social care services in the quarter, an increase of 3.4% when compared to the previous quarter (4,629) and a decrease of 3.8% compared to October to December 2020 (4,975). The rate of re-referrals within 12 months for the 12 months to December 2021 was 22.9%, an improvement on performance in the previous quarter of 24.1% and continuing to achieve the target of below 25.0%. This compares to the England average of 22.7% for 2020/21.

The percentage of case-holding social worker posts held by permanent qualified social workers employed by Kent County Council remained stable at 90.5%, above the target of 85.0%. The proportion of case-holding social work posts filled by agency staff also remained stable, at the end of December 2021 this was 13.8% compared to 13.7% at the end of the previous quarter. The average caseload for Social Workers in Children's Social Work Teams increased by 2.1 cases in the quarter, from 20.8 cases in

September 2021 to 22.9 cases in December 2021, remaining outside of the target of no more than 18 cases.

Child Protection

On 31st December 2021 there were 1,262 children subject to a child protection plan, an increase of 16 from the end of the previous quarter (1,246). The rate per 10,000 children (aged 0-17) was 36.7 which remains below the last published rate for England of 41.4, as at 31st March 2021. The percentage of children who were subject to a Child Protection Plan for a second or subsequent time reduced slightly in the quarter, from 20.1% in September 2021 to 19.7% in December 2021, remaining within the target range of between 17.5% and 22.5%. This compares to an average for England of 22.1% (March 2021).

Children in Care

The number of citizen children in care increased by 1 in the quarter, to 1,380. The number of unaccompanied asylum seeker children (UASC) in care increased by 11 in the quarter to 361. The number of children in care placed in Kent by other local authorities (OLA) remained the same at 1,252.

Status	Mar 21	Jun 21	Sep 21	Dec 21
Citizen	1,373	1,384	1,379	1,380
UASC	277	378	350	361
Total	1,650	1,762	1,729	1,741
Gender				
Male	1,039	1,131	1,098	1,105
Female	611	631	629	633
Non-binary			2	3
Age Group				
0 to 4	219	223	221	226
5 to 9	188	193	189	185
10 to 15	651	691	691	669
16 to 17	592	655	628	661
Ethnicity				
White	1,212	1,233	1,213	1,215
Mixed	90	87	96	94
Asian	66	84	72	60
Black	71	78	58	44
Other	211	280	290	328

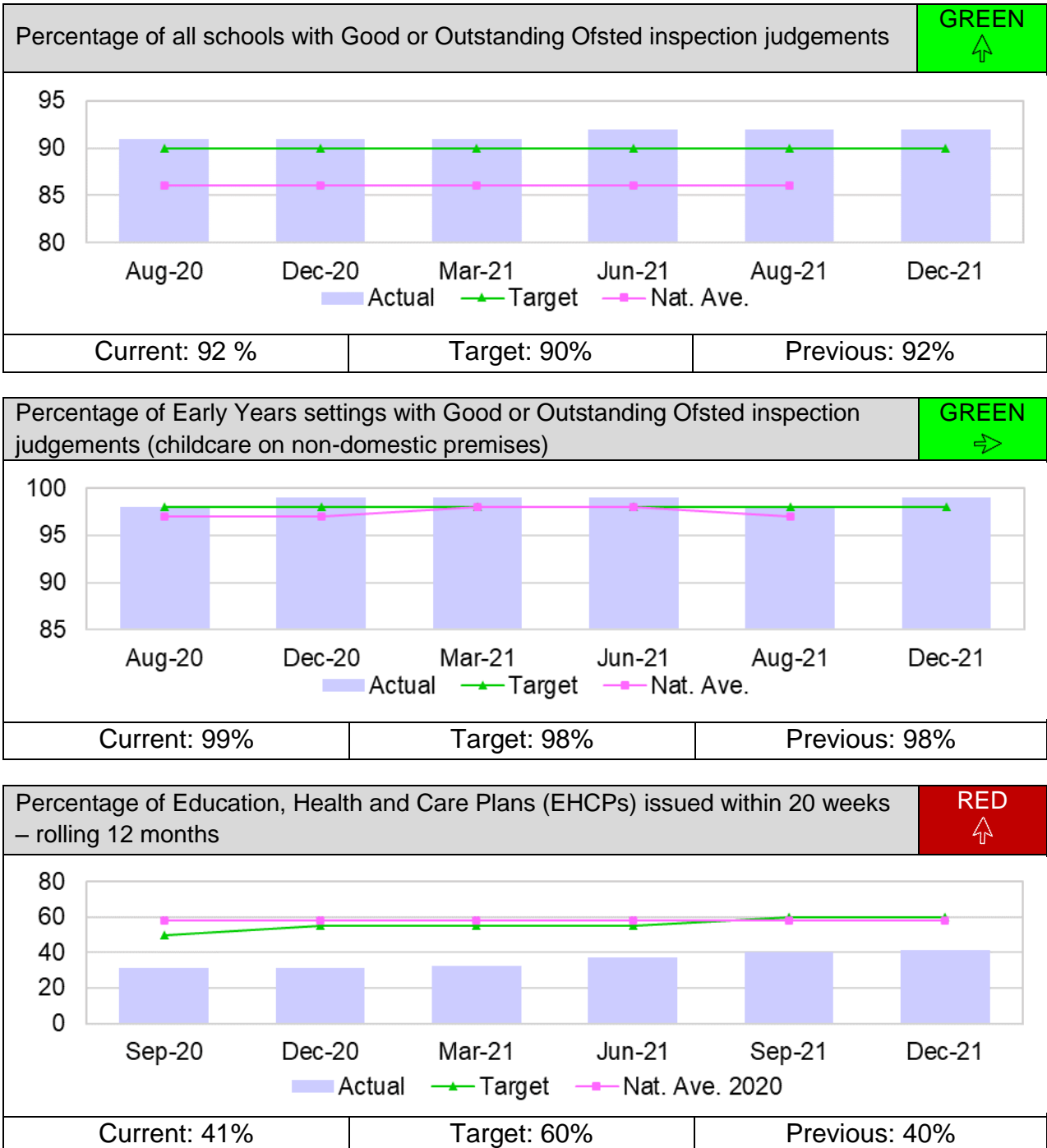
The percentage of Kent's children placed in KCC in-house foster care or with family/friends reduced by 0.4% in the quarter, from 79.6% at the end of September 2021 to 79.2% at the end of December 2021. This remains below the target of 85.0%.

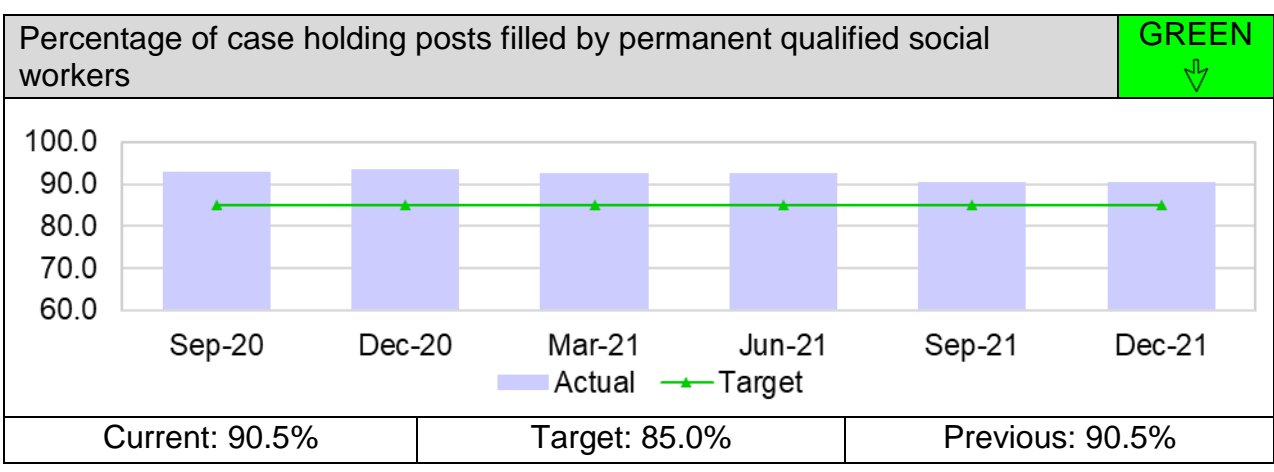
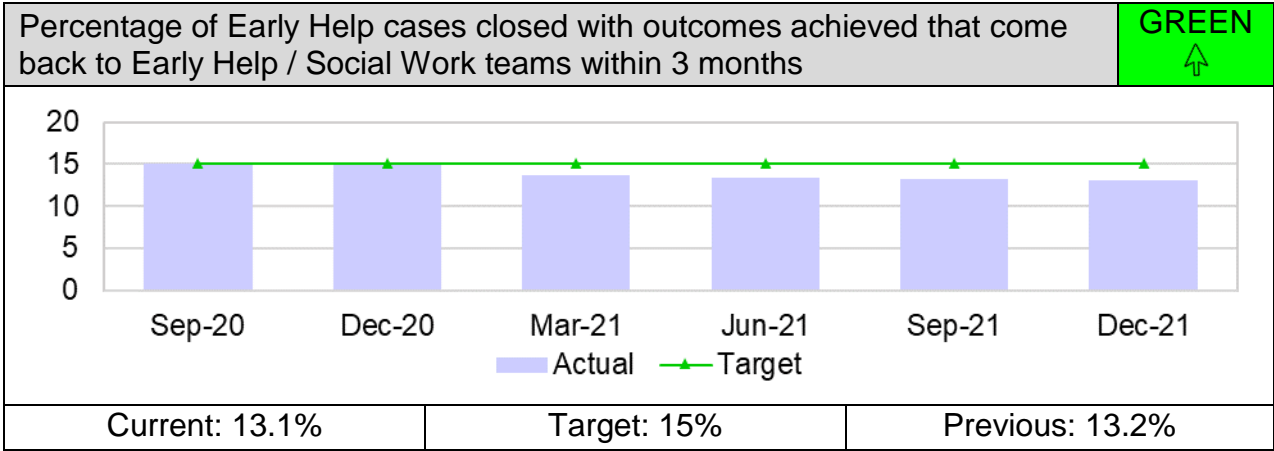
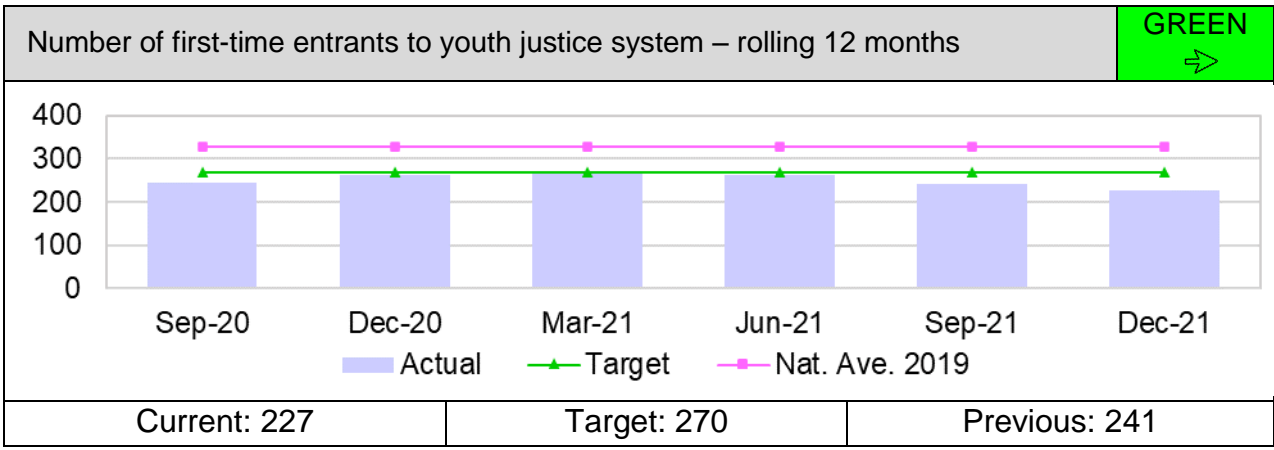
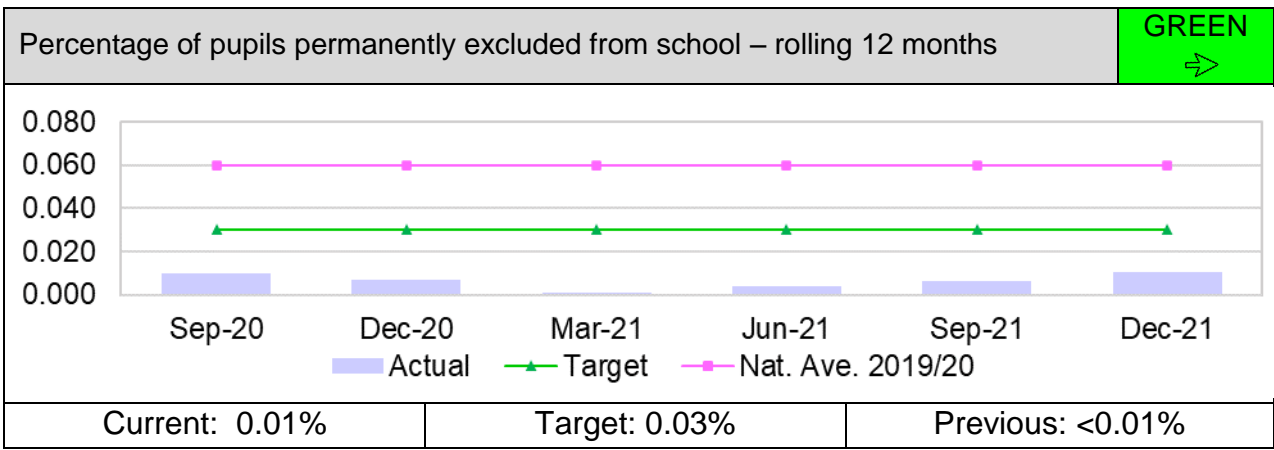
For children who were adopted in the last 12 months the average number of days between coming into care and moving in with their adoptive family continues to outperform the nationally set target of 426 days. The average number of days for Kent's children at the end of December 2021 was 375 days, which is an increase in the number of days when compared to September 2021 (317 days). The decrease in performance for this timeliness measure is the result of delays to court hearings.

Care Leavers

The number of care leavers at the end of December 2021 was 2,084 which is an increase of 33 from the previous quarter (2,051). Of the 2,084 Care leavers 987 (47%) were citizen care leavers and 1,097 (53%) were unaccompanied asylum-seeking young people. The percentage of care leavers in education, employment or training remained stable in the Quarter at 58.0%, staying below the 65.0% target.

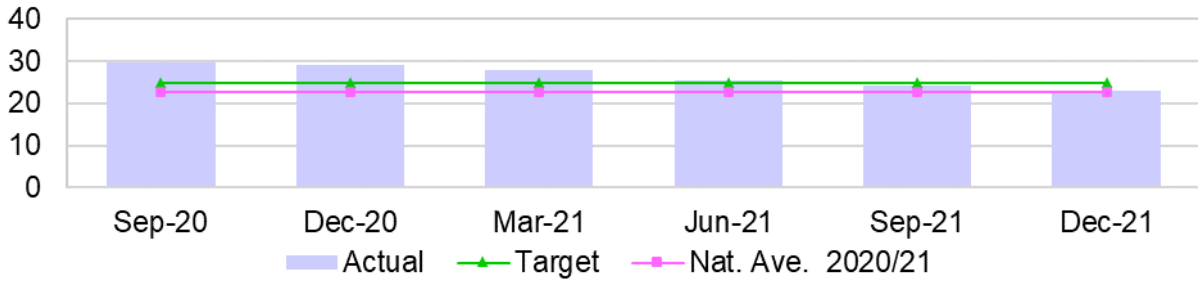
Key Performance Indicators





Percentage of children's social care referrals that were repeat referrals within 12 months

GREEN
↑



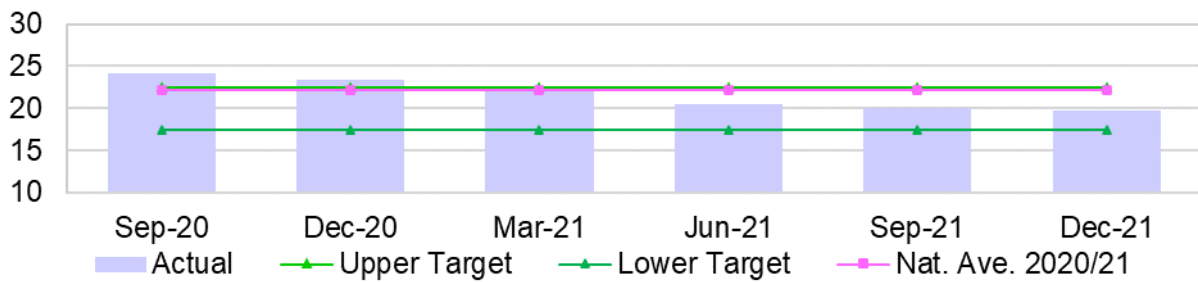
Current: 22.9%

Target: 25.0%

Previous: 24.1%

Percentage of child protection plans that were repeat plans

GREEN
↑



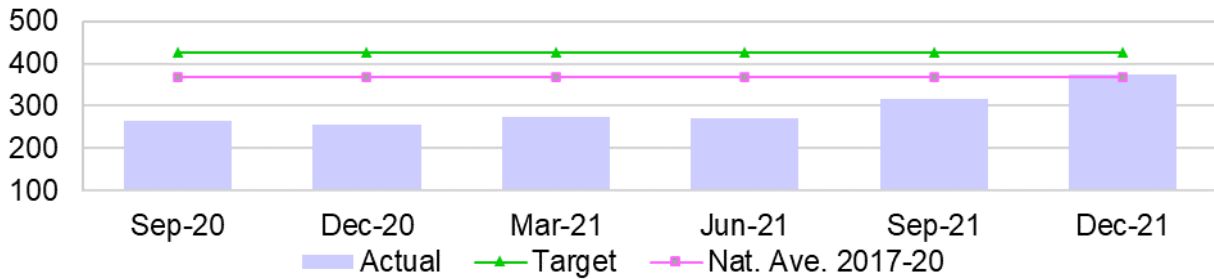
Current: 19.7%

Target: 17.5% - 22.5%

Previous: 20.1%

Average number of days between becoming a child in care and moving in with an adoptive family

GREEN
↓



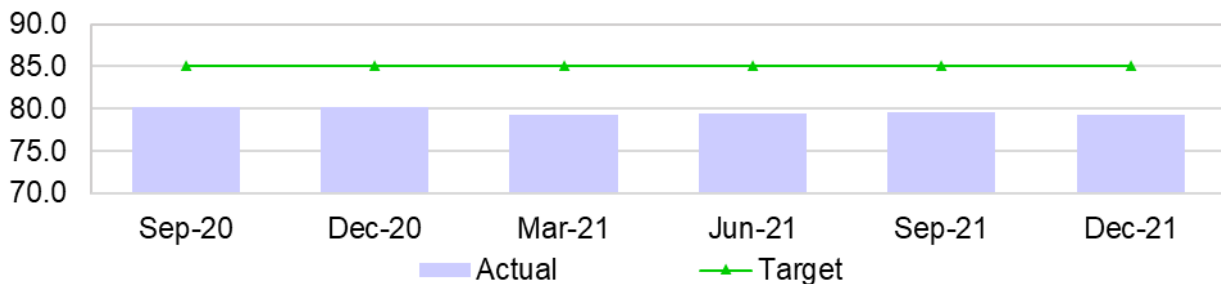
Current: 375.5

Target: 426

Previous: 316.9

Percentage foster care placements which are in-house or with relatives and friends (excluding UASC)

AMBER
⇒



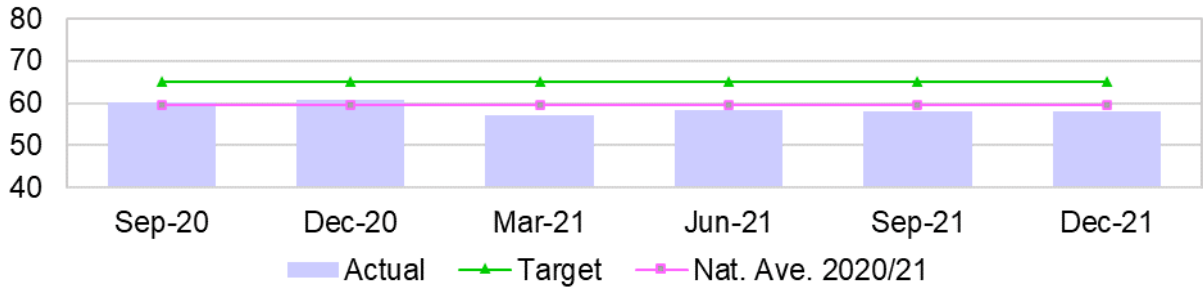
Current: 79.2%

Target: 85.0%

Previous: 79.6%

Percentage of care leavers in education, employment or training (of those KCC is in touch with)

AMBER
⇒



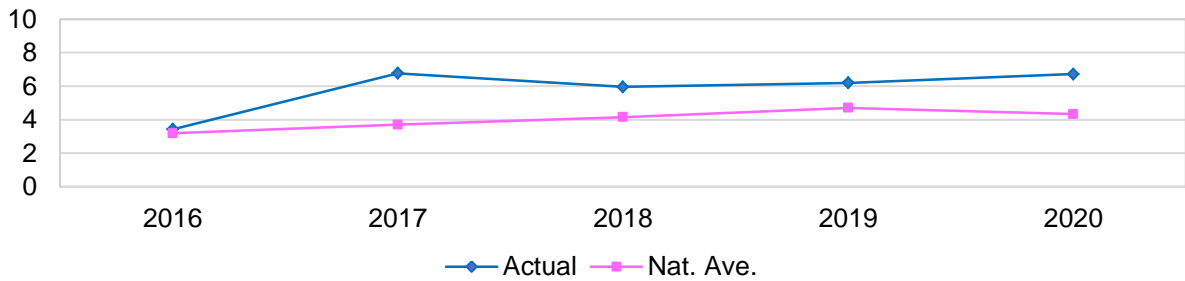
Current: 58.0%

Target: 65.0%

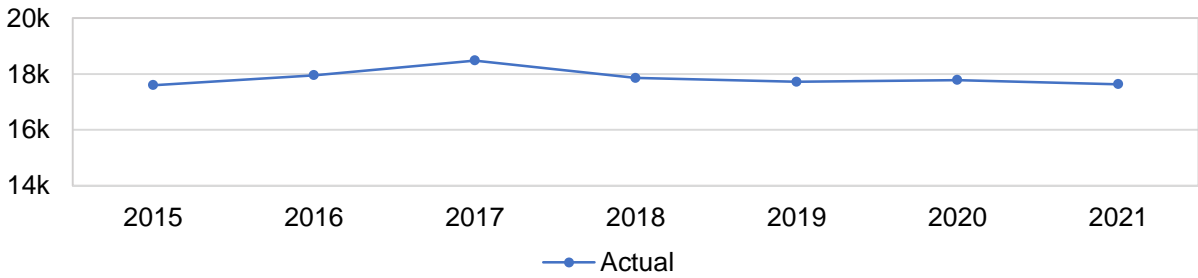
Previous: 58.1%

Activity indicators

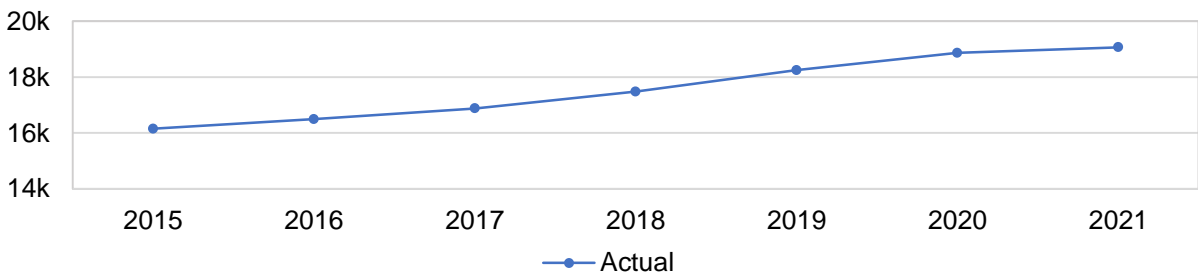
Number of initial requests for statutory assessment (for an EHC plan) per 1,000 population



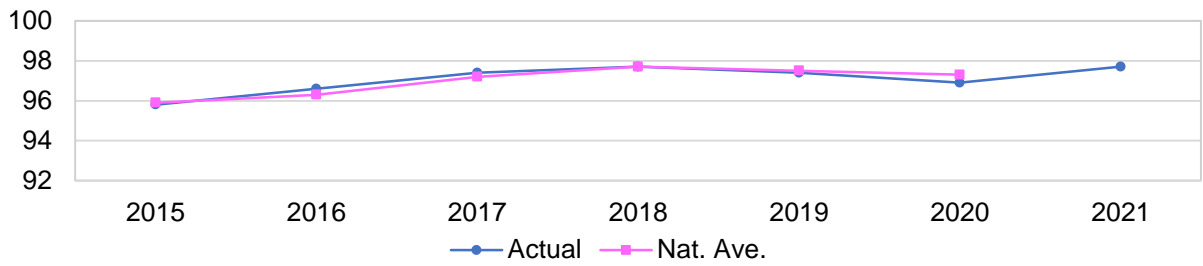
Number of pupils in Reception year (Kent state funded schools)



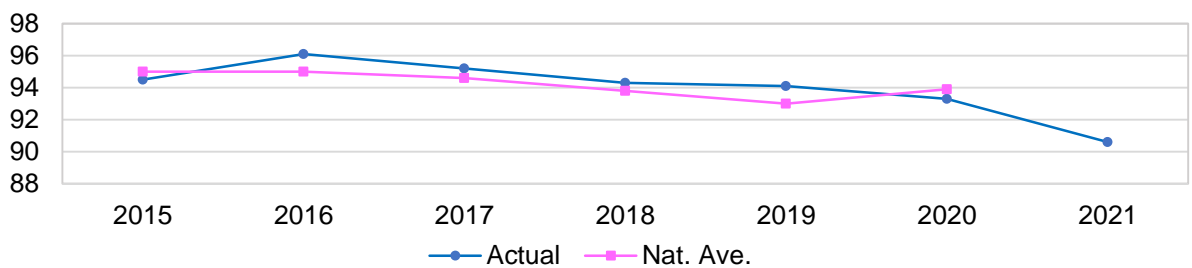
Number of pupils in Year 7 (Kent state funded schools)



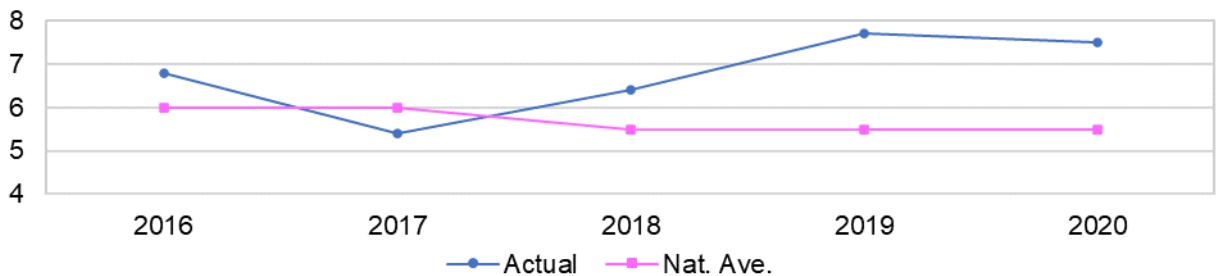
Percentage of Primary school applicants offered one of top three preferences



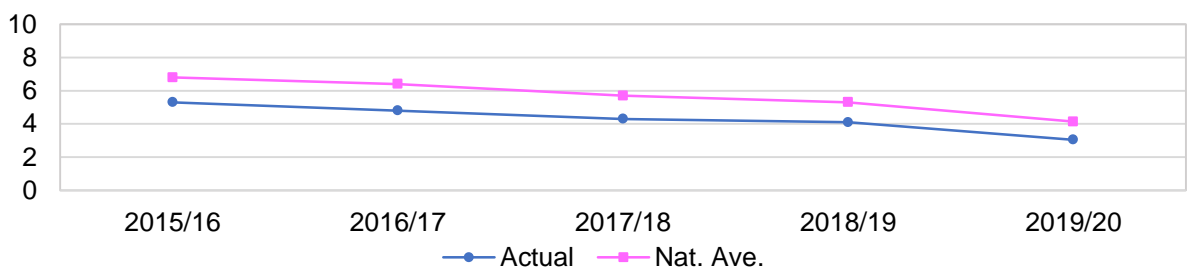
Percentage of Secondary school applicants offered one of top three preferences



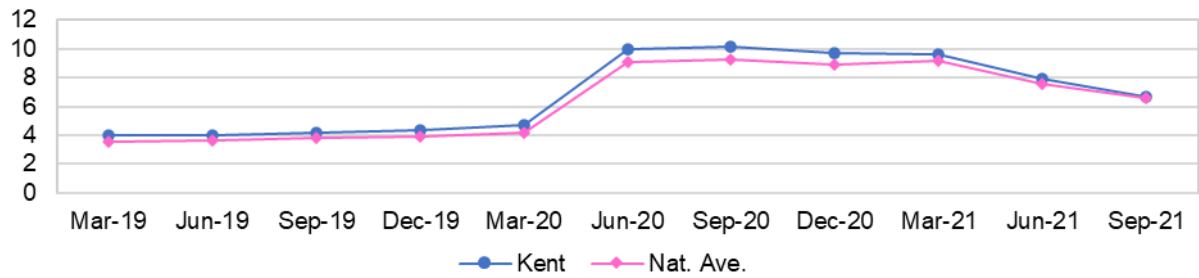
Percentage of 16-17 years olds Not in Education, Employment or Training (NEETs) or whose activity is Not Known



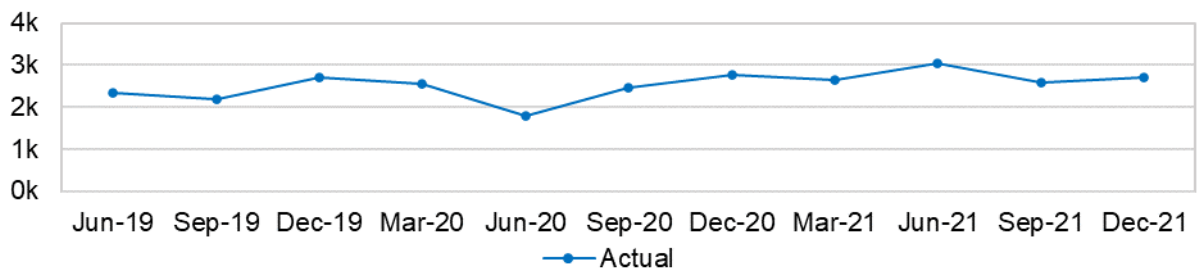
Percentage of 16-18 year olds who start an apprenticeship



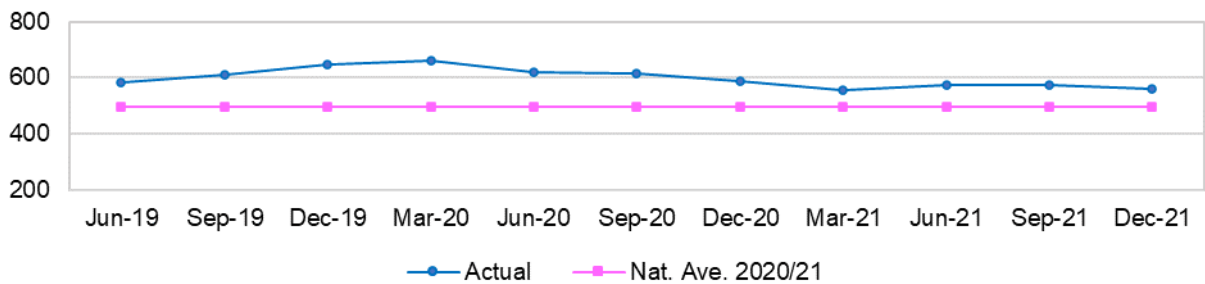
Percentage of 18-24 year olds claiming Universal Credit



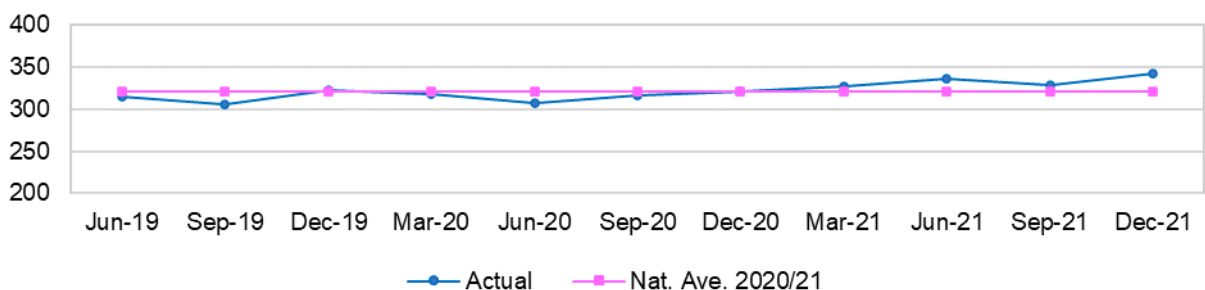
Number of open Early Help cases managed by Units



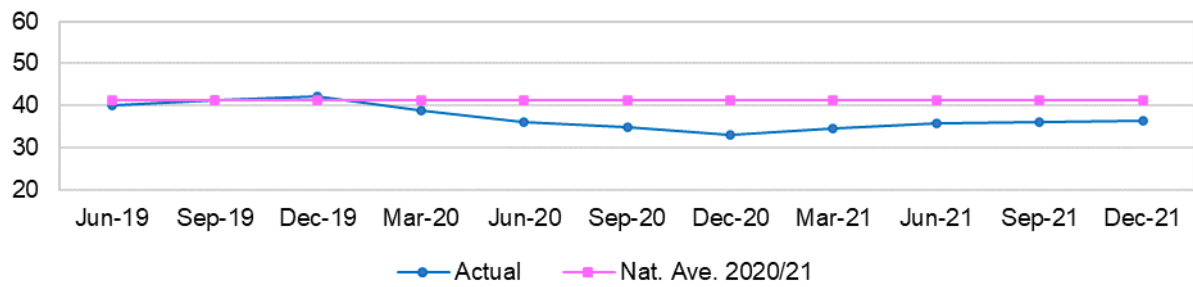
Rate of CSW referrals per 10,000 population aged under 18 – rolling 12 months



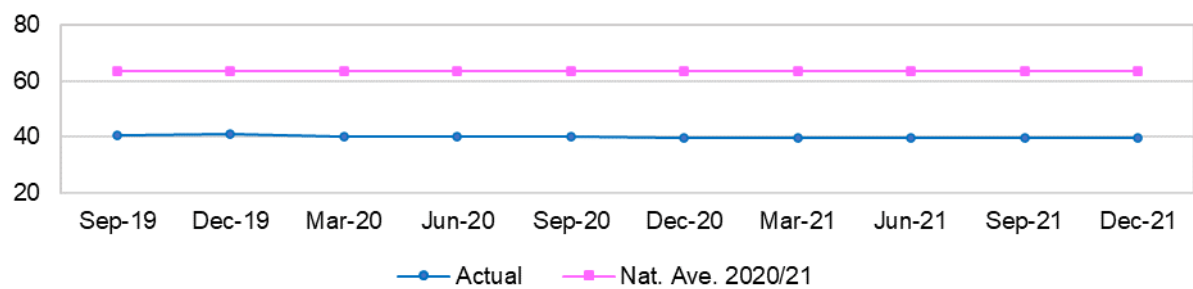
CSW caseload per 10,000 child population – snapshot at quarter end



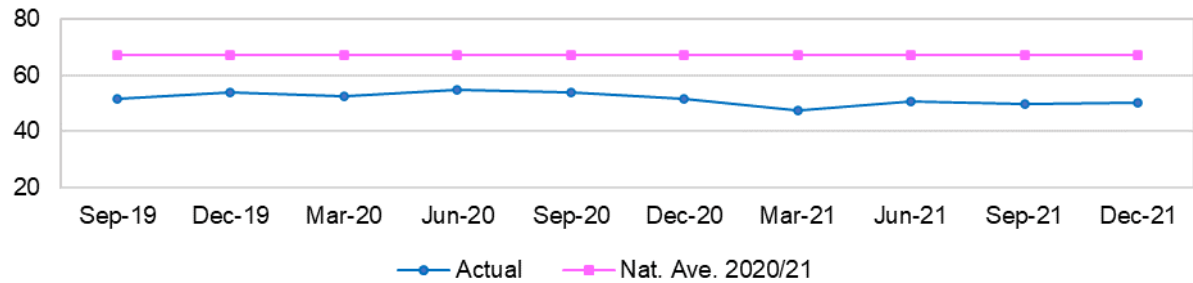
Rate of children with Child Protection Plans per 10,000 child population – snapshot at quarter end



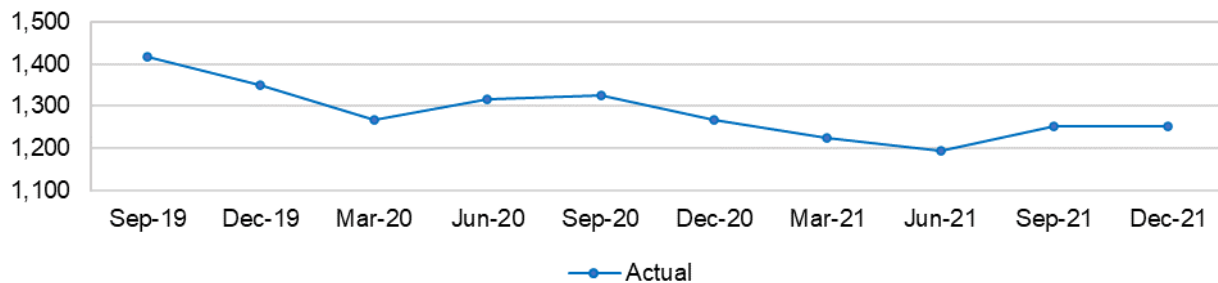
Rate of Children in Care (excluding UASC) per 10,000 child population – snapshot at quarter end



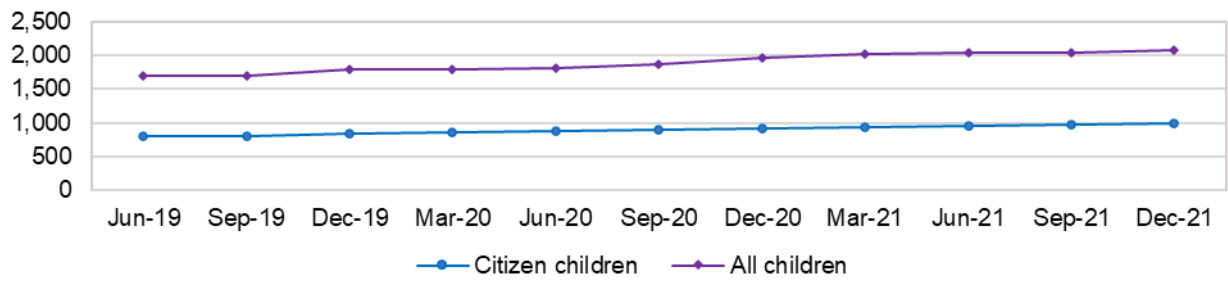
Rate of Children in Care (including UASC) per 10,000 child population – snapshot at quarter end



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		1	3	1

Trends experienced across Adult Social Care and Health (ASCH) for quarter 3 include a reduction in contacts throughout December (where similar patterns have been observed in previous years) and the continued increase in the proportion of people who receive support within the community as opposed to a residential or nursing setting. Also of significance is the increasing number of people who require support with their mental health, which is now 13% higher than the same quarter last year.

Although there has been a slight reduction in some social care activity over quarter 3 in 2021, historically Quarter 4 usually experiences higher demand due to winter pressures. This, together with the NHS under pressure to discharge those who are medically fit, means we anticipate greater demand on social care during quarter 4.

During quarter 3, there was a small decrease of 2% in the number of people accessing enablement services where the intention was for decreased or no ongoing support, and although nearly 800 people did not need ongoing or a higher level of support, it was a lower percentage compared to previous quarters.

Where people did need more or ongoing support, 88% received community-based support such as Care and Support in the Home, with the remaining 12% requiring long term support in residential or nursing homes.

There was also a decrease in the number of older people who were discharged into enablement services from hospital in Quarter 2, and the percentage of these who were still at home 91 days later. However, the 87% is the same proportion as at quarter 2 the previous year and above the target of 82%. ASCH is working with colleagues at the National Health Service (NHS) and Clinical Commissioning Groups (CCGs) to ensure all the discharge pathways from hospitals and into adult social care are being used by all partners to maximise increasing people's independence and that being on these pathways is the right course of action for them.

The proportion of people in receipt of a direct payments continues to remain at 24%, although this is above National levels reported for 2020/21 and Kent has a strong position nationally, ranking 59th of 150, it remains below expectations.

ASCH are working to increase the use of direct payments, which are an important delivery mechanism to ensuring people have choice over their support and maintain their independence. Initiatives to increase their use includes exploring new technology, such as a Personal Assistant (PA) finder system to support Personal Assistant recruitment and delivering training to staff to ensure they are fully aware of the benefits and opportunities that Direct Payments can bring to an individual.

ASCH continue to ensure over 75% of people they support in residential or nursing care are in good or outstanding Care Quality Commission (CQC) rated services, with 83% continuing into Quarter 3.

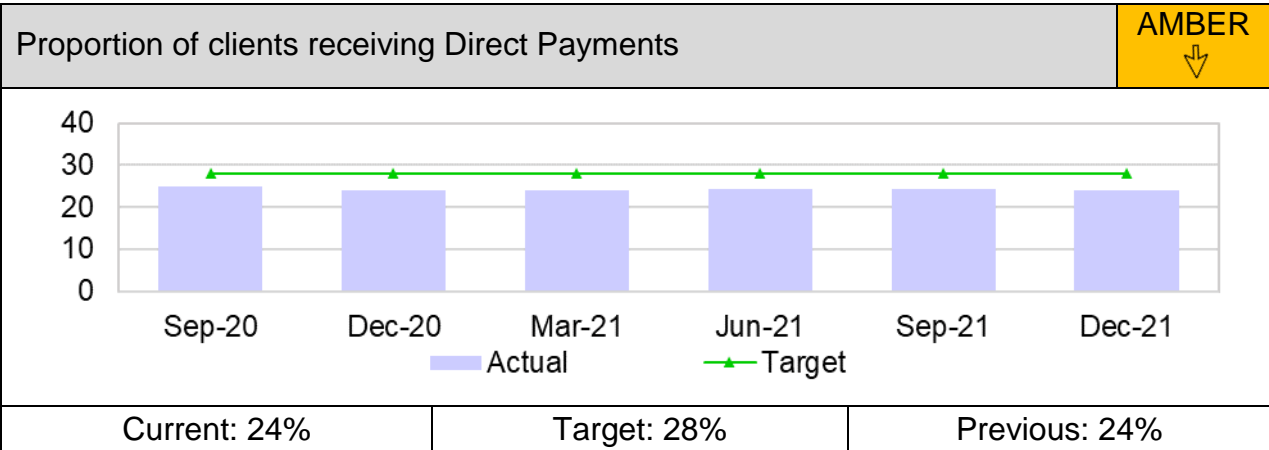
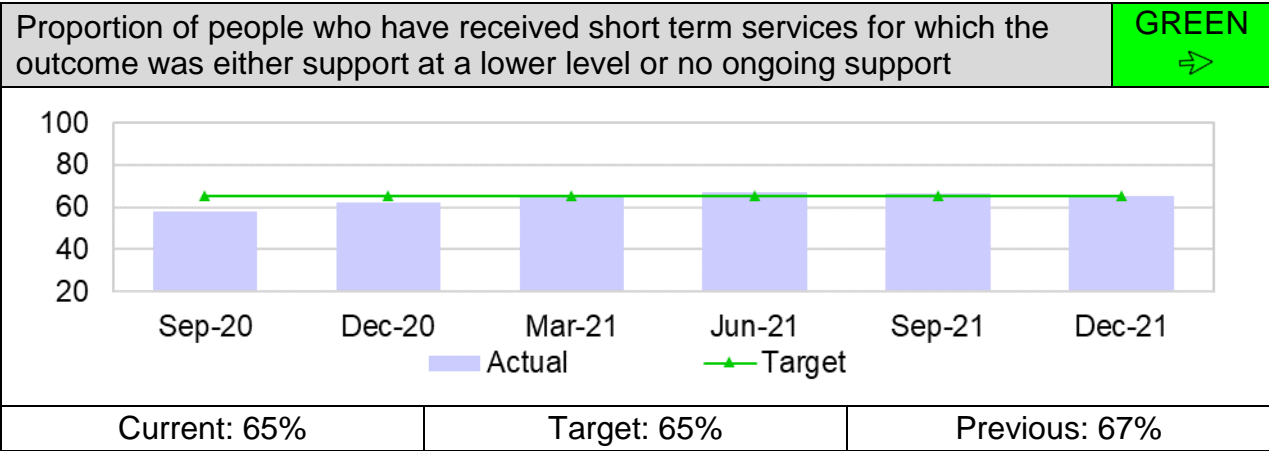
The Care Home Support Team continue to improve quality and the CQC rating of these services by working intensively with care homes to provide advice and support to ensure that effective action plans are in place that respond to CQC findings. The focus is on homes with a CQC rating of “Requires Improvement” but also considers homes with a poor CQC rating history or rated Red on the KCC Care Home Risk Matrix. The data has then been triangulated with intelligence from standard monitoring processes to ensure resource is focused effectively.

KCC commissioners are working collaboratively with CQC to ensure that homes that have made improvements are reinspected at pace, recognising the impact a poor CQC rating has on the health and social care system by closing the home to admissions.

Senior Commissioners are also refreshing the list of strategic care home providers to ensure that resource is allocated appropriately on homes that are high risk in terms of poor quality, the number of KCC residents alongside the number of homes the provider has in Kent and the annual spend. It will then be determined the level of intervention required to determine the frequency of strategic meetings with providers with a poor CQC rating.

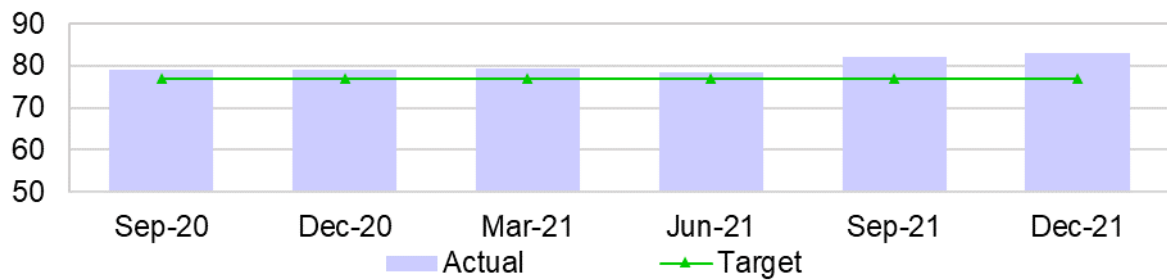
There was an increase in the number of carers being supported in Quarter 3, and this is a reflection of the pressures on home care provision as family members help loved ones while care is sourced and arranged.

Key Performance Indicators



The proportion of adults with a learning disability who live in their own home or with their family

GREEN



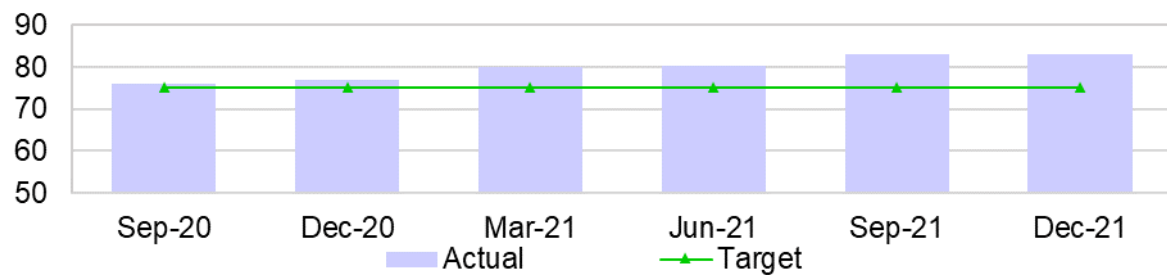
Current: 83%

Target: 77%

Previous: 82%

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

GREEN



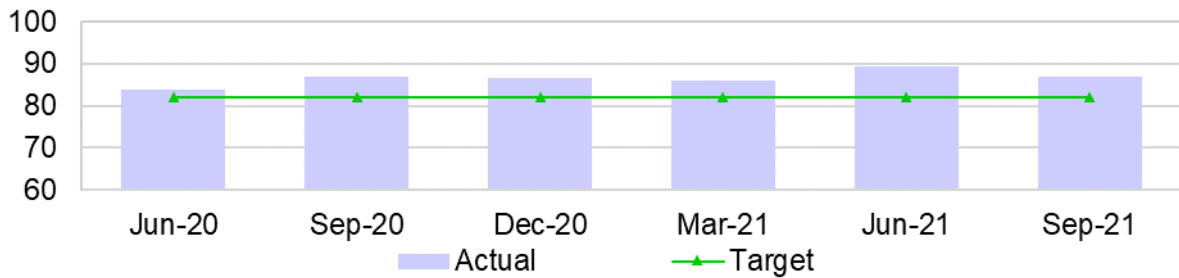
Current: 83%

Target: 75%

Previous: 83%

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

GREEN



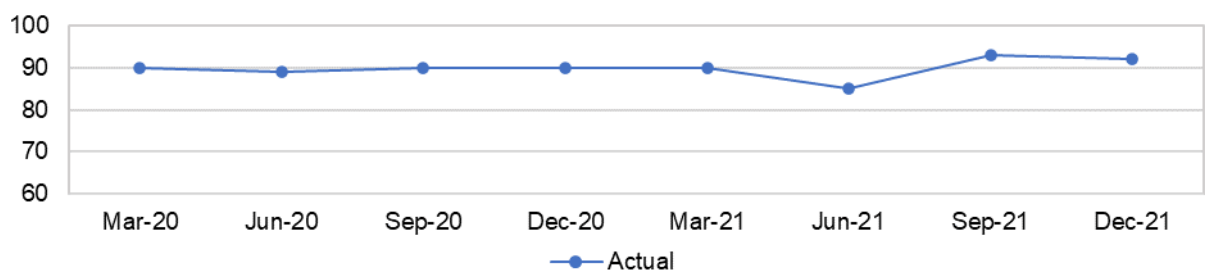
Current: 87%

Target: 82%

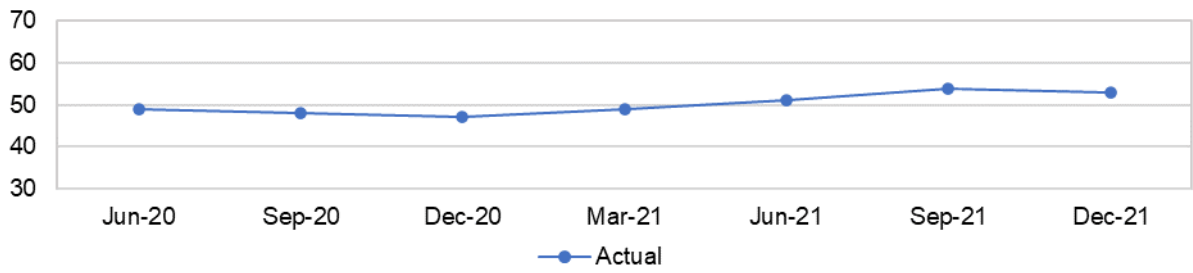
Previous: 89%

Activity indicators

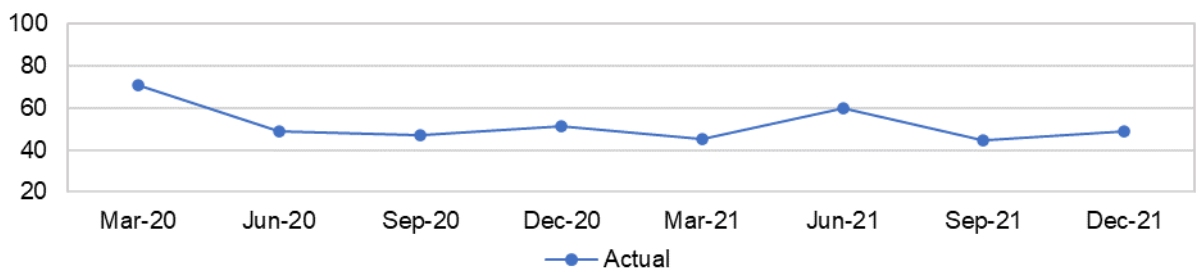
Percentage of Safeguarding enquires where a risk was identified, and the risk was either removed or reduced



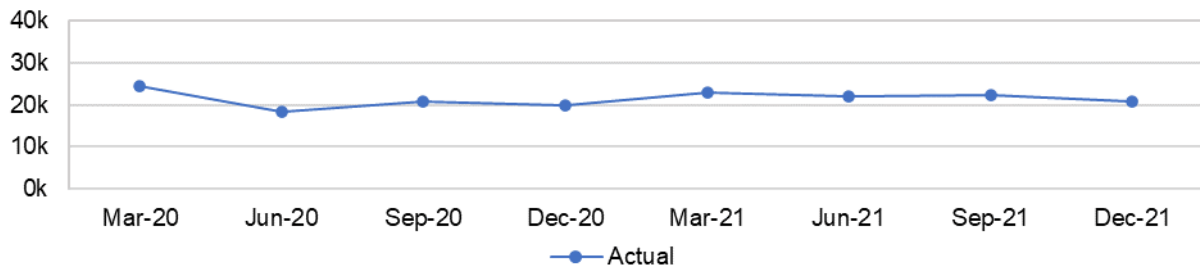
Percentage of carers who are receiving services, and who had an assessment or review during the year



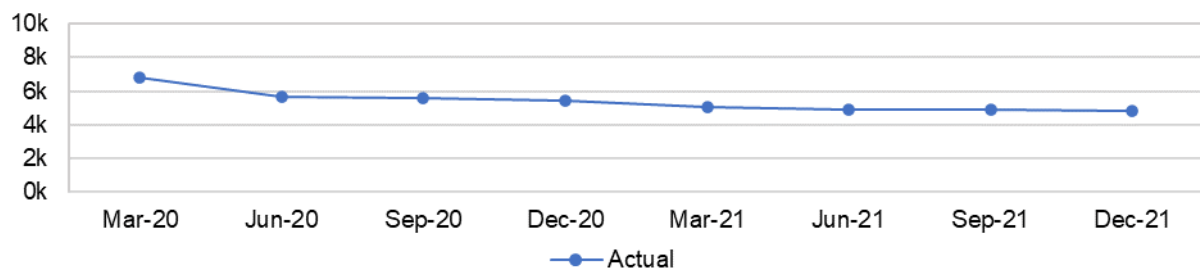
Percentage of complaints upheld (upheld and partially upheld)



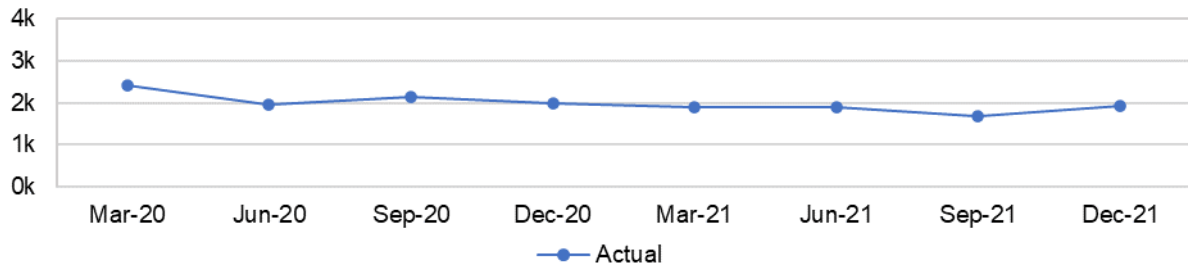
Number of people making contact with ASCH



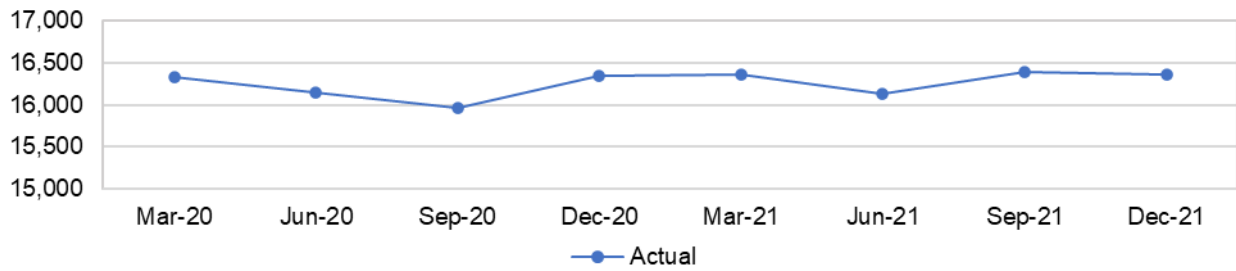
Number of assessments delivered (Care Needs Assessment)



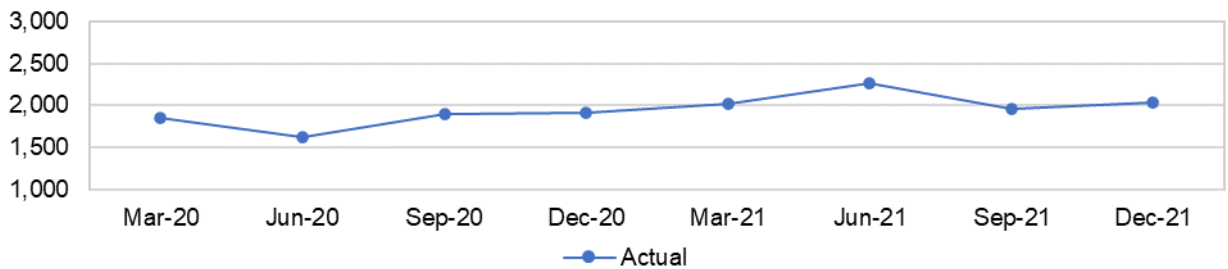
Number receiving enablement



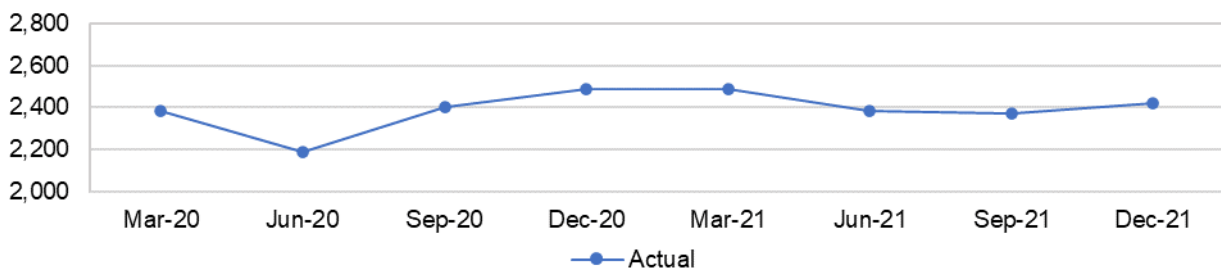
Number receiving Long Term Services



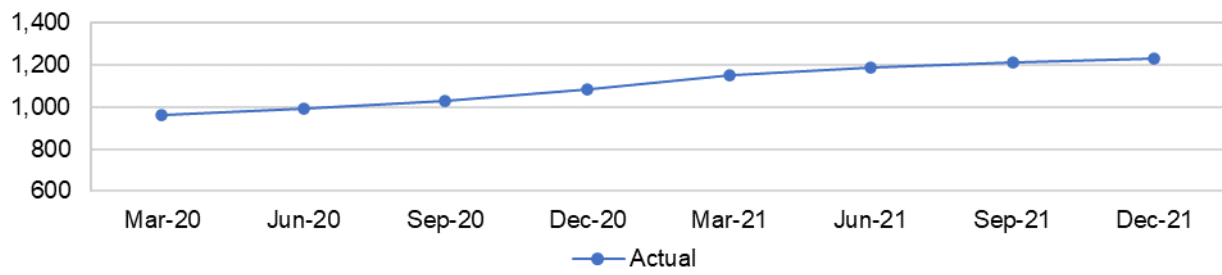
Number of Deprivation of Liberty safeguards (DoLs) applications received



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	↑	⇒	↓
	5			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 3 2021/22, 66 GPs actively participated in the programme which represents a decrease from 82 in Quarter 2. This is due to direction for GPs to prioritise COVID-19 vaccinations with the emergence of the Omicron variant. There were 4,547 Health Checks carried out in the Quarter, which exceeds target. The outreach team continue to establish and maintain relationships with key groups to engage with vulnerable and hard to reach communities. A risk stratified approach to NHS Health Checks is being developed which targets those at highest risk of cardiovascular disease, and is expected to be rolled out in Quarter 1 2022/23.

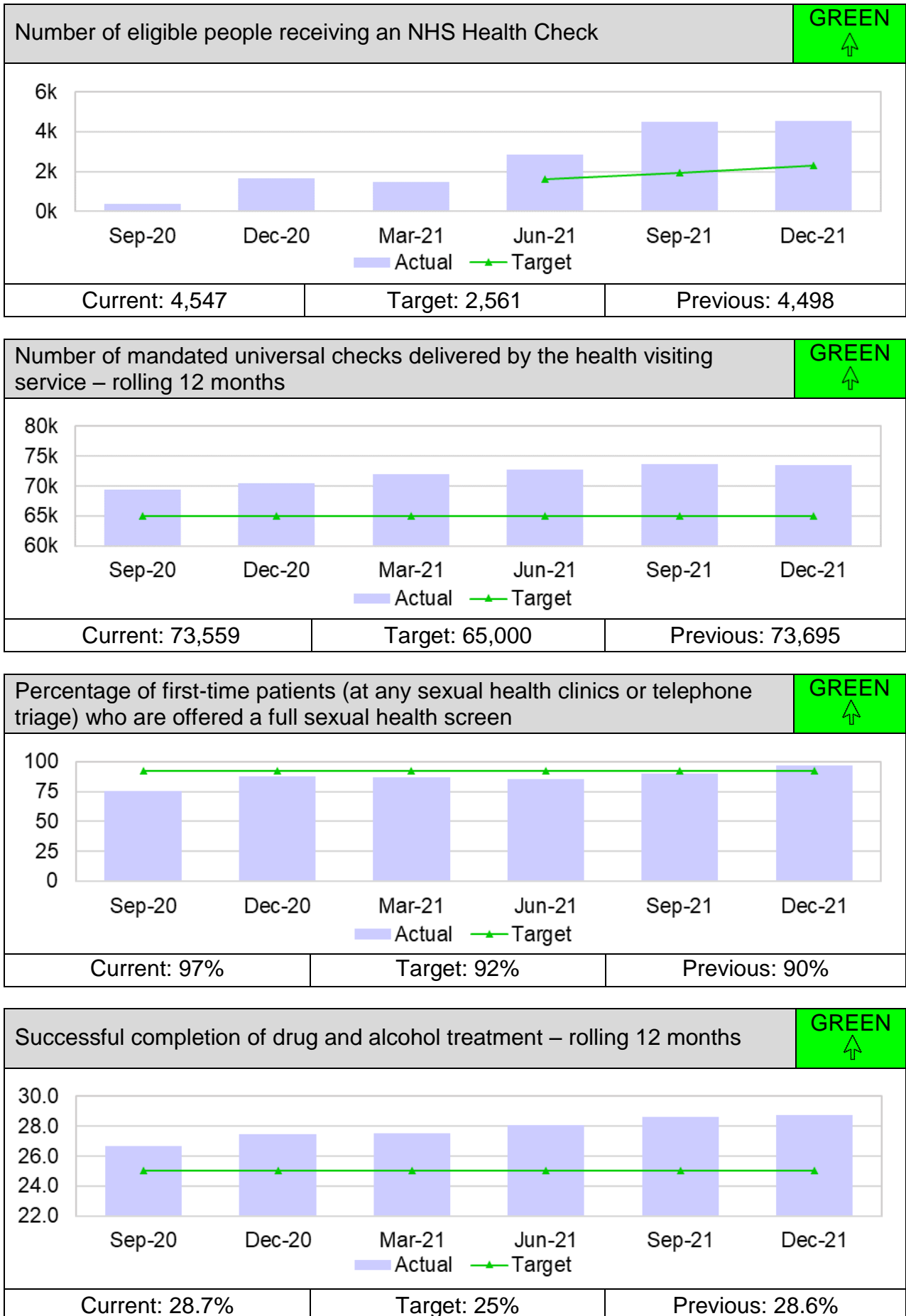
The Health Visiting Service delivered 18,186 mandated contacts in Quarter 3 2021/22, a slight decrease on Quarter 2, but the service remains on track to exceed the annual target of 65,000. All five mandated contacts were on or above target. 13,448 mandated and additional contacts were delivered to families within the targeted and specialist caseloads. Face-to-face delivery has increased for all contacts from 27.5% in Quarter 3 2020/21 to 57.9% in Quarter 3 2021/22. Calls to the duty line (12,701 in Quarter 3) and specialist infant feeding service referrals remain high.

In Quarter 3, the Sexual Health Service has continued to adopt the successful altered delivery model which utilises digital services and operates clinics through pre-booked appointments to manage client numbers. This is reflected in the increased use of the online services and slight decrease of in-person clinic attendance when compared to Quarter 2. Service providers and commissioners are continuing to work 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 3 the indicator recorded 97% of first-time patients being offered a full sexual health screen. This is a large improvement on Quarter 2 and is now exceeding the target of 92%.

Drug & Alcohol narrative to go here once the data is available – 24th February (then report needs to go straight back same day)

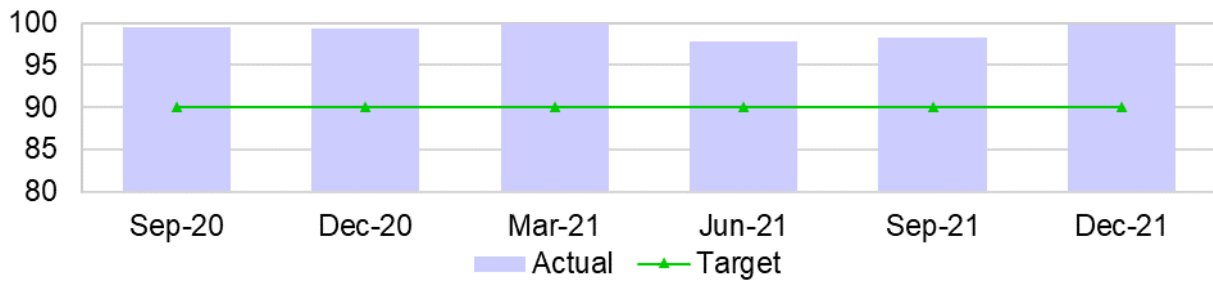
In Quarter 3, Live Well Kent (LWK) referrals reduced from the previous quarter, which is a trend seen every year leading up to Christmas. This was also impacted by COVID Plan B and rising cases of the new variant which meant services moved again to virtual delivery as working from home directives were put into place. Client satisfaction rates remain above target at 99.5%. In October LWK collaborated with KCC Communications team to publicize Every Mind Matters and World Mental Health Day.

Performance Indicators



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

GREEN
➔



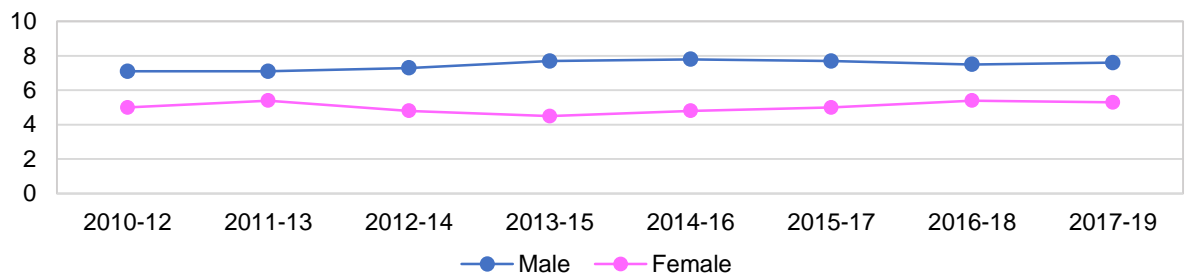
Current: 99.7%

Target: 90%

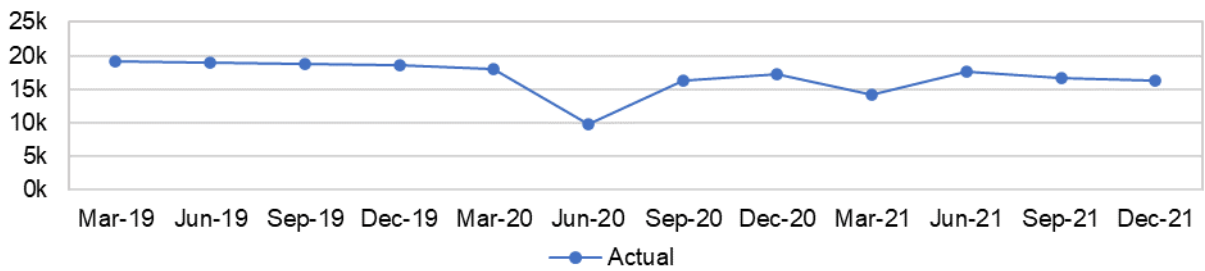
Previous: 98.3%

Activity indicators

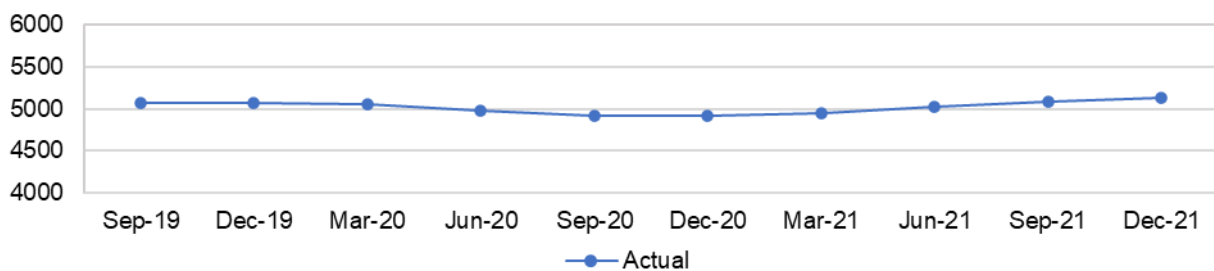
Life expectancy gap in years between least and most deprived areas



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.

The table below shows the number of corporate risks in each risk level (based on the risk score) in March 2022, compared with November 2021.

	Low Risk	Medium Risk	High Risk
Current risk level November 2021	0	2	19
Current risk level February 2022*	0	3	13

*Three risks have ratings to be decided

CHANGES DURING LAST QUARTER

As a result of the latest refresh process, several new risks are being added to the Corporate Risk Register, one de-escalated to directorate level, several risks have been merged, while others have been identified where the context has required reviewing and updating. The main changes are summarised below.

NEW RISKS

CRR0052 – Impacts of climate change The Council has a longstanding corporate risk relating to its response to major incidents and emergencies, which includes our responses with partners to severe weather events such as flooding. However, there are specific, longer term adaptation challenges that will need to be factored into the council’s operating model going forward. Hence a corporate risk focused on climate change adaptation has been proposed, with mitigations currently being captured.

CRR0053 - Impacts on fulfilling Statutory Duties due to Capital Programme Affordability The corporate register has contained risks relating to specific elements of the capital programme, such as Basic Need grant shortfall to enable sufficient school place provision, as well as maintenance and modernisation of the KCC estate. These risks are now being included in a broader risk relating to the affordability of the capital programme and the potential implications for the achievement of statutory duties. This considers important service areas not explicitly covered before such as highways infrastructure.

CRR0054 – Supply chain and market challenges A specific risk remains on the corporate register that focuses on the sustainability of the care market. However, workforce shortages are being experienced in key areas across the council such as bus drivers, which presents significant challenges, alongside shortages of materials that are driving associated cost inflation. Therefore, a specific risk covering supply chain factors is being added.

DE-ESCALATED RISK

CRR0005 – Development of the Integrated Care System This risk has been on the corporate register for some time. A paper was presented to County Council in July 2021 outlining KCC’s ambition for Health and Care Partnership working in the wake of the White Paper “Integration and Innovation: working together to improve health and social care for all”. This clearly stated the importance of local authorities continuing to maintain their capacity to ensure that they are able to discharge their separate and distinct statutory responsibilities, maintain internal control, deliver annually balanced budgets and manage financial risk accordingly, which is understood by partners. This was a key element of this corporate risk previously, and therefore it was proposed that the risk be de-escalated to directorate level. However, now that an Integration White Paper has been published by Government, this risk will be reviewed again and can be re-escalated up to corporate level if necessary.

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 5 actions to mitigate elements of Corporate Risks that were due for completion or review up to the end of February 2022. These are summarised below.

Due Date for Completion	Actions Completed	Actions Partially complete	Regular Review
Up to and including February 2022	2	3	N/A

CRR0003: Securing resources to aid economic growth and enabling infrastructure:

Partially Complete

Infrastructure Proposition business case (part of KCC’s Strategic Reset Programme). This is being revised to reflect changed Government priorities and local challenges and will be re-presented to Leaders for agreement before bid re-submission.

CRR0042 – Post-Transition border systems, infrastructure and regulatory arrangements

Complete

Recruitment of Trainee Trading Standards Officers is now complete.

Partially complete

Further recruitment is underway for additional animal health officers to ensure teams are fully resourced.

CRR0002: Safeguarding - protecting vulnerable adults:

Partially complete

Development of a Quality Assurance Framework – Practice standards and roles have been agreed for testing. A draft quality assurance framework will be presented to the Making a Difference Every Day Meaningful Measures Group.

Complete

The new safeguarding operating model aligns multidisciplinary safeguarding teams into the locality model to ensure effective practice and to improve the Adult Social Care experience for the people we support.